

Immigration New Zealand Queenstown Branch Update #5

12 March 2010

Greetings,

This edition includes the following information:

1. The Queenstown Team
2. Updated Labour Market Information
3. Processing Timeframes
4. Health and Character Requirements
5. Essential Skills Policy – New Minimum Income Requirement
6. Customer Service Model
7. Immigration Policy Training Session

We trust that this update will provide you with useful information to support you in the context of the work we do. Previous editions of this update can be found on our branch webpage:

<http://www.immigration.govt.nz/branch/QueenstownBranchHome>

If there is any particular information you would like included in the next edition, please email:

louise.stewart@dol.govt.nz

Regards,

The Queenstown Team

1. The Queenstown Team

There have been a number of staff changes over recent months, with three new permanent appointments to the Queenstown Team following staff departures. We are pleased to have welcomed:

- **Donna Cavanagh** into her new role as Immigration Officer.
- **David Herring** - David has previously worked for the Department in our Policy and Ministerial Servicing teams and has joined us after returning to New Zealand from overseas.
- **Quinn McLeod** - A former Police Officer, Quinn has joined us after returning to Queenstown following 18 months residing in Auckland.

Louise Stewart	Branch Manager	louise.stewart@dol.govt.nz
Donna Cavanagh	Immigration Officer	donna.cavanagh@dol.govt.nz
David Herring	Immigration Officer	david.herring@dol.govt.nz
Quinn McLeod	Immigration Officer	quinn.mcleod@dol.govt.nz

2. Updated Labour Market Information

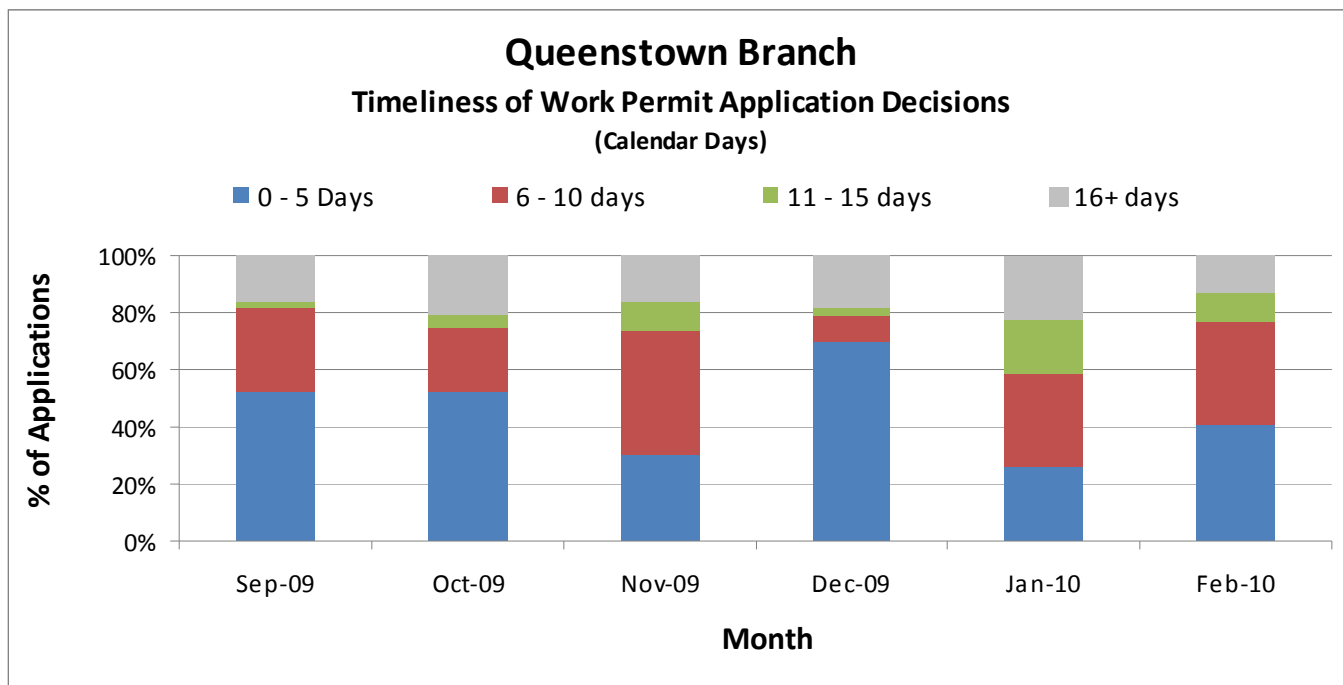
Work and Income have provided an updated list of occupations for which they are unable to refer suitably qualified New Zealand Citizen or Resident workers as at 21 January 2010.

Please note that this advice applies to job vacancies in the Queenstown area only and is valid until 15 April 2010.

- Cleaner
- Receptionist
- Car Groomer
- Service Station Attendant
- House Keepers/Head House Keepers
- Wait Staff
- Food and Beverage Attendants
- Sales/Retail Assistants
- Supermarket Workers
- Chef
- Bar Staff
- Guest Service Attendants
- Adventure Tour Guides/Operators
- Experienced Gaming Dealers
- Kitchen Hands
- Duty Managers

3. Processing Times

The following graph depicts our timeliness achievements for the past six months:



We thank our customers for their patience where delays for medical certificates being referred to our Medical Assessor have been experienced and following the Christmas/New Year Break.

We acknowledge the effort of our customers in ensuring the submission of full and complete applications, which contributes to our ability to deliver timely decisions.

To further assist our customers are advised to:

For all application categories

- Contact us for clarification on when medical and police certificates are required

For Essential Skills Category Applications

- Submit documentation to support declarations made in Employer Supplementary Form (e.g. documented evidence to demonstrate genuine attempts to recruit New Zealand citizen or resident workers)
- Proactively engage with Work and Income for ANZSCO skill level 4/5 positions

For Family (Partnership or Partner of a Worker) Category Applications

- Submit significant dated, documented evidence to establish living together in a genuine and stable relationship

If your application includes full and accurate documentation and there are no processing impediments arising (e.g. health referrals or labour market testing), we aim to achieve the following timeliness standards:

- Work permits/visas – 5 - 10 working days
- Visitor visas/permits – 5 working days (or for dependants of workers, in line with primary work application)
- Student visas/permits – 5 - 10 working days (in line with primary work application)
- Returning resident's visas – 5 working days.

4. Health and Character Requirements

When assessing applications for temporary entry to New Zealand, Immigration Officers must be satisfied that an applicant is of an acceptable standard of health and of good character. The submission of medical and police certificates are required to satisfy this policy requirement. In the absence of these, processing delays may be experienced as the case officer awaits the required documentation. An application may also be declined due to there being insufficient information to establish if an applicant is of an acceptable standard of health and/or of good character.

To minimise potential processing delays, customers are encouraged to contact us for clarification as to when medical and police certificates are required.

Where customers are due to submit medical certificates, it is recommended these are submitted up to six weeks prior to permit expiry, as delays have been experienced for medical certificates requiring referral to our Medical Assessor.

5. Essential Skills Policy – New Minimum Income Requirement

From 30 November 2009, applications for a visitor or student visa/permit for dependent children of Essential Skills work permit holders will need to include evidence that the parent meets a minimum income threshold of NZ\$33,675 per annum gross in order to live with them in New Zealand, unless the parent held a work permit on and before 30 November 2009.

This threshold has been introduced to ensure a basic standard of living for temporary migrant families while they are in New Zealand and to ensure that the living standards of migrant workers do not fall below those families supported by the income support system. Unlike residents, temporary migrants are not eligible for government benefits.

For answers to frequently asked questions related to this policy change, please refer to our website: <http://www.immigration.govt.nz/migrant/general/generalinformation/qanda/esminimumincomefaq.htm>

6. Customer Service Model

The Queenstown Branch has developed an industry segmented Customer Service Model to better service its customers. Our Immigration Officers will be focused on gaining labour market knowledge, specific to their industry responsibility, to enhance overall branch knowledge of local industries and contribute to quality application decision making.

On site visits with employers are planned for the coming months with a number already undertaken. The purpose of these visits is to acquire business knowledge for a better understanding of our customers' needs and how we can work together towards positive outcomes for Queenstown and New Zealand.

To express your interest in hosting a site visit, please email: louise.stewart@dol.govt.nz

Please note that your industry contact is a first point of call only, and will not be responsible for the processing of all individual applications within their industry catchments.

Industry	Business Type Examples	Branch Contact
Food and Beverage Service Providers	<ul style="list-style-type: none">RestaurantsBars/ClubsFast Food Service Providers	Quinn McLeod
Accommodation Providers Commercial Cleaners	<ul style="list-style-type: none">Hotels/MotelsHoliday Parks/Camping GroundsCommercial Cleaning Services	Donna Cavanagh
Adventure Tourism Retail Service Providers	<ul style="list-style-type: none">Adventure Tourism Service ProvidersEntertainment Service ProvidersRetail OutletsSupermarkets	David Herring

7. Immigration Policy Information Session

The first two Queenstown Branch Immigration Policy Information Sessions were held during September and October 2009. The sessions offered an overview of Immigration legislation and policies and provided the opportunity for attendees to seek clarification on application processing requirements. Positive feedback was received and further sessions are scheduled for delivery on a regular basis, demand permitting.

To register your interest in attending future sessions, please email: louise.stewart@dol.govt.nz