



**NEW ZEALAND
IMMIGRATION**

THE YEAR AT THE BORDER

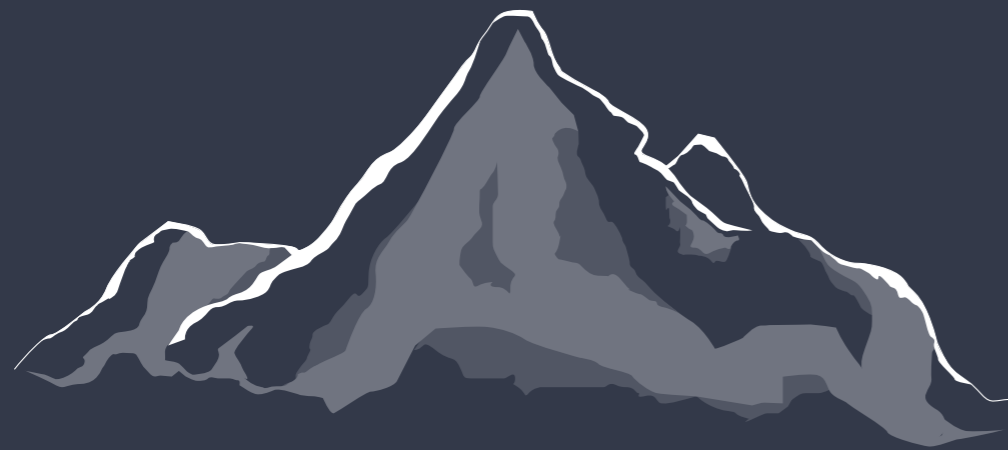
2014/2015



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

immigration.govt.nz

Compliance Risk and Intelligence Services



Whāia te iti kahurangi
Pursue the highest peak of excellence

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Introduction

In the 2014/15 financial year over 5.5 million passengers crossed New Zealand's borders – up from 5.2 million the year before. The numbers are set to continue to increase. Achieving the balance between facilitating genuine travellers and managing high risk travellers remains challenging with increasing passenger numbers and a complex and changing environment.

This annual report is an opportunity for the Immigration New Zealand (INZ) Border Operations team to share our successes and challenges over the previous twelve months. The statistics and case studies will give you an insight into the work of the Immigration Border Operations team.

INZ's border officers use a range of skills, systems and experience to facilitate genuine passengers and to protect New Zealand's borders from people who pose a risk. Increasingly, we are managing risks offshore using our systems and profiling techniques to minimise the potential risk and impacts on New Zealand.

In May 2015, the Minister of Immigration announced the investment of \$33 million in operating expenditure over four years to manage risk, particularly at the border. This investment reflects ongoing pressures on the border system and efforts to manage risks offshore.

We also continue to seek ways to facilitate genuine travellers through airports more effectively. Advances in technology such as SmartGate are making it easier to process passengers efficiently for INZ and the New Zealand Customs Service. The Smartgate programme is now being expanded and further modernised to make it even quicker and easier for passengers to use.

Managing significant major events always puts the Border system to the test. This year we had the Cricket World Cup (CWC) and the FIFA U20 competitions. These events required close working relationships with our visa services and border sector colleagues to ensure that we process teams, dignitaries, support staff and fans efficiently. Significantly, INZ also implemented a short term Trans-Tasman visa to encourage CWC supporters to travel between New Zealand and Australia. The INZ Border team managed significant system and process changes to accommodate this new initiative, ensuring smooth travel for visitors.

It would be impossible for INZ to achieve our results without the support and collaboration of other border agencies including New Zealand Customs Service, the Ministry for Primary Industries and the New Zealand Police. The stories in this report are only a selection of the great work the agencies achieve together.

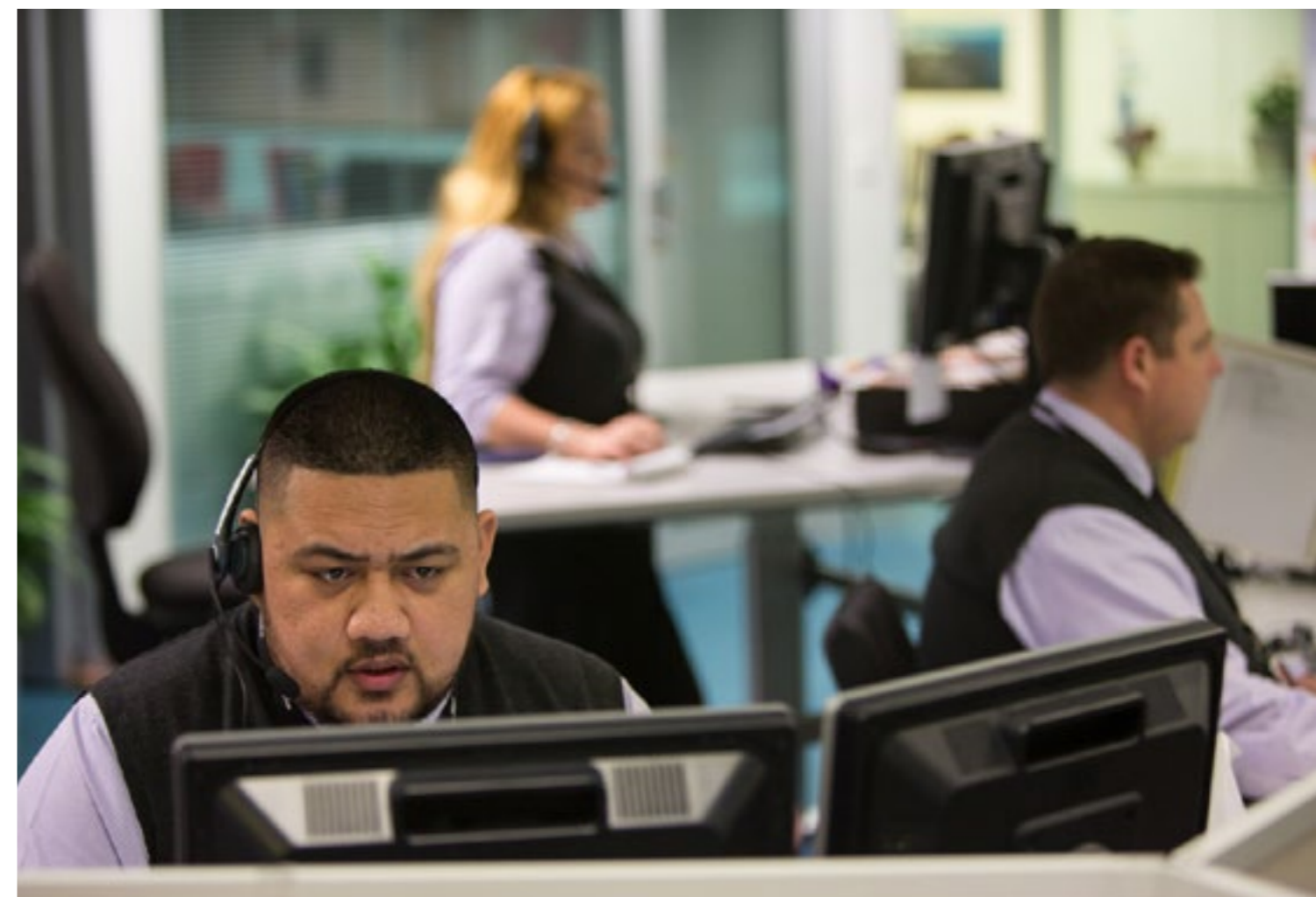
All in all it was another fantastic year of great work achieved by dedicated and highly skilled staff!

Peter Devoy

Assistant General Manager
Compliance and Border Operations

Senta Jehle

National Manager
Border



By the numbers 2014/15

6



19

AIRLINES FLYING TO NEW ZEALAND

- | | |
|-------------------------|--------------------|
| AIR NZ | VIRGIN AUSTRALIA |
| QANTAS | JETSTAR |
| CATHAY PACIFIC | LATAM |
| EMIRATES | KOREAN AIR |
| THAI AIRWAYS | SINGAPORE AIRLINES |
| FIJI AIRWAYS | CHINA AIRLINES |
| AIR CALEDONIE | MALAYSIA AIRLINES |
| HAWAIIAN AIRLINES | CHINA EASTERN |
| CHINA SOUTHERN AIRLINES | AIR VANUATU |
| | AIR TAHITI NUI |



5,506,638

ARRIVING PASSENGERS IN 14/15
(5.2M ARRIVING PASSENGERS IN 2013/14 AND 4.9M IN 2012/13)



- NEW ZEALAND 44%
- AUSTRALIA 16%
- GREAT BRITAIN 6%
- CHINA 7%
- UNITED STATES OF AMERICA 5%
- OTHERS 22%

7



2,280

PEOPLE PREVENTED FROM BOARDING A PLANE TO NEW ZEALAND

SOME REASONS



439

SUBJECT TO ALERT



246

ENTRY REQUIREMENTS NOT MET



885

NO VISA



36

FALSE PASSPORT/ ID CONCERNS



397

NON GENUINE VISITING INTENTIONS



267

NO TRAVEL DOCUMENT

PASSENGERS REFUSED ENTRY ON ARRIVAL

1,345

TOP 5 REFUSED ENTRY NATIONALITIES (AND HOW MANY WERE REFUSED)



115

HONG KONG



94

SOUTH AFRICA



89

GREAT BRITAIN



88

TAIWAN



85

MALAYSIA

The Border – Layered Global Risk Management

New Zealand aims to be highly welcoming and facilitative of genuine visitors, workers and students while detecting and keeping out people who pose an unacceptable risk. Like other countries, INZ uses the visa application process to assess and manage risks prior to travel, but the great majority of travellers do not require a visa. In fact only 11% of the people who travelled to New Zealand required a visa. To manage risk INZ invests heavily in information-rich systems and risk targeting processes to screen passengers before they board flights to New Zealand.

Passengers identified as presenting an immigration risk, or threat, or where character concerns mean they are unable to meet entry requirements, can either be stopped from boarding their flight or flagged for further investigation upon arrival in New Zealand.

INZ's Border Operations staff are based at New Zealand's major international airports – Auckland, Christchurch, Wellington and Queenstown. Staff also respond to immigration work at smaller international airports around the country and at New Zealand's maritime border.

INZ's primary partner at the border is the New Zealand Customs Service (Customs). Customs have been delegated authority from INZ to allow them to process all arriving passengers at New Zealand's international airports and ports.

As well as Customs, INZ works closely with a number of other partners at the border, including the New Zealand Police, the Ministry for Primary Industries, Aviation Security, international airlines and airport companies.



INZ works to manage risk to our borders at the earliest possible point.

INZ's systems and processes operate as a layered approach to combat risk and enhance border security.



INZ HAS VISA PROCESSING OFFICES IN
NINETEEN
LOCATIONS OVERSEAS, AND
TEN
IN NEW ZEALAND.

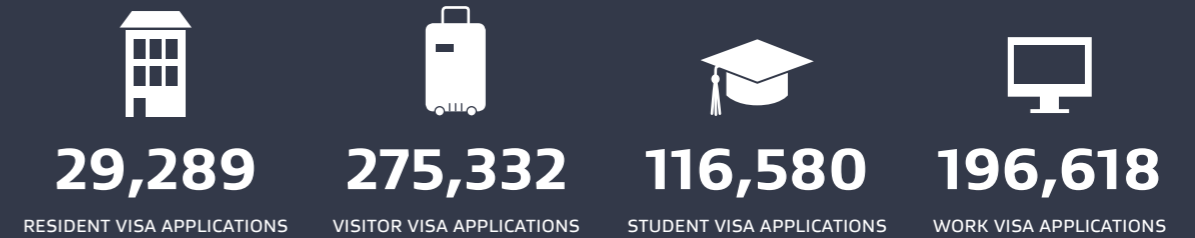


651,980

VISA DECISIONS MADE IN THE 2014/15 FINANCIAL YEAR.

THIS IS ROUGHLY
1,786 OR **ONE**
A DAY, A MINUTE.

THESE DECISIONS INCLUDED



INZ HAS THE LARGEST NUMBER OF OFFSHORE STAFF OF ANY GOVERNMENT AGENCY.



25
NEW ZEALAND-SECONDED
400
LOCALLY-ENGAGED STAFF



MANAGING RISK OFFSHORE

Managing Risk Offshore – Advance Passenger Processing

The Advance Passenger Processing system (APP) is an interactive system through which airlines provide biographical data on passengers to INZ, prior to departure.

APP allows INZ to know who is coming to New Zealand and assess travellers and airline crew against known information and risk profiles prior to embarkation. If necessary, INZ can then issue instructions to the airlines on whether they should allow a passenger to board or arrange for the passenger to be interviewed either en route to, or on arrival in, New Zealand.

APP is also connected to the Department of Internal Affairs passport records and will detect non-genuine, lost or stolen New Zealand passports if they are used in an attempt to travel to New Zealand.

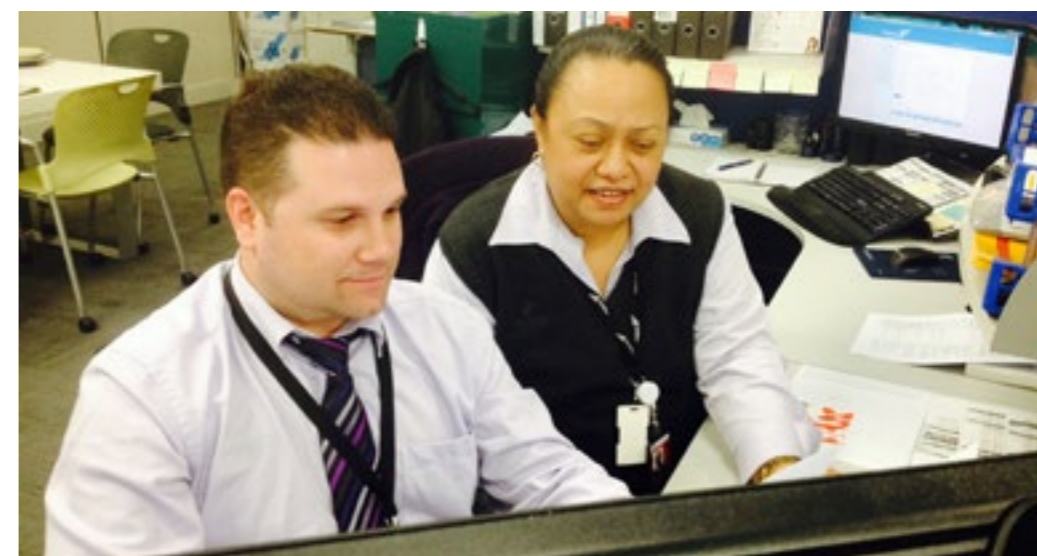
APP was introduced in 2005/06 and has been demonstrably successful. APP has enabled INZ to move from reactive processing at the physical border to proactive border interactions prior to travellers boarding flights to New Zealand.

This year the Government announced funding that allowed development of a new APP platform to ensure that INZ can continue to manage the increasing numbers of international arrivals and future proof the system functionality.

Airline training

The Carrier Relationship Team provides training to airline staff and if necessary issues infringement notices which require the airline to pay a fine. INZ also has the option to prosecute an airline if they think that the breach has been serious. INZ staff have occasionally travelled offshore to conduct training of airline staff at the point of embarkation. Infringement levels are reducing despite the increased number of airlines flying to New Zealand.

One airline we have worked particularly closely with has reduced their number of infringements from 87 in the 2013-14 year to 29 in 2014/15. INZ helped them investigate and discover that the errors were occurring with their code share airlines. This allowed the airline to put a system in place to double check all their transit passengers before they left for New Zealand.



Airline Liaison Officers

New Zealand is part of the global airline liaison network. Airline Liaison Officers (ALOs) are stationed at overseas airports. They work with airlines to help detect and deter inadequately documented passengers. They profile passengers at check in and at boarding, examine travel documents and manage passengers who are deemed potentially high risk passengers. INZ has close links with the Australian ALO network. Their work, in ports where travellers begin a journey to New Zealand, is invaluable to INZ.

During major events in New Zealand INZ has placed temporary ALOs at points of risk. During the Cricket World Cup we stationed a temporary ALO at O.R. Tambo Airport, Johannesburg.

FIFA Under 20 World Cup

The Government contributed \$5.5 million from the Major Events Development Fund to showcase New Zealand on the world stage at the 2015 FIFA Under-20 World Cup.

After the success of the Rugby World Cup 2011, New Zealand welcomed the second largest football tournament in the world, to seven host cities in New Zealand.

Auckland, Christchurch, Wellington, Hamilton, Dunedin, New Plymouth and Whangarei hosted 24 teams including the world's up and coming football stars who played in 52 matches.

INZ worked closely with the FIFA Local Organising Committee to give the thousands of visitors an unforgettable experience and showcased New Zealand to the millions of fans around the world as they followed their teams on television.

There was a huge amount of work behind the scenes to ensure the smooth running of this event, which kicked off in Auckland on 30 May.

There was also a lot of pressure on INZ's visa processing offices and border teams to ensure that all applications were processed and that tournament participants and supporters had a smooth arrival process. Everybody went above and beyond to ensure that the players, officials and accredited media could travel as planned – even the two players from Ghana who applied for their visas on the way to the airport!

Cricket World Cup

During the Cricket World Cup 2015, New Zealand implemented a Trans-Tasman Visa Arrangement (TTVA) for the first time.

The TTVA allowed holders of some specific Australian temporary entry visas to enter New Zealand without requiring a separate New Zealand visa. This arrangement made it easier for cricket fans to follow their team in both countries, and encouraged those who may not have planned to visit New Zealand, to do so. The TTVA was used to allow approximately 7000 travellers to enter New Zealand between 29 January and 6 April 2015.

The TTVA and the World Cup event itself meant a significant amount of planning to ensure that participating teams, media and fans were facilitated through the border as easily as possible. There are always unscrupulous people who will seek to take advantage of major events. 51 people were refused boarding of their flight for attempting to fraudulently use the TTVA to gain entry to New Zealand.

ALO CASE STUDY

A Pakistani born South African passport holder was profiled by INZ's ALO at Johannesburg airport. He claimed that he was coming to NZ to attend the Cricket World Cup match between Pakistan and South Africa with his cousin, who lives in NZ, and who would be purchasing his match tickets. He had access to only NZ\$500 in funds for his stay. He also had with him birth certificates, marriage certificates, police clearances and various other official documents. He was unable to explain why he had these with him. He was refused boarding for not meeting New Zealand's entry requirements.





Risk Targeting

The Risk Targeting team profiles and identifies high risk passengers by analysing airline information as people start checking in for their flights to New Zealand. This enables early intervention with high-risk passengers. When a risk passenger is identified, the team contacts airline ground staff to intercept the passenger before boarding.

17

Risk targeting interceptions

CASE STUDY ONE

In August, two Cameroon passport holders were prevented from boarding a plane to New Zealand. Neither of the two had NZ visas. Information was received that they had previously been offloaded in Manila attempting to travel to Australia with fraudulent visas, and in September the pair approached the New Zealand Honorary Consul in Mauritius requesting information on how to obtain refugee status in New Zealand.

CASE STUDY TWO

In September a South African passport holder was offloaded from his flight in Johannesburg with the assistance of the Australian ALO. He had purchased his tickets only two days before his departure. He stated this was because he had quit his job as a police officer and decided to get on a plane to anywhere that he could go without a visa. He said he would be spending only two days in NZ to "see the saltwater". Both the ALO and the airline had concerns about his behaviour and suspected he may have been involved in smuggling drugs.

CASE STUDY THREE

In September, a Canadian national was intercepted in Hong Kong due to open source articles showing someone with the same details had been arrested for running a "diamond scam" in Canada. INZ contacted the local Canadian police department and confirmed that the person travelling was the same as the person mentioned in the articles and that he had been charged with various other fraud related charges.

Managing Risk Onshore — On arrival assessment

INZ systems, Customs and The Ministry for Primary Industries (MPI) all provide passenger referrals to INZ Border staff.

If referred to INZ border staff for assessment, passengers will either be allowed to enter New Zealand or be refused entry into New Zealand.

Border facilities at Auckland Airport include interview rooms, overnight accommodation where people who are refused entry can wait for their next flight out, and a specialist forensic document examination laboratory.

Refused Entry

CASE STUDY ONE

In July, a 51 year old Taiwanese woman was refused entry as she was suspected of coming to work in the New Zealand sex industry. It is not lawful for foreign nationals to work in the New Zealand sex industry. A search of her luggage by Customs revealed sufficient paraphernalia, along with text messages on her phone and notebook references to indicate that INZ's initial profiling had been correct.

CASE STUDY TWO

In July, three Hong Kong nationals were referred to INZ by Customs who had received information from Hong Kong Customs that the three passengers were believed to be coming to NZ to be involved in the importation of drugs. While no drugs were found, all passengers returned positive results for traces of cocaine and held multiple mobile devices. Late joiners to a tour group, they were not able to tell INZ anything about the tour and ultimately refused entry because they were not considered to be intending a genuine visit to New Zealand.

CASE STUDY THREE

A Romanian national was profiled through APP and interviewed on arrival. The subject admitted that he had overstayed in the US and was subject to a ban. A US fingerprint match revealed that he was apprehended in the US in 2004 as a Mexican national.



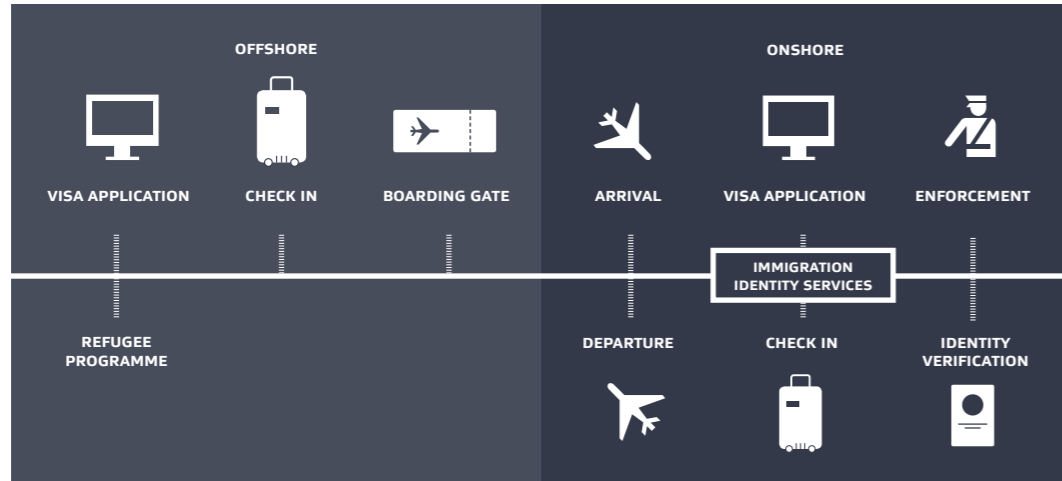
**MANAGING
RISK ONSHORE**

Integrated Identity Management

INZ is the authoritative source of identity for non-New Zealand citizens. Identity assurance means:

- › INZ can make fast, confident, high-quality decisions
- › Others can rely on the identity established by INZ
- › Automation is enabled (e.g. SmartGate)

Identity connects the end to end immigration system;



The benefits of identity assurance through biometrics include:

- › Improved identity management - access to millions of fingerprint records from our international partners to check high risk visa applicants before making a decision
- › Improved detection of travellers with previous criminal convictions in other countries to enable Border staff to make appropriate decisions on whether to grant entry

Interpol fingerprint checks

When checks with other countries indicated that there were potential criminal concerns the fingerprints were also sent to Interpol. 50% of the checks with Interpol returned with details of serious criminal offending.

INTERPOL CASE STUDY

Fingerprint checks were undertaken for a Sri Lankan national who travelled to New Zealand under a false UK identity. A fingerprint match with Canada revealed eight further identities, two deportations, a failed asylum claim, and significant criminal convictions. An additional check with Interpol was undertaken. This revealed extensive criminal offending in the UK relating to people smuggling, rape and violent crime, public disorder, and multiple offences relating to immigration.

Biometric case studies

CASE STUDY ONE

An Iranian national refused entry at the NZ border had not disclosed that he had been previously deported by Australia because of security concerns. Fingerprint checks also revealed that the individual had been refused visas by the UK and USA.

CASE STUDY TWO

An Israeli national travelled to New Zealand on a false passport. Fingerprint checks revealed that he had a previous adverse immigration history in New Zealand under another identity. He was also known by 7 other identities in Canada, the USA and the UK, associated with criminality, failed asylum claims and people smuggling.

CASE STUDY THREE

In March fingerprint checks were undertaken for two people who claimed to be North Korean nationals and refugees but there was no record of their arrival in NZ. The results revealed that they were in fact South Korean nationals and failed asylum claimants in Australia. They were served with deportation orders and left the country.

CASE STUDY FOUR

In October, a Hong Kong national who had previously left New Zealand after being served a Deportation Liability Notice, was interviewed at the border after arriving under a second identity. During the interview he also admitted to being excluded from Australia for working illegally under yet a third identity. This was confirmed by fingerprint matching. He was refused entry to New Zealand.

CASE STUDY FIVE

An Afghanistan national who had applied for residence in New Zealand had the misfortune to have the same biographic details as a person sought by Interpol. INZ Border staff were able to use the border biometric processing capability to confirm that he was not the same person and his application was able to be processed as normal.

Our Border Partners

MPI

Ministry for Primary Industries
Manatū Ahu Matua



New Zealand has very strict biosecurity procedures at airports and ports to prevent the introduction of pests and diseases. MPI's role is to help people arriving in New Zealand meet these requirements.

INZ can refuse entry permission to a person who makes a false declaration on their arrival card or who refuses to comply with Immigration, Customs, MPI, or Police requirements on arrival.

CASE STUDY

MPI referred a European couple to INZ. MPI had conducted a search of the couple's luggage and had found that they had deliberately concealed large quantities of honey and bee pollen. Both products create a risk to NZ's valuable apiculture industry and honey crop.

None of these items had been declared on the passenger arrival card, and when questioned as to why they had not declared these items the couple stated they had not made the declaration because they did not want to have the items confiscated, clearly indicating that they were aware that they were doing the wrong thing.

The passengers were refused entry for making a false declaration on their arrival cards and failing to comply with their biosecurity responsibilities on arrival.



**POWERFUL
PARTNERSHIPS**

Customs



The New Zealand Customs Service is the oldest government department in New Zealand and in 2015 marked its 175th anniversary.

Over the years Customs' border protection focus has ranged from preventing: opium, war, risqué books, importer scams and transistor radio smugglers, to today's methamphetamine trafficking, counter-terrorism, objectionable material, and money laundering.

Customs act as INZ's agent at the border primary line with delegated authority from INZ. This means that the customs officer you see when you get off a plane is also an immigration officer who is trained to observe and question for immigration risks. If they identify a risk or INZ notifies them that a risk exists, then the passenger is referred to INZ for further investigation and an entry decision.

This year Customs referred 6447 people to INZ for further assessment. 532 people were refused entry as a result. 132 of those people were found to not meet New Zealand's character requirements for entry.

CASE STUDY

In May, a Ukrainian man was refused entry by INZ after Customs found him intentionally concealing 45 x 50g pouches of tobacco. He had secreted them throughout his luggage and also strapped them to his body in order to avoid duty of \$2,357.

SmartGates

SmartGates perform checks for both Customs and INZ. They give some travellers the option to self-process through passport control. It uses the data in an e-Passport and face recognition technology to perform customs and immigration checks.

An e-Passport has a microchip embedded in a hard plastic page and an international e-Passport symbol on the front cover. The microchip contains the same personal information that is on the photo page of the e-Passport, including an electronic copy of your photograph.

Since 2009, over 12 million people have crossed New Zealand's borders through a SmartGate.

In 2015 a programme of expansion and modernisation for SmartGate was announced to help manage increasing numbers of travellers.

An additional 29 next-generation SmartGates will be installed over the coming 24 months to ensure New Zealand's border processing systems continue to be world-class. The new SmartGates use a one-step process and will be quicker and easier for passengers to use.

Border Work in the Pacific

The Pacific Region Immigration Identity and Intelligence Programme (PRIIP) is funded through the Ministry of Foreign Affairs and Trade. It is designed to build Pacific regional capacity in immigration, customs and police agencies to detect, measure, investigate, prosecute and prevent the use of identity crime in their jurisdictions and across the Pacific region. The first cohort of the PRIIP began training in June 2014. The aim of the programme is to provide intelligence training to our Pacific neighbours to help them keep their borders safe. A strong Pacific border contributes to New Zealand's border security.

Participants came from across the Pacific, including Samoa, Niue, Kiribati, Papua New Guinea, Tuvalu, Fiji and the Solomon Islands to learn methods and techniques in intelligence, border security and profiling. The course also provides a great opportunity to build relationships with future and current leaders in the Pacific countries.

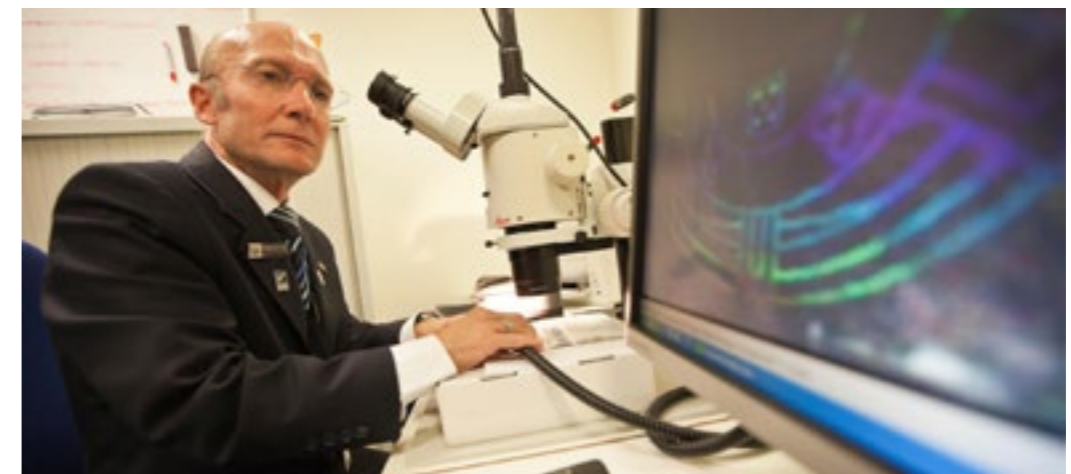
The June 2015 graduation dinner at the Royal New Zealand Police College was eventful in an unexpected way. One of the course participants, an expectant mum, needed to be taken to hospital part way through the graduation dinner and a couple of hours later became the proud mother to a healthy baby girl. INZ PRIIP Programme Manager Patricia Welch supported her through her labour. Trish and all the other course participants, are now proud PRIIP 'uncles' and 'aunties'.

Bali Process Technical Experts Conference

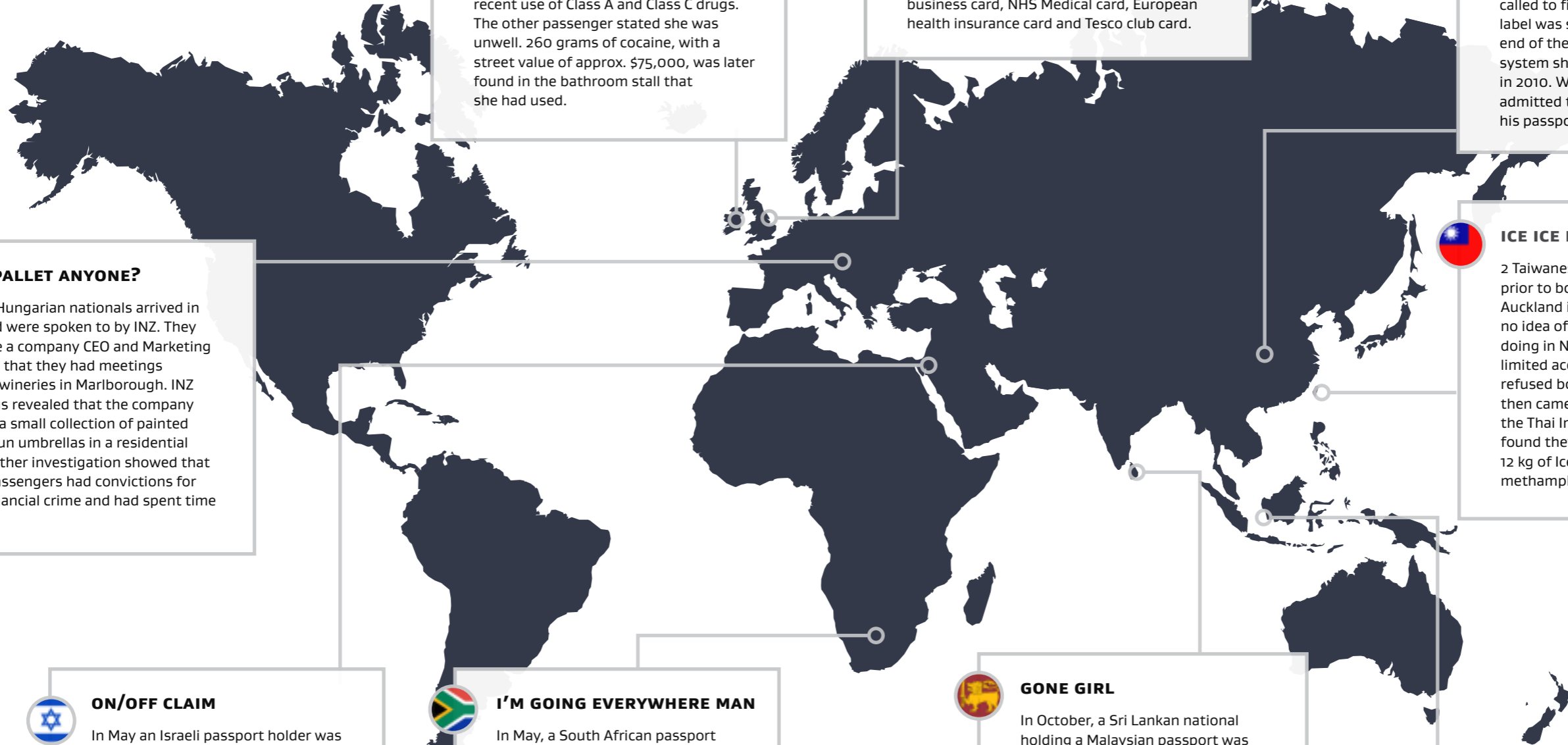
In October 2014, the INZ Border Lead Technical Specialist, Kevin Browne also attended the Bali Process Ad Hoc Group Sixth Technical Experts Working Group meeting on Beyond Documents in Colombo, Sri Lanka. The Technical Experts Working Group was co-hosted by the Australian High Commission and the Sri Lankan Department of Immigration and Emigration. The other countries and organisations that were in attendance were Afghanistan, Bangladesh, India, Indonesia, Malaysia, Maldives, Myanmar, New Zealand, Pakistan, Philippines, Sri Lanka, Thailand, United Arab Emirates, the USA and Vietnam, and international organisations such as the International Organisation for Migration IOM, the United Nations Office for Refugees UNHCR and the United Nations Office on Drugs and Crime UNODC.

INZ leads New Zealand's whole of government planning for a mass arrival. As such we are a committed contributor to the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime (Bali Process).

Kevin presented on NZ's border security framework, led a workshop on managing identity as well as showing the group different online tools that they can use to verify travel documents. The meeting was a wonderful opportunity to share with other countries the steps we go through to keep our borders safe.



Case by case



PAINTED PALLET ANYONE?

In June, two Hungarian nationals arrived in Auckland and were spoken to by INZ. They claimed to be a company CEO and Marketing Manager and that they had meetings with various wineries in Marlborough. INZ investigations revealed that the company consisted of a small collection of painted pallets and sun umbrellas in a residential property. Further investigation showed that one of the passengers had convictions for organised financial crime and had spent time in prison.



TO BE SURE TO BE SURE

Two Irish nationals were refused entry on arrival. They intended to stay for 14 days, "visiting Bondi Beach to see where Neighbours is filmed". It seems they were confused as to which side of the Tasman they were on. One passenger admitted to a prison sentence in 2006 for assault, various disorder related convictions and recent use of Class A and Class C drugs. The other passenger stated she was unwell. 260 grams of cocaine, with a street value of approx. \$75,000, was later found in the bathroom stall that she had used.



FALSE EVERYTHING

In September, a person travelling on a UK passport was spoken to by INZ at Hong Kong airport. Airline Security staff became interested in the passenger because of his shaking and sweating while he was interviewed. They confirmed that not only was his passport false but also his UK transport card, driving licence, Western Union card, business card, NHS Medical card, European health insurance card and Tesco club card.



SPOT THE DIFFERENCE

In March, a Chinese national presented at check-in and received a Do Not Board message, the airline called to find out why, as his visa label was showing as valid until the end of the month. The immigration system showed his visa expired in 2010. When spoken to the man admitted to altering the visa label in his passport using a ball point pen.



ICE ICE BABY

2 Taiwanese men were interviewed prior to boarding a flight to Auckland in Bangkok. They had no idea of what they would be doing in New Zealand and very limited access to funds. They were refused boarding by INZ. They then came to the attention of the Thai Immigration Bureau who found they were in possession of 12 kg of Ice, an addictive form of methamphetamine.



ON/OFF CLAIM

In May an Israeli passport holder was profiled and interdicted at Singapore airport on his way to Auckland. He had previously claimed asylum on arrival in NZ in 2004 but he had left NZ, automatically withdrawing his claim. He advised the officer he was returning to New Zealand to continue with his 10 year old asylum claim. He was advised that was not how asylum claims worked and referred to the UNHCR.



I'M GOING EVERYWHERE MAN

In May, a South African passport holder was refused boarding after he was unable to explain his very odd travel route and why his tickets were purchased using somebody else's credit card. Passport scans showed the passport had been altered and the man's South African ID number was false. He subsequently flew to Singapore and purchased a ticket to Fiji via Australia. He claimed asylum while at Sydney airport.



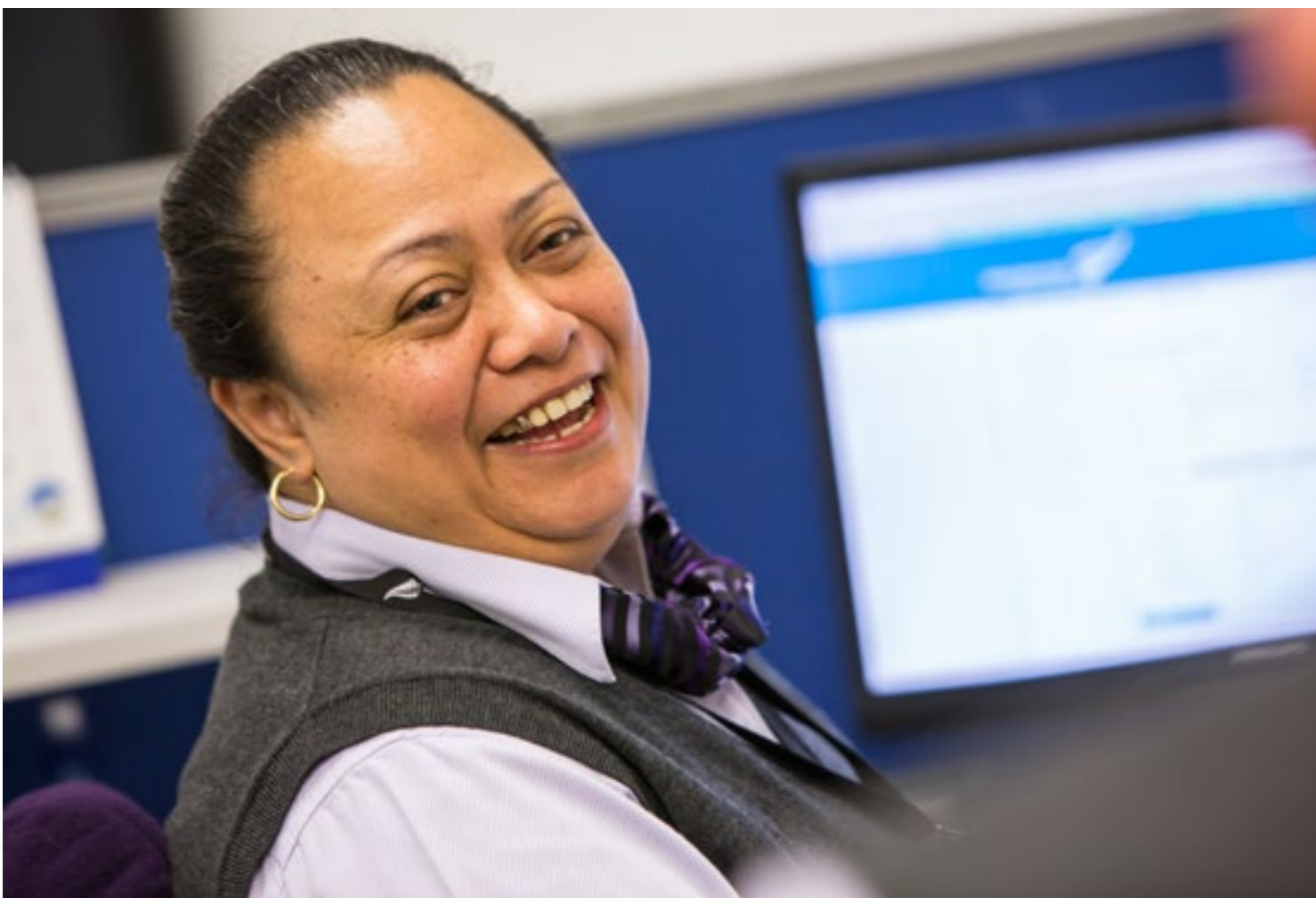
GONE GIRL

In October, a Sri Lankan national holding a Malaysian passport was refused boarding in Dubai. He claimed he purchased the Malaysian passport for \$2,000 US from an unknown person in Germany. He stated he wanted to live in NZ with his girlfriend who was a New Zealand resident, but the details he gave for his girlfriend did not match to anyone in the immigration system.



IT'S THE SMALL PROBLEMS

In April, a Malaysian man was intercepted travelling to New Zealand after information was received that he was involved in people smuggling Chinese nationals into the US and South America. When asked about any issues with US immigration he claimed to have no knowledge, however, when questioned further he admitted to "some small problems". Those small problems meant he was refused boarding to NZ.



Our Mission

Responsive and agile teams providing expertise, information and services to manage risk and protect our borders.

SMART SOLUTIONS TO INFORM AND PROTECT

HOW CAN YOU HELP?

To report immigration fraud call Crimestoppers anonymously on 0800 555 111

Or complete an online Crimestoppers message form www.crimestoppers-nz.org

