

Recommendation Status

This update reflects the work completed by the Department in implementation of the short and medium term recommendations from the Auditor General's report.

	Recommendations	Status	Progress
R1	Regularly identify immigration identity risks specific to the Skilled Migrant and UN-Quota Refugee Entry Categories.	Completed	The Department has completed process and system changes to ensure immigration risks are identified. These were rolled out as part of the September business changes.
R2	Regularly and formally evaluate prevention activities, and gather and assess relevant information and intelligence from identification and assessment of risk, identity management initiatives, and prevention systems.	Completed	A monitoring framework has been completed and is being implemented during 2008.
R3	Prepare a specific plan for the detection of immigration identity fraud within the Skilled Migrant and UN-Quota Refugee Entry Categories based on identified risks.	Completed	The revision of business-wide fraud management processes and procedures aimed at achieving greater consistency, both onshore and offshore, has been completed. Its implementation coincided with the tranche of business wide changes rolled out in the September business changes.
R4	Emphasise the importance of the detection of immigration fraud for customised service officers and refugee quota immigration officers, and include detection in the refugee quota immigration officer job description.	Completed	Job descriptions for frontline immigration positions have been amended with an emphasis on managing identity fraud when processing all immigration applications.
R5	Address the lack of training available for customised service officers, verification officers, and refugee quota immigration officers by providing a co-ordinated detection and verification training and development programme specific to their roles.	Completed	The detection of identity fraud was included in the identity fraud training modules rolled out as part of the September business changes.
R6	Consider storing all identity information within or linked to its Application Management System as part of future information technology developments.	Completed	The AMS Investigations Browser has been modified for use as a Case Management System for Fraud Branch to assist the Department meet this recommendation in the medium term.
R7	Prepare specific guidance on how identity verification is to be carried out throughout the Department to provide for consistency in verification practice.	Completed	Revised identity verification processes have been developed and implemented as part of the September business changes.

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R8	Review recent verification reports throughout the Department to identify any common deficiencies and to provide for consistency in the reporting of identity verification.	Completed	New reporting procedures have been included in the verification processes implemented as part of rec. 7 above.
R9	Review the UN-quota refugee interview guidelines for questions relating to risks to New Zealand's international reputation, to ensure that all relevant information can be gathered in a thorough and timely manner.	Completed	Amendments to the Mission Procedures and UN quota refugee interview guidelines have been completed.
R10	Regularly and formally evaluate its detection activities, and gather and assess relevant information and intelligence from verification and assessment of skilled migrant applications and UN-quota refugee referrals.	Completed	The monitoring framework and revised verification processes will enable the Department to evaluate its effectiveness in this area.
R11	Address, as a priority, the limitations of the current IT systems to accurately track and report on the timeliness and effectiveness of fraud investigations.	Completed	The AMS Investigations Browser has been modified for use as a Case Management System for Fraud Branch. The Case Management System is now in full use.
R12	Address the lack of training available for fraud investigation officers and refugee status officers by providing a co-ordinated training and development programme specific to their roles.	Completed	Training modules for new Assessment staff have been completed and rolled out as part of the September business changes.
R13	Regularly review the priority category initially assigned to fraud investigations, to provide additional assurance that high priority cases are allocated for investigation.	Completed	The Fraud Assessment Panel undertakes a process of regular review.
R14	Regularly audit the fraud investigation backlog, to monitor and assess staffing requirements for priority cases, and to ensure that all backlog fraud cases are accurately prioritised and actively managed.	Completed	Work flow and relevant case staffing levels have been included as part of the requirements of the Fraud Branch case management solution being introduced as noted in recommendation 11.
R15	Regularly and formally evaluate investigation activities, and gather and assess relevant information and intelligence from investigations.	Completed	The Case Management System includes reporting mechanisms to assist the Department to gather and assess relevant information and intelligence from investigations.

29 October 2008