

VISA PAK ISSUE 604 — 1 NOVEMBER 2024

RESPONSE DATE EXTENSIONS FOR POTENTIALLY PREJUDICIAL INFORMATION LETTERS AND REQUESTS FOR INFORMATION RELATED TO ACCREDITED EMPLOYER PROCESSING

There has been an increase in extension requests for responding to requests for information (RFI) or Potentially Prejudicial Information (PPI) letters, specifically in the employer accreditation and job check gateways under Accredited Employer Work Visa (AEWV). When sending a PPI or RFI letter to an applicant, immigration officers are reminded to use [standard timeframes](#) in the first instance when setting a response date.

Any request for an extension to the response date should be considered on its merits taking into account the circumstances of the employer or applicant, and the reason why the response date cannot be met, in line with the advice of [Visa Pak 438](#).

When considering the merits of a response date extension request, immigration officers must be satisfied that there is a genuine reason for the request, and where appropriate, the applicant should include supporting evidence to show the steps taken to gather information to respond, the reason for delays, or evidence to show that they have requested the documents.

Other considerations as to whether to grant an extension to a response date could include:

- Whether the information being requested is a mandatory document that was required on lodgement of the application or whether it is new information
- Whether the information, though not mandatory, is outlined on the Immigration New Zealand website or in formal external communications that it should be provided at the point of submission to support faster processing
- Whether sufficient time has already been given to provide the information in the form of a PPI
- Whether RFI letters have been sent to obtain this information previously
- Whether the information is readily and easily obtainable.

When determining the length of a response date extension, immigration officers should consider a sensible approach and where applicable, consider granting these in line with the [standard timeframes](#) for the information required.

Where a request for an extension to provide information is received, up to five additional working days is generally considered to be a reasonable extension timeframe in most circumstances. Where a



request for a longer response date time frame is received, this may be considered and granted on a case-by-case basis for compelling and relevant circumstances. In the instance where a longer extension to a response date may be deemed warranted, it is recommended that the immigration officer discuss this with a Technical Advisor or their Immigration Manager. The discretion to grant an extension to a response date lies with the immigration officer and an approval may not be guaranteed.

Immigration officers are also reminded to consider the advice of [Visa Pak 201](#) when determining whether to grant a response date extension to a PPI letter when the applicant has requested information under the Privacy Act and/or Official Information Act.

Where a response date extension is granted, a new PPI letter should be issued in ADEPT with the new response date. Sending an updated letter to the applicant is required to facilitate caseload management and provide good customer service.