



WELLINGTON

20 June 2023

Ref: OIA 23-159

AI
FYI website

By email: fyi-request-22638-1ebe2344@requests.fyi.org.nz

Tēnā koe AI

Request for information under the Official Information Act

Thank you for your email dated 1 May 2023, to New Zealand Customs Service (Customs), requesting the following information under the Official Information Act 1982 (the Act):

“Any documents or communications:

- that show work that was due to be, or done by, June 2023 on the implementation of the digital traveller declaration - what has been worked on, and what is the status of that work?*
- any user experience or surveys or consumer research that was done (and their outputs for instance if a survey was commissioned, or a workshop ran I'd like to provided with knowing what happened as well as any outputs) as part of the implementation project to date*
- any business case or similar documentation that explains the work to deliver the digital NZTD and what is planned and funded for post June 2023 and ideally this contains estimated costs on work to date and post June 2023 on the project implementation and ongoing maintenance or usage of the digital NZTD*
- If it's not included in the above - I'd like to know if and what any legislative changes are needed as I note the Covid version of the NZTD was under the Covid framework.”*

On 5 May 2023, Customs invited you to clarify the scope of your request and provided you with links to proactively released information. Customs also provided you with a link to an unredacted version of the ‘*New Zealand Traveller Declaration – overview*’ document, available on our external website, as you had provided a link to the redacted version of this document in your initial email.

Thank you for clarifying the scope of your request on 10 May 2023. In response, I have set out Customs’ advice below to each of the four parts of your request.

Part one

“Are there any documents since August 2022 that show the planned project deliverables and what was and hasn't been delivered to date?”

I can advise that the New Zealand Traveller Declaration Programme is staged into three tranches of work, two of which were completed in 2022.

I refer you to the attached document titled 'OIA 23-159 NZTD Post Implementation Review – Tranche 2' which outlines a summary of what the programme has delivered and what the final Tranche 3 will deliver.

Part two

"...any user experience or surveys or consumer research that was done (and their outputs for instance if a survey was commissioned, or a workshop ran I'd like to provided with knowing what happened as well as any outputs) as part of the implementation project to date"

"I think the scope of this is quite clear but I can refine to be 'since August 2022' what user experience or consumer research has been done, and can I please be provided any summaries of it that exist, or reports that resulted from that research."

I can advise that the New Zealand Traveller Declaration Programme has engaged Alphero, an external digital agency, to survey passengers who participate in scenario testing (trials) of the online declaration. Work commenced on 27 March 2023, to support the findings and learnings for Trial 1 (31 March to 3 April 2023).

A total of five surveys are expected to take place, to support the five New Zealand Traveller Declaration trials, with the last survey scheduled to take place in August 2023. I refer you to two documents attached, titled 'OIA 23-159 Participation experience NZTD Pilot 1' and 'OIA 23-159 Participation experience NZTD Pilot 2'.

Part three

"...any business case or similar documentation that explains the work to deliver the digital NZTD and what is planned and funded for post June 2023 and ideally this contains estimated costs on work to date and post June 2023 on the project implementation and ongoing maintenance or usage of the digital NZTD"

"I can only explain this further to help support you to narrow the scope as I think it's time boxed as is - I would assume planning has been done for ongoing work."

I refer you to a Customs Cabinet paper titled 'New Zealand Traveller Declaration: Update on Implementation Progress and Next Steps' that provides the Traveller Health Declaration System Tagged Contingency funding in 2023/24, and options for funding New Zealand Traveller Declaration services in the future. This Cabinet paper can be accessed via Customs' external website using the following link:

[new-zealand-traveller-declaration---update-on-implementation-progress-and-next-steps.pdf](https://www.customs.govt.nz/new-zealand-traveller-declaration---update-on-implementation-progress-and-next-steps.pdf)
([customs.govt.nz](https://www.customs.govt.nz))

Part four

"Is there any documents that show the upcoming plan or rollout after June 2023? Is there a business case for this work (which would show it too)? Is there any project reports that show the work planned to deliver the NZTD?"

I refer you to the attached document titled 'OIA 23-159 Phased Go-Live Approach – Air Roadmap' that provides you with simple communication of the new programme roadmap planned, and some reasoning and considerations for the change of go-live for the air solution.

The Maritime trials and deployment approach are still being finalised. However, it is expected that small craft and commercial vessels will be deployed in late August or early September 2023 and the Cruise/New Zealand military vessel solution will go-live as planned by 31 October 2023.

If you have any queries in relation to this response, please contact the Correspondence, Reviews and Ministerial Servicing team at: OIA@customs.govt.nz.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā



Mathew Black
Acting Senior Responsible Owner
New Zealand Traveller Declaration