



File No. DOIA 2223-0616

4 October 2022

Ziyun Wang

fyi-request-20346-3e985b92@requests.fyi.org.nz

Dear Ziyun Wang

Thank you for your email of 27 September 2022 requesting, under the Official Information Act 1982, the following information:

I am writing to seek the most recent information regarding the average ICC waiting time for calls for both the priority line (for LIAs) and public line.

Also, how many staff does ICC current employ to deal with the influx of calls?

Please refer to the tables below for the average Immigration Contact Centre (ICC) wait time for both the priority line and public lines, from June to August 2022.

| Priority Line | |
|---------------|--------------|
| Date | Average Wait |
| June 2022 | 0:02:23 |
| July 2022 | 0:02:08 |
| August 2022 | 0:02:42 |

| General Line | |
|--------------|--------------|
| Date | Average Wait |
| June 2022 | 0:50:14 |
| July 2022 | 1:08:56 |
| August 2022 | 1:32:16 |

ICC currently have just over 155 trained full-time employees assigned to answer ICC calls and this number is expected to grow.

ICC had begun the process of planning and recruiting for the expected workload following the opening of the 2021 Residence Visa, as well as Reconnecting of New Zealand, in September 2021. We have been in a continuous recruitment drive since January 2022, and have recruited 61 permanent, full-time Client Services Advisors (CSAs) to date. We currently have another 11 CSAs in the process of being onboarded and our recruitment will continue for the foreseeable future.

I trust this has answered your request in full.

You have the right to seek an investigation and review by the Ombudsman of this response. The relevant details can be found at: www.ombudsman.parliament.nz.

Yours sincerely

Nelowfar Ghumkhor

National Manager, Immigration Contact Centre
Engagement and Experience

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