

## PQ 4251 (2019) – Attachment

### Context

- Immigration New Zealand (INZ) has been implementing a series of changes to its visa processing operating model which now caters for the ability for applicants to apply online; is characterised by greater standardisation of processes and is supported by new technology platforms.
- The new model is designed to ensure faster, more accurate and consistent visa decision-making. Central to the new service delivery model is the alignment of visa processing by customer segment - Business, Education, Tourism, Community and Specialist.
- INZ is also consolidating visa processing to fewer sites. The consolidation has enabled INZ to deliver a more consistent and streamlined approach to visa application processing.
- An enhanced risk and verification presence is also under development as a critical part of the new model. Applications where additional information or verification is needed will take longer to process to ensure good decision-making.

### Tendered Visas from Brunei

Visa Type	2014
Visitor visa	15
Work visa	15
Study visa	76
Join family/reunification visa	0
Business and Investment	0
Residence visa	5
Parent visa	0

Visa Type	2015
Visitor visa	11
Work visa	9
Study visa	71
Join family/reunification visa	0
Business and Investment	0
Residence visa	6
Parent visa	0

Visa Type	2016
Visitor visa	10
Work visa	9
Study visa	61
Join family/reunification visa	0
Business and Investment	0
Residence visa	7
Parent visa	0

<b>Visa Type</b>	<b>2017</b>
Visitor visa	30
Work visa	8
Study visa	66
Join family/reunification visa	0
Business and Investment	0
Residence visa	6
Parent visa	0

<b>Visa Type</b>	<b>2018</b>
Visitor visa	14
Work visa	10
Study visa	66
Join family/reunification visa	0
Business and Investment	0
Residence visa	4
Parent visa	0