



27 January 2023

Hendrick

[fyi-request-21127-37c1c957@requests.fyi.org.nz](mailto:fyi-request-21127-37c1c957@requests.fyi.org.nz)

DOIA 2223-1020

Dear Hendrick

Thank you for your email of 15 November 2022 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

*“Please provide a copy of the ADEPT User Guide, and any other relevant guides, SOPs, emails, or documents in any form that a processing officer might be informed by when completing any task in the ADEPT system.”*

On 21 November 2022, we emailed you to narrow the scope of your request for the relevant Standard Operating Procedures (SOPs) and emails as we identified that the information requested cannot be made available without substantial collation or research.

On 22 November 2022, you responded:

*“The information I requested encompasses only the guidance specific to the ADEPT system that a processing officer might rely on to complete a task in the system. If this information is able to be rapidly read and learnt by each processing officer, I don't think it is reasonable to argue that its collation would exceed the threshold of being 'substantial'.*

*The nature of the information requested - i.e. what is being relied on when completing tasks relating to INZ's core role of issuing visas - is significantly in the public interest. On this basis I believe there is a case for releasing the information even if its collation is judged to be substantial.*

*Please bear in mind that time spent deciding whether to release information, and an organisation's own administrative failings cannot be taken into account when determining whether a request constitutes substantial collation. If the decision is made to refuse my request under section 18(f), please provide details of alternate ways that the request could have been fulfilled and the reason it was not fulfilled in that manner, as well as a copy of the sample exercise undertaken - both of which should be done per Ombudsman guidance.”*

## **Our Response**

We have interpreted “processing officer” as immigration officers and other positions as outlined in section A15.5 of the Immigration New Zealand Operational Manual.

Please refer to the table below outlining the documents in scope of your request. Some information has been withheld under the following grounds which are noted in the documents itself:



- section 9(2)(a) of the Act to protect the privacy of natural persons.
- section 6(c) of the Act to avoid prejudice to the maintenance of the law.
- section 6(b)(i) of the Act to avoid prejudice to the entrusting of information to the Government of New Zealand on a basis of confidence by the Government of any other country or any agency of such Government.

<b>Documents</b>	
<b>1</b>	<b>ADEPT Internal User Guide as at 27 October 2022</b>
<b>2</b>	<b>ADEPT Workbook: Immigration Officers</b> <ul style="list-style-type: none"> <li>- Immigration Officers – Employer Accreditation and Job Check</li> <li>- Immigration Officers (including Special Assessment Team Immigration Officers)</li> </ul>
<b>3</b>	<b>Visa Pak Items</b> <ul style="list-style-type: none"> <li>- ADEPT Changes</li> <li>- Raising Employer Alerts and Warnings in ADEPT</li> </ul>
<b>4</b>	<b>ADEPT Newsletter</b>
<b>5</b>	<b>Standard Operating Procedures</b> <ul style="list-style-type: none"> <li>- Low touch process for visitor visa applications triaged as low-risk or medium-risk in ADEPT</li> <li>- Low touch processing for Visitor Visa (General) applications in AMS that have been converted from Parent/Grandparent visitor visas that were lodged in ADEPT</li> <li>- Low touch process for Parent/Grandparent visitor visa applications triaged as low-risk or medium-risk in ADEPT</li> <li>- MRZ check process for ADEPT VV applications</li> <li>- Process to request quality check for ADEPT applications (VV) Standard Operating Procedure</li> <li>- Processing visitor visas in ADEPT that include RIG Assessment activities</li> <li>- Lapsing a visitor visa application in ADEPT</li> <li>- Character Waivers in ADEPT</li> <li>- FAQ Streamline low touch high-risk VV in ADEPT</li> <li>- Low touch process for Parent/Grandparent Visitor visas in ADEPT Visitor Visa Policy training and Introduction to processing in ADEPT</li> </ul>

I hope you find this information useful. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'N Hogg'.

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