

Appendix A - 47710 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2020 - 30/09/2021

Service line	Time (mins)
Births, Deaths, and Marriages	12:00
Charities	04:07
Citizenship	12:29
Hāpai Hapori	03:54
Incident Response	-
Passports	07:01
RealMe	06:50
Sydney	13:07

Appendix A - 47714 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2023 - 30/09/2024

Service line	Time (mins)
Births, Deaths, and Marriages	22:24
Charities	09:21
Citizenship	22:09
Hāpai Hapori	05:38
Incident Response	04:28
Passports	22:13
RealMe	22:43
Sydney	29:36

Additional information

Hāpai Hapori and Charities Services calls were deferred through voicemail for the period between March 2022 and September 2024

Appendix A - 47717 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2024 - 30/09/2025

Service line	Time (mins)
Births, Deaths, and Marriages	14:28
Charities	08:50
Citizenship	16:42
Hāpai Hapori	07:48
Incident Response	-
Passports	08:12
RealMe	12:21
Sydney	12:36
Western Samoa - Citizenship	04:58

Additional information

The service line for Western Samoa is a new line which opened on 26/11/2024 and caters for queries regarding the changes to the Citizenship (Western Samoa) Act 1982.

Appendix A - 47722 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2019 - 30/09/2020

Service line	Time (mins)
Births, Deaths, and Marriages	03:30
Charities	01:37
Citizenship	03:44
Hāpai Hapori	01:36
Incident Response	-
Passports	03:05
RealMe	02:31
Sydney	04:26

Appendix A - 47729 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2022 - 30/09/2023

Service line	Time (mins)
Births, Deaths, and Marriages	40:23
Charities	-
Citizenship	34:42
Hāpai Hapori	-
Incident Response	03:08
Passports	34:56
RealMe	31:40
Sydney	46:19

Additional information

Hāpai Hapori and Charities Services calls were deferred through voicemail for the period between March 2022 and September 2024

Appendix A - 47735 (2025)

Average wait times (in minutes and seconds) for all service lines between 1/10/2021 - 30/09/2022

Service line	Time (mins)
Births, Deaths, and Marriages	31:45
Charities	05:30
Citizenship	37:45
Hāpai Hapori	05:40
Incident Response	-
Passports	37:12
RealMe	23:00
Sydney	51:17

Additional information

Hāpai Hapori and Charities Services calls were deferred through voicemail for the period between March 2022 and September 2024