

QUEENSTOWN IMMIGRATION BRANCH
UPDATE #8
21 July 2011



Greetings,

This edition includes the following information:

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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:

kay.luv@dol.govt.nz

Regards,

The Queenstown Team

1. The Queenstown Team

Bernadette Hubbard is our new Branch Manager and the branch team is as follows.

Bernadette Hubbard	Branch Manager	bernadette.hubbard@dol.govt.nz
Kay Luv	Technical Advisor	kay.luv@dol.govt.nz
David Herring	Immigration Officer	david.herring@dol.govt.nz
Steve Hutt	Immigration Officer	steven.hutt@dol.govt.nz
Martin Guich	Immigration Officer	martin.guich@dol.govt.nz
Anna Stewart	Immigration Officer	Currently on Parental Leave

There are many ways to contact us

1. For application status updates for existing applications please call the Immigration Contact Centre **0508 558855**
2. For general immigration information refer to our Immigration website at www.immigration.govt.nz
3. For specific application queries (other than status updates) the Queenstown branch Immigration officers are able to help
4. For technical policy advice contact Kay Luv
5. For advisor related questions refer to the Immigration Advisor's Authority www.iaa.govt.nz

Role of the Officer at reception

Can do

Greet you with a smile when you come into our office.

Check your documents and accept applications which meet lodgement requirements.

Can not do

The lodgement officer is unable to assess whether your application will meet the category applied for.

A thorough assessment of your application will be made by the case officer who will advise you if further documentation is required.

2. Processing Timelines

We are actively working through a high volume of temporary applications. We thank you for your continued support and patience where delays have been experienced, particularly leading into the winter season and the Rugby World Cup.

We are currently deciding/assessing applications up to 30 days however if full documentation is not provided or a labour market check needs to be conducted, then your application may take longer than 30 days.

To maximise timely processing of applications, the submission of full and accurate documentation is required. Please refer the section on lodgement requirements further down.

Timeframes

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 meet the following standards:

- Work visas – 30 days
- Visitor visas – 15 days
- Student visas – 30 days
- Resident visas, Variation of Conditions (VOC) and permanent resident visas (formerly RRV) – 10 days

Same-day service

Same-day service is unusual and will be considered for the following application types, where evidence of urgent travel is provided:

- Permanent resident visa (by holders of a resident visa)
- Label transfers
- Variation of travel conditions

Common omissions leading to delays include:

All applications

- Complete medical certificates that are no more than 3 months old (including test result print outs from GP)
- Police certificates (required every 24 months)

For Essential Skills Applications

- Fully completed Employer Supplementary Form
- Documentation to support declarations made in Employer Supplementary Form
- Qualifications relevant to position offered
- Experience (references) relevant to the position offered

Family partnership or partner of a worker applications

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

Application updates

When work and student applications are lodged, it will take 15 days for your case officer to contact you. Please give us time to do our initial assessment before you contact us. This will assist us in working through the applications more quickly.

If you have not heard from your case officer in 15 days, please contact us and we will advise you where your application is at.

3. Mandatory lodgement requirements

In order to speed up the application processing time, please ensure that you have full documentation provided at lodgement stage. Documents not submitted in the prescribed manner may be returned failed lodgement.

Please refer to the lodgement checklists. Refer to section E4.50 of the Operations Manual. Follow the link below.

[Temporary entry class visa » Generic temporary entry » E4 Lodging an application for a temporary entry class visa » E4.50 Requirements for lodging an application for a temporary entry class visa](#)

Work Visas under Essential Skills category

Information about our Essential Skills Category is available in our work visa guide which can be collected from our office or found in this link:

<http://www.immigration.govt.nz/migrant/general/formsandfees/formsandguides/work.htm>
Essential skills form 1016.

*Occupations not listed in our work and income list will require proof of advertising to demonstrate that genuine attempts have been made to recruit New Zealand workers.

Applicant contact details

Please ensure that your contact details are written clearly in the application form. If you provide us with your email address, our preferred mode of contact will be to email you. Please check your emails on a regular basis.

4. Police Certificates

From the **1 July 2011**, we will no longer accept applications that do not have police certificates if it is a mandatory requirement. Police certificates are valid for 24 months and you will require one if yours has expired or you have been in NZ for a total of 24 months or longer or intending to stay in NZ for 24 months or longer. This has been causing significant delays in our processing timeframes.

*All applicants will need to ensure that they have obtained a police certificate prior to submitting an application and make preparations in advance to find out from their home country authorities on how long the police certificates are taking to process. Refer to A5.10.1 instructions where delays in obtaining a police certificate are present is not considered that a police certificate is unavailable.

If you are unsure whether you require a police certificate, please refer to our Immigration website at www.immigration.govt.nz, contact our office or contact the Immigration Contact centre on 0508 558855.

5. Fee Waiver Countries

We receive a large number of queries from applicants who are unsure whether they qualify for a fee waiver. Please refer to the fee waiver table at E2.1.

[Temporary entry class visa » Generic temporary entry » E2 The need to apply for a temporary entry class visa » E2.1 People to whom a visa waiver applies](#)

6. Passport Collections

Please check that you have indicated on the application form whether you wish to collect your passport or you would like your documents returned by secure post. If this is not provided to us, it may delay us getting your documents back to you.

7. Changes in circumstances affecting Immigration status

If there are changes in your circumstances that would affect your visa before or after your visa has been granted, you are obligated to inform us of any change in circumstances. Your visa is granted on the basis of the conditions on the visa.

Refer to section E4.75 in the Operations Manual.

8. Current Work and Income Advice

Work and Income's advice on occupations for which they are unable to refer suitably qualified New Zealand citizens or resident workers as at 5 October 2010, continues to remain valid. This

list and Work and Income's ability to provide suitable New Zealanders is reviewed on an ongoing basis, and will be updated as labour market changes require.

The validity of this advice therefore remains in place until further notice. Please note that this advice applies to job vacancies in the **Queenstown area only**.

Current Skill Shortages in Queenstown

Occupation(s)	ANZSCO Reference(s)
Hospitality Workers	431xxx
Tour Guides	4514xx or 4522xx
Food Preparation Assistants	851xxx
Cleaners and Laundry Workers	811xxx
Sales Assistants (inc Supermarket)	621xxx or 631xxx
Receptionists	5421xx

9. July Release and training

There will be new changes to the Immigration Instructions which will be released shortly. We will provide training sessions about these changes. To register your interest, please contact Bernadette Hubbard.

bernadette.Hubbard@dol.govt.nz