



2 November 2023

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DOIA 2324-0717

Tēnā koutou Immigration Lawyers New Zealand

Thank you for your email of 29 September 2023 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

*This is an additional request in response [DOIA 2324-0312]:*

- 1. Please confirm the date INZ stopped publishing its physical office addresses (or ceased public access).*
- 2. Provide all statistical records, incident reports, relating to members of organisation, officers and employees of Immigration New Zealand having received improper pressure or harrasment (as a result of having the office address published, i.e. from a member of the public visiting the office), for the five years immediately preceding the date above (point 1). And provide a breakdown of the number of incidents per month for each INZ branch in New Zealand.*
- 3. Provide a breakdown of the number of "customer meetings" that occurred per month for each INZ branch in New Zealand from the date above (point 1).*

On 9 October 2023, we sent you an email asking to clarify your interpretation of 'customer meetings' in question 3 of your request. On the same date, you responded, noting that you were referring to the context of our response to DOIA 2324-0312 when we said: "Our staff workplaces are non-customer facing and any customer meetings generally occur by invitation only with appropriate security measures in place".

### **Our Response**

#### *Question 1*

*Please confirm the date INZ stopped publishing its physical office addresses (or ceased public access).*

MBIE does not hold information about when the Immigration New Zealand (INZ) website was updated to remove the publication of physical office addresses on its website. However, we can confirm that INZ ceased public access to its onshore offices between 2016 and 2018 in a staggered manner by office.

#### *Question 2*

*Provide all statistical records, incident reports, relating to members of organisation, officers and employees of Immigration New Zealand having received improper pressure or harrasment (as a result of having the office address published, i.e. from a member of the public visiting the office), for the five years immediately preceding the date above (point 1). And provide a breakdown of the number of incidents per month for each INZ branch in New Zealand.*

In December 2020, MBIE rolled out Camms, a cloud-based software platform, for managing risks and hazards across MBIE. The software replaced previous risk and hazard registers and systems, providing greater visibility of risks and hazards across MBIE.

Prior to 2020, MBIE did not have a central database for health and safety related reporting that would allow automatic filtering and searching for the types of incidents in the scope of your request. To obtain the data requested we would need to search all MBIE health and safety related records between 2010 and 2015, and manually check them to identify those related to 'improper pressure and harassment'.

As such, this part of your request is refused under section 18(f) of the Act because the information requested cannot be made available without substantial collation or research. These tasks would remove Ministry staff from their core duties; therefore, the greater public interest would not be served.

### *Question 3*

*Provide a breakdown of the number of "customer meetings" that occurred per month for each INZ branch in New Zealand from the date above (point 1).*

We have interpreted this part of your request as "the number of in-person meetings between INZ and external customers that occurred since 2016 at each onshore INZ branch, broken down by month".

Obtaining the numbers in the scope of your request would involve very significant research across multiple MBIE systems. This cannot be automated and would require substantial manual review and collation of disparate data.

Therefore, this part of your request is refused under section 18(f) of the Act because the information requested cannot be made available without substantial collation or research. These tasks would remove Ministry staff from their core duties; therefore, the greater public interest would not be served.

In accordance with section 18A of the Act, I have considered whether fixing a charge under section 15 or extending the time limit under section 15A would enable questions 2 and 3 of your request to be granted, but it is my view that it would not. In accordance with section 18B of the Act, I have considered whether consulting with you would remove the reason for refusal, however, in my view, it would not.

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).

Nāku noa, nā



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