



NEW ZEALAND
IMMIGRATION

THE YEAR AT THE BORDER 2015/2016



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI



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Introduction

International travel to New Zealand continues to grow with more flights and airlines than ever before. Almost 6 million passengers crossed New Zealand's borders over the 2015/16 year – an increase of 9% on the previous year. The increasing passenger volumes in the context of a complex global environment continues to make it challenging to achieve a balance between facilitating genuine travellers, managing high-risk passengers and contributing to border security more broadly.

In this annual report we share the Immigration New Zealand Border Operations (IBO) successes and challenges over the last 12 months. The case studies will provide context to the numbers, and insight into the work of the border officers and wider team.

Screening for and managing risk at the earliest point of a passenger's journey remains a priority. We have strengthened our ability to achieve this through increased numbers of frontline staff and commitment to systems and technology. We have increased capacity across the IBO teams, and achieved some important milestones in our Southern Operations. The Christchurch team now provides 24/7 coverage and Queenstown and Wellington airports have increased year-round coverage resulting in a better risk management and service to passengers and border colleagues.

We have also made significant developments within our operations to enhance the infrastructure to manage the projected increased passenger volumes, and further develop our approaches to managing risk. We have upgraded our Advance Passenger Processing (APP) systems to include automated checks against the Interpol Stolen and Lost Travel Document database, which ensures cases of identity fraud are managed before a passenger boards a flight to New Zealand. Immigration New Zealand's Identity Management Engine (IDme), deployed this year, provides the Border team with further biometric tools to establish identity at our New Zealand borders by facilitating connections with international colleagues.

IBO continues to enjoy collaborative working relationships with domestic and international border agencies and industry colleagues. Together we ensure that we facilitate passengers effectively while protecting New Zealand's borders. The increasing passenger volumes and international environment will continue to challenge us all to be increasingly innovative and connected to ensure the most effective border processes possible.

IBO success is not without the support and dedication of our highly skilled staff - thank you all for your hard work!

We hope you enjoy this year's edition of The Year at the Border.

Peter Devoy
Assistant General Manager
Compliance and Border Operations

Senta Jehle
National Manager
Border



Bag claim 行李提取
Domestic transfers

2

Express Lane
(by invitation only)

Diplomatic Passports
APEC Cardholders



Immigration New Zealand sits within the Ministry of Business, Innovation and Employment

The Ministry of Business, Innovation and Employment (MBIE) is the government's primary business-facing agency whose purpose is to Grow New Zealand for all. 'Grow' relates to the economy. To achieve the standard of living and quality of life New Zealanders aspire to, we need a stronger performing economy that delivers sustainable growth.

Immigration New Zealand (INZ) contributes to this purpose by bringing the best people New Zealand needs in order to prosper. It helps to build a stronger economy and create jobs by encouraging innovation, deepening our links with international markets and providing the skills and capital we need for growth. INZ also works to protect the integrity and security of the New Zealand Immigration system.

There are four divisions within INZ: Visa Services; Settlement, Protection and Attraction; Service Design and Performance, and Compliance, Risk and Intelligence Services, known as CRIS.



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Compliance, Risk and Intelligence Services

CRIS is comprised of seven teams which work collaboratively to ensure that only the people New Zealand needs to prosper enter through the border and that the integrity of the border and the immigration system is maintained.

Immigration Border Operations is one of the teams that make up CRIS.

IMMIGRATION BORDER OPERATIONS	MBIE INTELLIGENCE UNIT	IDENTITY SERVICES
Manages immigration risks to New Zealand's border and facilitates genuine passengers travelling to New Zealand.	Performs a range of roles and functions relating to the collection, analysis and dissemination of intelligence.	Responsible for developing and managing the modern immigration identity management capabilities in INZ.
BUSINESS SUPPORT	RISK ASSESSMENT TEAM	BUSINESS, ANALYTICS & PROFILING
Provides business, advisory and administrative support for the general manager and the CRIS leadership team.	Provides advice to immigration decision makers on visa applicants who may pose a risk to New Zealand's international reputation.	Develops profiles designed to assist INZ frontline staff to identify and manage immigration risk as they make visa decisions.
COMPLIANCE & INVESTIGATIONS		
Prevents, detects and responds to immigration harm to New Zealand.		

By the Numbers 2015/16



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AIRLINES FLYING TO
NEW ZEALAND

AIR ASIA X
AIR CALIN
AIR CHINA
AIR NEW ZEALAND
AIR TAHITI NUI
AIR VANUATU
AMERICAN AIRLINES
CATHAY PACIFIC
CHINA AIRLINES
CHINA EASTERN AIRLINES
CHINA SOUTHERN AIRLINES
EMIRATES

FIJI AIRWAYS
HAWAIIAN AIRLINES
JETSTAR
KOREAN AIR
LATAM
MALAYSIA AIRLINES
PHILIPPINES AIRLINES
QANTAS AIRWAYS
SINGAPORE AIRLINES
THAI AIRWAYS
VIRGIN AUSTRALIA
UNITED AIRLINES

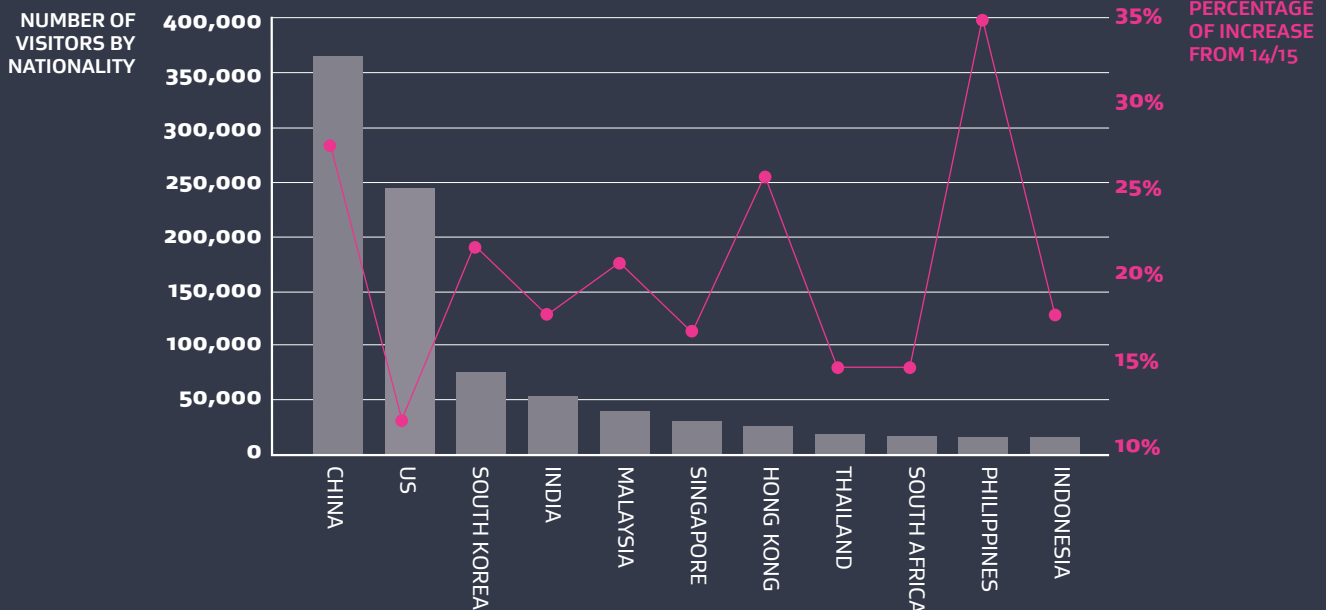


5,986,199

PASSENGER ARRIVALS, AN INCREASE OF 9% FROM 2014/15

NUMBER OF VISITORS BY NATIONALITY

PASSENGERS GRANTED VISITOR VISAS UPON ARRIVAL



33,766

FLIGHTS ARRIVING IN NZ

NUMBER OF PASSENGERS
ARRIVING AT EACH AIRPORT

4,448,938

AUCKLAND
INTERNATIONAL AIRPORT

453,097

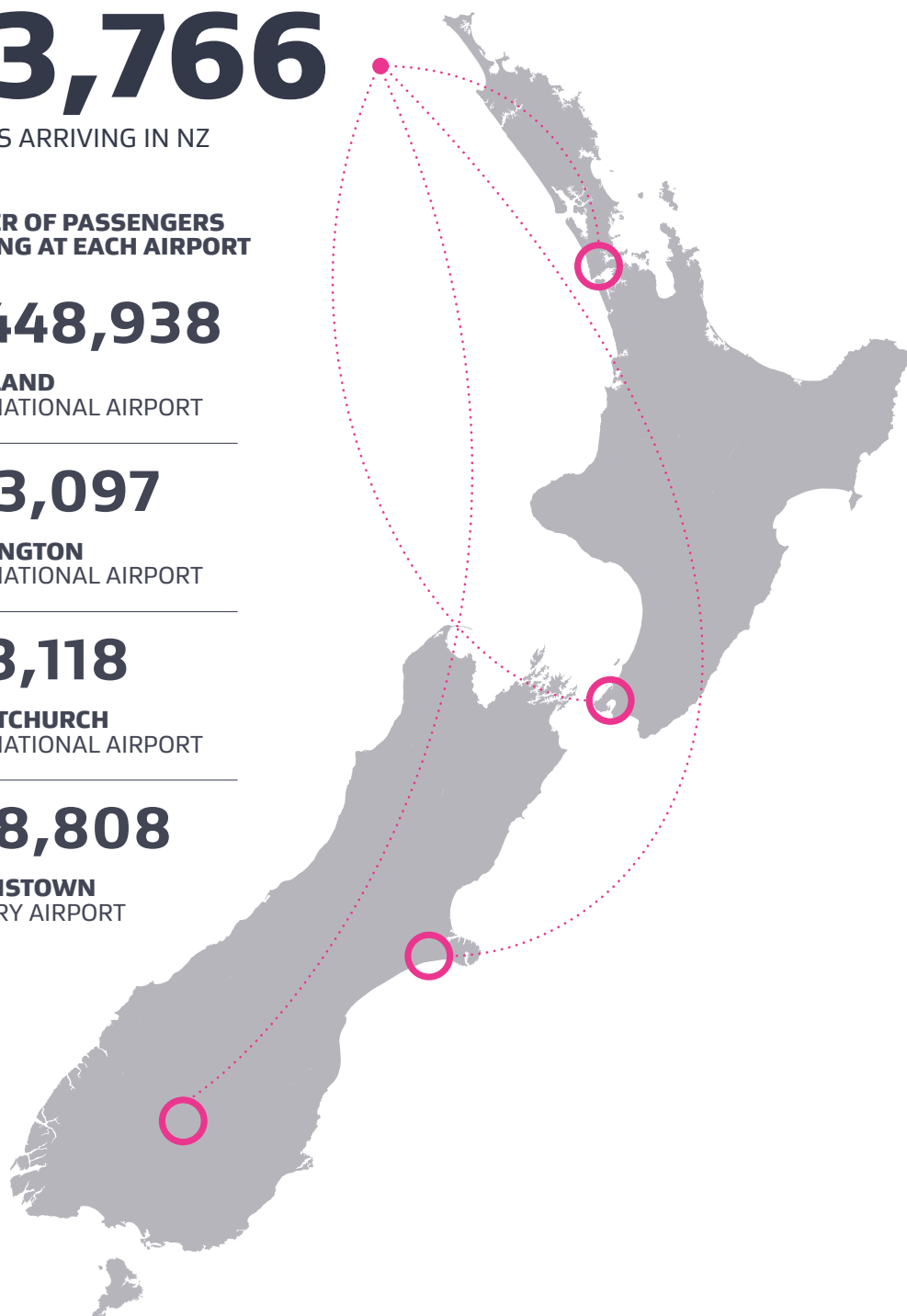
WELLINGTON
INTERNATIONAL AIRPORT

773,118

CHRISTCHURCH
INTERNATIONAL AIRPORT

248,808

QUEENSTOWN
PRIMARY AIRPORT



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, enhance border security and facilitate travel.

IN 2015/16, INZ MADE ALMOST

750,000

IMMIGRATION DECISIONS INVOLVING MORE
THAN A MILLION PEOPLE, INCLUDING:



35,000

RESIDENCE APPLICATIONS



220,000

WORK VISA APPLICATIONS



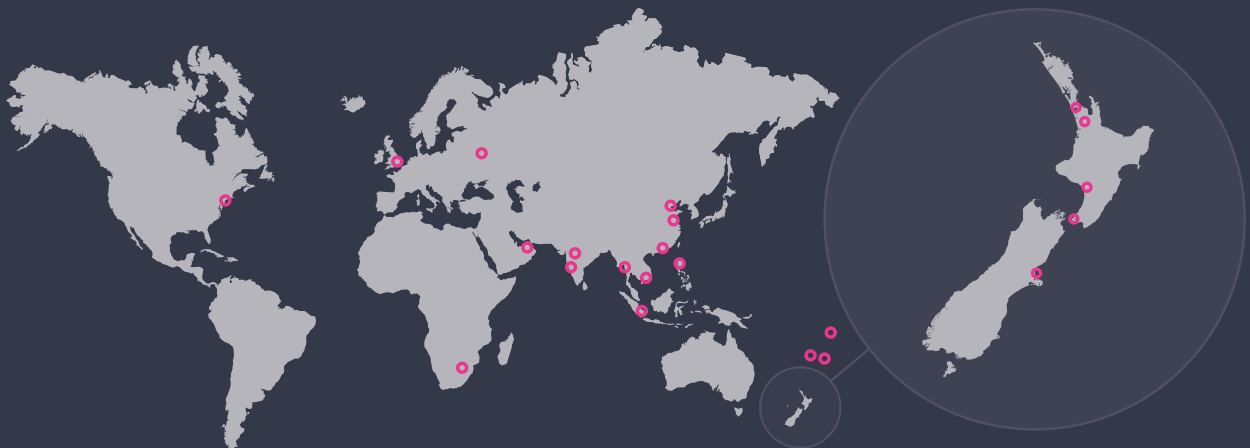
335,000

VISITOR VISA APPLICATIONS



125,000

STUDENT VISA APPLICATIONS



17

VISA PROCESSING OFFICES
LOCATIONS OVERSEAS

SUVA
APIA
NUKU'ALOFA
MUMBAI
NEW DELHI
DUBAI
BANGKOK
HO CHI MINH
JAKARTA

MANILA
SHANGHAI
HONG KONG
BEIJING
LONDON
MOSCOW
WASHINGTON
PRETORIA

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VISA PROCESSING OFFICES IN
NEW ZEALAND

HENDERSON
PALMERSTON NORTH
NADO
MANUKAU
WELLINGTON
WELLINGTON BMB

CHRISTCHURCH
HAMILTON
WELLINGTON IPB
ICC – AUCKLAND
AUCKLAND CENTRAL

The Border – layered global risk management

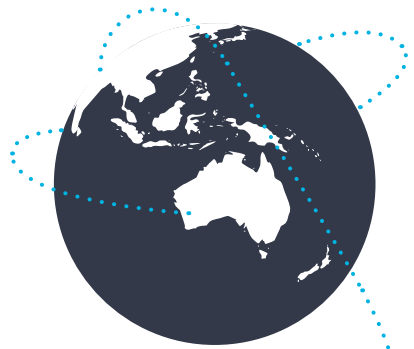
11

INZ works hard to be welcoming and to facilitate genuine visitors, workers and students while identifying and managing people who pose unacceptable immigration risks. INZ uses the visa application process to assess and manage risks prior to travel, but of the 5,986,199 people who travelled to New Zealand during 2015/16, 42% of them did not require a visa to travel here.

INZ must ensure that new and developing threats to the New Zealand border are identified and mitigated and that border security is continuously improved to keep out undesirable people.

The Government announced \$33 million of new operating expenditure over the next four years in the 2015/16 Budget to boost the number of immigration officers at the border, as well as specialist officers to manage emerging risk in offshore markets. The Budget also contained a \$6.6 million capital investment in strengthened border security systems.

INZ operates in a world that continues to see significant advances in technology. A heightened awareness of global risks means that INZ needs to ensure that services are efficient and effective and protect the integrity and security of New Zealand's immigration system. INZ works closely with partner border agencies, airlines and other stakeholders to keep out people who pose unacceptable risk. Our Border team uses a combination of advance screening, analysis, expertise and knowledge to protect the border. As the operating environment changes, so too will the tools used by INZ.



AUTHORITY TO TRAVEL

PRE-DEPARTURE ASSESSMENT

ON-ARRIVAL ASSESSMENT

POST-ARRIVAL ACTIVITY



Authority to Travel

IBO staff assess passengers both offshore, prior to travel, and onshore, upon arrival in New Zealand, to ensure they meet the requirements to travel to and enter New Zealand.

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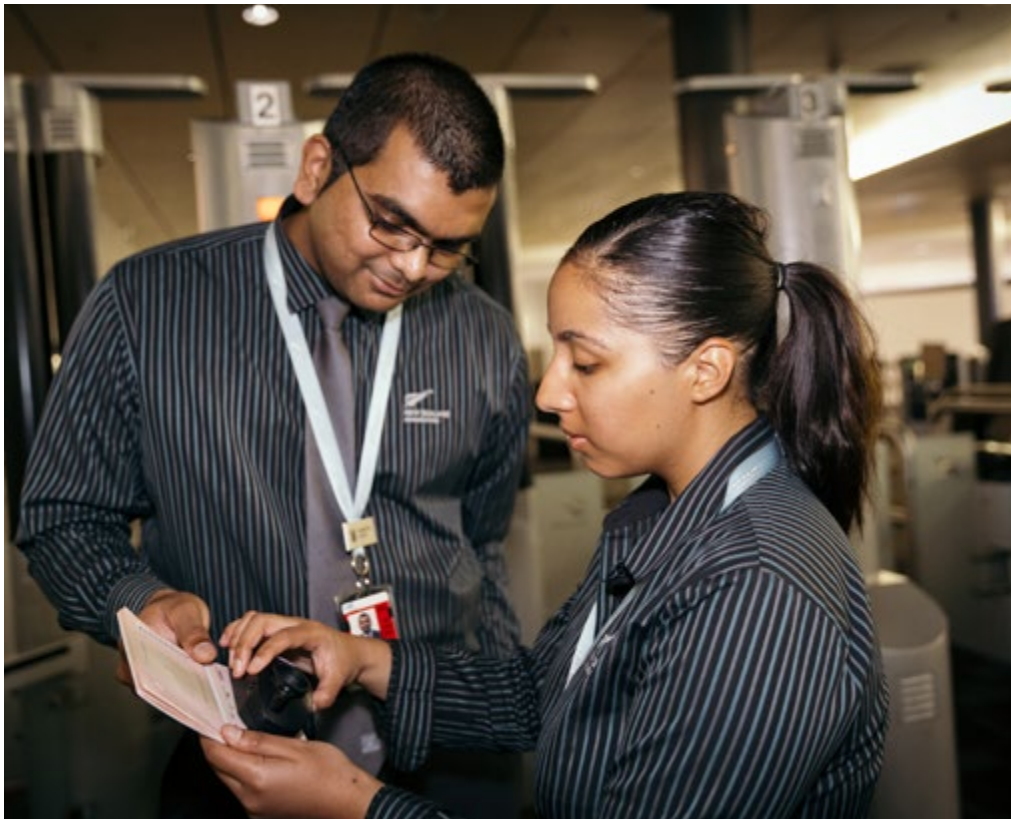
Travellers who pose potential risks are identified and assessments of their individual circumstances and intentions for travel to New Zealand are undertaken.

The final decision on whether a person is permitted to travel to or enter New Zealand is at the discretion of a border officer based on the information available at the time. Offshore, passengers can be denied boarding and not permitted to travel. Onshore, they can be refused entry to New Zealand and returned to where they came from.

During 2015/16, 2,930 travellers were prevented from boarding the aeroplane at their point of departure and 1,371 were refused entry when they arrived at the New Zealand border.

The main reasons people are refused entry include:

- › travelling on false documents and/or identity concerns
- › not meeting character requirements (normally by not declaring serious criminal convictions, deportation or exclusion from a foreign country on arrival)
- › not being considered to be genuine (bona fide) temporary entrants (e.g. likely to breach the conditions of their visa or to remain in New Zealand unlawfully).



Managing Risk Offshore

– pre-departure assessment

INZ's investment in systems and risk-targeting processes means passengers are screened before they board flights for New Zealand. Those identified as presenting an immigration risk or where character concerns mean they are unable to meet entry requirements can either be stopped from boarding their flight, referred to as offloaded, or flagged for further investigation upon arrival in New Zealand. This does not apply to New Zealand citizens who have an automatic right to enter and live in New Zealand without needing to apply for a visa.

Border operations systems and processes operate as a layered approach towards combating risk and enhancing border security.

Advance Passenger Processing System Upgrade

The Advance Passenger Processing (APP) system is an interactive system through which airlines provide biographical data on passengers and crew prior to travel to New Zealand. The system enables INZ to know who is coming to New Zealand before boarding and interactively check New Zealand-bound travellers against passport, visa and alert databases prior to embarkation. INZ can then issue directives back to the airlines in real time as to whether to board the passengers or not. Failure to supply correct APP data or ignoring a boarding directive are offences.

In late October 2015, INZ rolled out a second generation APP platform. The new platform allows INZ to future proof the APP system for increasing numbers of flights, routes and carriers and enables APP to check for Interpol stolen and lost travel documents in real time.

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.

CASE STUDY ONE

A Bulgarian national was offloaded from a flight in Dubai due to concerns that he was not a genuine visitor and may have been travelling to New Zealand to carry out card skimming. He had no credible reason for visiting and was found to have multiple credit cards. Card skimming is the act of illegally collecting data from the magnetic strip of a credit, debit or ATM card. This information is then copied onto a blank card's magnetic strip and is used by an identity thief to make purchases or withdraw cash in the name of the actual account holder.

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CASE STUDY TWO

A Malaysian national was profiled and offloaded in Malaysia for not meeting New Zealand's health requirements. The passenger had last been declined a work visa onshore in 2015 as the partner of a student as he suffered from communicable diseases and had failed to declare these matters on previous visa applications.

CASE STUDY THREE

Non-genuine visiting intentions led to three Taiwanese nationals being offloaded in Taiwan. They were vague with regards to any plans for their visit but claimed to be university students, travelling to Auckland to "understand the design/architecture of Auckland". They claimed to have meetings with an architect they found online but were unable to provide evidence of this.





2,930

PEOPLE PREVENTED FROM BOARDING
A PLANE TO NEW ZEALAND

16

424

SUBJECT TO ALERT

773

ENTRY REQUIREMENTS
NOT MET

1,174

NO VISA

70

FALSE PASSPORT/
ID CONCERNS

151

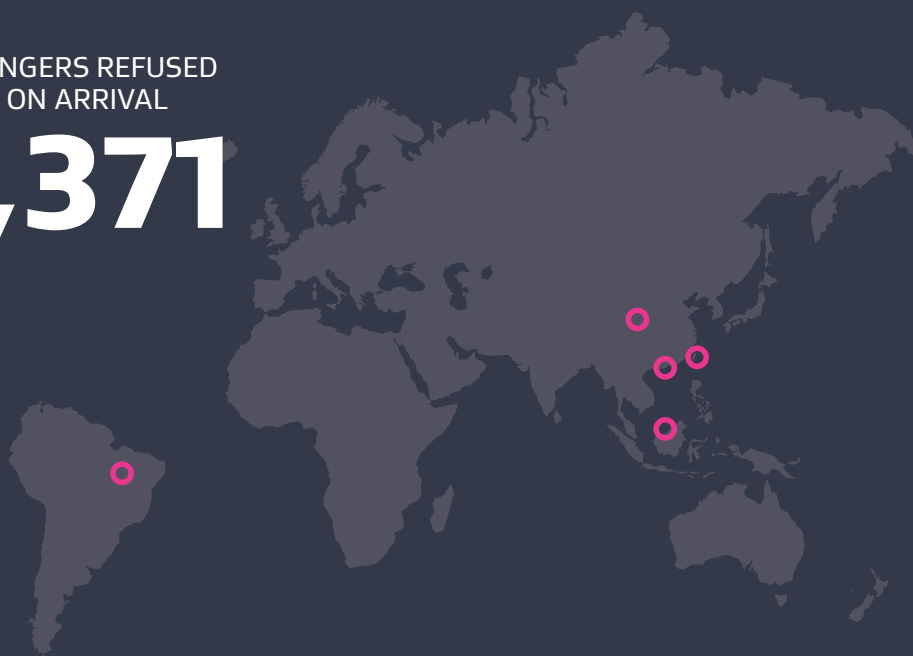
NON-GENUINE
VISITING INTENTIONS

338

NO VALID TRAVEL
DOCUMENT

PASSENGERS REFUSED
ENTRY ON ARRIVAL

1,371



TOP 5 NATIONALS OF REFUSED ENTRY (AND HOW MANY WERE REFUSED)

99

BRAZIL

125

MALAYSIA

73

CHINA

119

HONG KONG

91

TAIWAN

Managing Risk Onshore

– on-arrival assessment

17

Wherever possible, risk is managed offshore but sometimes the earliest possible point INZ can address the risk is when a passenger first arrives in New Zealand.

Where persons of interest are identified on arrival in New Zealand, border officers weigh up all presenting factors; this can include information gathered at an interview with the passenger(s), and make a decision. If a passenger is assessed as not meeting New Zealand's entry requirements, IBO may refuse them entry and return them to their point of departure.

CASE STUDY ONE

In Christchurch, a referral from the New Zealand Customs Service resulted in a British national being refused entry. The passenger had cannabis in his possession which is a prohibited import. He was assessed as being at risk of breaching his visitor visa conditions by working without authority, had a Police caution for assault and had previously overstayed his visa in Indonesia.

CASE STUDY TWO

A 27-year-old Saudi national was refused entry on arrival as he was not considered to be a genuine visitor. In addition, New Zealand Customs found objectionable material on his electronic media devices.

CASE STUDY THREE

Two Taiwanese 'travelling companions', who travelled separately to New Zealand, were refused entry for non-genuine visiting intentions. Both maintained they were in New Zealand for a holiday, however, they knew very little about the country and their New Zealand contact stated they were in the country to work for him.



Training and Education

IBO plays a significant role in ensuring that airlines and immigration professionals worldwide are aware of New Zealand's entry requirements and protection of New Zealand's borders.

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Carrier Relationship Team

Twenty-four airlines currently fly into New Zealand and it is the role of IBO's Carrier Relationship Team to provide training and support to ensure airlines comply with immigration requirements. Failure to do so may result in INZ issuing an infringement notice which requires the airline to pay an infringement fee. In more serious cases, INZ has the option to prosecute the airline.

Despite the increasing number of airlines, support provided by the team has resulted in a 36% decrease in the number of infringements issued. The total number of infringements for 2015/16 was 591 compared to 928 in 2014/15.

↓ 36%
DECREASE IN THE NUMBER
OF INFRINGEMENTS ISSUED

928 INFRINGEMENTS
IN 2014/15

591 INFRINGEMENTS
IN 2015/16

Airline Liaison Officers

Airline liaison officers (ALOs) are crucial to enhancing border security by pre-screening travellers at their point of departure to New Zealand. They form part of the layered approach to managing immigration risk to New Zealand's border and complement other risk mitigation measures.

ALOs are based at overseas ports and work closely with airlines and local authorities. They provide guidance and training to airline check-in and security staff of the entry requirements for New Zealand.

ALOs assist with both the facilitation of genuine passengers and identification of risk passengers attempting to travel to New Zealand. To achieve this they:

- › intercept passengers with doubtful travel documentation
- › build relationships with airlines and local authorities
- › enhance INZ's profile overseas
- › support, advise and gather information from a range of stakeholders.



Biometrics give the full picture

IDme (INZ's Identity Management Engine) went live in June 2016. IDme is a major change to INZ's identity management capability. It strengthens our capability to detect identity fraud by automatically matching biographic (personal data) and biometric (face and fingerprint) information against existing records held by INZ.

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The following exceptional case reinforces the value of biometric matching as well as data sharing with our border partners overseas, highlighting the excellent work done by IBO in protecting New Zealand's border.

A woman travelling on a Mexican passport flew into Auckland via Santiago, Chile. IBO selected her for further investigation because of travel irregularities. Her passport was scanned with no issues and she provided fingerprints but then chose to stop her immigration interview. She was subsequently refused entry for non-genuine visiting intentions.

Separately, a man travelling on the same flight on a United States passport was also checked by IBO because of similar irregularities. He also stopped the interview after his biometrics were captured, was subsequently assessed as being a non-genuine visitor and was refused entry. It soon became apparent to IBO that they were a couple.

Fingerprint results revealed that the woman was known by different names, nationalities and date(s) of birth in Australia, Canada and the USA including 22 different identities in Canada. Information from Canada and the USA revealed that she had multiple convictions, including for shoplifting and attempted robbery and for being a member of a multi-national criminal organisation.

She had been deported from Canada and the USA, and Australia had refused her a visa and subjected her to a 10-year exclusion period because of known links to organised crime.

The man was subsequently checked with our border partners and also had totally different identities recorded in Australia and Canada, including 21 unique identities in Canada. Travelling on fraudulently obtained passports these people were likely to engage in criminal activities had they been able to enter New Zealand.

Beginning in November 2016, INZ will have the ability to use biometric data collected in IDme to rapidly query the immigration databases of our trusted partners allowing for speedy facilitation of genuine travellers and enhanced ability to identify non-genuine travellers.

Working with our Border Partners

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INZ works closely with our domestic border partners to ensure any potential risks to New Zealand are appropriately managed. The border partners collectively protect the economy, environment and security of New Zealand through ensuring compliance with biosecurity laws, import and export regulations, immigration legislation and international obligations.



CASE STUDY ONE

Ministry for Primary Industries
Manatū Ahu Matua



The Ministry for Primary Industries (MPI) referred a German national to INZ after he was found to be in possession of a considerable range of undeclared biosecurity risk products when he came through the border at Wellington International Airport from Melbourne. The passenger was carrying an apple, tea-leaf type material, a medicinal honey product, spices, loose leaves caught up in his clothing and bedding and a live earwig! He was also discovered to have been excluded from Australia. Subsequently, after being fined by MPI, he was refused entry by INZ as he was not considered to be a genuine visitor.



CASE STUDY TWO



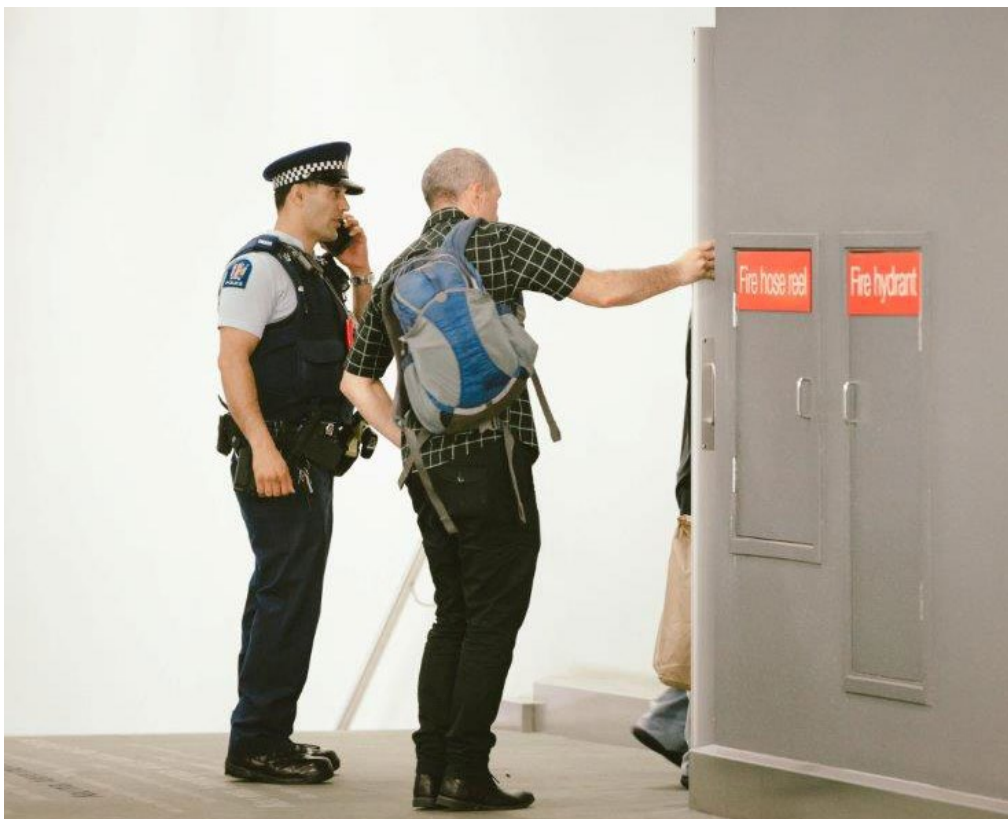
A group of 19 Taiwanese nationals were identified by the New Zealand Customs Service for referral to INZ based on items located in their luggage. Those items were mobile devices, IT cables, remote controls, SIM card adaptors and bolt cutters. The 19 passengers were travelling as a 'supposed tour group'. All 19 declined to be interviewed and requested to be sent home, including the alleged tour guide. They did not provide any information to INZ about the reason for their travel and all left on a flight back to Taiwan, 13 hours after their flight had arrived in New Zealand. Subsequent information gathered about this group indicates that they were likely to be attempting to enter New Zealand to undertake criminal activity known as a boiler room; setting up an outbound call centre selling bogus investments by telephone.

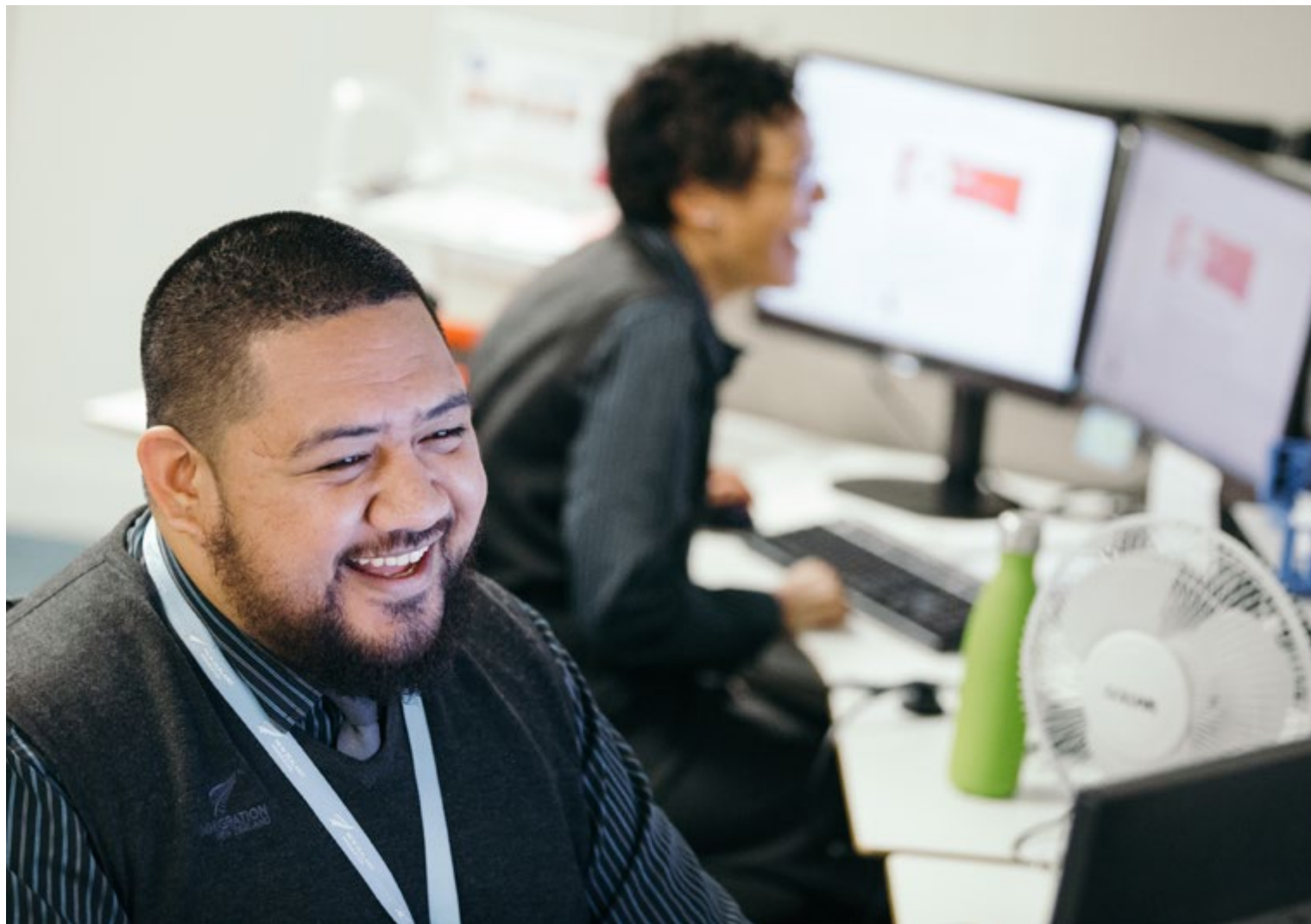


CASE STUDY THREE

**25**

In May 2016 collaboration between INZ and the New Zealand Police-hosted Gang Intelligence Centre prevented an Australian Motor Cycle Gang member travelling to New Zealand. IBO received information via the INZ representative in the New Zealand Police Gang Intelligence Centre that a chapter president of a prominent Australian outlaw motorcycle gang was arriving into New Zealand on a chartered flight with several other people. That person was deemed to be of concern. The outcome was the charter company chose not to carry the three passengers to New Zealand in case they were refused entry permission.





Facilitation

The vast majority of travellers to New Zealand genuinely intend to visit, work and study. The border plays a significant role in ensuring these travellers are facilitated through their journey quickly and with the lightest touch possible. To do this IBO provides 24/7 support to airline check-in agents around the world regarding immigration requirements.

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CASE STUDY ONE

IBO received a phone call from the New Zealand Customs Service in Auckland advising that they were undertaking pre-clearance of a charter flight due to land. The passenger was a well-known American TV personality and her entourage. Customs were enquiring about the type of visa that should be granted given she was coming to New Zealand for speaking engagements but was not currently the holder of a work visa. After assessing the situation and taking into account all the facts, electronic visas (e-visas) were raised for the visitor and the 10 support crew travelling with her. These were granted on arrival in New Zealand.

CASE STUDY TWO

A singing group from war-torn Timbuktu, Mali, were invited to perform at the annual music festival WOMAD. The group had not been able to obtain visas ahead of their travel to New Zealand. The situation was assessed by IBO and the performers were granted e-visas to travel to New Zealand the same day. The group subsequently arrived in New Zealand with their e-visas and they performed at WOMAD and left the country as scheduled.

CASE STUDY THREE

A border officer received a call from Sydney International Airport after a passenger had been refused permission to board a flight due to a damaged passport. The passenger was a member of a Super Rugby team and had been named to play against a New Zealand team that same day in Rotorua. The border officer interviewed the passenger, and his team manager by telephone and the airline verified his identity through other documentation. After considering all of the information and assessing any risk to New Zealand, the passenger was allowed to travel.

Case by Case

28



GONE FISHING

Two Bulgarians were offloaded from a flight in Dubai as they were not considered to be genuine visitors. The passengers claimed to be travelling to Auckland to go fishing in a river they could not name with a fishing company they did not know.



SHOW ME THE MONEY

On arrival from Vancouver, Canada, a passenger declared previous convictions and exclusion from the United Kingdom. Online information revealed an English court had found him guilty of conspiracy to defraud in a case related to fake US government bonds to the tune of 2.5 trillion dollars.



KIWIS, KANGAROOS AND BOOMERANGS!

A Mexican national arrived in Christchurch intending a three-month visit to see beaches and gardens, kiwis, kangaroos and boomerangs. He had no accommodation bookings but would rent a house in Christchurch. The passenger stated he needed a break from Mexico due to "security concerns" with the legalisation of cannabis. He was not considered to be a genuine visitor and was refused entry.



LORD OF ... HOGWARTS?

A Brazilian national was refused entry after being considered a non-genuine visitor. She held no outward ticket as it had been cancelled and refunded and she had very little knowledge of New Zealand. She claimed she wanted to see the Lord of the Rings locations and knew that Harry Potter was the main character in the film!

**GIVE US SOME CREDIT!**

In transit in Brisbane, while travelling to New Zealand, the Australian Border Force found a Russian passenger in possession of 64 credit cards, 100 sim cards, two passports and six mobile phones. IBO were informed and on arrival in Christchurch, he was interviewed. The passenger was unable to provide rational explanations for having these items in his possession and was not thought to be a genuine visitor. He was subsequently refused entry.

**RUBBISH EXCUSE**

A Taiwanese passport holder, arriving off a flight from the Philippines, claimed to be involved in cosmetics sales and had onshore contacts. Unfortunately the address she provided for her contact was a refuse transfer station in a predominately industrial area of South Auckland. She had no good excuse for this significant anomaly, was considered to be a non-genuine visitor and was subsequently refused entry.

**EMPLOYER AMNESIA**

A Taiwanese national was referred from a Customs baggage search after it was noted that he had vague visiting intentions, his ticket had been purchased by somebody else (and his explanation for this was not consistent), and despite being employed with the same company for two years he could not remember the name of his employer! He was deemed to be a non-genuine visitor and refused entry.

**LOOKING FOR LOVE**

A South African passport holder travelling from South Korea was spoken to in Taipei due to identity concerns. The passenger claimed to be an English language teacher and said he was travelling to visit Eden Park to see the war dance, wished to see the war museum, the Sky Tower and beaches. Also of note was his profile on a popular dating website claiming he was a man from New Zealand seeking "a nice girl to have serious relationship". He was not considered a genuine visitor and was offloaded from the flight.



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



Acknowledgements

INZ would like to sincerely thank everyone who was involved in making this publication possible, in particular, our border partners:

- › New Zealand Customs Service
- › Ministry for Primary Industries
- › New Zealand Police.

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Also a very special thanks to all IBO staff for doing an amazing job and always going the extra mile.

