



New Zealand
POLICE
Nga Pirihimana O Aotearoa

Police Vetting Service
Police National Headquarters

10 April 2017

Oliver (Surname not provided)
fyi-request-5658-cbe61883@requests.fyi.org.nz

Dear Oliver

I am writing in response to your enquiry dated 2 April 2017 regarding the possibility of 'fast-tracking' vetting requests.

The Approved Agency Agreement, which organisations registered to use the Vetting Service must sign, states that the service level agreement for processing vetting requests is 20 working days, unless a delay for consultation requires an extension to be notified.

In 2017 to date, 94.4% of all requests have been processed within this service level, with an average processing time of 12 working days.

The processing time has gradually increased over the past month as March-April is traditionally a busy period for the Vetting Service, however processing times are still within the 20 working day service level.

The Vetting Service's yearly volumes are increasing at an average rate of 10% per year, with over 600,000 requests expected in 2017.

In your letter you refer to 'finding out if someone has ever committed a crime'. A police vetting request is not limited to conviction history information. All information held in Police systems about an applicant is considered and may be released if that information is substantiated and relevant to the purpose of the vet. In some cases, assessing this information can take some time.

It is not possible for vetting requests to be fast-tracked if they are within the 20 working day service level agreement.

The Vetting Service are currently working on a number of process and ICT initiatives in order to improve the efficiency of the vetting process.

Please feel free to contact me at matthew.sadd@police.govt.nz if you have any questions or concerns.

Regards

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

Matthew Sadd
Continuous Improvement Advisor
NZ Police Vetting Service