



File No. DOIA 2223-0952

21 November 2022

Felix Lee

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Tēnā koe Felix

Thank you for your email of 8 November 2022 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982, the following information:

*Can you please tell me:*

- 1. average Immigration Contact Centre (ICC) wait time for both the priority line and public line for October 2022*
- 2. current number of employees assigned to answer ICC calls*
- 3. who is eligible to call the priority line at ICC?*

Please refer to the tables below for the information you have requested regarding call wait times and employees assigned to answer calls in the Immigration Contact Centre (ICC).

In terms of employees assigned to answer ICC calls, the average full time equivalent (FTE) has been provided, rather than headcount.

	<b>Priority line</b>	<b>Public line</b>
Average wait time October 2022	0:09:36	1:59:53

	<b>08:00-17:00</b>	<b>17:00-22:00</b>
Average FTE available to take calls	83.46	30.03

The categories for eligibility to call the ICC priority phone line are as follows:

- New Zealand Consular Emergency Assistance
- Temporary Accommodation Service
- New Zealand Police Check
- Category One District Health Board
- Licensed Immigration Advisor Lawyer
- Employer Accredited
- Visa View
- Exploitation
- Visa Application Centre (VAC) voice

I trust this answers your request in full.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact [OIA@mbie.govt.nz](mailto:OIA@mbie.govt.nz).

Please note that this response and any enclosed documents, with your personal details removed, may be published on the MBIE website.

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](http://www.ombudsman.parliament.nz).

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Nelowfar Ghumkhor', with a long horizontal stroke extending to the right.

Nelowfar Ghumkhor  
**National Manager, Immigration Contact Centre**  
Engagement and Experience Branch