

31 July 2024

Wendy Yang  
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DOIA 2425-0069

Tēnā koe Wendy,

Thank you for your email of 4 July 2024 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following:

*Please provide the following information:*

- 1. The latest organisational chart of Immigration New Zealand.*
- 2. A list of visa categories processed by each visa processing office.*
- 3. Specific details on which Immigration Manager's team within each branch is responsible for which visa categories.*
- 4. Contact details of all the staff listed in the organisational chart.*
- 5. The SOP of the Border Team.*
- 6. The SOP of the Health Team.*
- 7. The responsibilities of each team, such as leadership team, office of the deputy secretary etc.*

On 11 July 2024, we sent you an email to clarify what you meant by SOP for Border and Health team in question 5 and 6 of your request, and whether you were after what those teams are responsible for. On the same day you responded:

*Yes, SOP means standard operating procedures. Please provide the information regarding both teams' responsibilities as well.*

## **Our Response**

### **Questions one to four**

Please refer to Appendix One for the current Immigration New Zealand (INZ) organisation chart and Appendix Two below for the list of visa categories processed by each visa processing office and which team is responsible for which visa categories.

The MBIE email convention is [Firstname.Lastname@mbie.govt.nz](mailto:Firstname.Lastname@mbie.govt.nz).

### **Questions five and six**

MBIE has decided to extend the period of time available to make a decision on questions five and six of your request under section 15A of the Act, as the request necessitates a search through a large quantity of information and further consultation is required to make a decision on your request.

As such, a proper response cannot reasonably be made within the original time limit. MBIE will notify you of a decision on this part of your request no later than 23 August 2024.

## Question seven

We have interpreted this question as requesting for responsibilities of each INZ branch.

Below is a summary of the responsibilities of each of the INZ branches.

**Associate Deputy Secretary Immigration branch** manage strategic relationships for INZ, ensuring that key domestic and international relationships function effectively and INZ's authorising environment is maintained.

- Maintain INZ's authorising environment
- Ensure INZ plays its part in the global immigration system
- Develop INZ's Māori-Crown relationship to ensure that INZ meets its commitments under Te Tiriti o Waitangi and work towards improving Māori capability across INZ
- Manage external requests for information
- Support the Minister of Immigration and Associate Ministers of Immigration.

**Chief Operating Officer branch** support frontline operations by providing information, insight, support and direction across INZ in a coordinated way, supporting INZ's frontline workforce to deliver quality visa decisions quickly.

- Coordinate the planning, response, direction and support across Immigration New Zealand in an efficient way to achieve INZ's priority objectives
- Provide information and insight to people leaders and kaimahi (staff) to help them make the right decisions
- Provide operations support and solutions for frontline Visa Operations kaimahi to enable visa decision making.

**Visa Operations branch** provide visa services and make quality visa decisions. The Visa Operations branch has 12 visa processing sites, further information on visa products processed on each site is outlined in appendix two.

**Customer branch** make it easier for customers to use the immigration system and do the right thing. The Customer branch is accountable for leading INZ towards customer centricity, which will support a more efficient and effective immigration system to relieve pressure on frontline kaimahi (staff).

- Conducts customer research to improve the design and implementation of immigration products
- Manages operational marketing and content for INZ customers
- Stakeholder engagement

**Service Design and Implementation branch** contributes to the Aotearoa NZ immigration system by designing and delivering change that meets the needs of our people and our customers.

- Engages early in the policy development process to assess operational implications and provide operational advice on implementation
- Uses a service design framework that takes us from an idea or concept, through design, development, implementation and evaluation
- Support the identification and prioritisation of changes to our existing processes and systems, that will make the biggest contribution to our vision

**Immigration Risk & Border branch** facilitate migration by managing immigration risk at the earliest opportunity. Keeping Aotearoa New Zealand safe by supporting quality immigration and visa decision making through the identification, understanding and treatment of risk at the earliest opportunity.

- Support good immigration decision making and the movement of non-New Zealanders across New Zealand's border

- Accountable for the risk process functions that require visas to progress – Identity, Health, Risk and Verification – as well as for stakeholder relationship management of critical third-party providers such as New Zealand Police and the New Zealand Security Intelligence Service
- Ensure the safe, orderly and regular movement of people while preventing those who would cause harm from entering New Zealand by managing risk at the earliest point, offshore where possible
- Focuses on the facilitation and protection of migrants as they progress through the visa application process, cross the Aotearoa New Zealand border, and for any subsequent reapplication processes
- Focuses on the facilitation and protection of the immigration system and provide a clear picture of impact based on our risk tolerances and settings.

**Refugee and Migrant Services branch** uphold New Zealand’s international humanitarian obligations and commitments and work collaboratively across government, sectors and communities to welcome, protect, and enable migrants and refugees to resettle and thrive in New Zealand. We also support Pacific labour mobility initiatives and capacity building in the Pacific.

- Manage refugee quota programmes
- Make decisions relating to refugee and protection claims
- Support former refugees, migrants and their families to successfully settle, achieve their goals and thrive in Aotearoa New Zealand
- Support Pacific labour mobility initiatives for Aotearoa New Zealand, and capacity building in the Pacific.

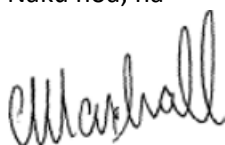
**Assurance branch** is accountable for ensuring that INZ is being a good regulator. It is critical that we can assure ourselves, MBIE, the Government and New Zealand that we are fulfilling our legal and regulatory obligations, we are following our own rules and playing our part effectively in the immigration system as a whole.

- ensures complaints from customers and statutory bodies are investigated and responded to in a timely manner and that frontline and policy system changes or improvements are implemented
- provides leadership and direction to ensure that INZ has strong risk and assurance management in place across all areas
- works closely with assurance advisors in sites (training and on-going support) to ensure assurance activities are being consistently applied
- conducts regular quality assurance reporting on selected INZ visa decisions, along with advice and training on how to improve
- ensures INZ and the immigration system have a fit-for-purpose governance framework that supports robust decision making, creating the checks and balances to ensure a positive and stable working environment, increasing staff retention and attracting new staff.

You have the right to seek an investigation and review by the Ombudsman of the Ministry’s response to your request, in accordance with section 28(3) of the Act. 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



Cherie Marshall  
 Business Support Manager  
 Chief Operating Officer Immigration Branch  
 Immigration New Zealand  
 Ministry of Business, Innovation & Employment

## Appendix Two

Please refer to the table below for the visa categories processed by each visa processing office and details of which Immigration Manager's team is responsible for which visa categories.

Visa operations site	Visa products	Immigration manager	Primary visa product
<b>Henderson</b>	<ul style="list-style-type: none"> <li>• Visitor general</li> <li>• Business visitors</li> <li>• Group visitors (including ADS)</li> <li>• Priority process</li> </ul>	Wayne Nahi	Visitor general, Business visitors
		Stella Lee	Group visitors
		Pamela Rola	Visitor general, Business visitors
		Shella Chou-Lee	Visitor general, Business visitors
		Farah Hababa	Visitor general, Business visitors
		Michael Teoh	Visitor general, Business visitors
		Nikunj Vithalani	Group visitors
		Tash Purcell	Visitor general, Business visitors
		William Wang	Priority process, Visitor general, Business visitors
		Isam Sattar	Group visitors
		Stella Liang	Visitor general, Business visitors
<b>National Documentation Office (NaDo)</b>	<ul style="list-style-type: none"> <li>• Receiving office for the processing network/lodgement of temporary (temp) and residence applications</li> <li>• Working holiday (WHS)</li> <li>• APEC</li> <li>• Parent/grandparent</li> <li>• Visa general</li> <li>• ADEPT Support officer activities</li> <li>• Label transfers (transferring of visas into new passports)</li> </ul>	Brenda Theart	ADEPT SO activities
		Chris Fernandez	Temp lodgement
		Preeti Kaur	Temp lodgement
		Sam Iosefo	Mailroom
		Cleo Zhang	Refunds
		Peter Saunders	WHS processing
		Cynthia Aquio	Visitor general
		Taofi La'avasa	APEC
		Shakuntala Lal	Visitor general
		Rowena Chopra	APEC lodgements
		Dee Loelu	Partnership residence lodgements
		Peshala Malewwa Thanthrige	Skilled residence lodgement
		Connor Murray	Parent and Ukraine residence lodgements
		Ayisha Samad	Label transfers
		Penny Blackbourn	Label transfers and admin
Julia Davidson	Temp lodgement		

<b>Manukau 1</b>	<ul style="list-style-type: none"> <li>• Section 61</li> <li>• Permanent resident visa (PRV)</li> <li>• Accredited employer worker visa (AEWV including MC's)</li> <li>• Maximum continuous stay work visa extensions</li> <li>• Visitor</li> <li>• Resident visa 2021 (RV 2021)</li> </ul>	Angela O'Brien-Hug	AEWV+MCS
		Janet Cho	AEWV
		Manhal Yaikoob	AEWV
		Lava Noko-akifolau	AEWV & Visitor
		Shweta Divekar	AEWV
		Nan Zheng	PRV
		Emma McFarland	Section 61
		Daniel Morisa	AEWV
		Lima Lefau	PRV
		Veronica Toniatti	Visitor
		Rosita Chayutirat	PRV
		Tegan Turia	PRV& RV21
<b>Manukau 2</b>	<ul style="list-style-type: none"> <li>• Skilled residence (SMC) (skilled migrant category ( applications under the old and new instructions), straight to residence (STR), sector and work to residence (WTR))</li> <li>• Accredited employer Job checks</li> </ul>	Alla Mankelow	New SMC
		Sailesh Chand	Old SMC
		Kim O'Brien	New SMC
		Linda Yuan	Support Team
		Amelia Kim	Job Checks
		Rita Wilson	Job checks
		Madusha Kumaragamage	STR/WTR/Sector
		Jessie Zhao	STR
		Paul Armishaw	STR
		Are Venasio	Old SMC
<b>Hamilton</b>	<ul style="list-style-type: none"> <li>• Residence partnership/ dependent child</li> <li>• Family violence</li> <li>• Temporary (temp) partnership</li> <li>• Ukraine/Afghanistan – Afghanistan 57 cohort</li> <li>• Visitor general</li> </ul>	Alaina Vincent	Family violence, temporary/residence partnership
		Jody Litt	Family violence, Ukraine, temp/residence partnership
		Julia Zhu	Afghanistan – Afghanistan 57, temp/residence partnership
		Vanessa Robb	Temp/residence partnership
		Linda Hansen	Visitor general, temp/residence partnership
		Ian Stoneham	Temp/residence partnership
		Michelle Bird	Temp/residence partnership
		Andrea George	Temp/residence partnership
		Tracy Curran	Offshore
		Carina Ryks	Temp/residence partnership
		Rae Beattie	Temp/residence partnership
Rachel Birding	Support		
<b>Palmerston North</b>	<ul style="list-style-type: none"> <li>• Student</li> </ul>	Maria Wong	Lodgement
		Jade Barr	Student

	<ul style="list-style-type: none"> <li>• Post-study - work (PSWV)</li> <li>• Lodgement</li> </ul>	Declan Forrest	PSWV
		Chloe Wilson	Student
		Jeremy Smith	Student
		Stephanie Harris	Student
<b>Porirua</b>	<ul style="list-style-type: none"> <li>• Entrepreneur Residence/Work</li> <li>• Active Investor Plus</li> <li>• Investor 1 &amp; 2 – Transfer and invest – and removal of conditions</li> <li>• Humanitarian</li> <li>• Work Visa Asylum</li> <li>• Migrant Exploitation &amp; Protection</li> <li>• Refugee &amp; Protection</li> <li>• Special work visa for victims of people trafficking</li> <li>• Specialist Assessment (SAT) ( assess temporary and residence applications that require further assessment.</li> <li>• Recognised Seasonal Employer</li> <li>• Student</li> </ul>	Fiona Baxter	Parent Retirement Visas (residence and work) Transfer and Invest (Investor)
		David Song	Active Investor Plus Investor 1&2 Parent Retirement
		Jonathan Maitland	SAT
		Isobel Kerr	Work Visa Asylum Refugee & Protection Special work visa for victims of people trafficking.
		Caleb Van de Byl	Migrant Exploitation & Protection
		Andrew Lee	Student
		Tricia Kuriwara	Support
		Cleona Hughes	Student
		Juanita Tusani	Student
		Talima Fruean	Recognised Seasonal Employer
		Tristin McCleary	Student
<b>Christchurch 1</b>	<ul style="list-style-type: none"> <li>• Family parent</li> <li>• Approve in Principle (AIP) fishing crew</li> <li>• Work other (including specific purpose, variation of conditions, Entertainers)</li> <li>• Partnership work visa</li> <li>• Visitor General</li> <li>• Student</li> </ul>	Emily Hanham	AIP fishing & Student
		Hannah McLean	Partner work visa
		Annie Gavigan	Visitor general & work other
		Mughtar Rawlings	Family Parent
		Marnie Walker	Family parent & partner work visa
		Ernesto Baltar Carballo	Work other
		Susan Koloto	Student
		Taranpreet Singh	Work other, partnership work and Student.
		Mark Jenkins	Support team
		Laura Halliday	Family parent
		Emma Belcher	Work other
		Vik Lagwal	Visitor general
		Te Rewa Stewart Williams	Partnership work
<b>Christchurch 2</b>	<ul style="list-style-type: none"> <li>• Accredited employer worker visa</li> </ul>	Amanjeet Kaur Gil	Visitor
		Anamika Belwalkar	Visitor
		Bridget McDowell	Visitor

<ul style="list-style-type: none"> <li>• Employer Accreditation (including revocation and suspensions)</li> <li>• Job Check</li> <li>• Work Visa</li> <li>• Visitor general</li> <li>• Student</li> </ul>	Courtney Savage	Visitor	
	Sandrine Sunley	Visitor	
	Chris Ollis	Visitor	
	Nathan Taramai	ADEPT Ace	
	Kane Smith	Job Check	
	Rachel Vine	Job Check	
	Ella Harris-Silva	Job Check	
	David Walker	Job Check	
	Fraser Graham	Job Check	
	Alex Mumford	Work Visa, Revocations & Suspensions of Employer Accreditation	
	Maryanna Brian	Employer Accreditation	
Laura Eddy	Employer Accreditation		
<b>Pacific</b>	<ul style="list-style-type: none"> <li>• Residence partnership</li> <li>• Visitor</li> <li>• Recognised seasonal employer (RSE visas)</li> <li>• Pacific access category residence (applications and registrations)</li> <li>• Transit</li> <li>• Partner of worker (work visa)</li> <li>• Student (Scholarship only)</li> <li>• Samoan quota residence (applications and registrations)</li> <li>• Dependent(dep) child residence</li> <li>• PRV</li> </ul>	Sela Vaipulu Mafi	Visitor Recognised seasonal employer (RSE visas) Pacific access category residence (applications and registrations) Partnership, dep child (res) Transit Partner of worker (work visa) Student (Scholarship only)
		Marvin Waqa	Partnership and dep child (temp), visitor, Transit
		Vera Mataitoga	RSE, PAC, Partnership, dep child (res) Student (Scholarship only), visitor, transits, support team
		Irina Volkova	Visitor, Recognised Seasonal Employer (RSE visas) Samoan quota category residence (applications and registrations) Partnership, dep child (res) Transit Partner of worker (work visa) Student (Scholarship only)