



John Luke

fyi-request-10993-b5645bf0@requests.fyi.org.nz

File No: DOIA 1920-0276

Dear John Luke

Thank you for your email of 16 August 2019, requesting the following information under the Official Information Act 1982 (the OIA):

Unable to access this via your website, links are all broken, can you please provide me the information for this one?

<https://www.immigration.govt.nz/documents/visa-paks/2015-oct-16-ams-notes>

Our response

Please refer attachment for the requested information.

If you wish to discuss any aspect of your request or this response, please contact Ileini Taloa, Business Advisor, Operations Support, Immigration New Zealand at ileini.taloe@mbie.govt.nz.

Yours sincerely

Karen Bishop
Assistant General Manager – Visa Services
Immigration New Zealand
Ministry of Business, Innovation and Employment



Visa Pak

Visa Services management information pack

IMMIGRATION
NEW ZEALAND



Issue 224- 14 August 2015

Privacy/OIA Requests Releasable Information

To: All Visa Services staff

From: Donna Andrews, Privacy Team

Action required: Please discuss with your team(s)

Context

- (a) There has been a recent increase in the number of Privacy/OIA requests from Advisors and Lawyers for the release of information relating to officers accessing client files within AMS. This information is releasable under the Privacy Act Policy 2005 (the Act).

Consequently, if you are not the officer processing the application but need to work on it for some other reason, it is very important to enter a note in AMS recording the reason why you have accessed the file. Not doing so may result in queries about the reason for access and whether it was authorized.

- (b) Section A6 of the Act describes, "What information is covered or what amounts to "Personal Information" states that individuals have a right of access to "personal information". "Personal information is defined as "information about an identifiable individual". The right is to information, regardless of the form in which the information is held".

It is crucial to understand the extent of the information we are required to provide as requests for information can easily escalate into complaints if we do not provide *all* the information we hold.

Requests for personal information can depending on the request cover everything on our paper filing systems, on our electronic systems, and departmental information in the memory of officials (to the extent it can be accurately remembered) that is not otherwise physically recorded somewhere. No categories of information or document are excluded. For example it covers drafts!

Given the comprehensive nature of the above, it can be misleading to try and list types of documents. But the list below of things that you might not think are covered is intended to demonstrate that everything we have is or might contain something that contains "personal information":

- Drafts of papers or letters, if still held
- Emails (including those dealing with routine processes such as setting up meetings)
- Media logs
- Computer storage devices
- Magnetic tapes
- Notes of meetings/interviews
- Information held by an agent of MBIE doing work on our behalf (e.g. a consultant or contractor)
- Oral advice (whether internally or externally, such as to a Minister)
- Recollections of an un-minuted meeting
- Information provided to INZ by others
- Aide memoirs
- Documents not on letterhead

Creating "dummy" files, or storing personal information in a separate location from the main file, does not affect INZ's obligations to review and provide access to that information. It is important that all staff members understand that releasable information at times will mean their names are released as part of the releasable information the requester is entitled to under the law.

Action

This information is to be provided to staff members and discussed for their understanding and awareness.

Contact	Donna Andrews
Publish on Visa Pak Database?	Yes
Publish on INZ website (publicly available)	Yes
Visa Pak issue date	14 August 2015
Visa Pak no:	224

WORKFORCE (IMMIGRATION NEW ZEALAND)
INTERNAL ADMINISTRATION CIRCULAR NO: 10/04

To:	All Workforce (Immigration) Managers	Date: 5 May 2010
	All Workforce (Immigration) Staff MFAT Posts	

Guidelines for Standard AMS Input.

Please read this information and ensure all staff members who may be affected are aware of what is required of them.

Purpose

1. The purpose of this Internal Administration Circular (IAC) is to provide standards and guidelines for the entry of notes into AMS. This IAC:
 - Outlines when and why staff should enter a record in AMS notes
 - Outlines what information should be included in AMS notes
 - Recommends ways to make notes in AMS quick and easy to read.

Background

2. This IAC responds to the 2009 Office of the Auditor General (OAG) report, 'Inquiry into Immigration Matters (Volume 1): Visa and permit decision making and other issues'.
3. The report recommended that the Department of Labour should consider ways to improve sharing of good practice guidance about documentation standards throughout Immigration New Zealand.
4. This IAC is one of a series of changes being implemented by Phase 2 of the Business Process Diagnostics and Design project in response to this recommendation.

When and Why You Should Enter AMS Notes

5. Consistent and timely use of AMS Notes will result in a more complete record of the assessment and is an important part of documenting the decision making process.
6. The AMS notes also ensure compliance with the requirement in Immigration Instructions (E7.16 and R5.20 10) that we "make all file records (particularly file notes and instructions) accurate, clear, complete and factual".
7. Staff must ensure that anyone reading AMS notes can understand the application's status and are able to do their job properly based on the

information provided in the notes, without having to contact the officers involved. In addition to the case officer, other users of AMS notes include the following:

8. Immigration Contact Centre (ICC) in answering customer enquiries

- Branch staff:
 - completing 2 person checks
 - reassessing temporary applications; and
 - responding to complaints
- QAP and Q3 assessors
- Internal auditors
- Resolutions Branch in preparing Ministerial reports and responding to complaints to the Office of the Ombudsman and Office of the Privacy Commissioner
- Customers and Immigration Advisers when requesting information under the Privacy or Official Information Act.

9. Brief but concise notes should be entered during the assessment and decision making process to ensure there is a complete record of the actions being taken on an application. Please note that it is not sufficient to enter the decision summary into AMS notes once an application has been decided.

Guidelines for Entering AMS Notes

9. What should I enter into AMS Notes?

- All *administrative* events such as file allocation or transfer
- Whenever required by IACs (see examples attached)
- All *interactions* with a customer/client such as phone calls, face to face discussions, emails, written correspondence (including receiving a response to PPI or request for more information), etc *and*
- All *assessment steps* undertaken by a case officer (including verification and PPI process) *and*
- A *completed file summary* recording the final assessment, showing how the applicant has satisfied the officer that they have met all requirements of the relevant immigration instructions (with evidence), any weighing and balancing and the final decision (these templates will be released by the end of May 2010).

What should my notes include?

10. The table attached as Appendix A outlines some examples of where you should enter a note into AMS notes, what information should be included in the note, and examples of what the note could look like.

Making it clear what your note is about

11. In order for people to understand your notes and quickly locate the information you should:

- *Ensure your notes are written in plain English - avoid using 'text-speak', or localised abbreviations and acronyms that are not well-known within INZ. Apart from the country codes, a list of acceptable abbreviations and acronyms is attached (see Appendix B)*
- *Write a 'key message' at the top of the note in capital letters to indicate the content and summarise the rest of the information. The key message will always appear in the viewing panel as an overview of the note which follows, and readers will not have to open each individual note to determine what it is about and whether it is relevant to them.*
- *Break up long notes on different topics into shorter, individual notes, each with a key message summary at the top. This makes it easier for people using AMS notes to locate the information they require and determine which notes are relevant to them.*
- *Ensure your notes are **clear and concise**.*

Country Codes

12. Country codes are also acceptable for use in AMS notes and can be accessed from http://www.iso.org/iso/english_country_names_and_code_elements

Compliance

13. A number of the questions asked as part of the QAP focus on whether notes are recorded appropriately in AMS. You will receive feedback from your manager on the quality of your AMS notes following the QAP assessments.

14. If this IAC is inconsistent with any previous IAC, information or instruction, the instructions contained here prevail.

Andrew Lockhart

Manager (Acting), Operations, Service Delivery

Immigration New Zealand

Appendix A

Entries for AMS Notes; this list provides examples only and is not exhaustive.

Situation	Note should include these details	Example
Administration		
File placed in Queue		FILE ADDED TO CAPPED FAMILY QUEUE
File is allocated to an officer	Who the file was allocated to	FILE ALLOCATED TO JACK GREEN
IAC		
File is transferred to senior officer (IAC 9/12)	Refer to IAC	APPLICATION TRANSFERRED TO (NAME), (ROLE), and (DELEGATION LEVEL). Have taken this application to investigate further whether the relationship is genuine and stable.
Application has an Alert or warning (IAC 10/01)	Refer to IAC Note: You must either record what action was taken as a result of the warning or explain why no action was taken. It is not sufficient to record that the alert or warning has been noted.	ALERT NOTED. Contacted Apla branch re sponsorship.
Interaction		
Contact is made with the client or the client contacts us (successful)	Method of contact (e.g. phone, email, letter) Reason for contact (e.g. request for information) Outcome / follow-up actions	PHONED SPONSOR RE ACCOMMODATION for Methodist Church Group visit in July. Sponsor will send me copy of approval from council to use church hall by 10 March.
Customer advises change of sponsor	Method of contact Who contacted INZ (e.g. customer/sponsor) Reason for change Name of new sponsor	CHANGE OF SPONSOR. Client phoned to say moving to stay with Chan Xieu dob. 7/3/53 who will be sponsor from 1/4/10.
Verification		
Requests for verification	Name and role of contact person Method of contact Nature of request	REQUESTED FINANCIAL DOCS Emailed Joe Bloggs (employer) requesting financial statement to demonstrate that business is viable and on going. (Add a concise summary of email).
Interview	Who was present, whether satisfied or not with the verification activity.	CONDUCTED PARTNERSHIP INTERVIEW WITH PA AND PARTNER. IA and interpreter present but IA left half an hour before interview ended. Not satisfied with stability of relationship. Will send ppi letter by 9 March
Completed File Summary	A series of new file summary templates will be released in a separate IAC.	

Appendix B

Acceptable abbreviations and acronyms

A

ACB	Auckland Central Branch
ADS	Approved Destination Status
AIP	Approval in Principle
ALMI	Aligning Labour Market Information
ALO	Airline Liaison Officer
AMOI	Associate Minister of Immigration
AMS	Application Management System
APP/APS	Advanced Passenger Process/Screen
APPSO	Advanced Passenger Process Support Office
ASH	Acceptable Standard of Health

B

BA	Business Analyst
BAU	Business as Usual
BC	Birth Certificate
BCEP	Business Continuity Plan
B&I	Border and Investigations (pre-2005)
BIB	Business Information Branch (WN)
BM	Branch Manager
BMB	Business Migration Branch
BSG	Border Security Group
BT	Breakthrough
BTM	Business Transformation Model
B2B	Business to Business

C

CEO	Chief Executive Officer
CFF	Chartered Foreign Fishing
CMT	Crisis Management Team
CoC	Code of Conduct
COI	Certificate of Identity
COV	Confirmation of Visa
CORS	Cancellation of refugee status
CRiSM	Client Risk and Value Methodology
CPA	Client Profile Assessment

CPA	Certified Public Accountant
CPE	Client Profiling Engine
CPU	Client Profiling Unit
CSA	Central Southern Australia (Region)
CSO	Customer Service Officer
CSPU	Centralised Student Processing Unit (PN)
CTU	Council of Trade Unions
CVU	Central Verification Unit
CYFS	Child, Youth and Family Service

D

DAT	Document Authentication Tool
DCE	Deputy Chief Executive
Dep Sec	Deputy Secretary
DEPOC	Deprivation of citizenship
DFAT	Department of Foreign Affairs and Trade (Australia)
DIA	Department of Internal Affairs
DIAC	Department of Immigration and Citizenship (Australia)
DL	Deportation Liability
DIN	Detention Information Notice
DNA	Development Needs Assessment
DOA	Date of Arrival
Doc Sec	Documentation Section
DOL	Department of Labour

E

EA	Express Approve
EAP	Employee Assistance Programme
EAU	Employer Accreditation Unit
EDS	Electronic Data System
EEO	Equal Employment Opportunities
EMS	Engagement Management System
EOC/ BOC	Entry Operation Centre/ Border Operation Centre (Australia)
EOI	Expression of Interest
ER	Express Review

F

FIT	Free & Independent Travellers
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F&IU	Fraud and Investigations Unit
<u>G</u>	
GS	General Skills
GEMS	Government Executive Ministerial Support
<u>H</u>	
H&S	Health and Safety
HD	Home Detention
<u>I</u>	
IA	Immigration Act
IAA	Immigration Advisory Authority
IAC	Internal Administration Circular
IBOC	Immigration Border Operation Centre
ICC	Immigration Contact Centre
ICE	Immigration Compliance, Enforcement (offshore)
ICE	Intelligence Capability Enhancement (IIU software)
ID	Identification
IELTS	International English Language Test System
IIU	Immigration Intelligence Unit
ILO	International Labour Organisation
IM	Immigration Manager
INZ	Immigration New Zealand
IO	Immigration Officer
IPG	Immigration Profiling Group
IPT	Immigration and Protection Tribunal
ISG	Internal Service Guarantee
ITA	Invitation to Apply
ITOC	Integrated Targeting Operations Centre (NZ Customs)
IV	Interim Visa
<u>J</u>	
JV	Joint Venture
<u>K</u>	

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KiT	Keep in Touch
KM	Knowledge Management
L	
LMT/C	Labour Market Test/Check
L&D	Learning and Development
LV	Limited Visa
LTBV	Long-term Business Visa
LTSSL	Long-term Skill Shortage List

M

MB	Megabytes
MED	Ministry of Economic Development
MFAT	Ministry of Foreign Affairs & Trade
MIS	Management Information System
MSD	Ministry of Social Development
MO	Modus Operandi
MOI	Minister of Immigration

N

N2C	Need to see team
NATO	National Office
NQF	National Qualifications Framework
NZIS	New Zealand Immigration Service
NZQA	New Zealand Qualifications Authority

O

OAG	Office of the Auditor General
OBO	Onshore Border Operations
ODC	OSH Development Centre
OIA	Official Information Act
OPS	Operational Support
OWT	Outward Ticket

P

P4O	Performing for Outcomes
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PA	Principal Applicant
PA	Privacy Act
PCC	Police Character Clearance
PFQ	Partnership for Quality
PMA/D	Performance Management Agreement /Document
PNR	Passenger Name Record
POI	Passenger of Interest
POL	Priority Occupations List
PP/PPT	Passport
PPI	Potential Prejudicial Information
PRV	Permanent Resident Visa
PSA	Public Service Association

Q

QAP	Quality Assurance Programme
QID	Officer Identity Number (Police)

R

R&R	Reward and Recognition
RFL	Returned Failed Lodgement
RM	Regional Manager
RMAS	Regional Movement Alert System
RQB	Refugee Quota Branch
RSB	Refugee Status Branch
RSE	Recognised Seasonal Employer
RTP	Return to Pool
RV	Resident Visa

S

SA	Secondary Applicant
SD	Service Design
SDG	Service Delivery Group
SE	Skilled Employment
SLT	Strategic Leadership Team
SM	Skilled Migrant
SMC	Skilled Migrant Category
SMG	Senior Management Group

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SO	Support Officer
SV	Student Visa
SWV	Seasonal Work Visa
I	
TA	Technical Advisor
T&D	Training & Development
TD	Travel Document
TE	Temporary Entry
TRSE	Transitional Recognised Seasonal Employer
U	
UV	Ultraviolet
V	
V4V	Visa for Visa
VDR	Visa Decision Record
VO	Verification Officer
VOC	Variation of Conditions
W	
WD	Work Directions
WF	Workforce
WINZ	Work & Income NZ
WP	Workplace
WV	Work Visa
WVH	Work Visa Holder
WTR	Work to Residence
W2R	Work to Residence
2PC	Second Person Check

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