



04 June 2021

Jill Liu

By email: fyi-request-15445-c5e48358@requests.fyi.org.nz

File No: DOIA 2021-2297

Dear Jill Liu

Thank you for your email of 14 May 2021, requesting the following information under the Official Information Act 1982 (the OIA):

I would like to request data on a daily basis on the no. of onshore resident visa applications lodged up to 23rd Jan 2020 that are yet to be allocated to case officers, categorised as to priority and non-priority queue.

I would also like to request data on the no. of applications that were allocated weekly to case officers from Mar 2021 to the date you respond to this request showing the lodgement date of each application, categorised as to priority and non-priority queue.

Our response

I would like to request data on a daily basis on the no. of onshore resident visa applications lodged up to 23rd Jan 2020 that are yet to be allocated to case officers, categorised as to priority and non-priority queue.

We have interpreted your request to relate to skilled residence applications. Immigration New Zealand (INZ) has one queue for skilled residence applications. The applications in this queue include Skilled Migrant Category (SMC) and Resident from Work (RFW), and are not split into two separate queues based on the application category.

Please see attached Table 1 detailing the number of unallocated onshore skilled residence applications that were accepted by INZ on or before 23 January 2020, broken down by accepted date and queue, as at 26 May 2021.

I would also like to request data on the no. of applications that were allocated weekly to case officers from Mar 2021 to the date you respond to this request showing the lodgement date of each application, categorised as to priority and non-priority queue.

Please see attached Table 2 detailing the number of skilled residence applications allocated for assessment from 1 March 2021 to present, broken down by queue.

Skilled residence queue data is not static due to the complex nature of visa processing operations. Applications move between queues and this needs to be taken into account when comparing data over time.



Most data used in OIA responses is pulled directly from the INZ Application Management System (AMS), and reflects the date that the data entry relating to the application was completed in AMS. On occasion an application is received by INZ on one date, but the data entry is not completed until a later date. In the interest of fairness, when allocating applications the Manukau office use the date that all information required for the acceptance of the application was actually received by INZ rather than the date the data entry was completed – which reflects when a client will perceive their application to have been submitted. This means that there may be differences noted in the allocation data, which is sourced directly from the Manukau office, when compared with other statistics about skilled residence, including number and dates of applications in the queues.

Any updates in regards to the allocation of applications can be found via the following link: <https://www.immigration.govt.nz/new-zealand-visas/waiting-for-a-visa/how-long-it-takes-to-process-your-visa-application/smc-and-rfw-timeframe-information>

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'N Hogg', is centered on the page.

Nicola Hogg
General Manager, Border and Visa Operations
Immigration New Zealand
Ministry of Business, Innovation and Employment

Table 1 – The number of unallocated onshore skilled residence applications that were accepted by INZ on or before 23 January 2020, broken down by accepted date and queue, as at 26 May 2021.

Accepted date	Onshore skilled residence general (non-priority) applications	Priority skilled residence applications
6-Sep-19	<=5	0
7-Sep-19	<=5	0
9-Sep-19	<=5	0
10-Sep-19	<=5	0
11-Sep-19	8	0
12-Sep-19	12	0
16-Sep-19	12	0
17-Sep-19	26	0
18-Sep-19	26	0
19-Sep-19	12	0
20-Sep-19	20	0
21-Sep-19	34	<=5
23-Sep-19	28	0
24-Sep-19	20	0
25-Sep-19	27	0
26-Sep-19	32	<=5
27-Sep-19	20	0
28-Sep-19	24	0
30-Sep-19	23	0
1-Oct-19	28	0
2-Oct-19	24	0
3-Oct-19	19	0
4-Oct-19	19	0
5-Oct-19	31	0
7-Oct-19	20	0
8-Oct-19	21	0
9-Oct-19	29	0
10-Oct-19	34	0
11-Oct-19	27	0
14-Oct-19	25	0
15-Oct-19	21	0
16-Oct-19	26	0
17-Oct-19	32	0
18-Oct-19	<=5	0
19-Oct-19	41	0
21-Oct-19	19	0
22-Oct-19	26	0
23-Oct-19	11	0
24-Oct-19	30	0
25-Oct-19	17	0
29-Oct-19	30	0

30-Oct-19	43	0
31-Oct-19	35	0
1-Nov-19	24	0
4-Nov-19	36	0
5-Nov-19	28	0
6-Nov-19	28	0
7-Nov-19	34	0
8-Nov-19	40	0
11-Nov-19	38	0
12-Nov-19	44	0
13-Nov-19	32	0
14-Nov-19	40	0
15-Nov-19	37	0
18-Nov-19	42	0
19-Nov-19	33	0
20-Nov-19	38	0
21-Nov-19	37	0
22-Nov-19	29	0
25-Nov-19	27	0
26-Nov-19	21	0
27-Nov-19	37	0
28-Nov-19	51	0
29-Nov-19	22	0
2-Dec-19	42	0
3-Dec-19	56	0
4-Dec-19	28	0
5-Dec-19	48	0
6-Dec-19	41	0
7-Dec-19	44	0
9-Dec-19	46	0
10-Dec-19	40	0
11-Dec-19	28	0
12-Dec-19	37	0
13-Dec-19	43	0
14-Dec-19	46	0
16-Dec-19	35	0
17-Dec-19	36	0
18-Dec-19	31	0
19-Dec-19	37	0
20-Dec-19	39	0
23-Dec-19	30	0
24-Dec-19	24	0
27-Dec-19	<=5	0
30-Dec-19	9	0
31-Dec-19	<=5	0
3-Jan-20	8	0

6-Jan-20	34	0
7-Jan-20	25	0
8-Jan-20	30	0
9-Jan-20	16	0
10-Jan-20	26	0
11-Jan-20	63	0
13-Jan-20	30	0
14-Jan-20	25	0
15-Jan-20	26	0
16-Jan-20	18	0
17-Jan-20	22	0
18-Jan-20	40	<=5
20-Jan-20	14	0
21-Jan-20	23	0
22-Jan-20	24	0
23-Jan-20	32	0
Total	2864	<=5

Table 2 – Number of skilled residence applications allocated by week, broken down by queue.

Week beginning	Priority skilled residence applications (including approved requests under EVE¹)	Onshore skilled residence general (non-priority) applications
1 March 2021	36	30
8 March 2021	52	0
15 March 2021	73	49
22 March 2021	16	118
29 March 2021	28	80
5 April 2021	47	20
12 April 2021	38	31
19 April 2021	79	4
26 April 2021	48	39
3 May 2021	41	46
10 May 2021	69	83
17 May 2021	68	101
24 May 2021	57	197
31 May 2021	43	150

¹ Employment Visa Escalation is a process to respond to escalation requests for urgent allocation for employment related visas (and associated family members) for both Temporary Work Visas and Skilled Resident Visas. For more information see the INZ website here: <https://www.immigration.govt.nz/about-us/media-centre/newsletters/korero/korero-july-2019/employment-visa-escalations-eve>