



MEMO

DATE 6 May 2022

TO Stephen Vaughan, Chief Operating Officer

FROM Jeannie Melville, Head of Accredited Employer Work Visa

SUBJECT DEDICATED EMPLOYER PHONE LINE FOR THE EMPLOYER ACCREDITATION AND JOB CHECK GATEWAY OPENING

PURPOSE

This memo seeks approval on the establishment of an employer phone line within the Immigration Contact Centre (ICC) to support the opening of Employer Accreditation and Job Check gateways under the new Accredited Employer Work Visa (AEWV).

RECOMMENDATIONS

It is recommended that you:

- a) **Agree** to the establishment of a dedicated employer phone line supporting the Employer Accreditation and Job Check gateways
Agree/Discuss
- b) **Note** that forecast call volumes in the first month of opening the Employer Accreditation gateway to be approximately 3000 to 4000 calls with average call handling times of between eight and ten minutes long
Noted
- c) **Note** options regarding wait times for priority ICC phone lines are being worked through and will be provided next week for decisions
Noted
- d) **Agree** that reporting frequency will be daily for two weeks after each respective gateway opens and weekly from thereafter
Agree/Discuss
- e) **Note** that the Immigration Contact Centre requires approximately 10 working days to implement these changes
Noted



Privacy of natural persons



Stephen Vaughan
Chief Operating Officer
Immigration New Zealand
6 April 2022

AEWU



BACKGROUND

1. On 23 May 2022, employers can apply for employer accreditation and for a job check from 20 June 2022. This represents a significant change for employers in how they hire migrants.
2. To support employers in understanding what is required during their accreditation application and job check, a dedicated AEWV employer phone line is required within the ICC. This phone line would allow employers to receive timely advice to quickly resolve issues.

FORECAST CALL VOLUMES AND HANDLING TIMES

3. It is estimated the ICC will receive approximately 3000 to 4000 calls for the first month of opening the Employer Accreditation gateway. This is based on the estimated annual average of approximately 21,000 accreditation applications. We expect an average call handling time to be approximately eight to ten minutes. This is based on current phone lines with similar scope and complexity.
4. As reporting comes through with actual call volumes and handling, forecasts will be updated accordingly to ensure ICC resources are optimised.

IMMIGRATION CALL CENTRE PRIORITIES

5. Three ICC phone lines below provide examples of associated average wait times based on their priority. Wait times are also affected by the volume of calls.

Current priority of three phone lines	Average wait times
1. New Zealand Travel Declaration	15 to 120 seconds
2. Visa View Line	1 to 3 minutes
3. Other Visa lines	15 to 30 minutes

6. The Visa View line is for employers to enquire about the visa status on prospective migrant employees. The phone line is a high priority for the ICC with low call volumes resulting in relatively short wait times. The ICC's current recommendation is to add an additional option for employers to enquire about the AEWV. Finalising where the AEWV employer phone line is placed is still under active consideration by the ICC.
7. The ICC have asked for guidance on acceptable wait times to guide a final decision and initial prioritisation of resources. The Heads of AEWV and Reconnecting New Zealand will discuss scenarios with ICC regarding wait times with consideration of other priority lines.



REPORTING

8. The ICC have standard call metrics which include total calls, calls accepted, calls abandoned, average delay till answer, average handle time and average talk time. In addition to this we have asked for reporting on caller sentiment, disposition codes (prepared high-level descriptions of reasons for the call) and the employer's sector.
9. The frequency of reporting will be daily for two weeks after the opening of the Employer Accreditation and Job Check gateways. Thereafter, reporting will be provided on a weekly basis.

CONSULTATION

10. The ICC were consulted on this memo and advised the proposed approach could be implemented within 10 working days.

NEXT STEPS

11. Once agreed, ICC will proceed with establishing the employer phone line for AEWV employers to be effective from 23 May 2022. The Heads of AEWV and Reconnecting New Zealand in consultation with ICC will prepare options for wait times for priority phone lines for decisions next week.
12. The Head of AEWV will ensure that the phone line is included where appropriate in all communication channels.
13. The Senior Leadership Team has suggested that MBIE proactively call employers regarding Employer Accreditation and Job Check gateways. INZ is working through the options.