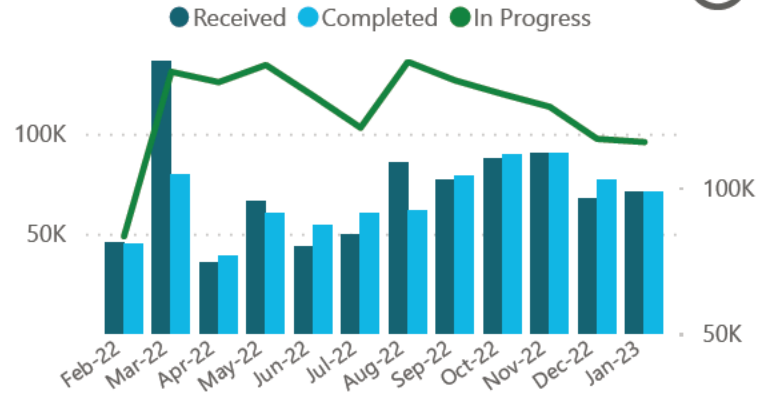


VI2506/8000 - ALL RECEIVED/COMPLETED



This is the fifth consecutive month of completed exceeding received, but it is a very small net loss primarily due to RV21 completions. Student and Visitor saw significant (as percentage of total volumes) net gains in the month. Work positive.

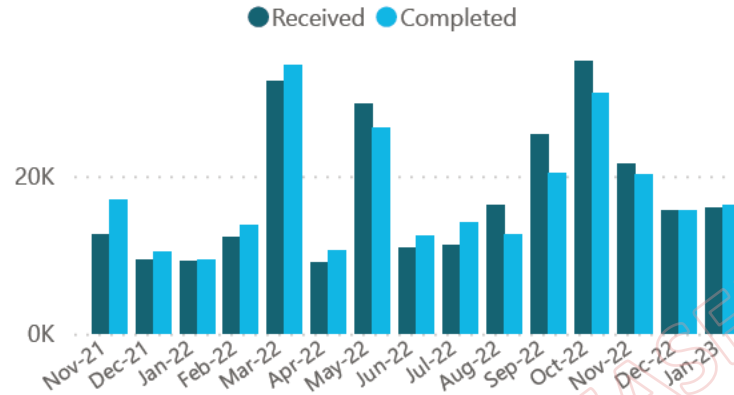
Current Month Net

-243

Previous Month Net

-9486

VI2507/8001 - WORK RECEIVED/COMPLETED



Volume received increased by 300 while completions increased by 800, leading to a net loss of 364. AEWV received dropped by 700 while completions increased, meaning a AEW net loss of over 1k. WHS completions up across all types.

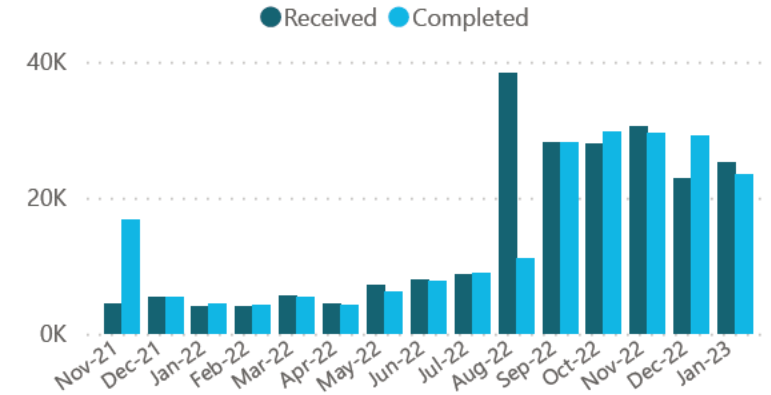
Current Month Net

-364

Previous Month Net

96

VI2508/8002 - VISITOR RECEIVED/COMPLETED



Received volume (25.1k) up 2.2k while completed (23.5k) down 5.7k led to a net gain of 1,659. Fewest completions since August 22. VVG completions dropped 47% while holiday/vacation up 10%. and business up 57%.

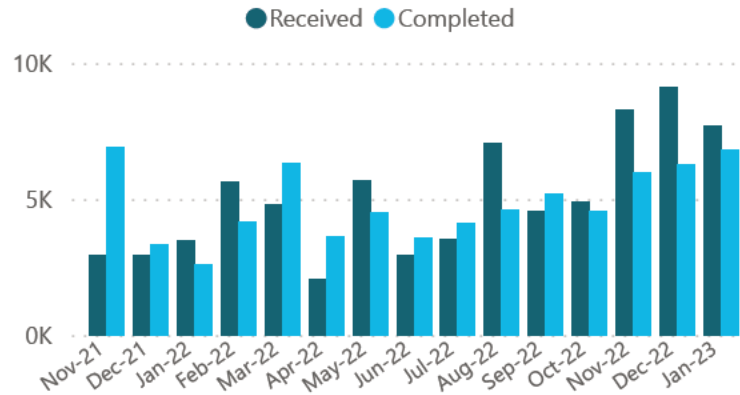
Current Month Net

1659

Previous Month Net

-6281

VI2509/8003 - STUDENT RECEIVED/COMPLETED



Received dropped by 1.4k while completions up by 0.5k (reaching 6.8k, highest volume this FY) led to a net gain of 878 applications. Full fee paying were 4.9k received/4k completed, dependent 1.6l/1.5k. Three month net gain now 4,400.

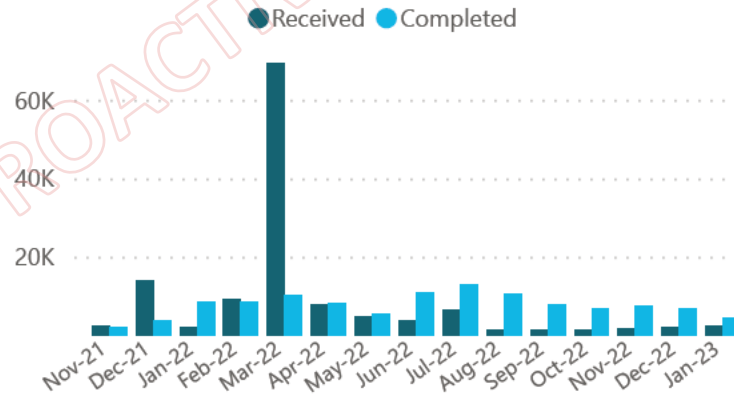
Current Month Net

878

Previous Month Net

2834

VI2510/8004 - RESIDENT RECEIVED/COMPLETED



Received volumes ticked up a little to 2.2k with completed at 4.5k. Of that 4.5k, 3.7k were RV21 which saw its first noticeable drop in completions. SMC saw 800 received, 1 completed, while STR was 270/100.

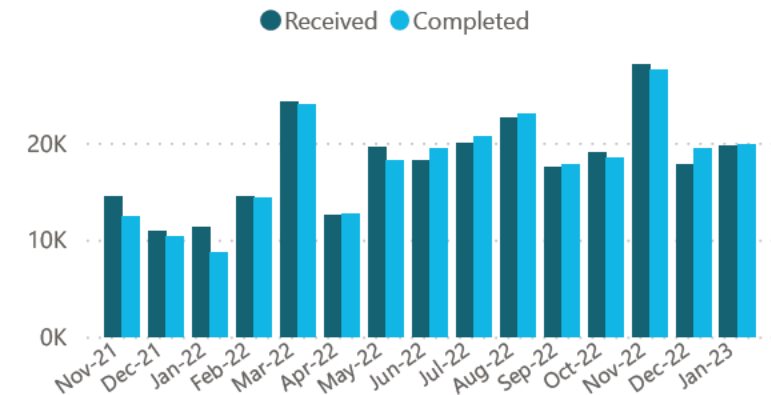
Current Month Net

-2272

Previous Month Net

-4521

VI2511/8005 - OTHER RECEIVED/COMPLETED



Received increased by 2.3k to 16k while completed increased by 0.6k, leading to a small net loss of 144. Label-less replace at 8k received remained highest, with 7.6k completed, followed by General at 5.5/5.7k.

Current Month Net

-144

Previous Month Net

-1614

Current Month

Previous Month

CONTEXTUAL INFORMATION

Jan-23

Dec-22

Nov-22

Oct-22

Sep-22

Jan-23

Dec-22

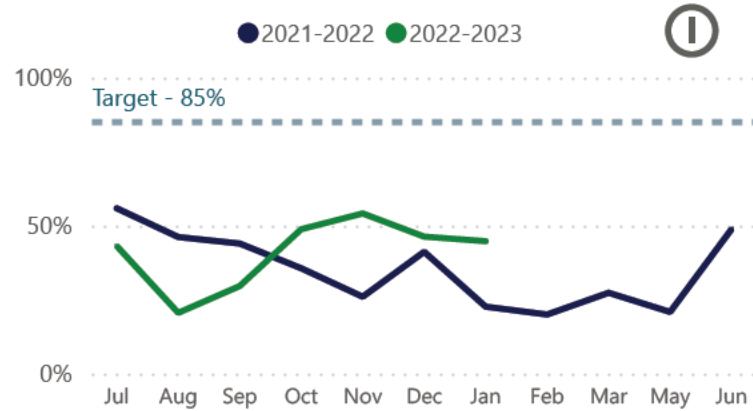
Nov-22

Oct-22

Sep-22

Aug-22

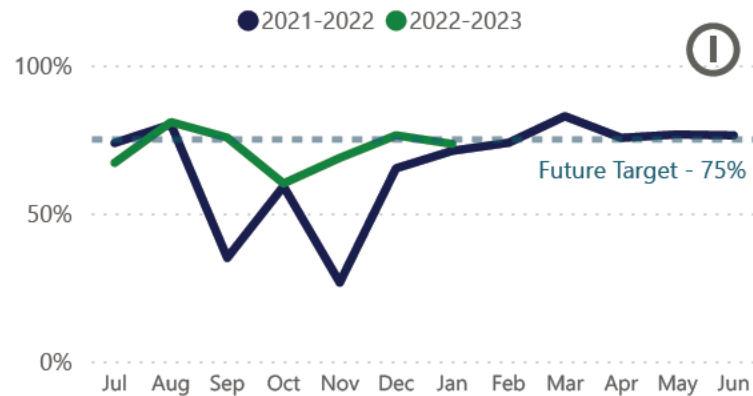
VI2000X - PERCENT LOW RISK VISA <15 DAYS



Performance dropped by 1% (note - December performance has changed based on updated data). The current calculation is AMS only and from new month following approval of an internal audit we will shift to a new combined method.

Current Month	
45%	
Previous Month	
46%	

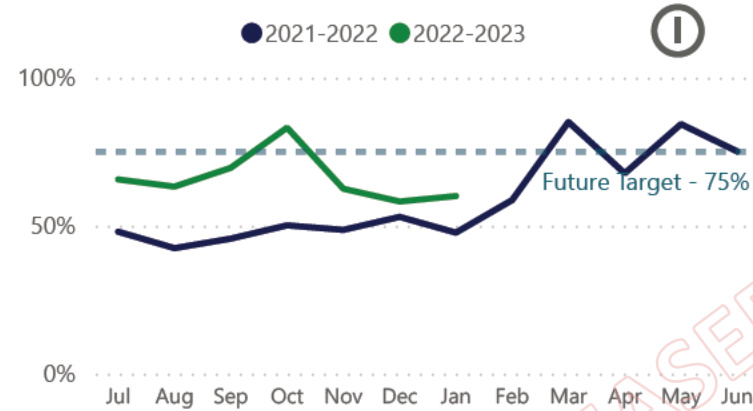
VI2020 - STUDENT VISAS <30WD



Student timeliness dropped by 2%, with FFP stable at 77%, Dependent dropping from 67% to 50%, while ELS improved from 83% to 89%. The percentage over time remains relatively low but has ticked up from 19% last month already.

Current Month	
74%	
Previous Month	
76%	
% n Progress Over-Age	
28.6%	

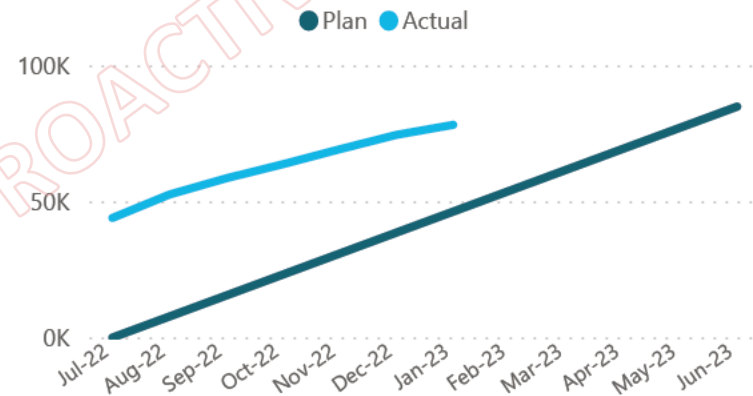
VI2015 - WORK VISAS <20WD



Timeliness recovered very slightly to 60%, with AEVW dropping from 52% to 49%, RSE from 99% to 96%, Partner from 41% to 17%. Most of the improvement was due to smaller visa types e.g. UKWHS improving from 80 to 88%.

Current Month	
60%	
Previous Month	
58%	
% n Progress Over-Age	
55.3%	

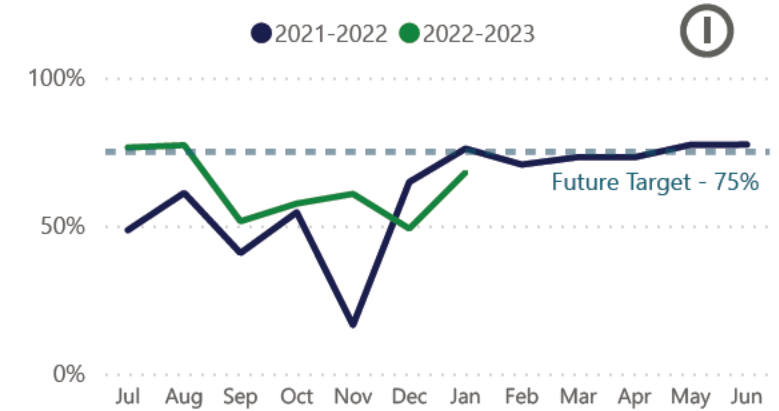
VI2040 - RV21 VS PLAN



Completions dropped to 3.7k in January (from 5k+) meaning that actual vs plan is now at 169%. There are approximately 6k left to hit the 80% target. At January rates, INZ will hit 90% by end of June. 5.6k/month would hit 100% by end of June.

Current Month	
169%	
Previous Month	
193%	

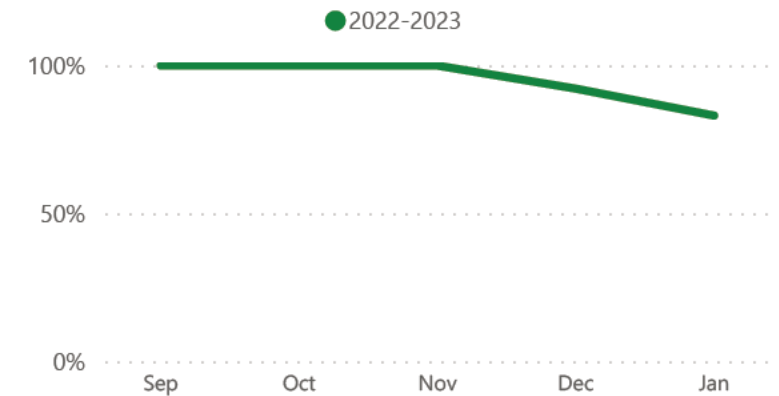
VI2030 - VISITOR VISAS <20WD



Visitor visa timeliness improved 19% to its highest level since border re-opening. VVG improved 22% (47-69%), VFF 23% (43-66%), and Holiday/Vacation 18% (57-75%). This is due to clearance in Dec, but net gains may harm future perf.

Current Month	
68%	
Previous Month	
49%	
% n Progress Over-Age	
52.0%	

VI2041 - GREEN LIST RES <60 WD



To date, 1043 applications have been received and 476 completed. 304 of the uncompleted applications have already exceeded 60 working days. As such performance to date is largely reflective of the age of the product itself.

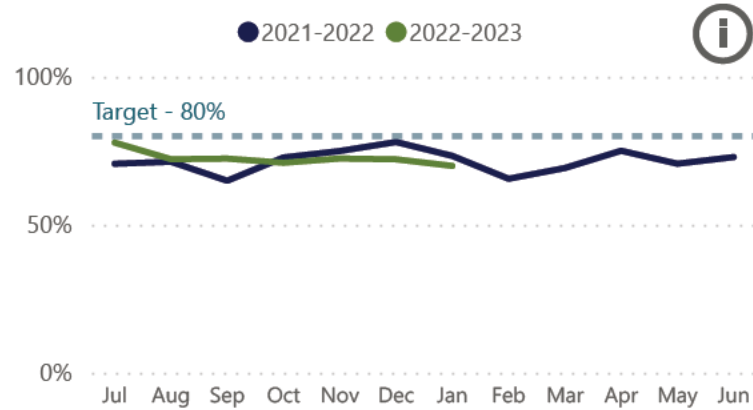
Current Month	
83%	
Previous Month	
92%	

Current Month: Jan-23, Dec-22, Nov-22, Oct-22, Sep-22

Previous Month: Jan-23, Dec-22, Nov-22, Oct-22, Sep-22, Aug-22

VISA TIMELINESS

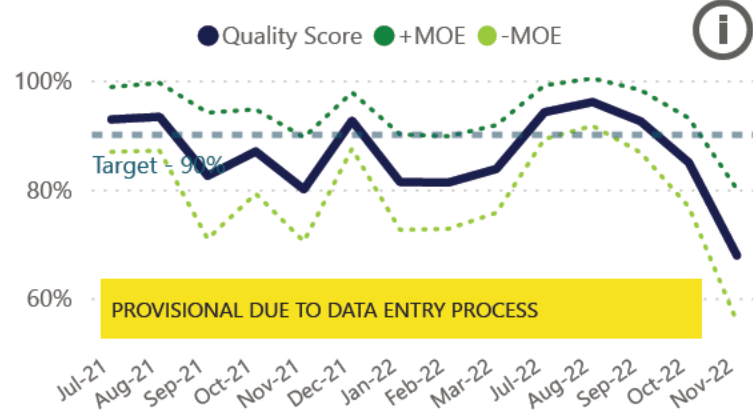
VI2001 - CUSTOMER SATISFACTION



Performance dropped below 70% for the first time since September 2021. Visitor satisfaction was at 67%, Student at 76%, and Work the best at 82%. As this survey measures at completion, this may reflect customers receiving delayed visas.

Current Month
69.9%
Previous Month
72.1%

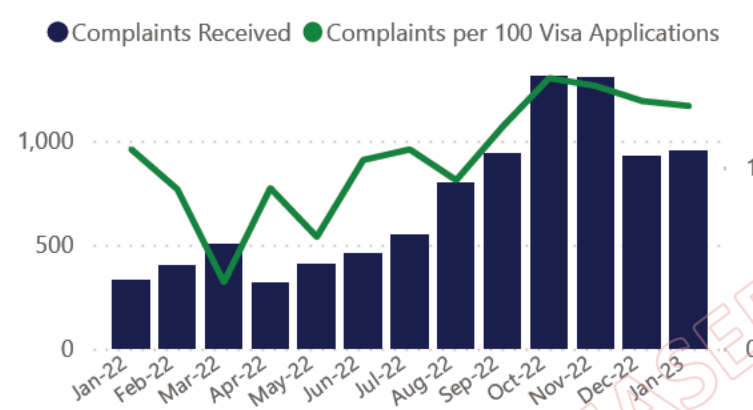
VI2002 - RES VISA QUALITY (QA REVIEW)



Sample volumes for November are 56 at time of reporting, with October 73 (full sample is 80). Scores for both months are quite low, although for October just within MOE; for November, scores even accounting for MOE are below target.

Current Month
(Blank)
Previous Month
(Blank)

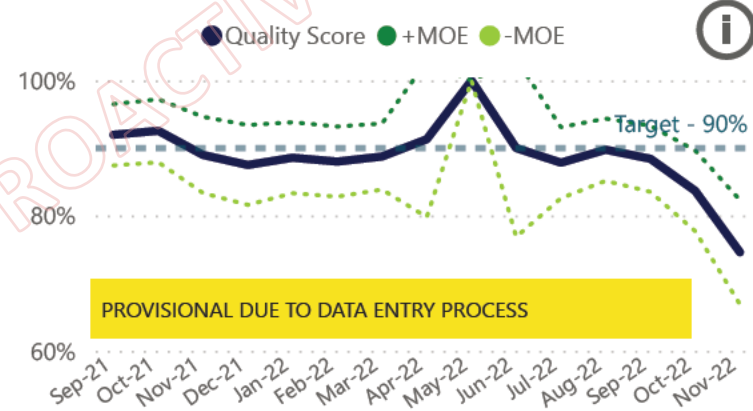
ST1001 - COMPLAINTS VOLUMES



Complaints increased by 2% (raw volume) and decreased slightly to 1.3 complaints per 100 visa applications, due to an increase in visa volumes. This is lower than the Oct/Nov peak, but still elevated compared to pre-Covid levels (0.9 per 100)

Current Month
948
Previous Month
923

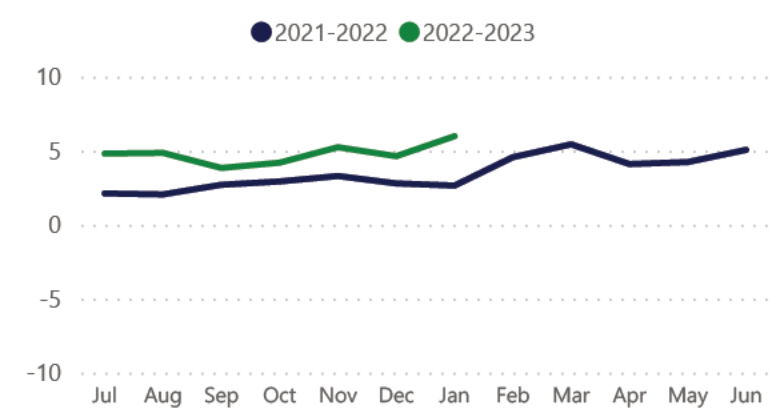
VI2003 - TEMP VISA QUALITY (QA REVIEW)



Sample volumes for November are 122 at time of reporting, with October 147 (full sample is 160). Scores for both months are quite low, with October just within MOE, for November, scores even accounting for MOE are below target.

Current Month
(Blank)
Previous Month
50.0%

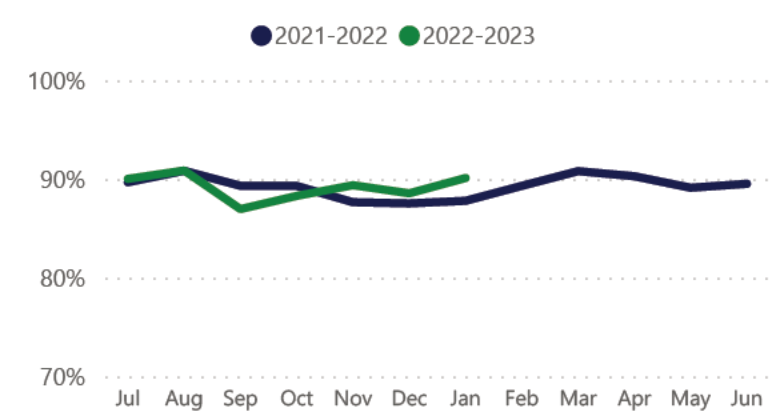
VI2023 - NET CALL CENTRE SENTIMENT



Call centre sentiment reached its highest level recorded in January (+1.4). This was the result of improvement across all lines (Residency +1.5, Student +0.5, Visitor +1.7, and Work +0.7). Work remains best at +7.2 net sentiment score.

Current Month
+6.0
Previous Month
+4.6

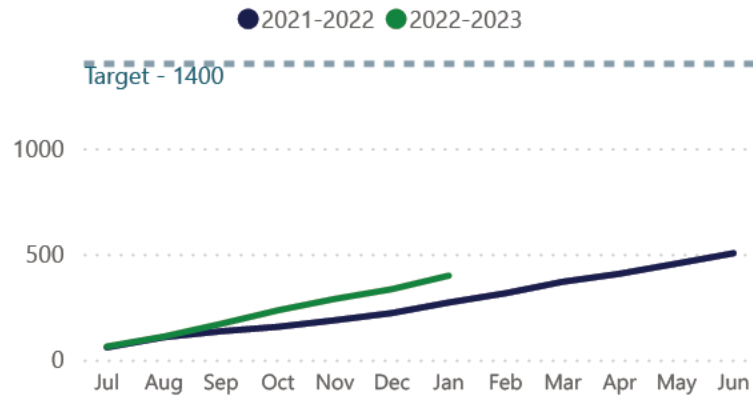
VI2006 - PRE-DECISION QUALITY SCORE



Scores increased in January with solid improvements across most major categories: RV21 83-89%, Work 88-89%, Student 83-88%. The only major category to decline was Visitor which saw a small decline from 82 to 82% in January.

Current Month
90.1%
Previous Month
88.6%

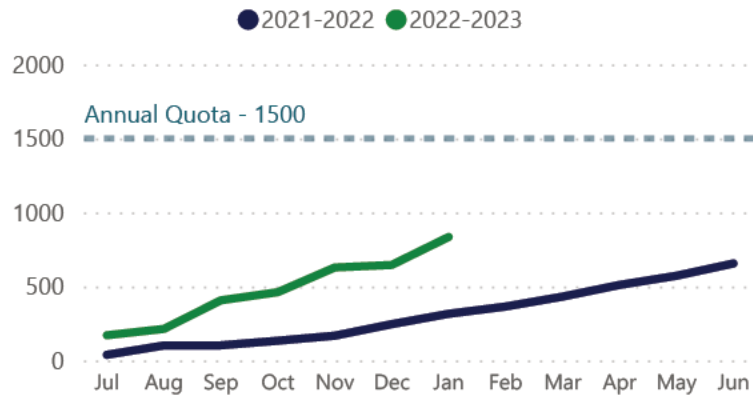
CO2000 - NUMBER OF PEOPLE DEPORTED (YTD)



There were 64 deportations in January, the equal-highest monthly amount this year, bringing the YTD figure to 398 against a full year target of 1400. Of the 64, 9 were deportations, 26 were self-deportations, 29 were voluntary departures.

Current Month	64
Previous Month	46

RE1000 - REFUGEE QUOTA (YTD)

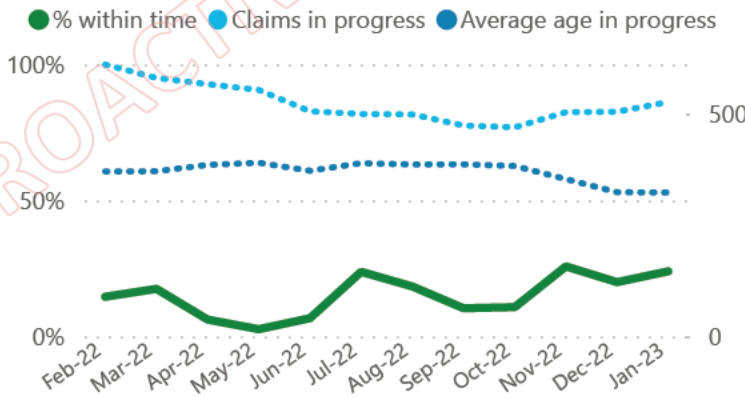


189 refugees arrived in January as the majority of an intake, bringing the YTD total to 835 and keeping INZ on track to reach its full year target. Of the 189 arrivals, 59 were from Indonesia, 55 from Malaysia, and 33 from Rwanda.

Current Month	189
Previous Month	17

CO2001 - Average WD to Deport - Removed pending further exploration of potential alternative timeliness measures

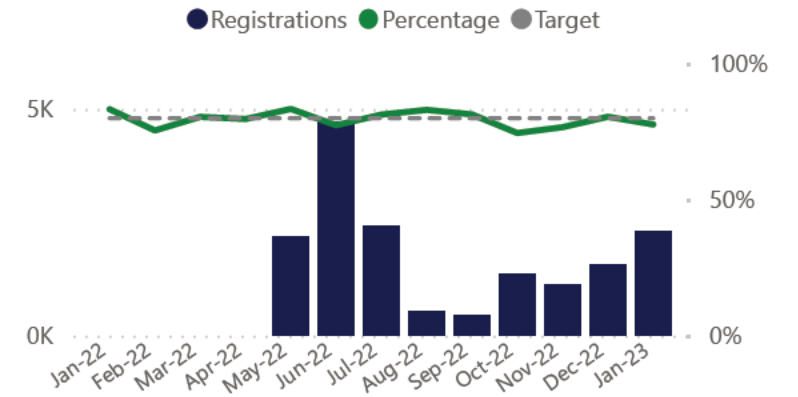
RE2002 - % OF REFUGEE CLAIMS <170WD



24% of claims were resolved within 170WD. 47 claims were received and 25 were resolved leading to a net gain of 22 claims, making current in progress 527 compared to 501 at the start of the financial year.

Current Month	24.0%
Previous Month	20.0%

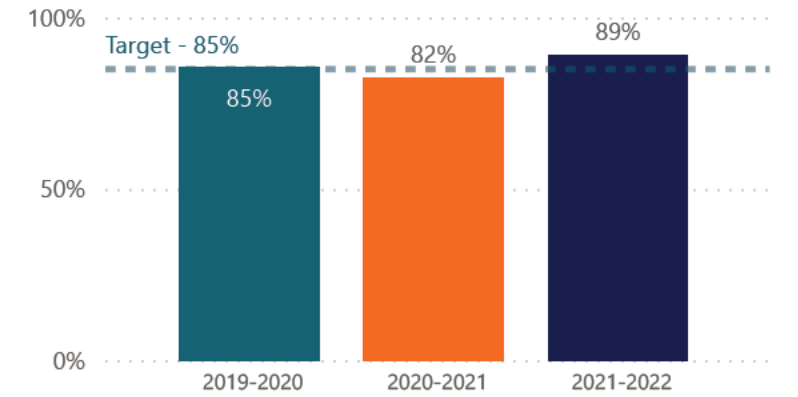
ST1000 - % OF REGISTRATIONS SKILL LVLS 1-3



Registration volumes increased in January, but skilled percentage dropped, indicating that NZ is attracting more interest, but a different group. However, a smaller percentage of a larger group can still mean more potential skilled migrants

Current Month	77.7%
Previous Month	80.5%

MI1000 - % RECENT MIGRANTS FEEL NZ HOME

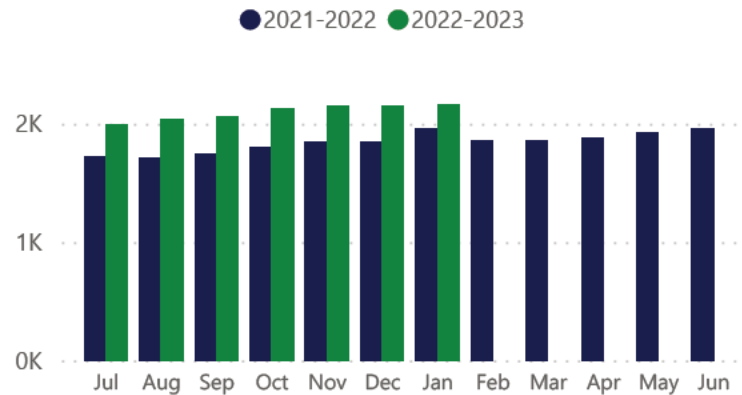


The next survey is now in the field and results will be available by the end of the financial year.

Current Year	89%
Previous Year	82%

Commercial Information

UN7500 - FULL TIME EQUIVALENTS



Total FTE increased by approximately 1% in January. The biggest gain was RMS and biggest loser was CEE as a result of internal transfer (13 FTE). OTI increased by 5 FTE, and BVO by 8, with most other branches stable.

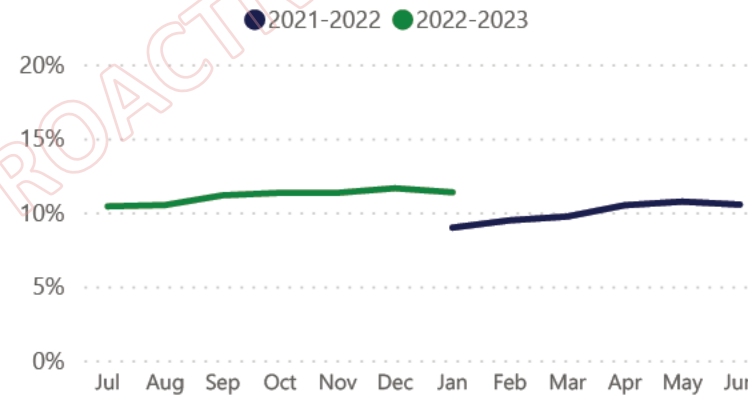
Current Month

2164.3

Previous Month

2146.0

UN7504F - UNPLANNED TURNOVER



Turnover dipped slightly in January. OTI remained highest at 18.8% and Enablement (of larger branches) lowest at 8.9%. BVO increased slightly from 11.6% to 11.7%. RMS dropped from 14.5% to 13.3%. Turnover is 2.3% higher than last year.

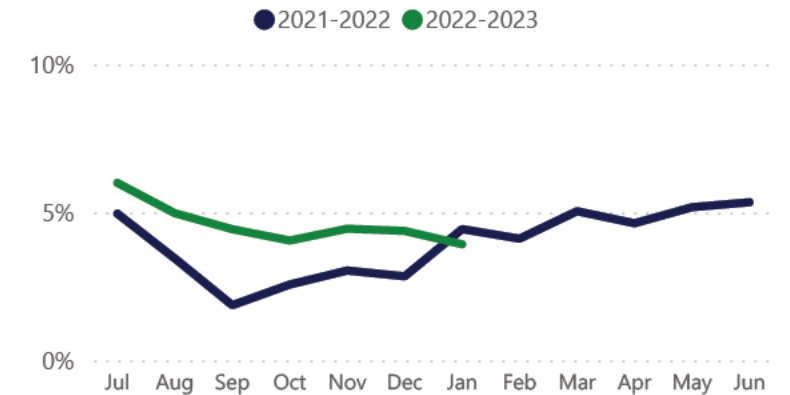
Current Month

11.4%

Previous Month

11.6%

UN7512 - LOST TIME RATE



We have updated this to incorporate annual leave making it a more accurate representation. Lost time rate improved for the second consecutive month and is at equal-lowest for the FY. Assurance highest in Jan at 5.7%, BVO at 4.1%.

Current Month

3.9%

Previous Month

4.4%

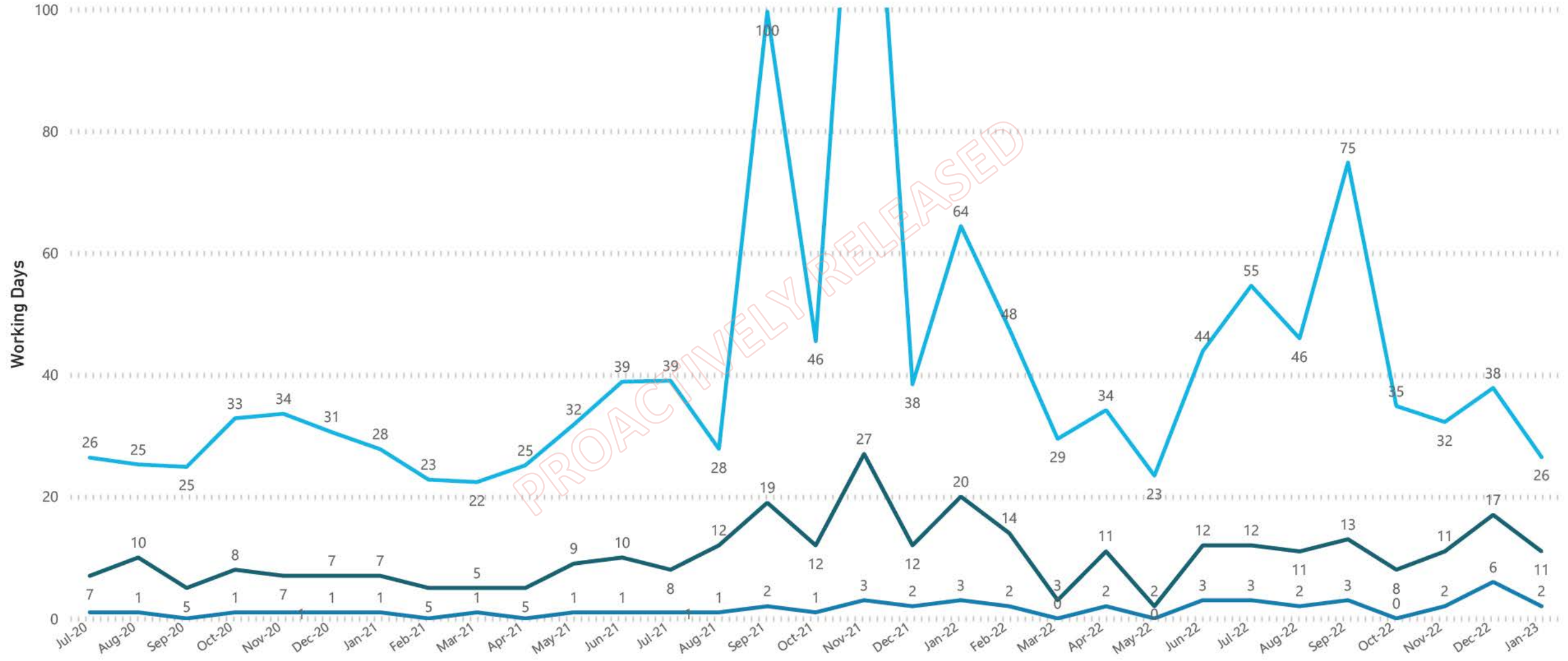
Current Month

Previous Month



High Level Timeliness

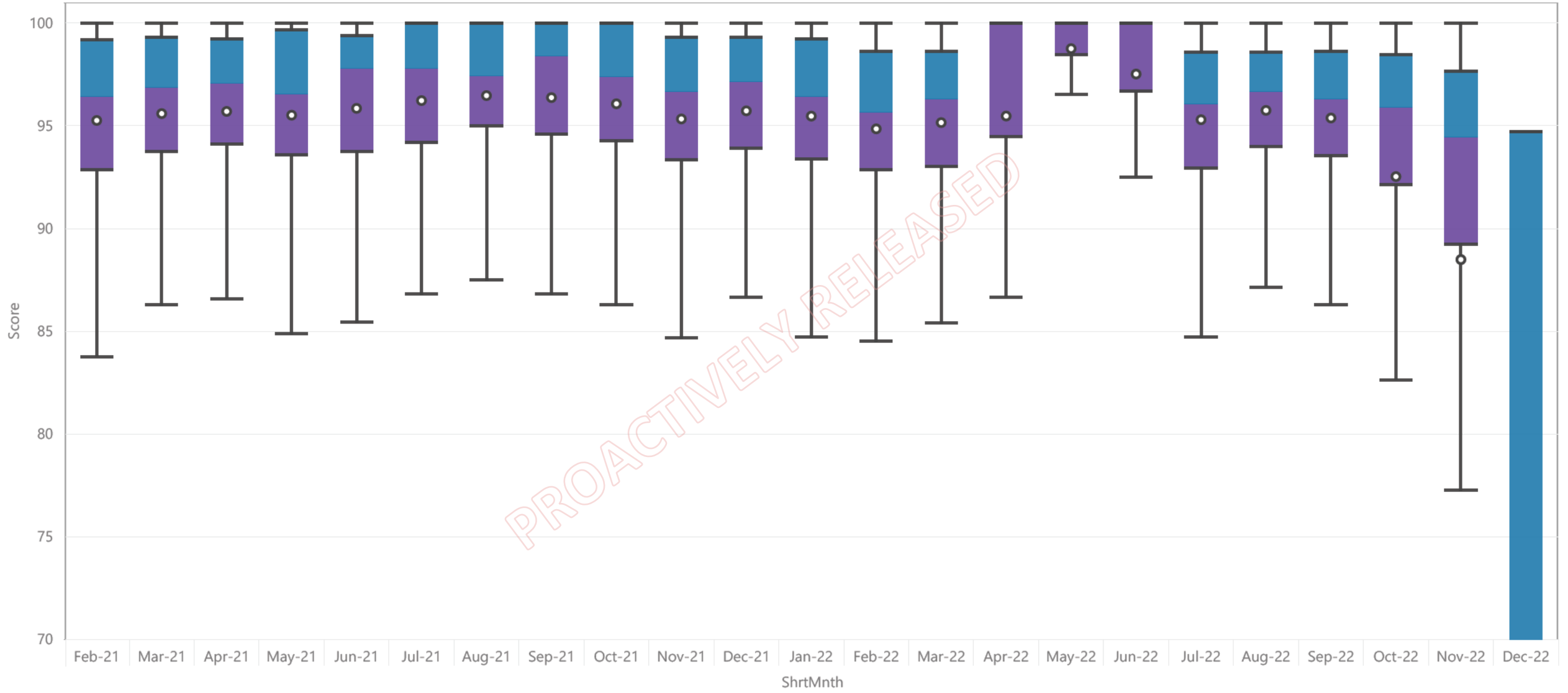
● Median WD ● Mean WD ● 25th Pct WD



V sa Category (groups)

Other	Student	Work
Resident	Visitor	

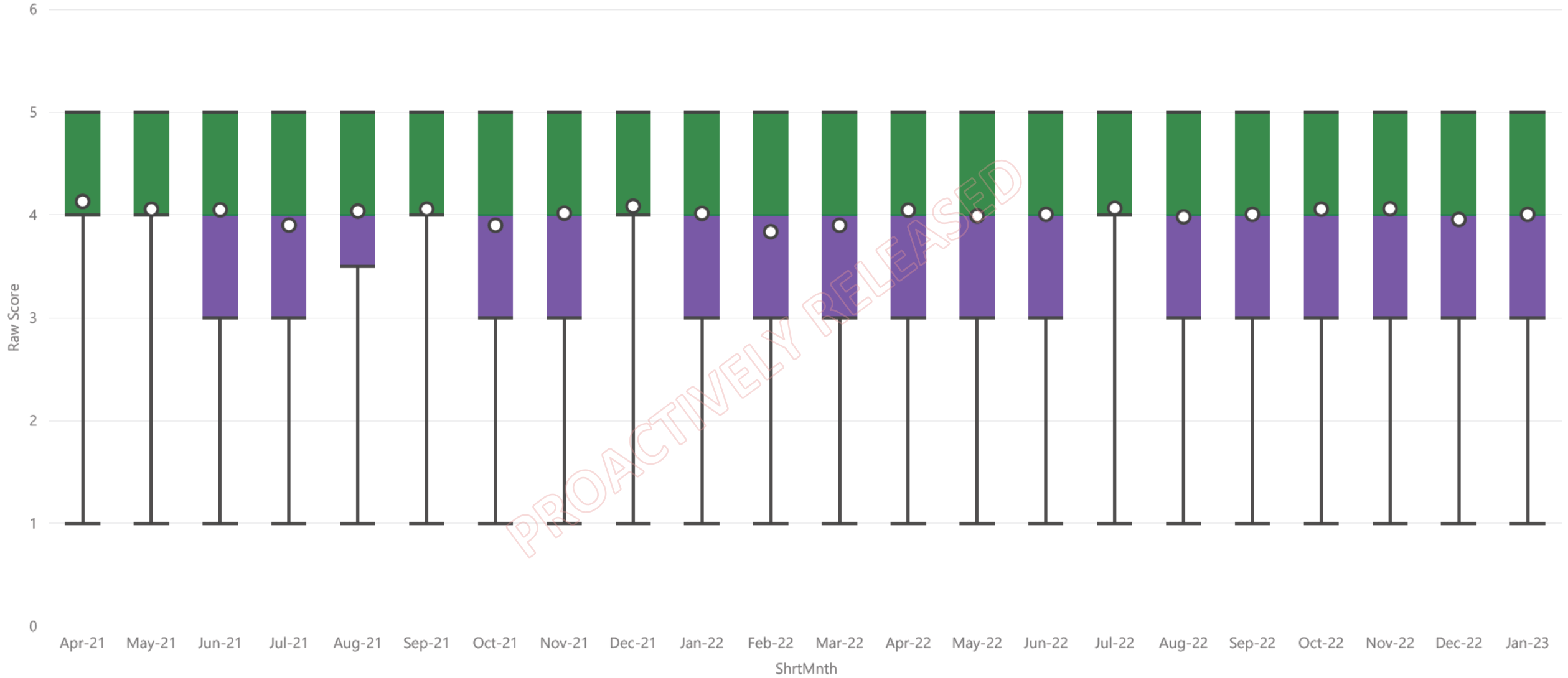
Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

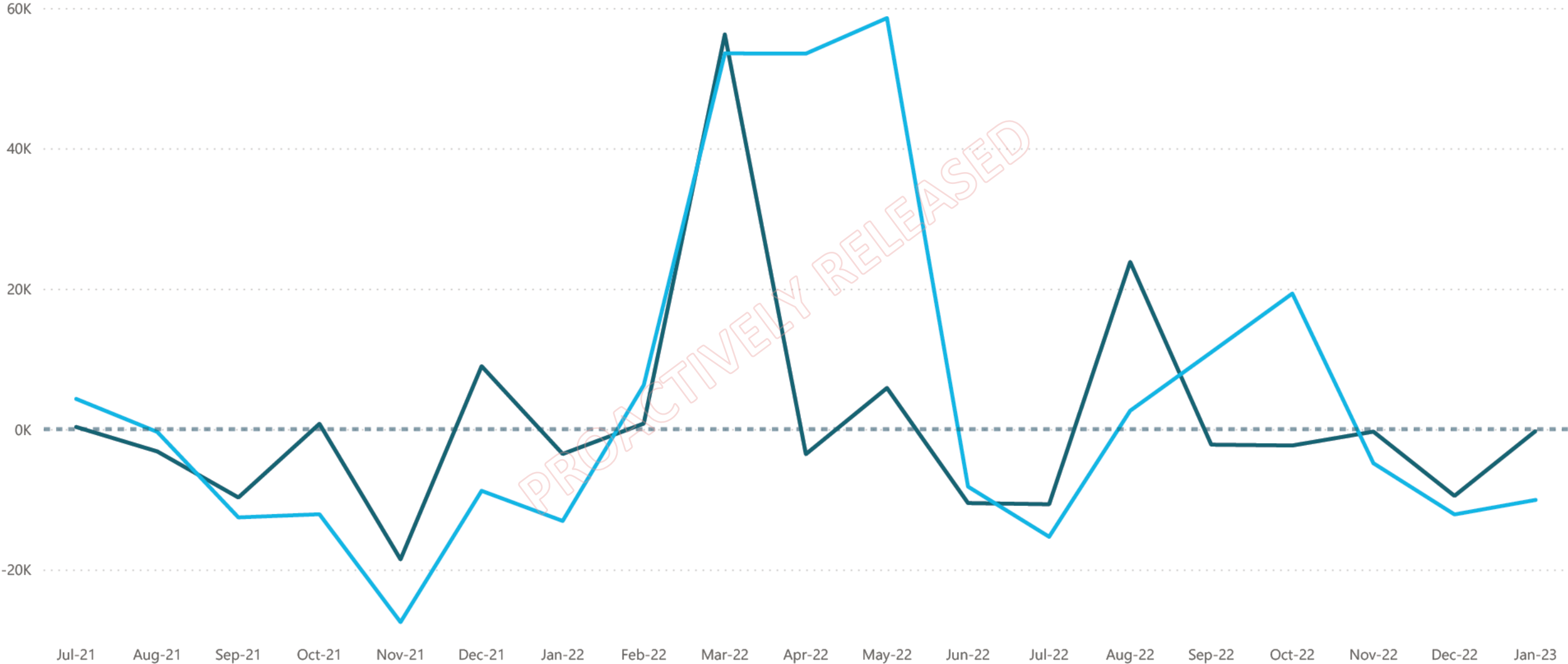
Application~type	International / Humanitarian	Limited Purpose	Official	Resident	Student	Transit	Visitor's
Business / Skilled	Limited	O_	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

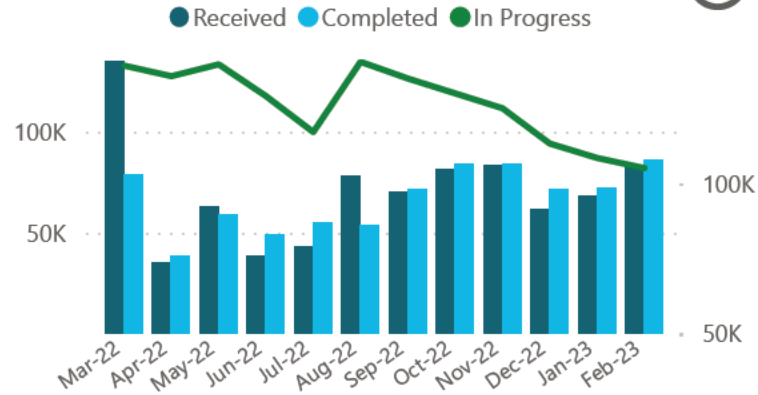
● Monthly ● 3 Month Rolling



Visa Category (groups)

Other	Student	Work
Resident	Visitor	

VI2506/8000 - ALL RECEIVED/COMPLETED



Jan 23 net performance was understated by approx 3.8k due to the transition from 22/23 and late changes to data. February 2023. February is now slightly worse than January in net position but is still the sixth month with a net backlog in a

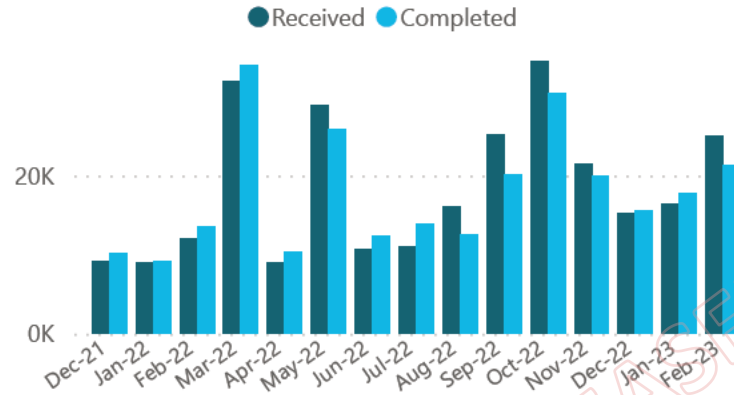
Current Month Net

-2438

Previous Month Net

-4056

VI2507/8001 - WORK RECEIVED/COMPLETED



Jan-23 corrected. Received volumes were up by 8.5k while completions only increased 3.5k leading to big net backlog. AEWV notable increase received (+5k) while comps down. RSE increased 2k to 3.2k received. Partner over 2k rec.

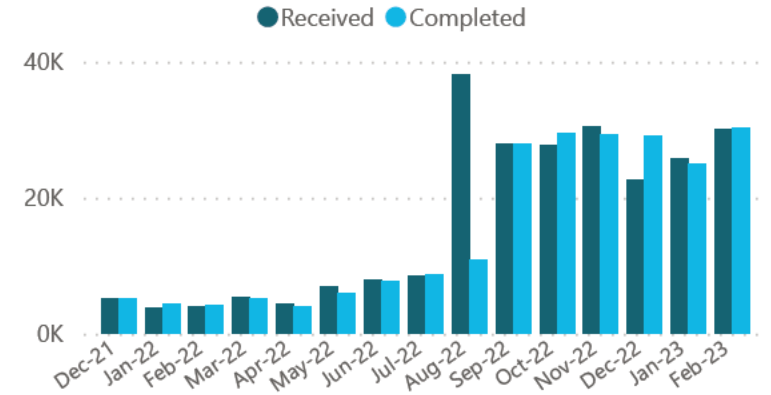
Current Month Net

3715

Previous Month Net

-1371

VI2508/8002 - VISITOR RECEIVED/COMPLETED



Jan-23 corrected. Received increased 4.5k but completions kept pace. VVG received up 2k received and completed, Holiday up 1.5k rec and 1k completed, VFF up 300 rec but 1k completed. Business now around 4k rec.

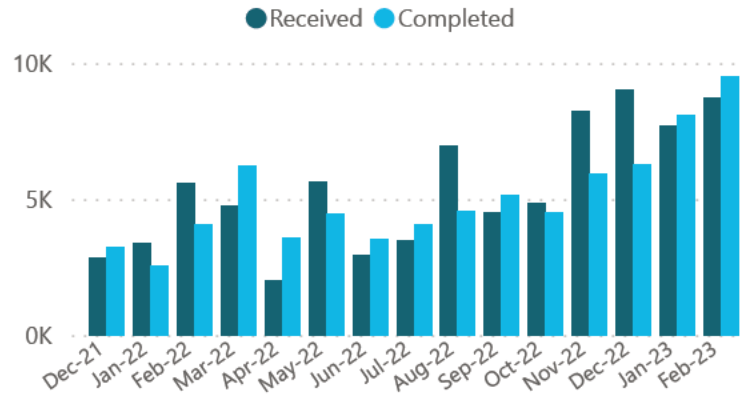
Current Month Net

-116

Previous Month Net

667

VI2509/8003 - STUDENT RECEIVED/COMPLETED



Jan-23 corrected. Second net improvement in a row, with FFP rec up 0.5k but completed up 1k. Dependent now at 2k received and completed. Completions now 50% higher than in December, biggest increase of any visa category this year.

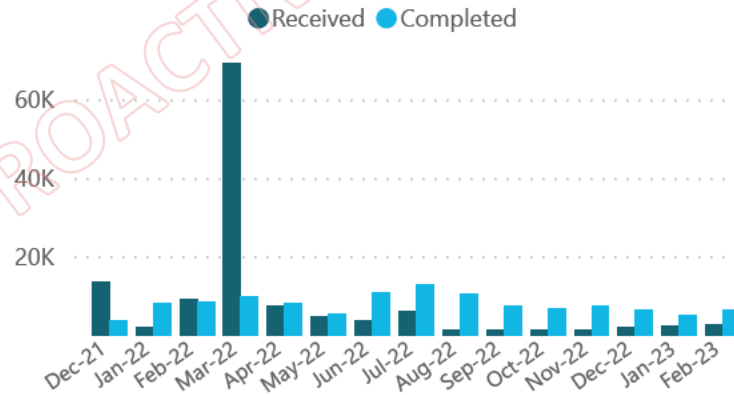
Current Month Net

-793

Previous Month Net

-388

VI2510/8004 - RESIDENT RECEIVED/COMPLETED



Jan-23 corrected. Received volumes ticked up by 0.5k in Feb while completions increased from 5k to 6.2k. RV21 in Jan were 4k and in February 4.7k. SMC reached 1k received in February with very low completed volumes.

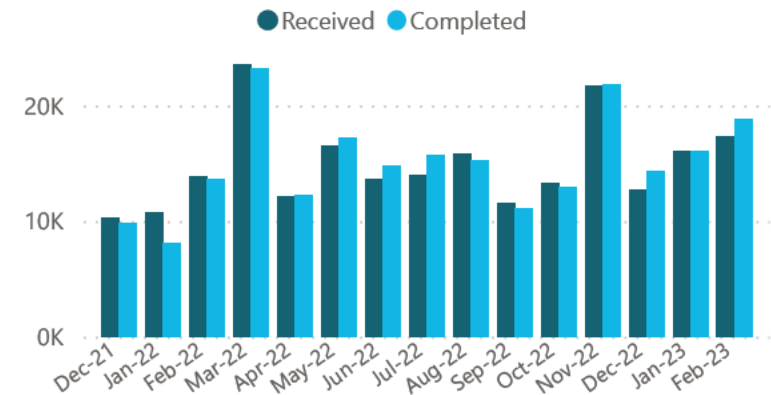
Current Month Net

-3739

Previous Month Net

-2942

VI2511/8005 - OTHER RECEIVED/COMPLETED



Jan-23 corrected. Received up 1k but completed up 3k leading to positive net improvement. General and Label-less replace both saw big jumps in completed volumes. Overall workload increasing steadily in this area.

Current Month Net

-1505

Previous Month Net

-22

Current Month

Previous Month

CONTEXTUAL INFORMATION

Feb-23

Jan-23

Dec-22

Nov-22

Oct-22

Feb-23

Jan-23

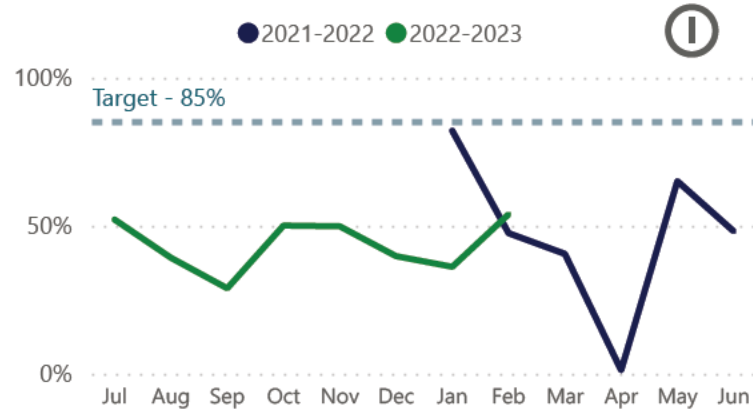
Dec-22

Nov-22

Oct-22

Sep-22

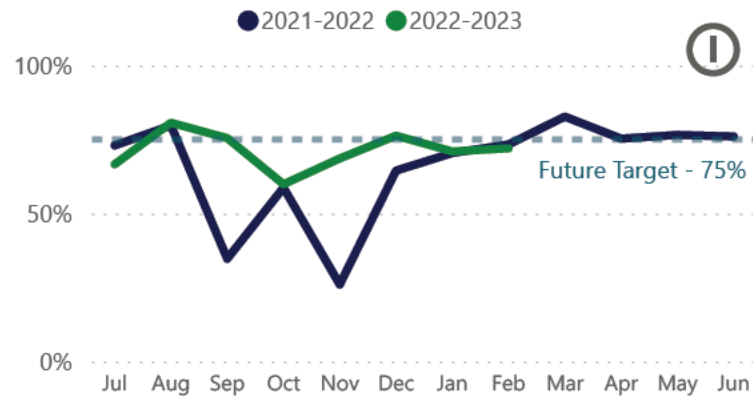
VI2000X - PERCENT LOW RISK VISA <15 DAYS



This has now been adjusted to include ADEPT and AMS and calculate timeliness consistent with other measures. Pre-Jan 22 risk information not yet available. Performance has been consistent this year with an improvement in Feb 23.

Current Month
54%
Previous Month
36%

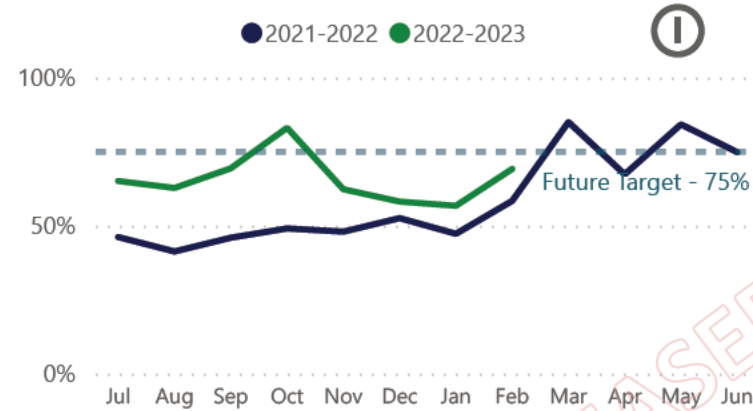
VI2020 - STUDENT VISAS <30WD



Performance improved by 1% in February 2023. FFP dropped 2% to 73% on increased volumes, with Dependent improving 11% to 58% as second highest volume type. ELS dipped to 87% from 89% on slightly increased volumes.

Current Month
72%
Previous Month
71%
% n Progress Over-Age
26.7%

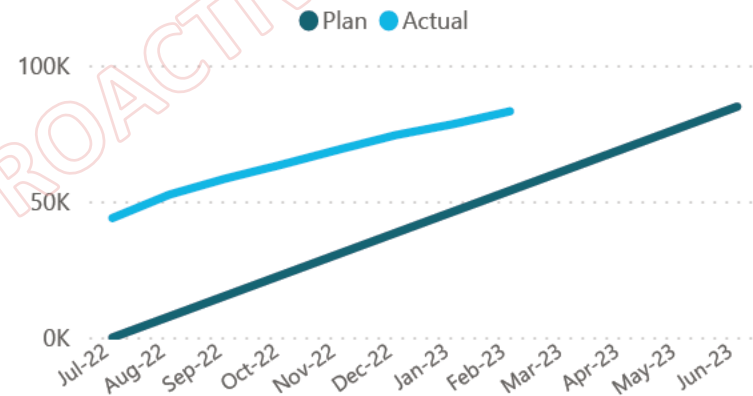
VI2015 - WORK VISAS <20WD



Timeliness increased significantly in February reaching best level since Oct 22. AEWV increased from 50% to 63% (noting however a backlog developing) with RSE at 98%, SPV at 75%, Malaysia WHS 100%. Partner at 24% is the lowest

Current Month
69%
Previous Month
57%
% n Progress Over-Age
39.3%

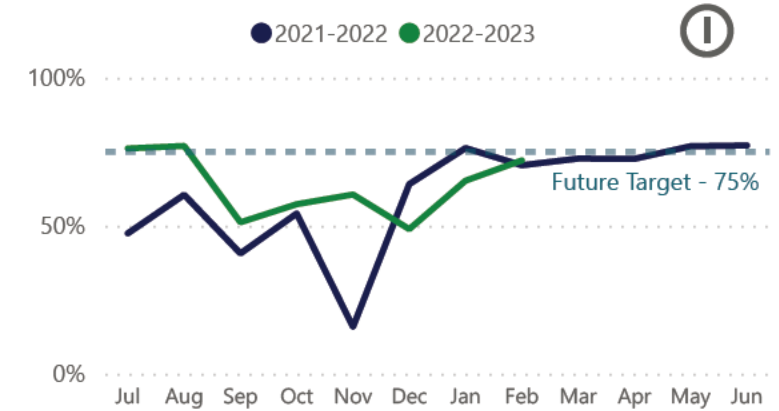
VI2040 - RV21 VS PLAN



Completions back up to 4.7k in February mean we are less than 2000 short of the 80% target (83,175 with an 80% target of 84,884. At February rates, we will hit 100% by the end of the year.

Current Month
154%
Previous Month
169%

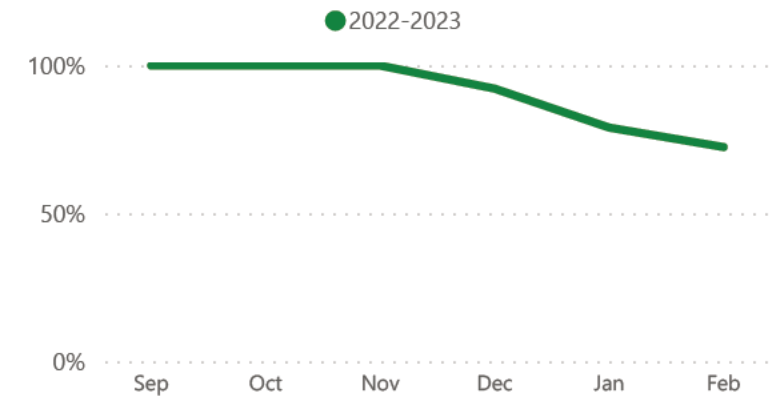
VI2030 - VISITOR VISAS <20WD



Visitor visa improved 7% to 72%, hitting its highest performance since reopening for the second consecutive month. Business hit 95% on high volumes, with Holiday hitting 81% and VFF hitting 73%. Parent / grandparent lowest at 11%.

Current Month
72%
Previous Month
65%
% n Progress Over-Age
42.9%

VI2041 - GREEN LIST RES <60 WD



Green list timeliness dropped for the third consecutive month. Roughly half of all Green List STR applications have been completed so far. Of the 600 or so uncompleted, over half are already over the 60 working day target.

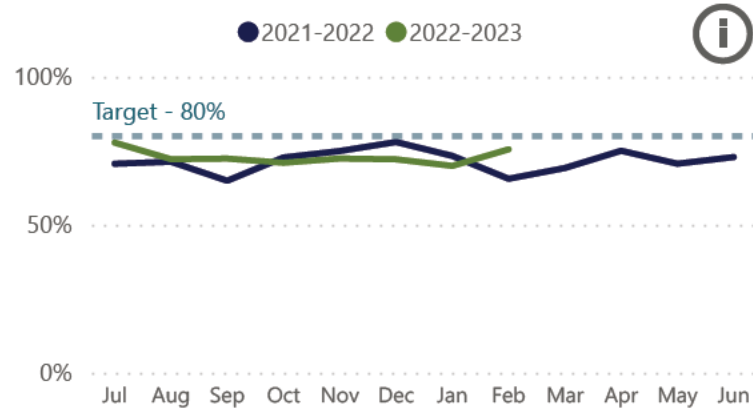
Current Month
72%
Previous Month
79%

Current Month: Feb-23, Jan-23, Dec-22, Nov-22, Oct-22

Previous Month: Feb-23, Jan-23, Dec-22, Nov-22, Oct-22, Sep-22

VISA TIMELINESS

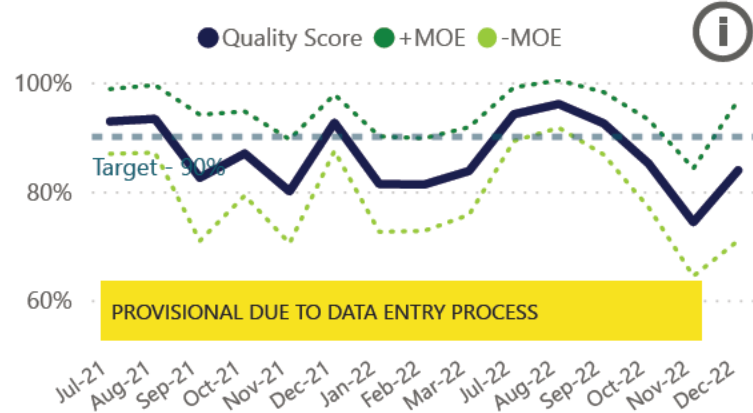
VI2001 - CUSTOMER SATISFACTION



Performance improved in February, reaching its best level since July 2022 (i.e. second best this financial year). Scores across the major categories were tightly clustered from 73.3% to 77.6%. Work remained best at 77.6%.

Current Month	75.5%
Previous Month	69.9%

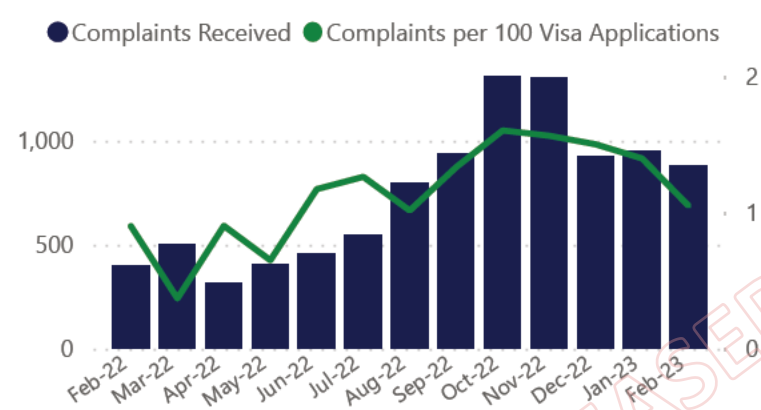
VI2002 - RES VISA QUALITY (QA REVIEW)



Sample volumes for November and October are 74, with December 31 (compared to 80/month for full sample). The November score at 74.3% is significantly below target, but there are (early) signs with December that quality improved.

Current Month	(Blank)
Previous Month	(Blank)

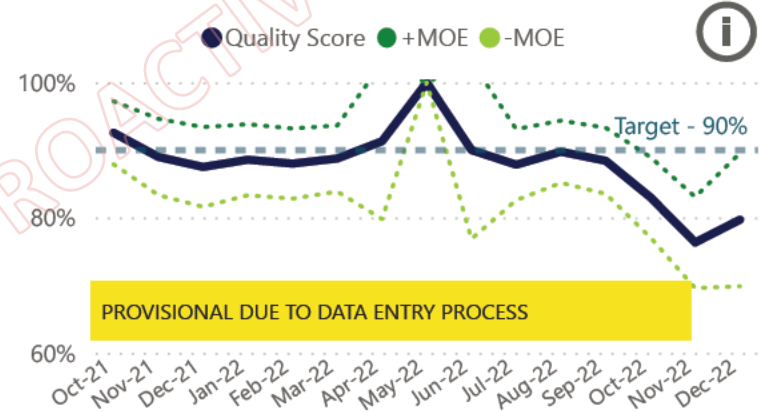
ST1001 - COMPLAINTS VOLUMES



Both absolute and relative complaints have dropped in February compared to January (-71). The per 100 application complaint rate is currently the lowest since August 2022, possibly a reflection of the reduced visa processing backlog.

Current Month	881
Previous Month	952

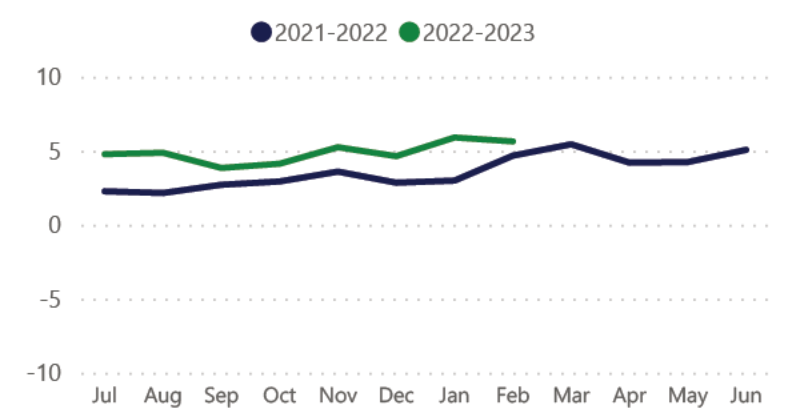
VI2003 - TEMP VISA QUALITY (QA REVIEW)



Sample volumes for November/October are 152/153 with December at 64 (full sample 160/month). Scores for each month in the quarter have been below target with a steadily worsening trend, though it is very early to consider

Current Month	(Blank)
Previous Month	(Blank)

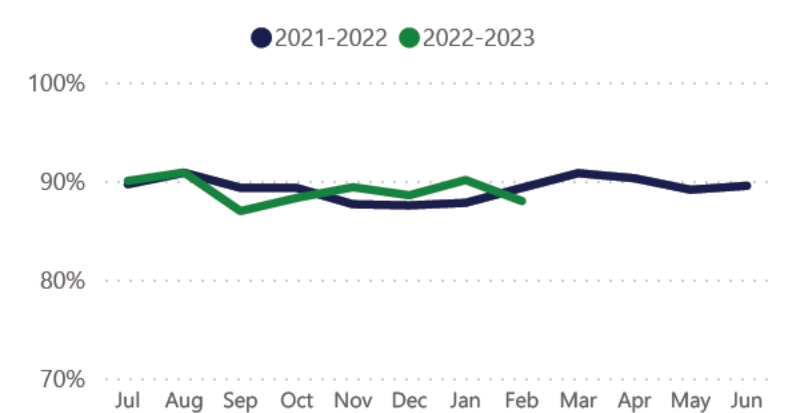
VI2023 - NET CALL CENTRE SENTIMENT



Sentiment dropped slightly from January but still remains high on a historical scale. Resident and Visitor were both stable (0.1 change), Work dropped from 7.2 to 6.6, but Student saw biggest decline from +6.4-4.5 on stable call volumes.

Current Month	+5.6
Previous Month	+5.9

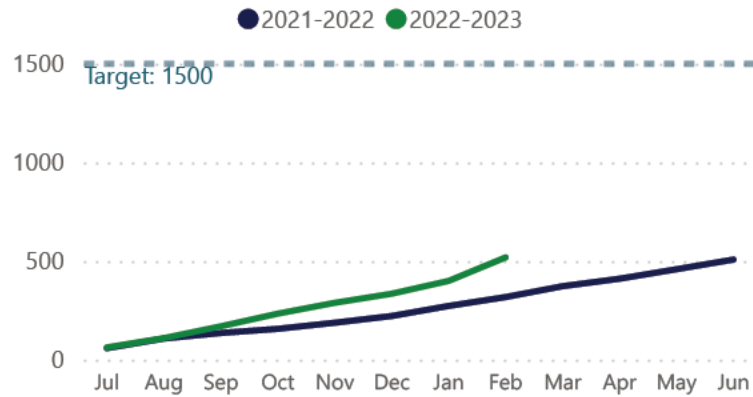
VI2006 - PRE-DECISION QUALITY SCORE



Scores dropped slightly in February. Resident was stable at 93%, Work increased from 87% to 90%, Visitor had a small decline from 82% to 80%. Student saw the biggest drop, going from 88% in January to 81% in February.

Current Month	88.0%
Previous Month	90.1%

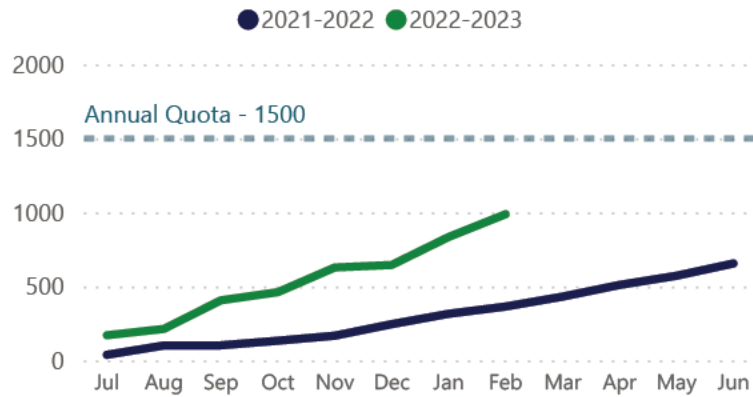
CO2000 - NUMBER OF PEOPLE DEPORTED (YTD)



February saw the highest number of deportations this year by over 50, with 119 deportations. 31 of these were deportations (highest this year), 63 were voluntary departure (highest this year), and 25 were self-deportations (third highest this year).

Current Month	119
Previous Month	65

RE1000 - REFUGEE QUOTA (YTD)

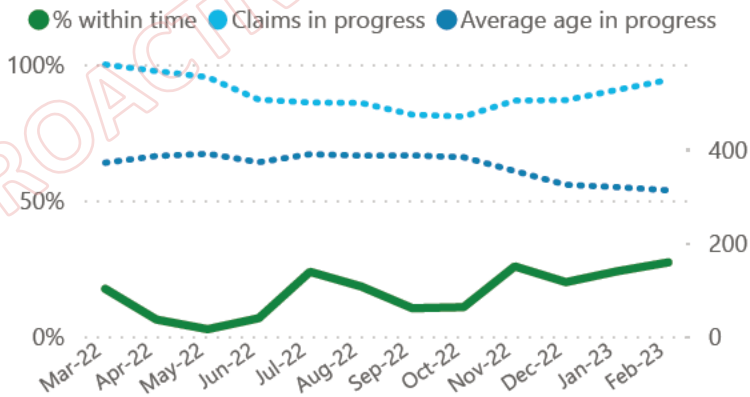


February saw 154 refugee arrivals, bringing the YTD number to 989. Indonesia was the largest contributor to the February number (70) with Malaysia 36 and several other countries around 12-13.

Current Month	154
Previous Month	189

CO2001 - Average WD to Depart - Removed pending further exploration of potential alternative timeliness measures

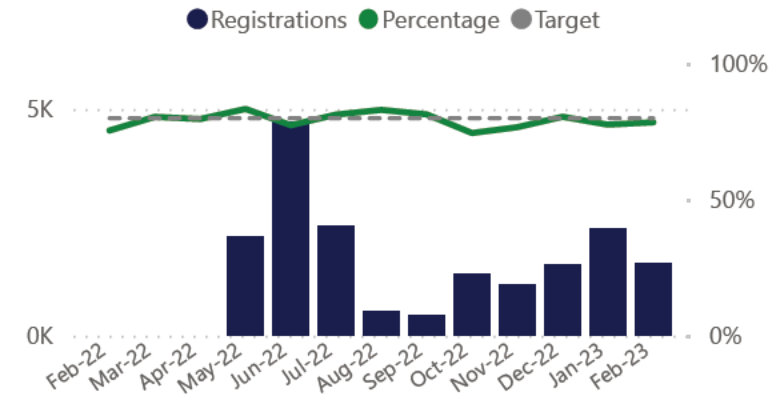
RE2002 - % OF REFUGEE CLAIMS <170WD



RSU timeliness continues to improve (albeit slowly) even as the backlog grows, as older claims have been processed out of the system and processing has now moved further along the calendar. It remains low in absolute terms.

Current Month	27.3%
Previous Month	24.0%

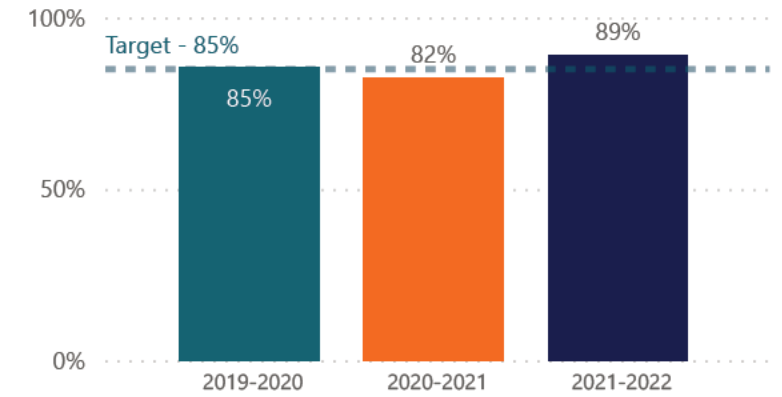
ST1000 - % OF REGISTRATIONS SKILL LVLS 1-3



Small improvement on skilled % but on reduced volumes meaning fewer potential skilled migrants. Secondary and Primary school teachers remain most common expressions of interest followed by Registered Nurses and ECE teachers.

Current Month	78.5%
Previous Month	77.6%

MI1000 - % RECENT MIGRANTS FEEL NZ HOME

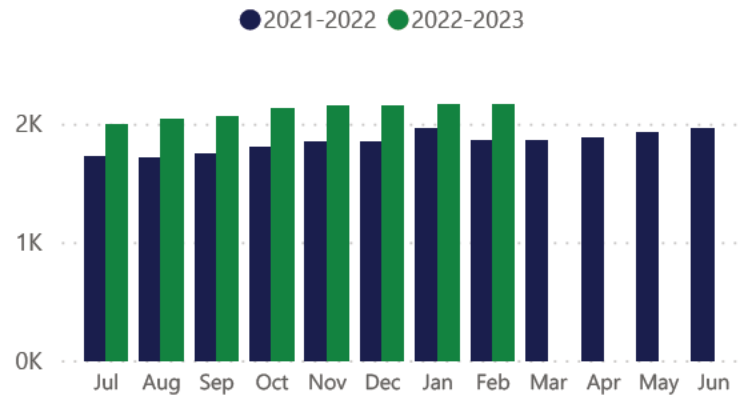


The next survey is now in the field and results will be available by the end of the financial year.

Current Year	89%
Previous Year	82%

Commercial Information

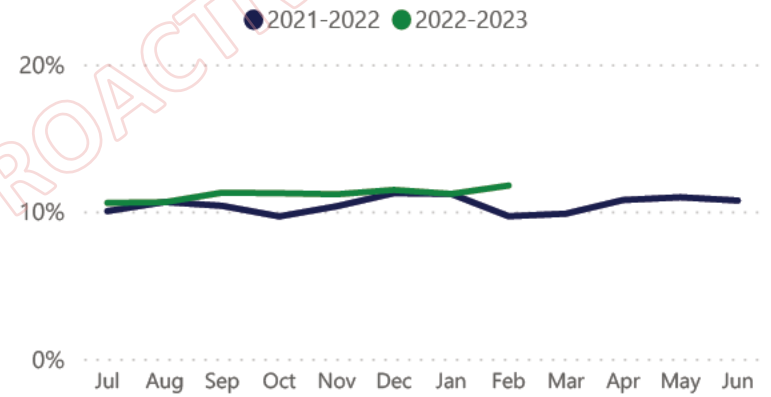
UN7500 - FULL TIME EQUIVALENTS



Total FTE were fairly stable in February. The largest drop was OTI (-3.9) while there were small gains for OADS, RMS, V&C, and small losses for CEE and BVO.

Current Month	2161.0
Previous Month	2164.3

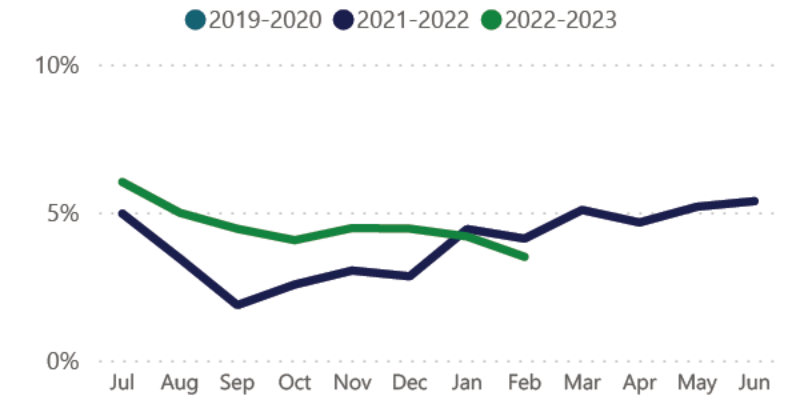
UN7504 - UNPLANNED TURNOVER



Overall turnover increased to 11.8% in February. Most branches increased (V&C and OTI the outliers), with BVO at 11.5% from 11.4%, Assurance to 14.3%, RMS to 14.6%, and Enablement hitting 10%. 238 permanent leavers

Current Month	11.8%
Previous Month	11.2%

UN7512 - LOST TIME RATE



The lost time rate dropped further in February as a result of consistent sick leave but significantly more worked hours available due to less annual leave. RMS was lowest at 2.7%, BVO was at 3.6%, and OADs highest at 4.2%.

Current Month	3.5%
Previous Month	4.2%

Current Month

Feb-23

Jan-23

Dec-22

Nov-22

Oct-22

Previous Month

Feb-23

Jan-23

Dec-22

Nov-22

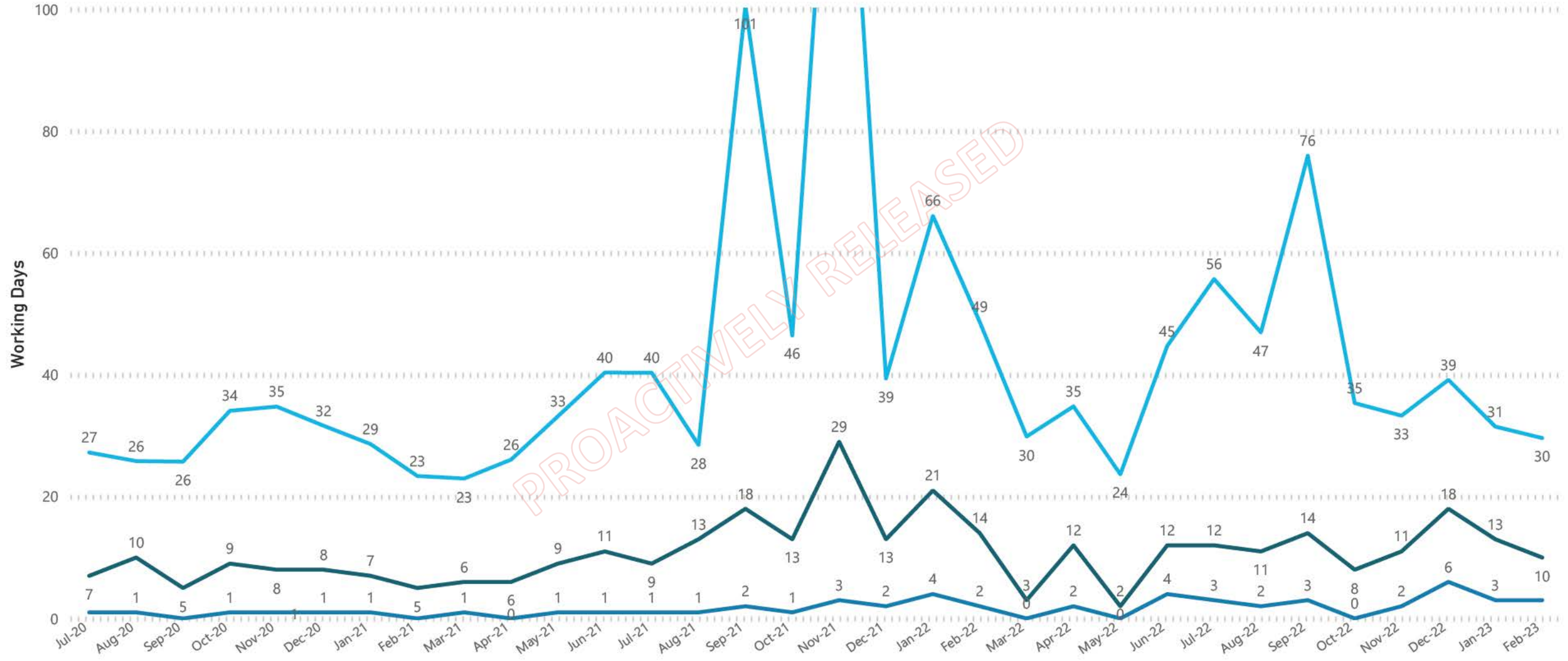
Oct-22

Sep-22

FINANCE AND HR

High Level Timeliness

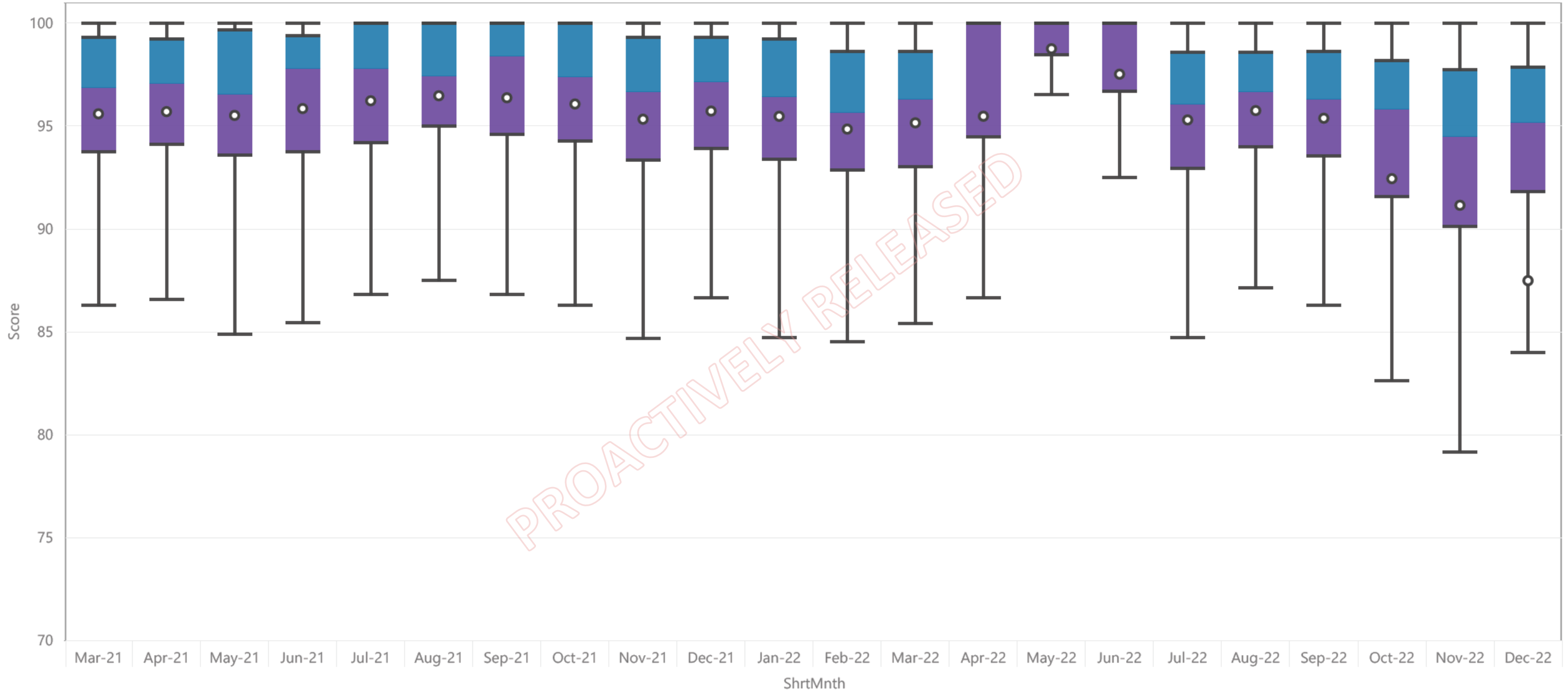
● Median WD ● Mean WD ● 25th Pct WD



V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

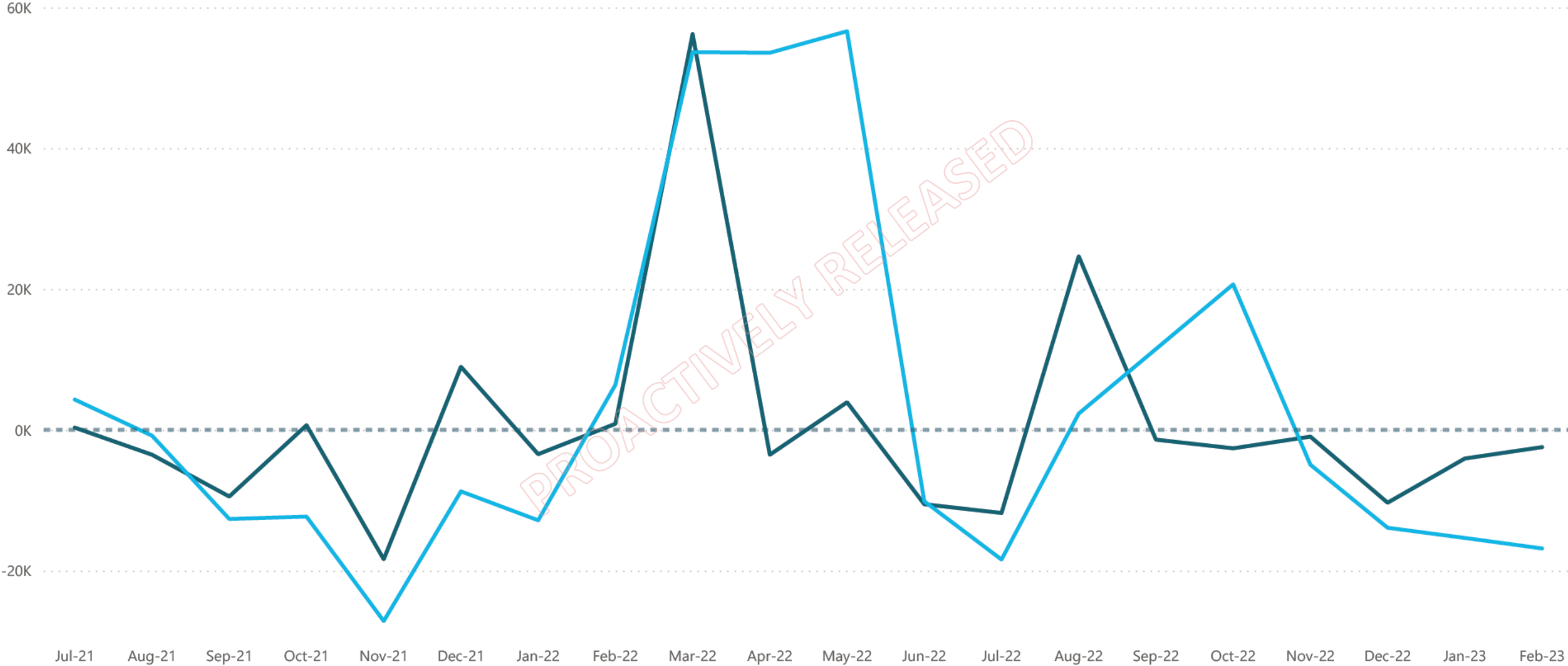
Application~type	International / Humanitarian	Limited Purpose	Official	Resident	Student	Transit	Visitor's
Business / Skilled	Limited	O_	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

● Monthly ● 3 Month Rolling

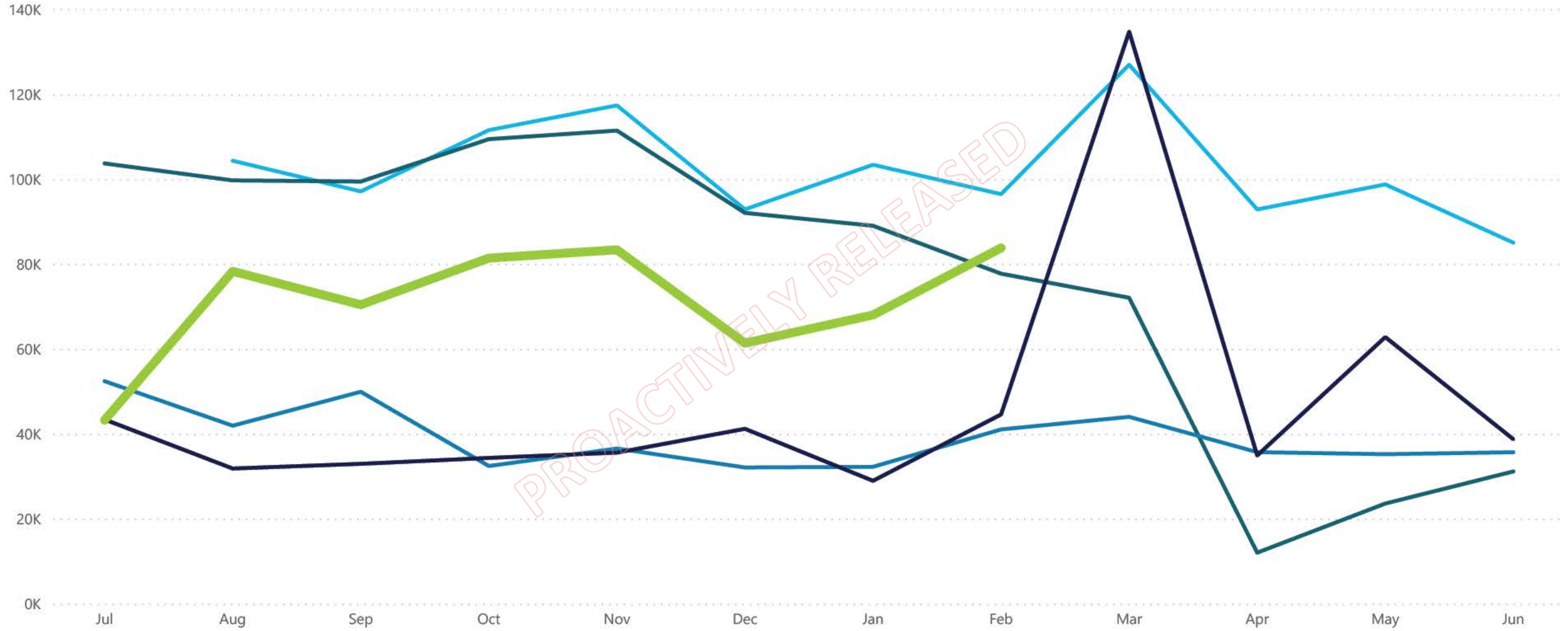


Visa Category (groups) ▼

Other	Student	Work
Resident	Visitor	

Student Applications - Volumes Received

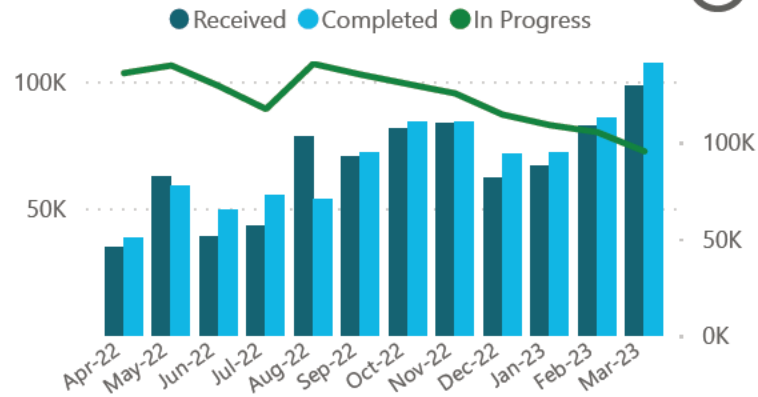
FinYear ● 2018-2019 ● 2019-2020 ● 2020-2021 ● 2021-2022 ● 2022-2023



V sa Category (groups)

Other	Visitor
Resident	Work
Student	

VI2506/8000 - ALL RECEIVED/COMPLETED



A very good March sees INZ drop below 100k in progress for the first time in a very long time. First time over 100k completions since November 2019 with Work in particular a good net loss in month. Some potential worrying signs with Visitor.

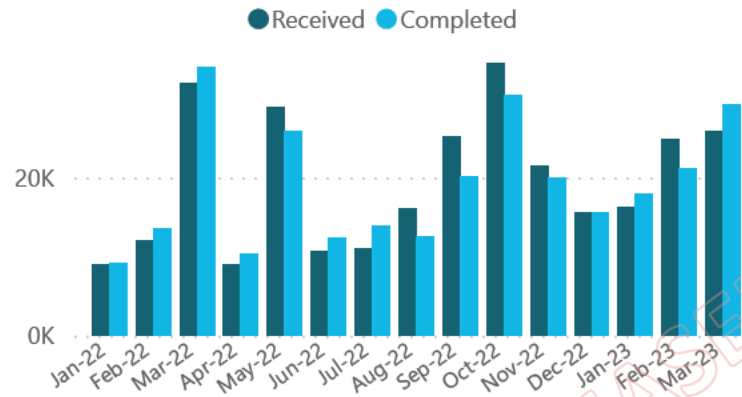
Current Month Net

-8930

Previous Month Net

-2800

VI2507/8001 - WORK RECEIVED/COMPLETED



Received volumes increased by 1k while completed increase 8k leading to a net loss of 3.5k. AEWV received volumes dropped to 7k (11k completions) while RSE was fairly stable at 2.8k rec/3k completed. Post study 4.9k rec.

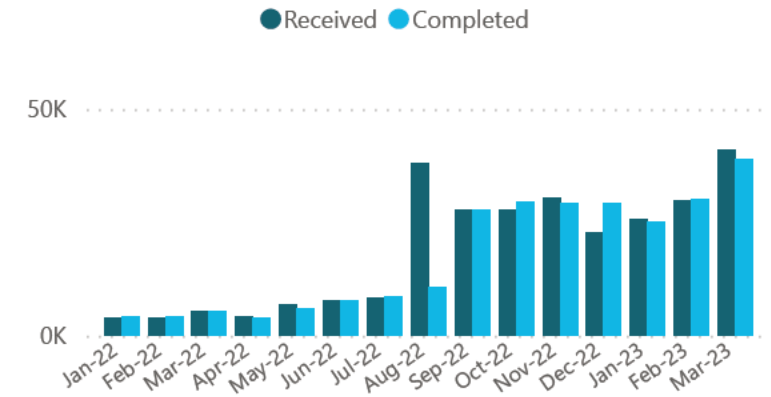
Current Month Net

-3376

Previous Month Net

3634

VI2508/8002 - VISITOR RECEIVED/COMPLETED



Visitor received increased by 11k in March, hitting 41k and the highest number since pre-COVID. Completed jumped 8.5k to best prod since Jan 2020 but still a 2k net gain. Big rec jumps for General and Business +3k each and Holiday +2.5k

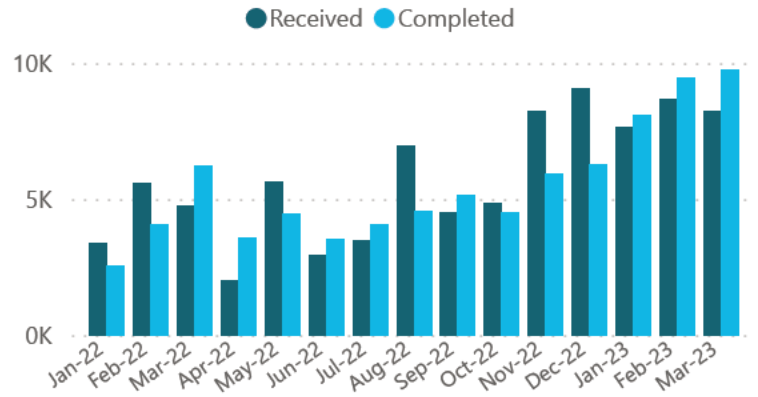
Current Month Net

2093

Previous Month Net

-180

VI2509/8003 - STUDENT RECEIVED/COMPLETED



Student received dropped while completed increased 300 leading to another net loss. FFP saw 6.1k completions against 4.3k received, with Dependent 2.3k completions 2.7k received (thus net gain). ELS stable at 600 rec/650 completed.

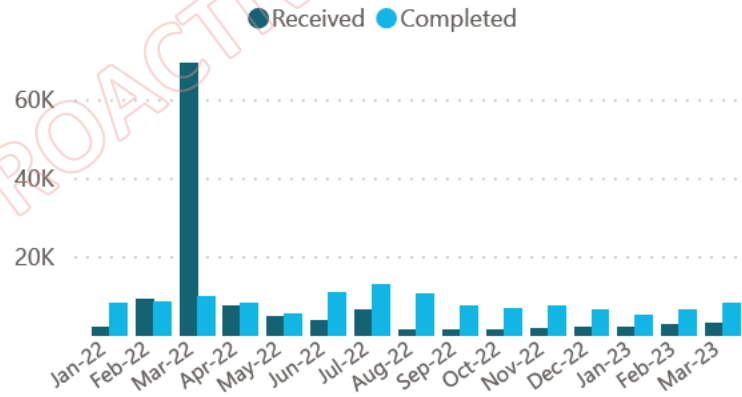
Current Month Net

-1513

Previous Month Net

-803

VI2510/8004 - RESIDENT RECEIVED/COMPLETED



Received ticked over 3k for first time since Jul-22. Another 5.7k RV21 completions was main contributor to sizeable net loss. SMC 1.1k received/200 completions, with Partnership 500 rec/700 completed.

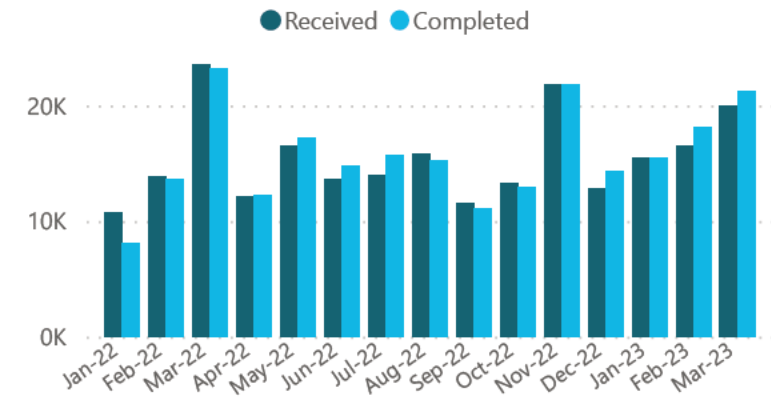
Current Month Net

-4921

Previous Month Net

-3849

VI2511/8005 - OTHER RECEIVED/COMPLETED



Received up 3k as was completed led to similar net loss to Feb. Label-less replace 10k rec/10.3k completed, general 8k rec/8.7k completed the main contributors. Fifth consecutive net loss for Other.

Current Month Net

-1213

Previous Month Net

-1602

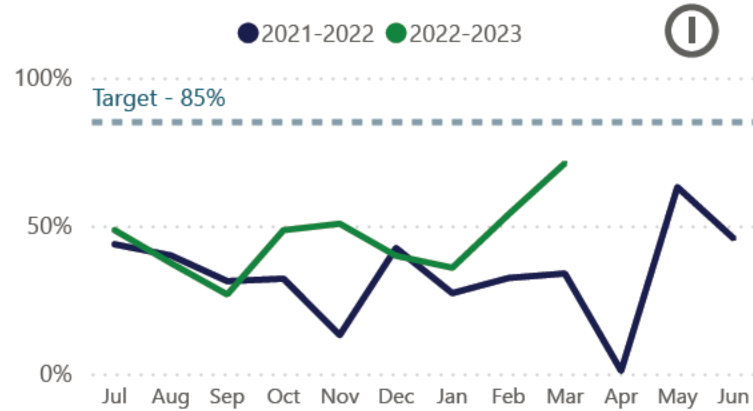
Current Month

Previous Month

CONTEXTUAL INFORMATION



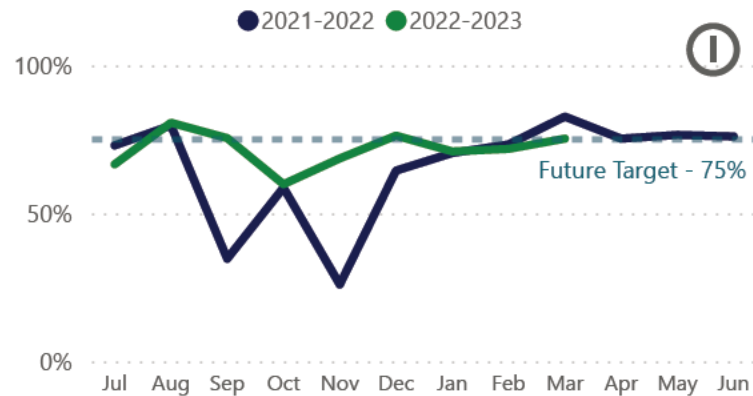
VI2000X - PERCENT LOW RISK VISA <15 DAYS



Timeliness improved significantly in March, hitting its highest level this year by a large amount. Work is still underway to ensure the underlying risk data from both ADEPT/AMS is accurate given the bespoke nature of this measure.

Current Month
71%
Previous Month
54%

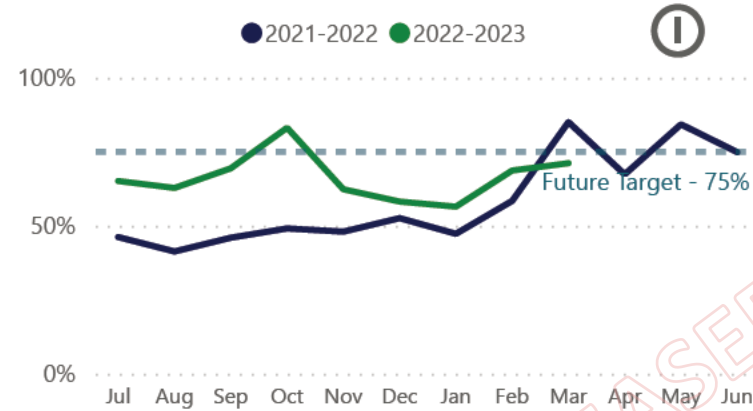
VI2020 - STUDENT VISAS <30WD



Performance improved 3% to 75%. FFP was 76%, Dependent 65%, and ELS at 88%. This is the fourth consecutive month of better than 70% performance, with in progress and over time remaining below 32% for the month.

Current Month
75%
Previous Month
72%
% n Progress Over-Age
31.8%

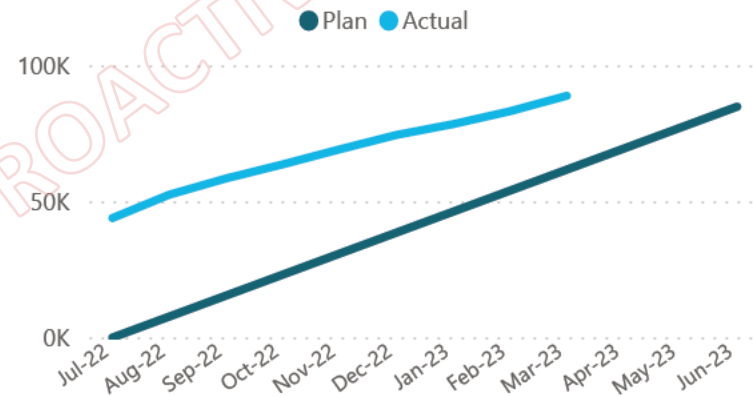
VI2015 - WORK VISAS <20WD



Timeliness improved again in March, ever closer to the 75% future target. AEWV was stable at 62%, RSE strong at 99%, but Post-Study Open at 91% on 4.7k completed was the main contributor to the improvement. Future performance at risk.

Current Month
71%
Previous Month
69%
% n Progress Over-Age
48.6%

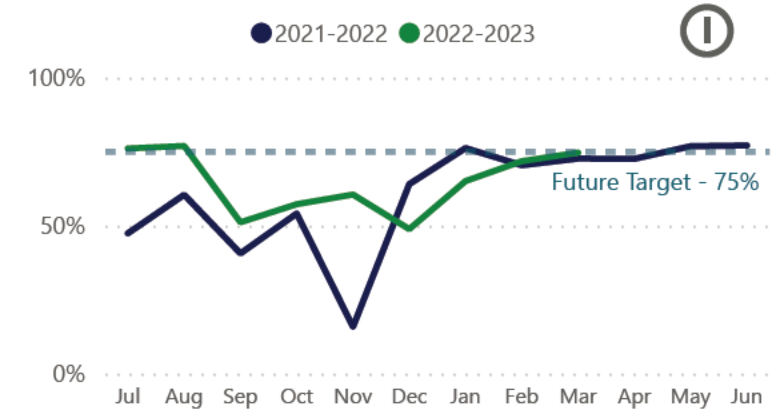
VI2040 - RV21 VS PLAN



5.7k completions in March put RV21 comfortably over 80% already (84%). At current rates it will take just over 3 months to hit 100%, putting INZ on track for achieving this on or around the end of the financial year.

Current Month
144%
Previous Month
154%

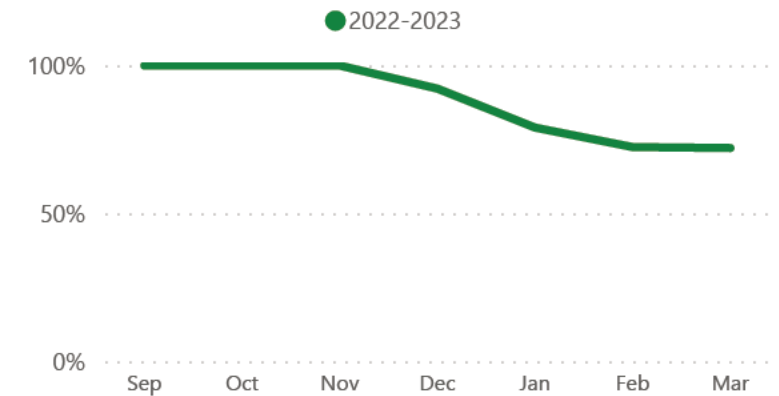
VI2030 - VISITOR VISAS <20WD



Visitor visa hit 75% for the first time since August 2022. Good performance against all the high-volume categories - General 76%, Holiday 80%, VFF 72%, and Business 95%. Percent in progress and over time sub-40% now.

Current Month
75%
Previous Month
72%
% n Progress Over-Age
38.8%

VI2041 - GREEN LIST RES <60 WD



Green list timeliness was stable in March from February. 740 of 1358 applications have been completed, with just under half of those remaining having already exceeded the 60 working day timeframe.

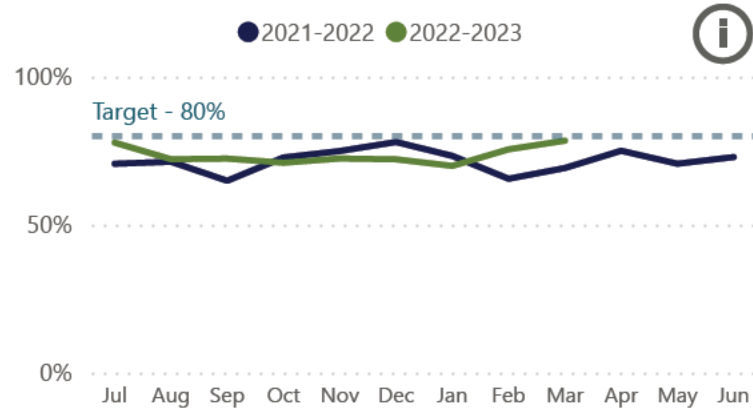
Current Month
72%
Previous Month
72%

Current Month: Mar-23, Feb-23, Jan-23, Dec-22, Nov-22

Previous Month: Mar-23, Feb-23, Jan-23, Dec-22, Nov-22, Oct-22

VISA TIMELINESS

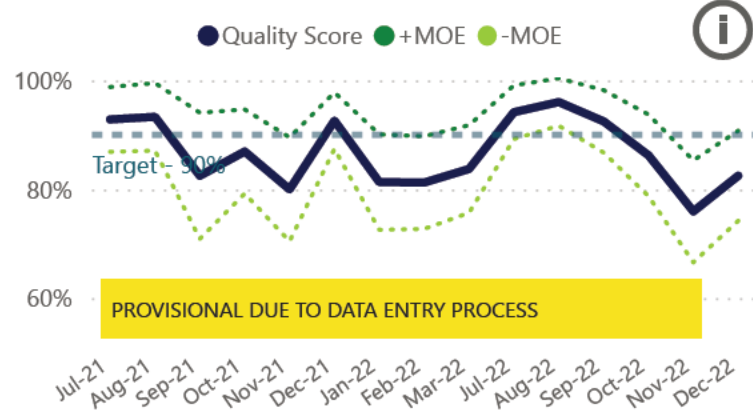
VI2001 - CUSTOMER SATISFACTION



Performance continues to improve, driven heavily by Work customer satisfaction at 88% (from 78%). Visitor satisfaction improved from 75 to 77% on high volumes. Resident also saw an improvement from 73% to 76%. Student dropped 76-70%.

Current Month	78.4%
Previous Month	75.5%

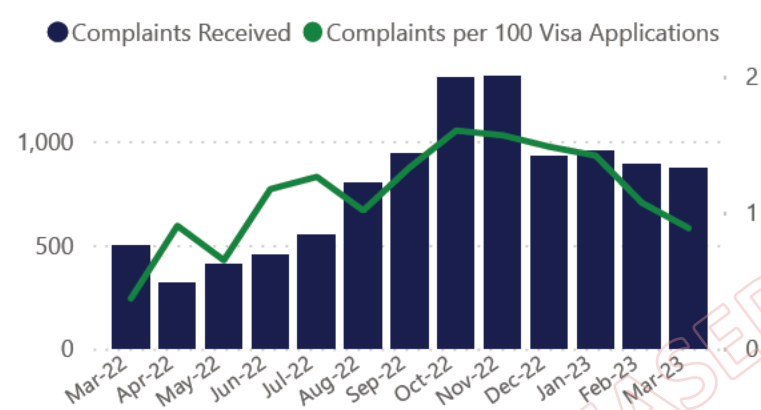
VI2002 - RES VISA QUALITY (QA REVIEW)



Sampling for October-December is complete. All three months scored significantly below the 90% target with the full quarter result 82%. The QA team will be presenting a full/detailed report on the results for this quarter at this meeting.

Current Month	(Blank)
Previous Month	(Blank)

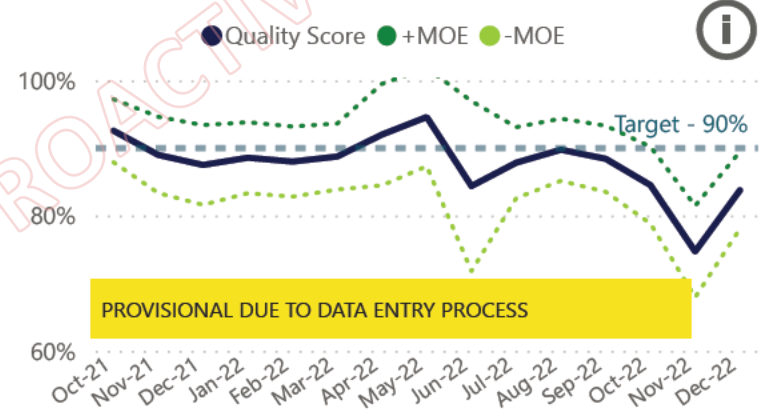
ST1001 - COMPLAINTS VOLUMES



Complaint volumes remained flat in March. The per 100 application rate continues to drop to the lowest level since May 22. This is partly a reflection of increased visa volumes, but also possibly an effect of the reduced processing backlog.

Current Month	870
Previous Month	886

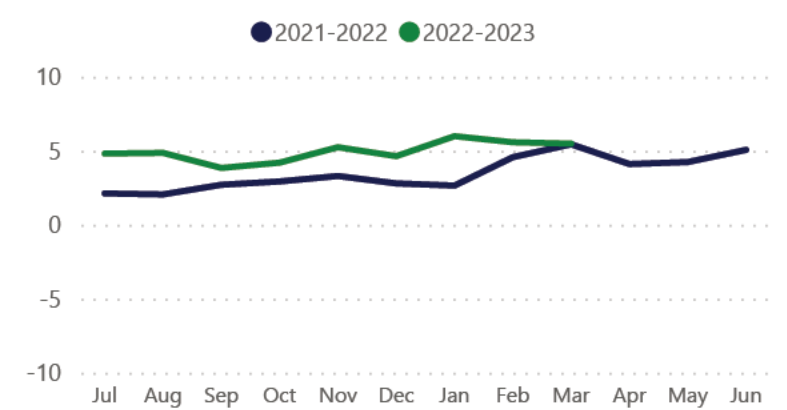
VI2003 - TEMP VISA QUALITY (QA REVIEW)



Sampling for October-December is complete. All three months scored significantly below the 90% target. Student were best at 92% for the quarter, but Work at 75% and Visitor at 80% are of some concern. QA team will present full report.

Current Month	(Blank)
Previous Month	(Blank)

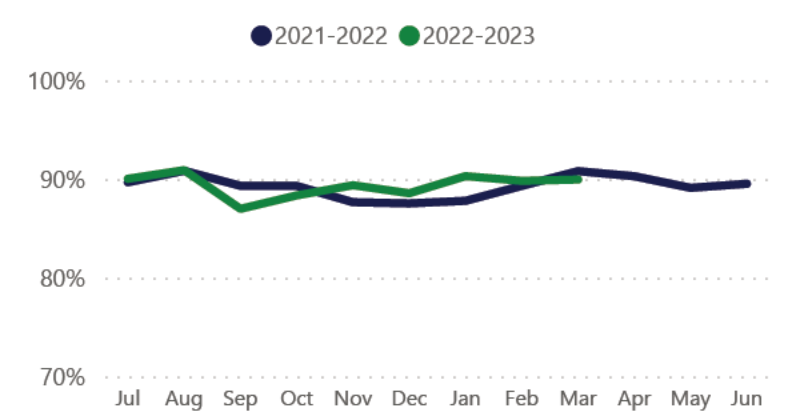
VI2023 - NET CALL CENTRE SENTIMENT



Sentiment was flat in March and is now at the level of same month, prior year. Work remained best and improved +6.5 to +7.3, Student improved from +4.5 to +6.2, while Resident worsened (+5.4->+4.5) as did Visitor (+5.2->+4.5)

Current Month	+5.5
Previous Month	+5.6

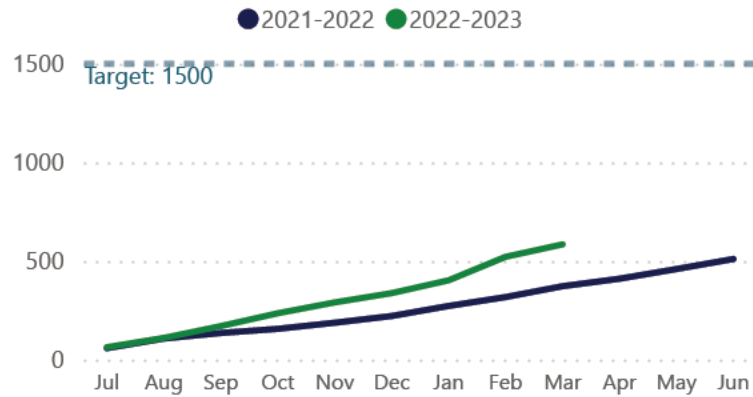
VI2006 - PRE-DECISION QUALITY SCORE



Scores were consistent in March. Resident was stable at 93.6%, as was Student at 84.1%. Visitor improved from 79.7% to 84.1%, while Work also improved from 89.8% to 92.9%. Other declined to 85.5%.

Current Month	90.0%
Previous Month	89.8%

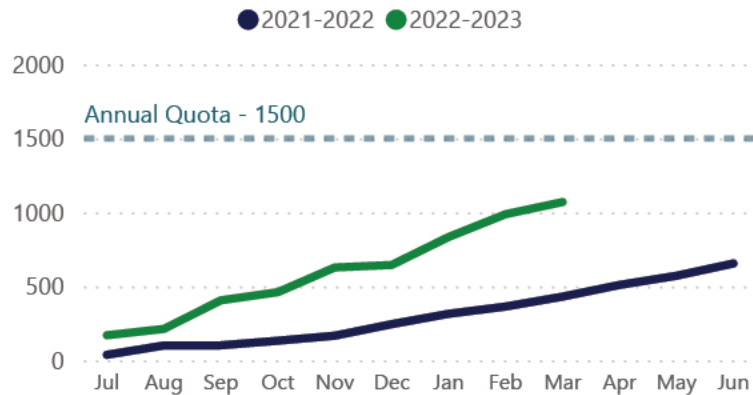
CO2000 - NUMBER OF PEOPLE DEPORTED (YTD)



March saw a drop of just under 50% in deportations cf. February, bringing the YTD result to 585 vs a full year target of 1500. Of the 63 March deports, 13 were "true" deportations, with 29 self-deportations and 21 voluntary departures.

Current Month
63
Previous Month
119

RE1000 - REFUGEE QUOTA (YTD)

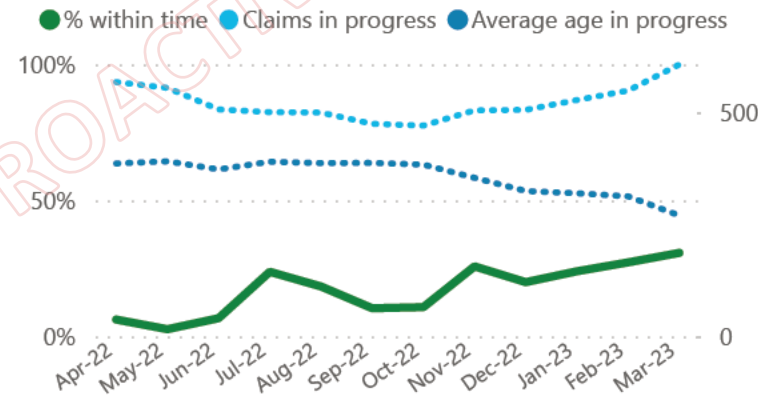


82 refugees arrived in March, 56 from Indonesia and 26 from Ecuador. That brings the year-to-date number to 1071. To reach the full year target will require 429 arrivals over the next three months. There are c.1000 refugees "in process"

Current Month
82
Previous Month
154

CO2001 - Average WD to Deport - Removed pending further exploration of potential alternative timeliness measures

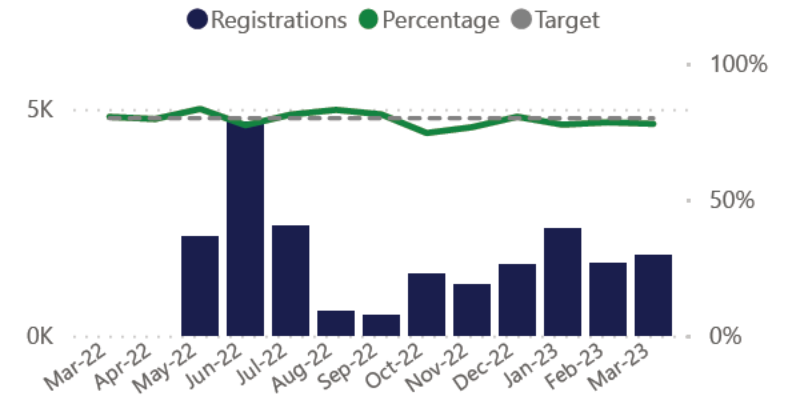
RE2002 - % OF REFUGEE CLAIMS <170WD



Timeliness was better in March, and average age of onhand claims reduced. However, backlog grew due to high inflow. During March, INZ received 110 claims (highest since 2001) and decided 52 (highest number this FY). There are 606 in progress.

Current Month
30.8%
Previous Month
27.3%

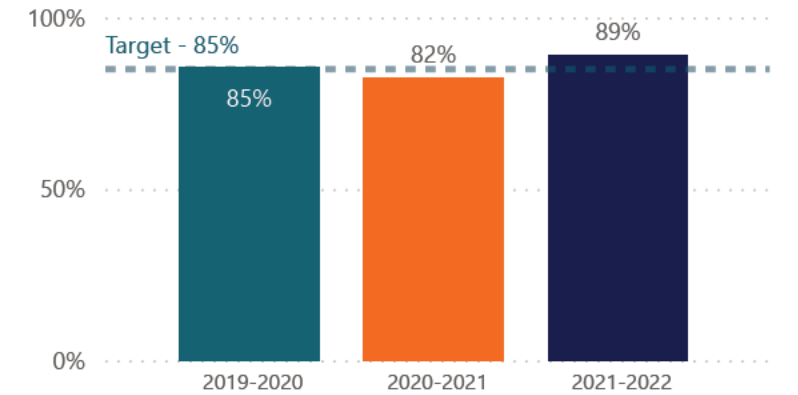
ST1000 - % OF REGISTRATIONS SKILL LVLS 1-3



The % of skilled registrations decreased very slightly but on almost 10% increased volumes. As in previous months, Registered Nurses and Secondary and Primary School Teachers were the most prevalent skilled registrations.

Current Month
77.9%
Previous Month
78.5%

MI1000 - % RECENT MIGRANTS FEEL NZ HOME

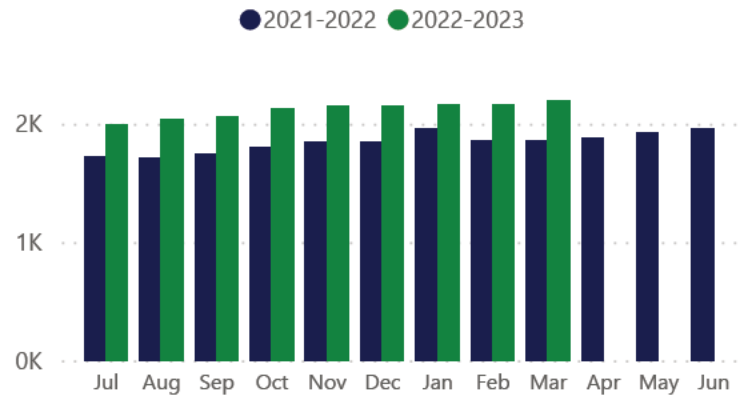


The next survey is now in the field and results will be available by the end of the financial year.

Current Year
89%
Previous Year
82%

Commercial Information

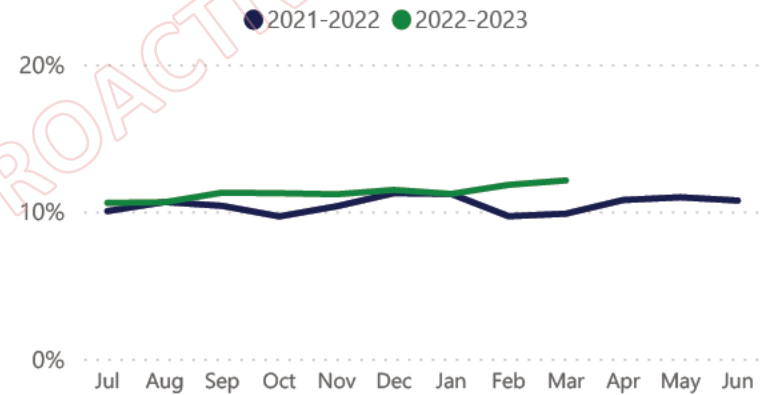
UN7500 - FULL TIME EQUIVALENTS



Total FTE increased by 37 in March. The biggest driver of this was BVO (24 FTE) with 7 FTE increase in Enablement and 4 FTE increase in RMS, with other branches generally stable/declined.

Current Month	2198.0
Previous Month	2161.0

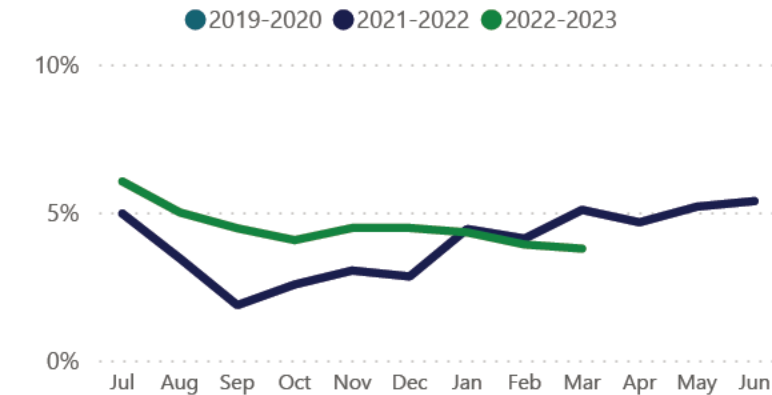
UN7504 - UNPLANNED TURNOVER



Turnover has now reached 12.1% and is 2.2% higher than the same month, previous year. There have been 248 permanent employee leavers last 12 months. OTI highest at 18.2%, Assurance and RMS 14.5%, BVO 11.8%, Enablement 8.8%

Current Month	12.1%
Previous Month	11.8%

UN7512 - LOST TIME RATE

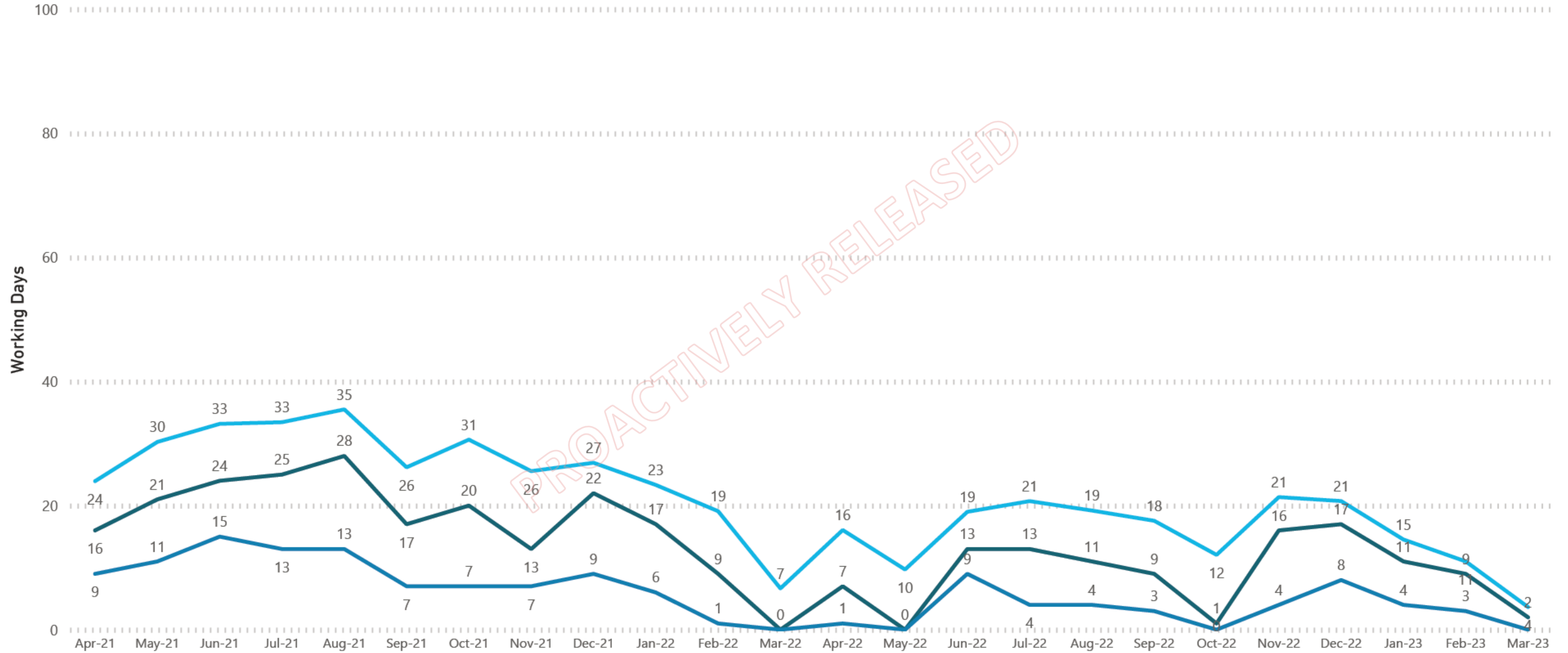


Overall INZ lost time rate continues to decrease, reaching its lowest point this financial year and 1.3% lower than same month, previous year. March saw significant increase in worked days but smaller increase in sick leave.

Current Month	3.8%
Previous Month	3.9%

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



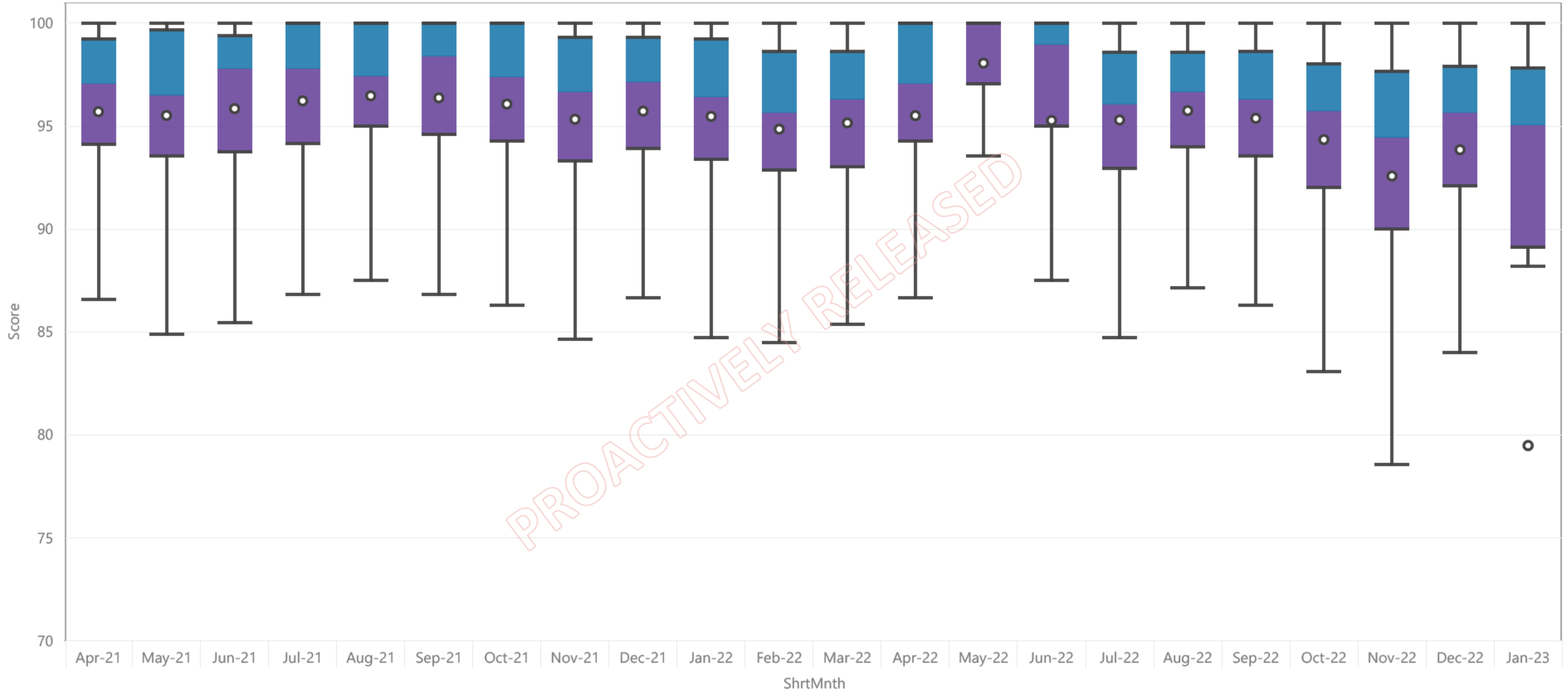
V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

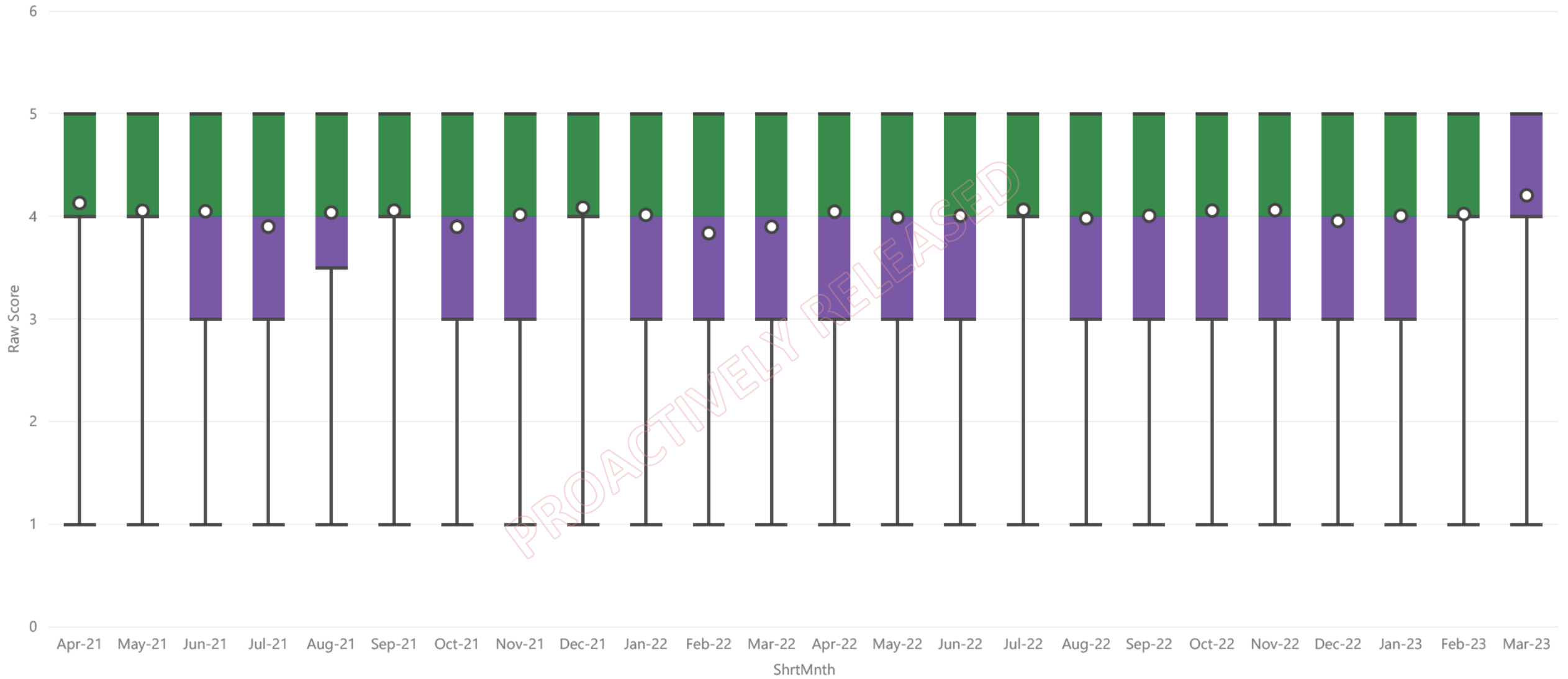
Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

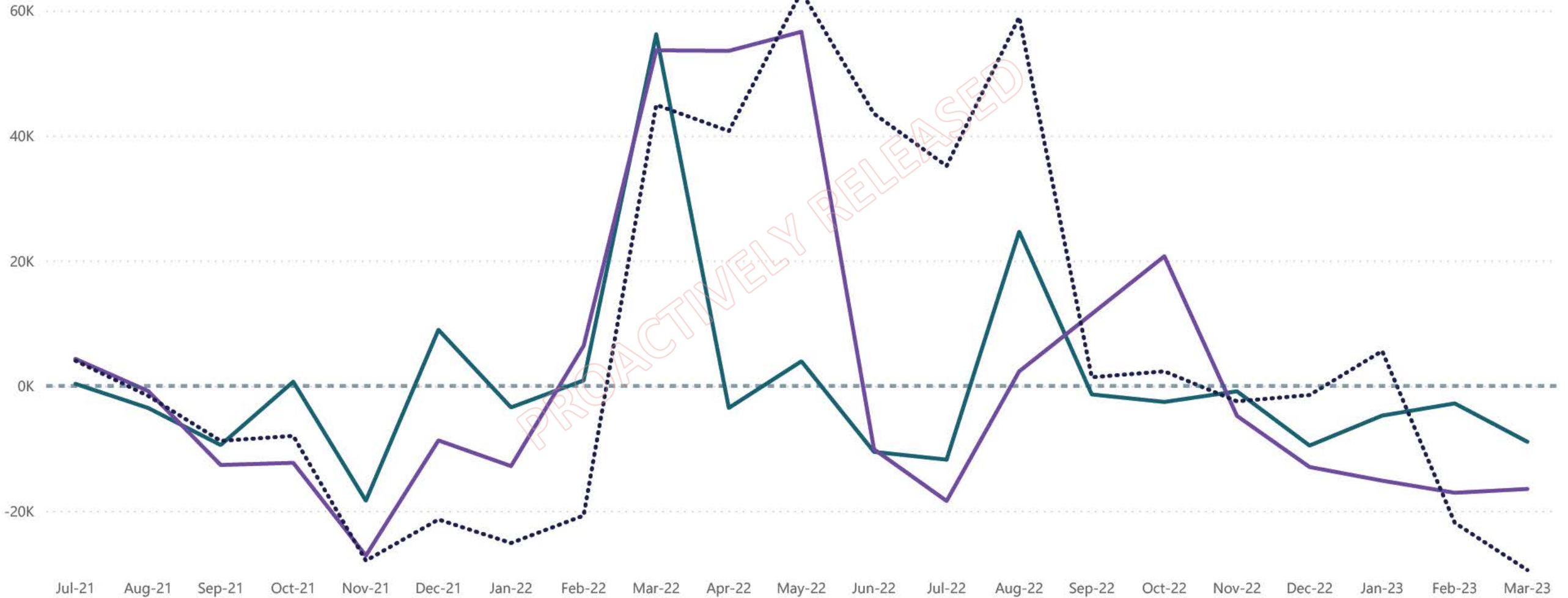
Application~type	International / Humanitarian	Limited Purpose	Official	Resident	Student	Transit	Visitor's
Business / Skilled	Limited	O_	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

● Monthly
 ● 3 Month Rolling
 ● 6 Month Rolling



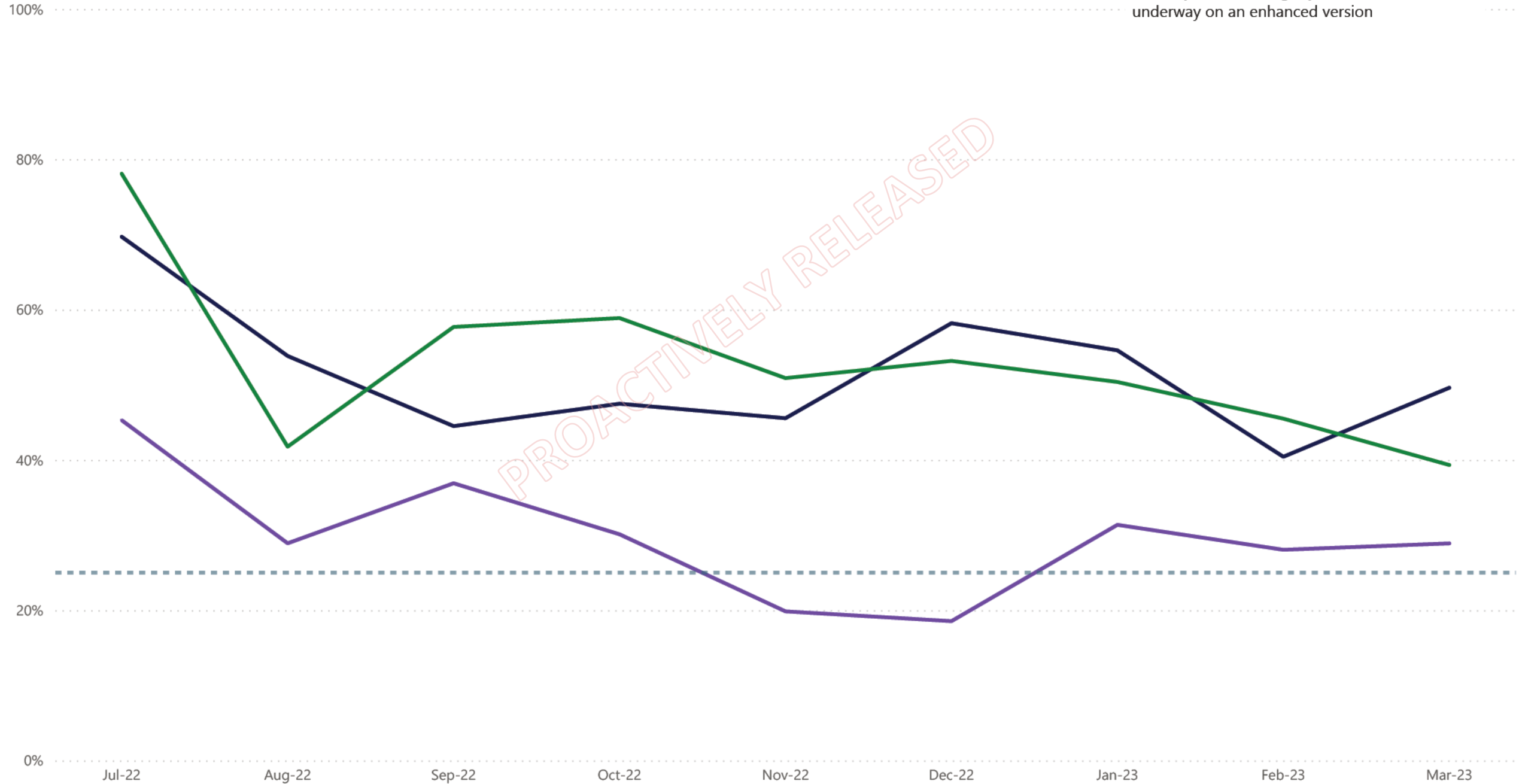
Visa Category (groups)

(Blank)	Resident	Visitor
Other	Student	Work

Percentage of In Progress Visas Over Time Target (End of Month)

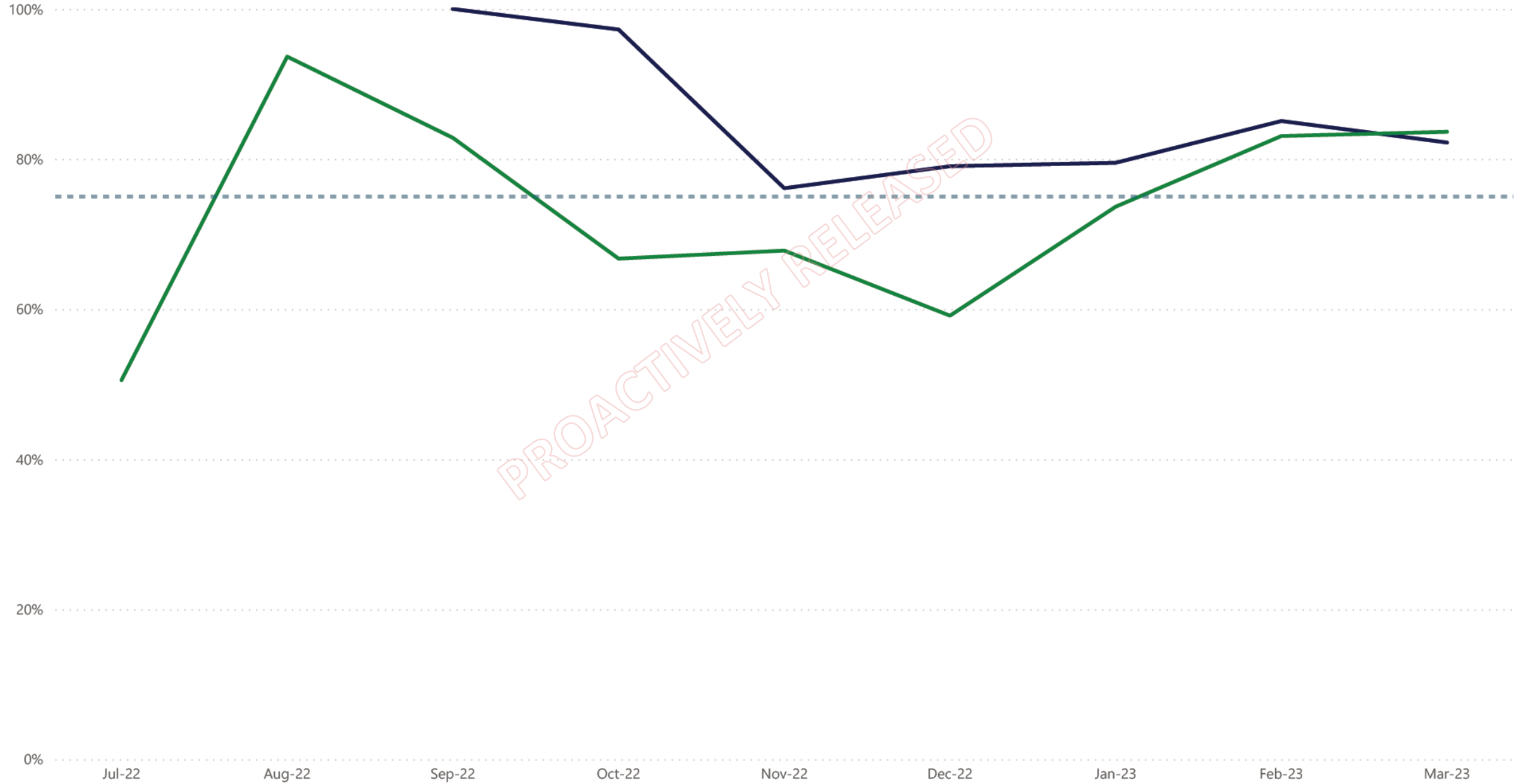
● Work ● Student ● Visitor

As this calculation uses weekdays rather than workdays it will be slightly out (+2/3%) - work is underway on an enhanced version



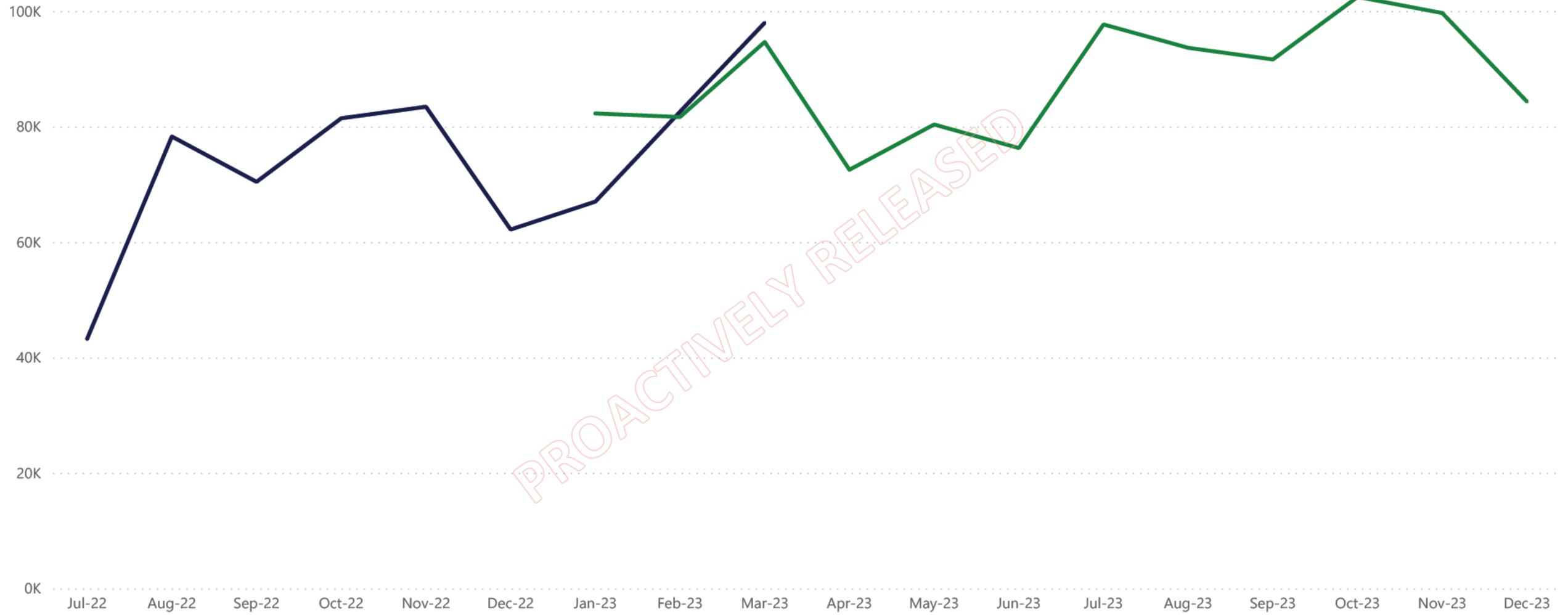
Percentage of ADEPT work and visitor visas completed within 20 processing days (excluding on-holds)

● Work ● Visitor



Forecast vs. Actual Received Applications

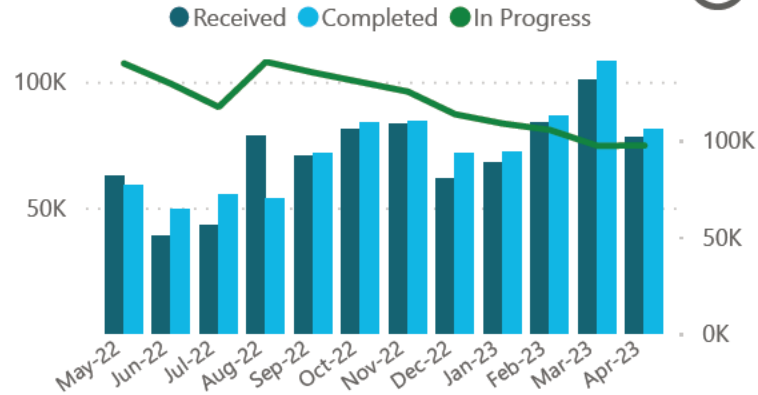
● Received ● Forecast



PROACTIVELY RELEASED

Other	Visitor
Resident	Work
Student	

VI2506/8000 - ALL RECEIVED/COMPLETED



Another net loss. Work's big net loss driven by VOC bulk, but AEWV also in balance. Visitor received still exceeds completed volumes. Student and Resident doing well and Other remains in balance. In progress stable due to VOC date issue.

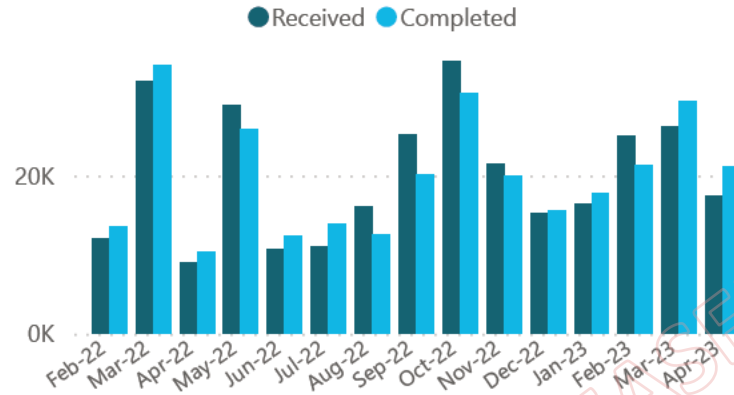
Current Month Net

-3134

Previous Month Net

-7318

VI2507/8001 - WORK RECEIVED/COMPLETED



Decent net loss on 21.1k comp/17.4k rec. AEWV comp 7.1k on 6.4k rec so net loss, RSE in balance, but others (Partner of Worker net gain 0.6k, Partnership gain 0.4k, UK counteracting AEWV. VOC bulk 4.4k completions but tendered in May.

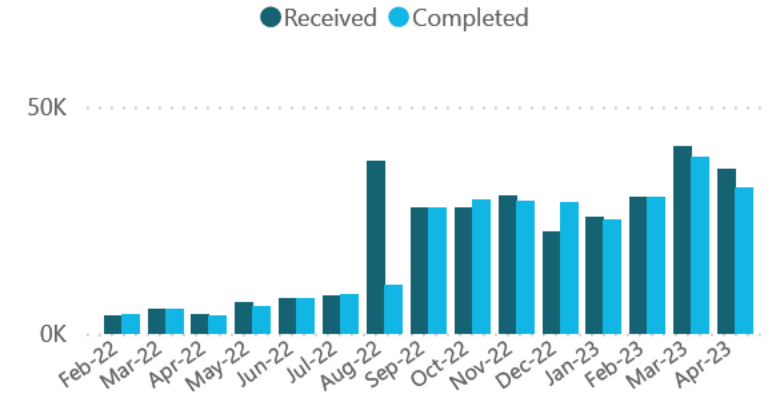
Current Month Net

-3680

Previous Month Net

-3213

VI2508/8002 - VISITOR RECEIVED/COMPLETED



Big net gain (4k) on 36.2k rec/32.2k comp. Mixed bag - General net loss 1.2k (8k/9.2k), while Holiday/Vacation net gain of 2.8k (10.5k/7.7k) and Visiting Family Friends net gain 1.9k (8k/5.1k). Business in balance for rec and completed.

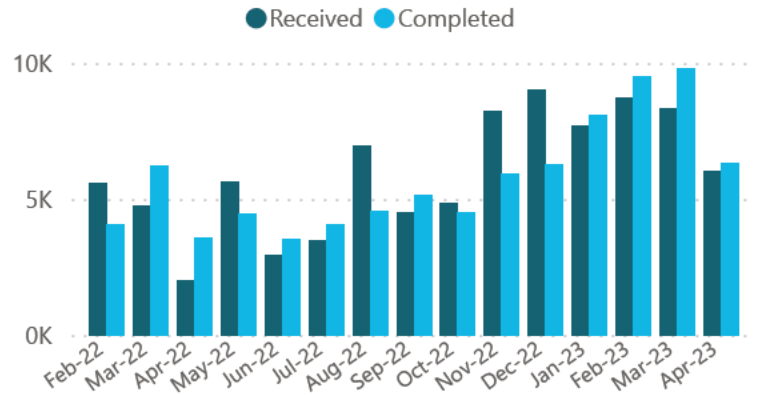
Current Month Net

3972

Previous Month Net

2214

VI2509/8003 - STUDENT RECEIVED/COMPLETED



Small net loss on 6k rec/6.3k comp. Full Fee Paying best with net loss of 0.7k, most others either small relative gains or losses. Exchange student on very low volumes had a big net gain (0.1k on 0.2k rec). Fourth month of net loss.

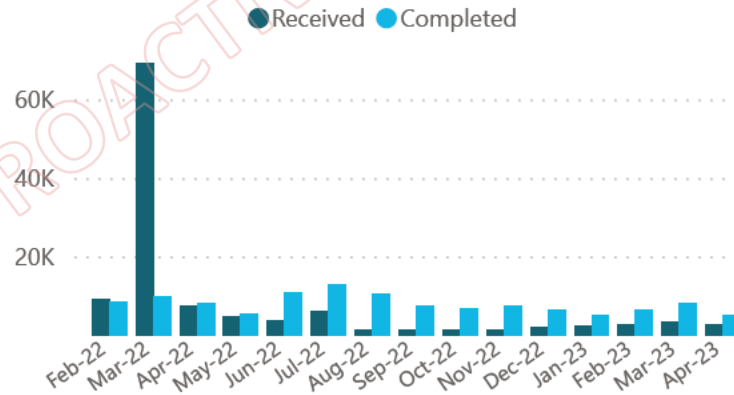
Current Month Net

-273

Previous Month Net

-1465

VI2510/8004 - RESIDENT RECEIVED/COMPLETED



2.5k net loss on 2.5k rec/5k comp. RV21 saw the drop in completions anticipated (3.3k). SMC rec dropped from 1.1k to 0.7k with comp up to 0.3k. STR 0.3k rec/0.2k comp small net gain. Partnership went from -0.2k net loss to 0.1k net gain

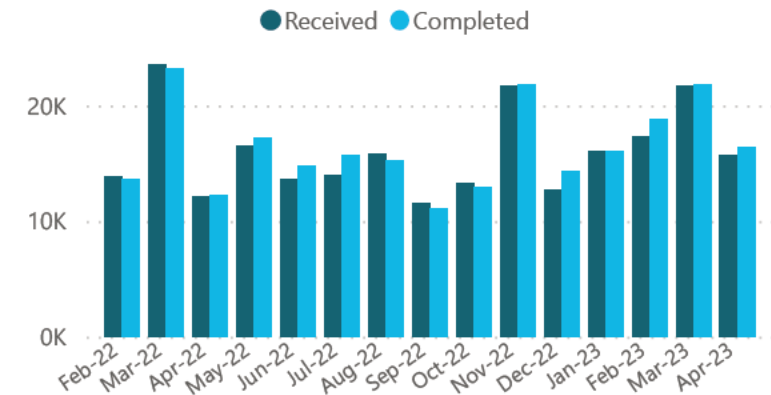
Current Month Net

-2472

Previous Month Net

-4701

VI2511/8005 - OTHER RECEIVED/COMPLETED



Received dropped 6k and comp down 5.4k led to another small net loss. Label-less replace in balance, General 0.7k net loss, most other categories very close to balance.

Current Month Net

-681

Previous Month Net

-153

Current Month

Previous Month

CONTEXTUAL INFORMATION

Apr-23

Mar-23

Feb-23

Jan-23

Dec-22

Apr-23

Mar-23

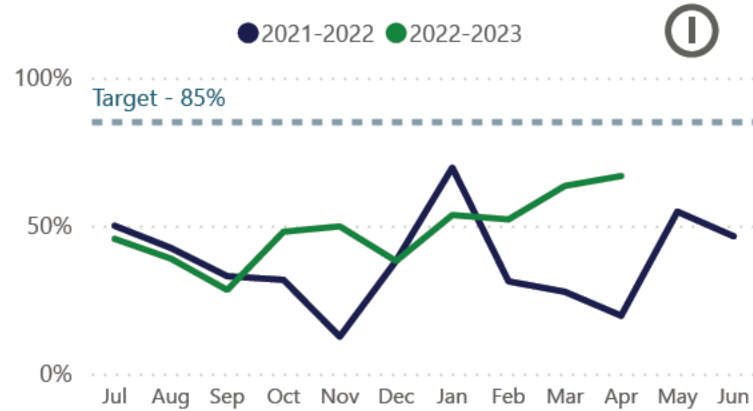
Feb-23

Jan-23

Dec-22

Nov-22

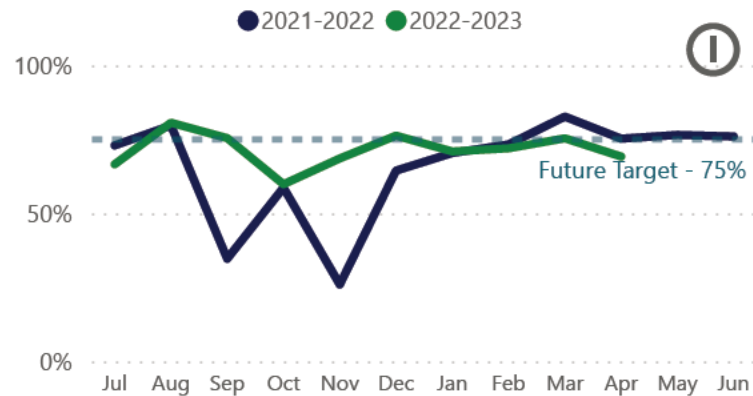
VI2000 - PERCENT LOW RISK VISA <15 DAYS



Timeliness improved for the second month in a row, hitting its best level this financial year and almost 50% better than same month, previous year. Relevant volume of low-risk student/visitor completions 13.7k.

Current Month	67%
Previous Month	63%
% n Progress Over-Age	63%

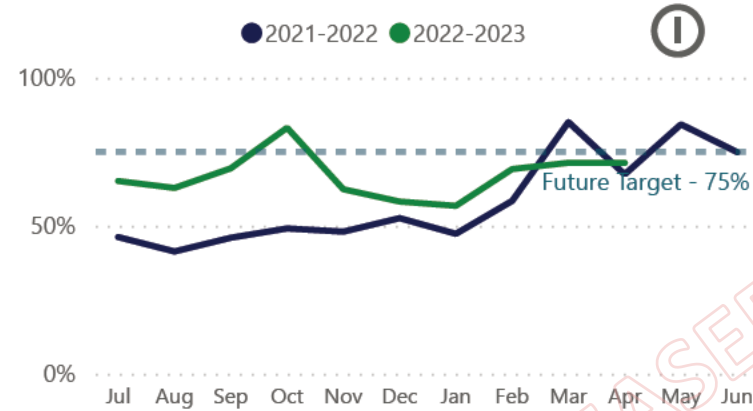
VI2020 - STUDENT VISAS <30WD



Performance dropped 6% as older applications worked through system. FFP saw drop from 77% to 66% on almost half the volume, Dependent dropped from 65% to 62%, and ELS a small gain from 88% to 93%. Likely to improve future months.

Current Month	69%
Previous Month	75%
% n Progress Over-Age	23.1%

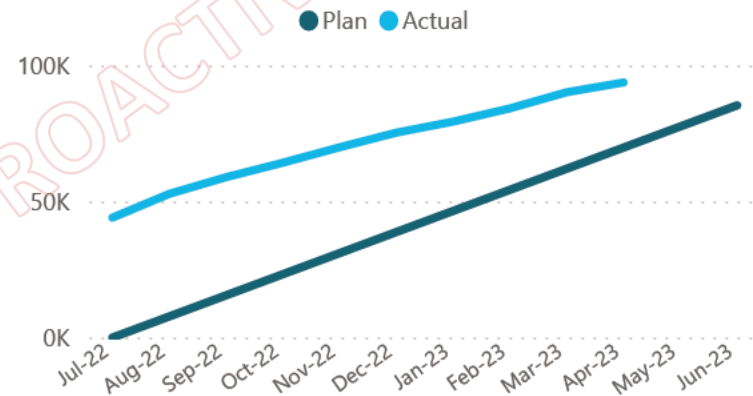
VI2015 - WORK VISAS <20WD



Stable timeliness at 71%. Of large volume types, AEWV dropped from 62% to 60%, RSE from 99% to 91%, Specific Purpose from 91% to 88%. VOC 99% due to bulk upload. Partner of Worker remains very low (26%) as does Partnership (24%).

Current Month	71%
Previous Month	71%
% n Progress Over-Age	40.6%

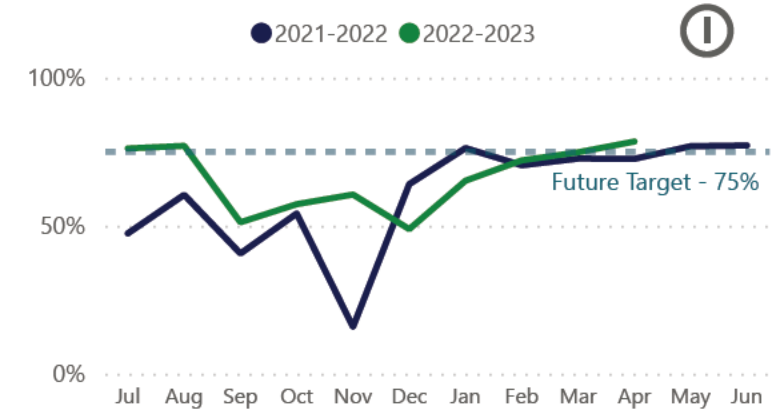
VI2040 - RV21 VS PLAN



40% drop in RV21 completions to 3.3k flattens the completion line. We are now roughly 87% through all RV21. At the April rate, we will hit 93% by end of financial year. At March rates, we'd hit 100% end of July.

Current Month	134%
Previous Month	145%

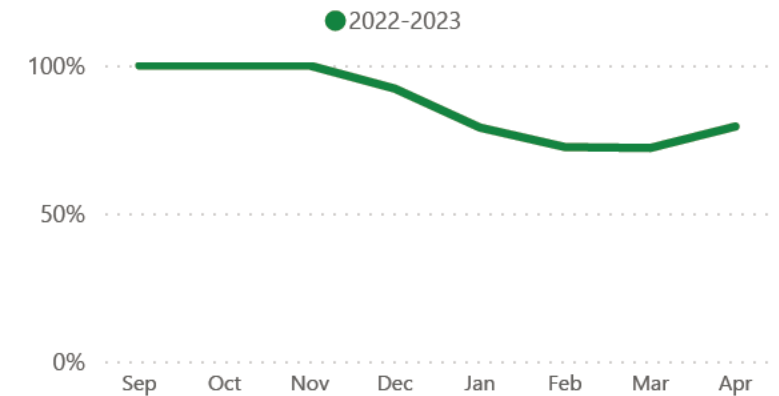
VI2030 - VISITOR VISAS <20WD



Visitor visa hit 78%, now officially best performance this financial year. General at 77%, Holiday/Vacation 82%, VFF 75%, and Business 95%. The backlogs generated in March/April may result in reduced performance in May/June.

Current Month	78%
Previous Month	75%
% n Progress Over-Age	32.9%

VI2041 - GREEN LIST RES <60 WD



Green list timeliness improved in April, counter-intuitively. 1528 applications have now been received, 758 completed, with 770 in progress. Of those in progress, 425 (55%) are already over the 60 working day time target.

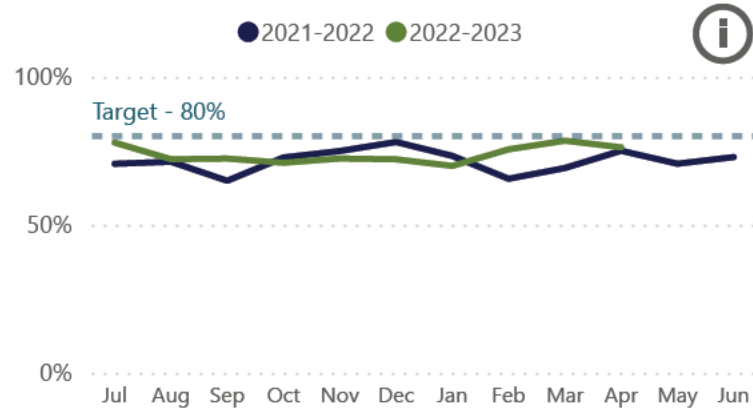
Current Month	79%
Previous Month	72%

Current Month: Apr-23 | Mar-23 | Feb-23 | Jan-23 | Dec-22

Previous Month: Apr-23 | Mar-23 | Feb-23 | Jan-23 | Dec-22 | Nov-22

VISA TIMELINESS

VI2001 - CUSTOMER SATISFACTION



Customer satisfaction dropped slightly in April but remains fairly elevated for the FY. Resident dropped 5% to 71%, Student 5% to 65%, Visitor 3% to 74%, but Work remained at 88% and easily the best performer. YTD Work is at 80% (Estimates target).

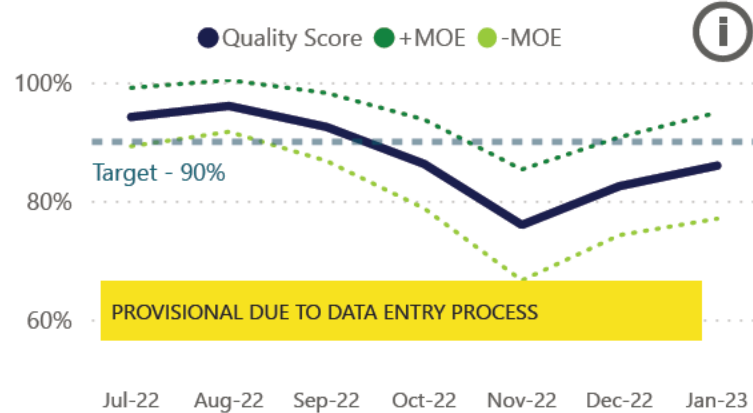
Current Month

76.2%

Previous Month

77.4%

VI2002 - RES VISA QUALITY (QA REVIEW)



57 January Resident visas have now been assessed. The provisional quality score is 86%. RV21 and STR scored highly, with some lower performance in smaller volume types such as Family-Child, Skilled Migrant, and PAC Tonga.

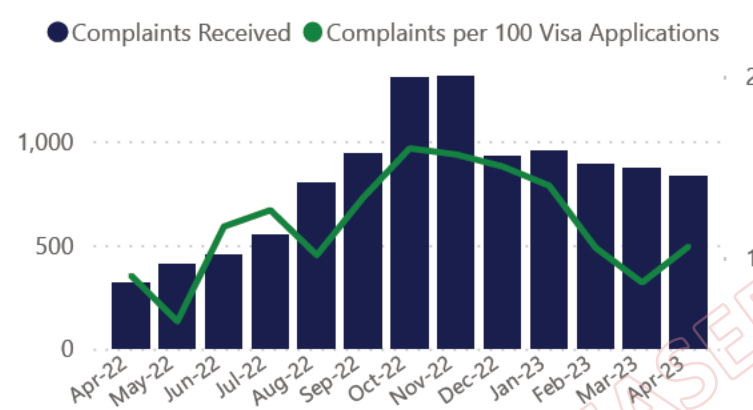
Current Month

(Blank)

Previous Month

100%

ST1001 - COMPLAINTS VOLUMES



Complaint volumes decreased in April to 829, from 871 in March. The per 100 application rate increased to 1.06 however, higher than March (0.86) but the same level as in February. This is an effect of lower received visa volumes in April.

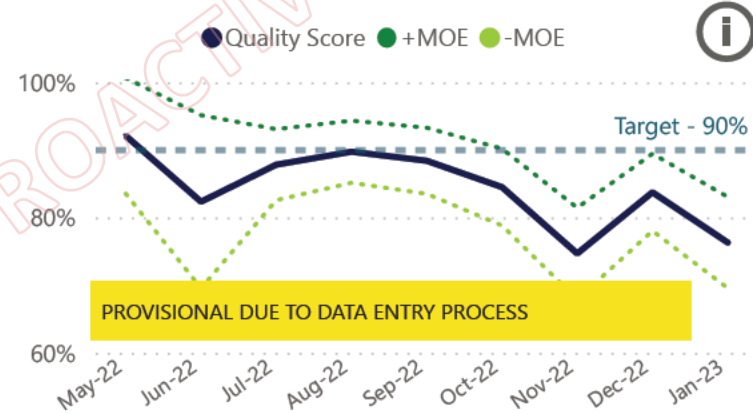
Current Month

829

Previous Month

1,700

VI2003 - TEMP VISA QUALITY (QA REVIEW)



152 January Temporary visas have been assessed. The provisional quality score is 76%. Low performers included AEWV (56%), Partner of Worker (58%), and General (77%). Full-fee Paying student best at 86%.

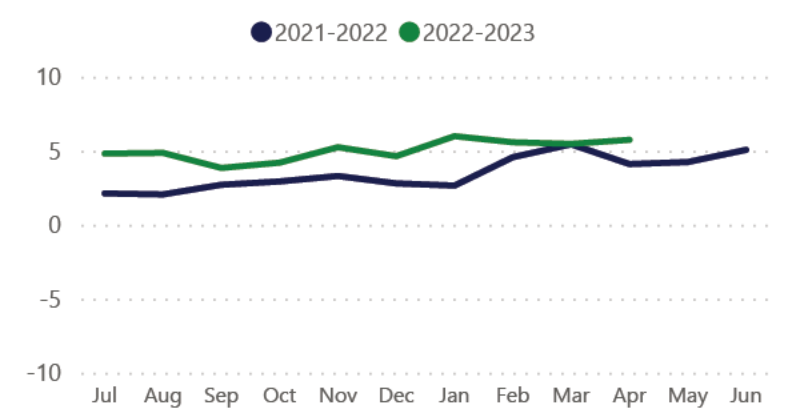
Current Month

(Blank)

Previous Month

50.0%

VI2023 - NET CALL CENTRE SENTIMENT



Sentiment ticked up very slightly and is 1.6 points higher than April 2022. Residency improved a lot (+4.5->5.4), Study (+6.2->6.5) and Visitor (+4.5->4.9) were stable, and work dropped (+7.3->6.8) but remained the best performing line.

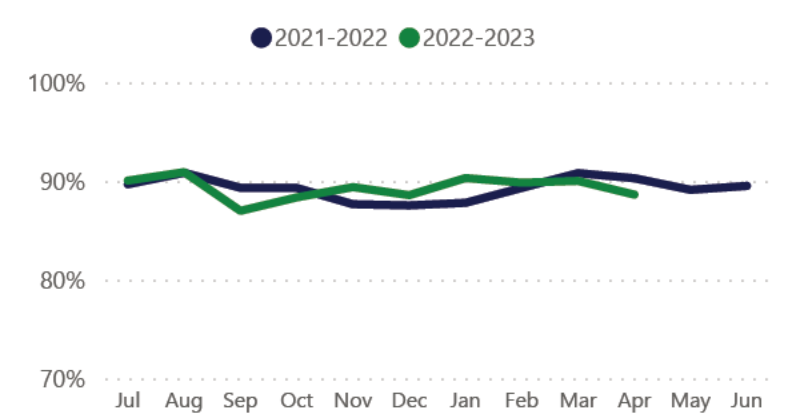
Current Month

+5.7

Previous Month

+5.6

VI2006 - PRE-DECISION QUALITY SCORE



QC scores dipped very slightly in April on reduced overall QC volumes (but proportionate). Resident was stable at 93.3% on 2509 checks, Student improved to 81.8% on 369 checks, but Visitor (84.5-81.8%) and Work (88.4-84.8%) dropped.

Current Month

88.6%

Previous Month

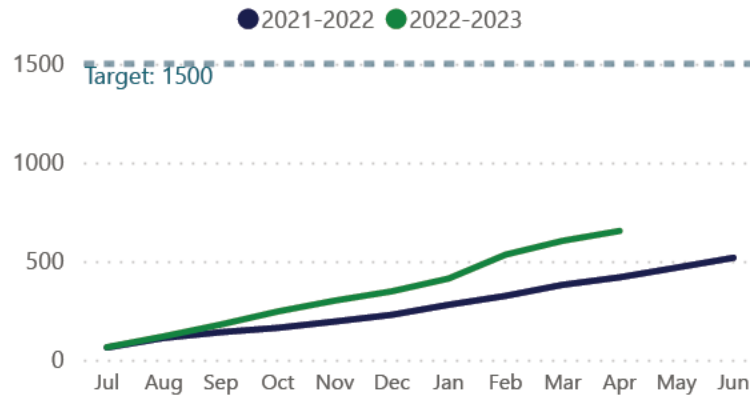
89.4%

Current Month

Previous Month



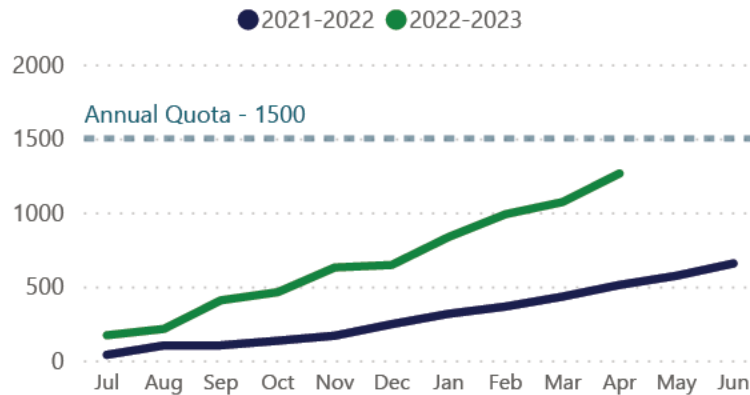
CO2000 - NUMBER OF PEOPLE DEPORTED (YTD)



April saw a second consecutive drop in deportation numbers, going from 70 to 50. This is the 2nd lowest monthly number this year (47 in December) and brings the YTD total to 653. The year end target is now 847 away.

Current Month
50
Previous Month
70

RE1000 - REFUGEE QUOTA (YTD)

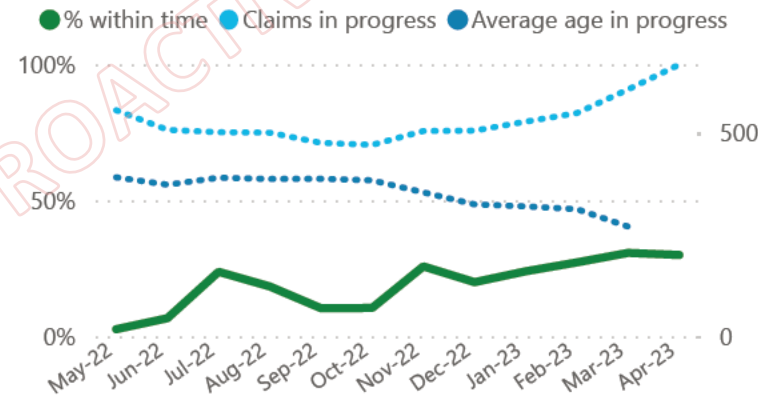


193 refugees arrived in April, bringing the YTD number to 1264, 236 short of the full-year target. 52 were from Lebanon, 34 from Ethiopia, 28 from Indonesia, and 27 from Rwanda. YTD, Malaysia had the most refugees with 245.

Current Month
193
Previous Month
82

CO2001 - Average WD to Deport - Removed pending further exploration of potential alternative timeliness measures

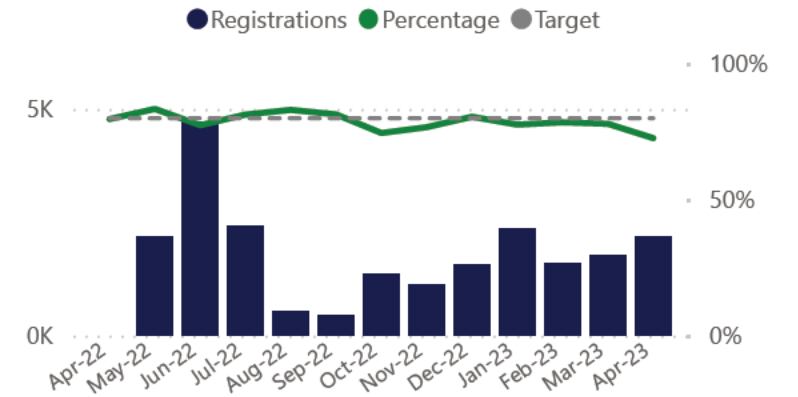
RE2002 - % OF REFUGEE CLAIMS <170WD



Timeliness was stable in April. 81 new claims were received, another high volume (second highest in the past decade after March 2023), while 20 were decided, leading to a net gain of 61. There are now 667 claims in process cf. 507 at start of FY.

Current Month
30.0%
Previous Month
30.8%

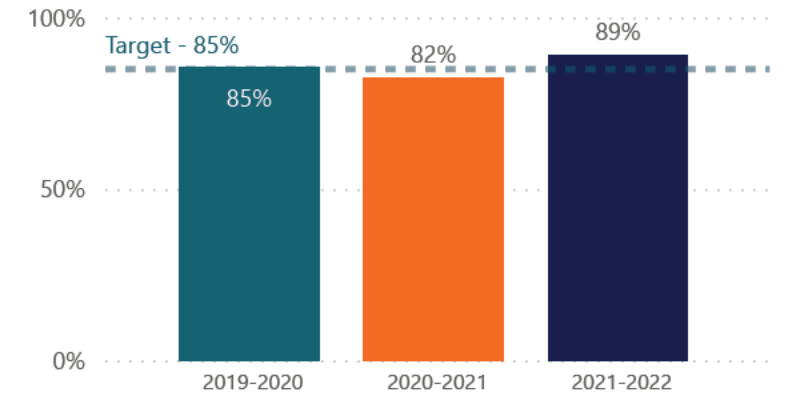
ST1000 - % LWNZ REGISTRANTS SKILL LV 1-3



The % of skilled registrations dropped, but the raw number increased by 400 to 2193, the highest number since January. This was the result of a significant increase in overall registrations. Fitter-Welders and Bus Drivers appeared in top 5.

Current Month
72.7%
Previous Month
77.9%

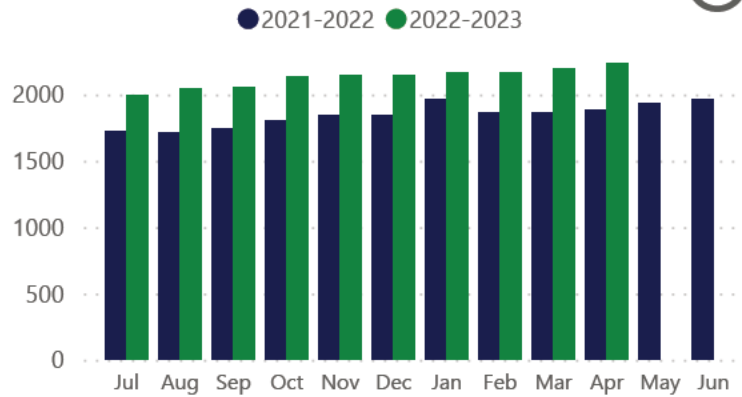
MI1000 - % RECENT MIGRANTS FEEL NZ HOME



The next survey is now in the field and results will be available by the end of the financial year.

Current Year
89%
Previous Year
82%

UN7500 - FULL TIME EQUIVALENTS



FTE increased by just over 30 across INZ. The largest growth was 16 FTE in V&C, with Customer and Assurance stable, BVO up 5, Enablement up 4, OTI up 3, and RMS up 4 FTE.

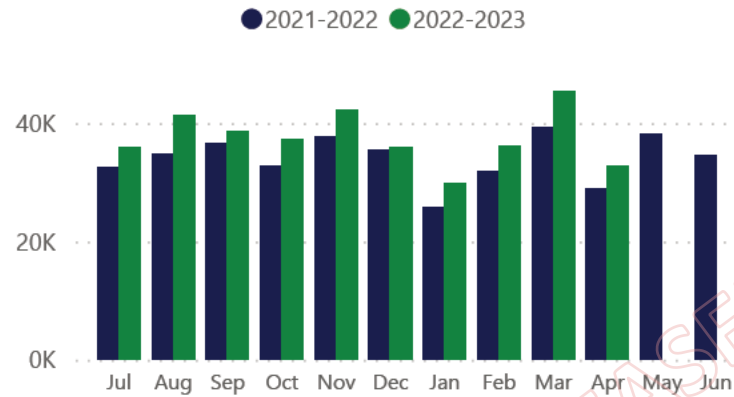
Current Month

2231.5

Previous Month

2198.0

UN7529 - ACTUAL FTE DAYS WORKED



While FTE went up in April, large number of public holidays, timing of weekends, and use of annual leave during school holidays meant actual FTE days worked dropped by 28%. This is important context when considering overall productivity.

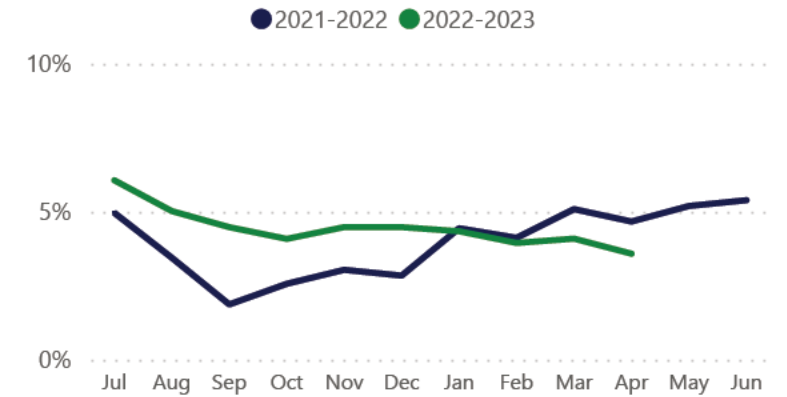
Current Month

32.8K

Previous Month

45.3K

UN7512 - LOST TIME RATE



INZ lost time rate dropped again in April. This was due to a significant drop in raw sick leave (38%) along with a drop in potential worked hours. This is the best/ lowest level since December 2021. It is 1% better than the same month, previous year.

Current Month

3.6%

Previous Month

4.1%

UN7510 - % OF PERM STAFF >6 WKS A/L



The percentage of staff over six weeks annual leave remained consistent in April, but it is depressed by the large number of new hires. There is significant variance at branch level with RMS around 19% and OTI around 5%. BVO is at 8%.

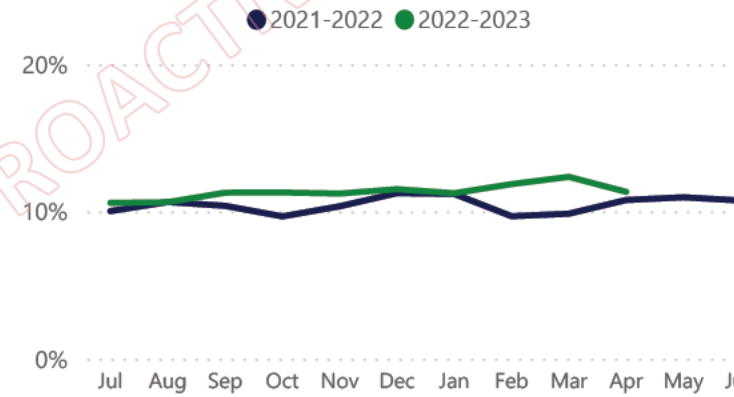
Current Month

8.7%

Previous Month

8.6%

UN7504 - UNPLANNED TURNOVER



Turnover dropped in April and is now 0.5% higher than same month, previous year. This is also depressed by recent staff growth. There have been 234 permanent employees leaving in past 12 months. OTI is highest (19%) and Enablement 9%.

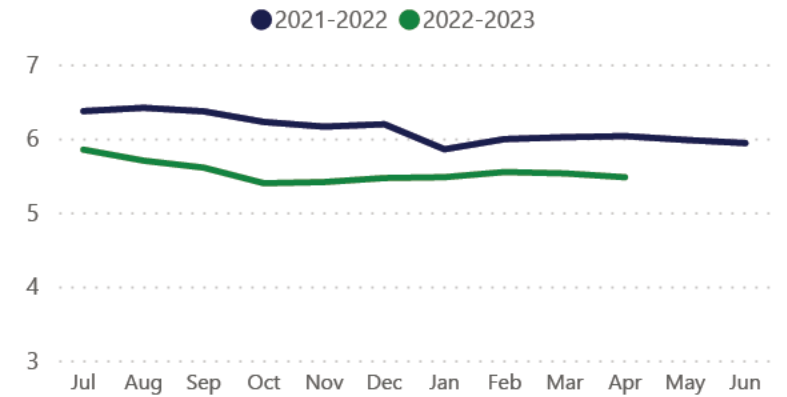
Current Month

11.3%

Previous Month

12.4%

UN7522 - AVERAGE TENURE PERM EMPLOYEES



Average tenure has been relatively flat since October 2022, after declining to that point. Average tenure is highest in Assurance (8.6 years) and lowest in OADS (3.3 years), with BVO at 4.8 years.

Current Month

5.5

Previous Month

5.5

Current Month

Previous Month

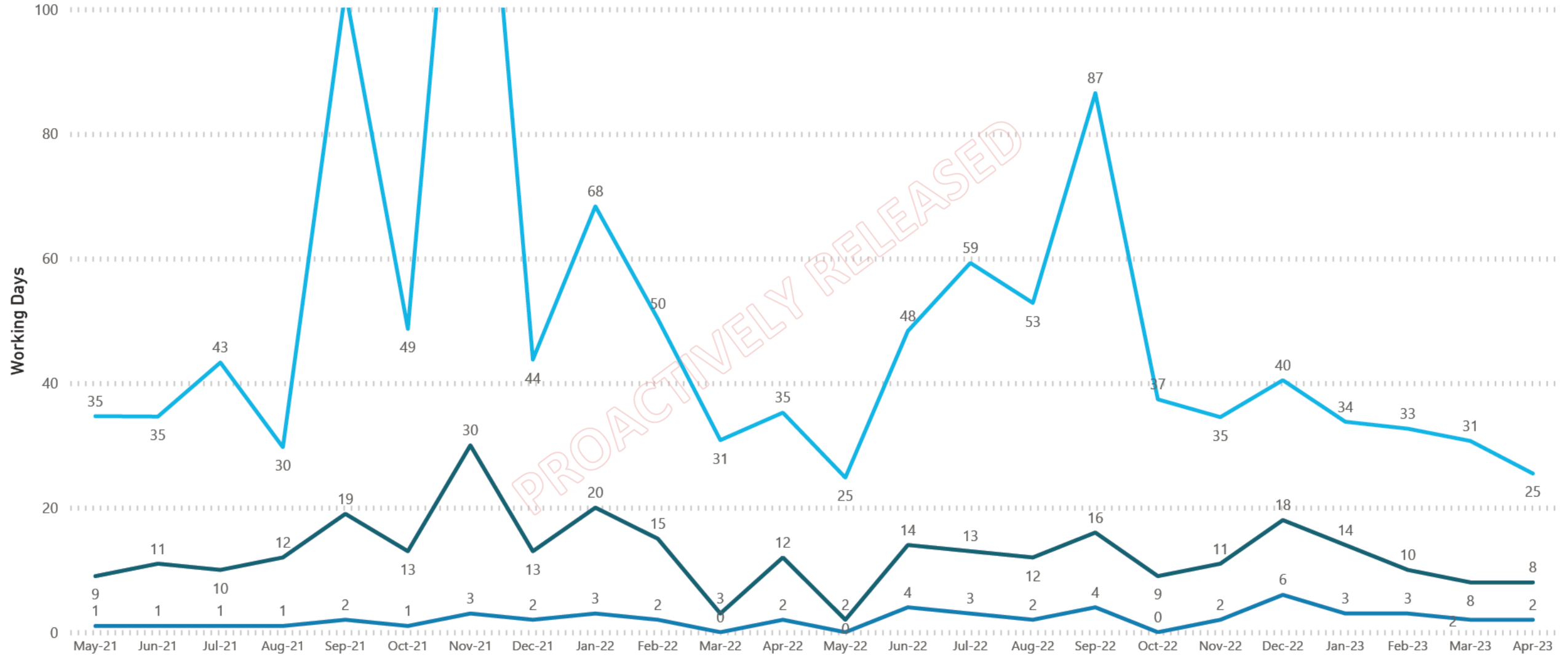


Commercial Information

PROACTIVELY RELEASED

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



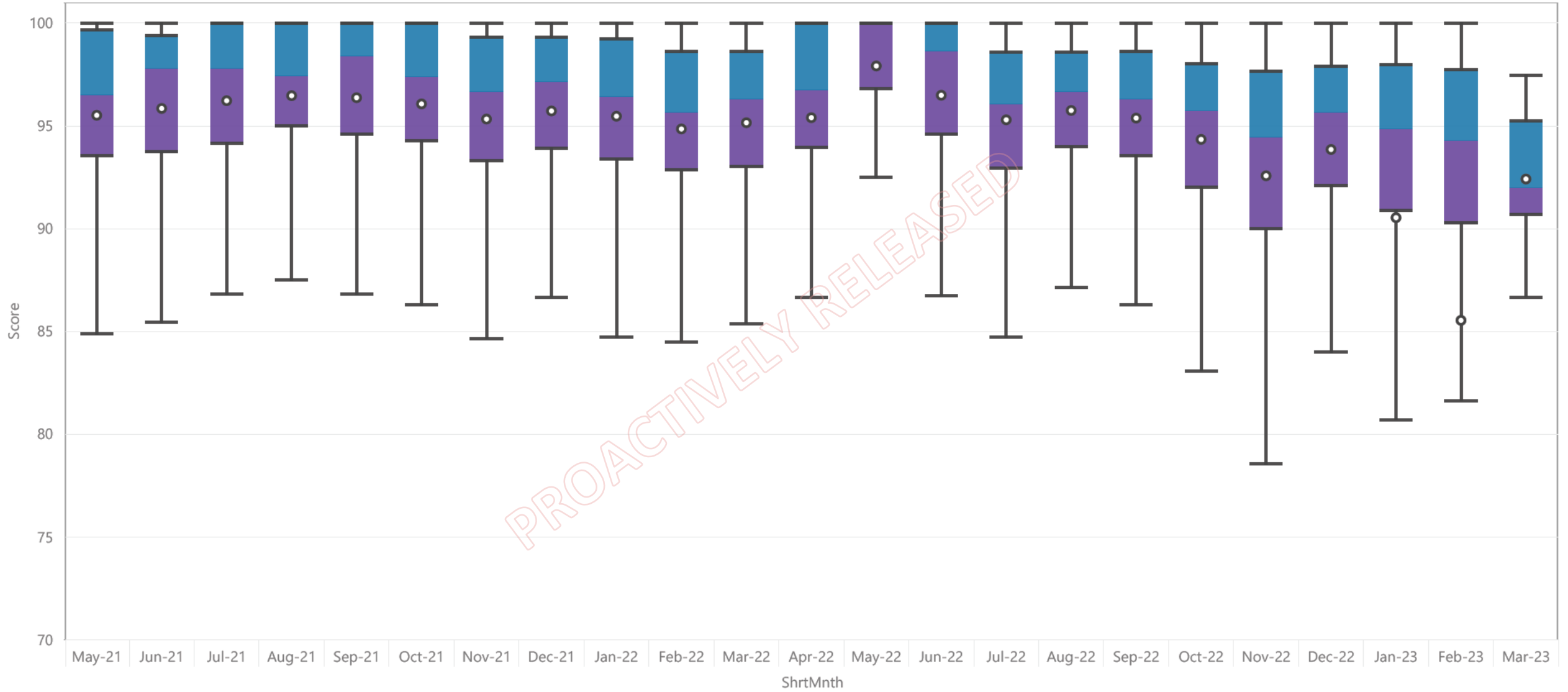
V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

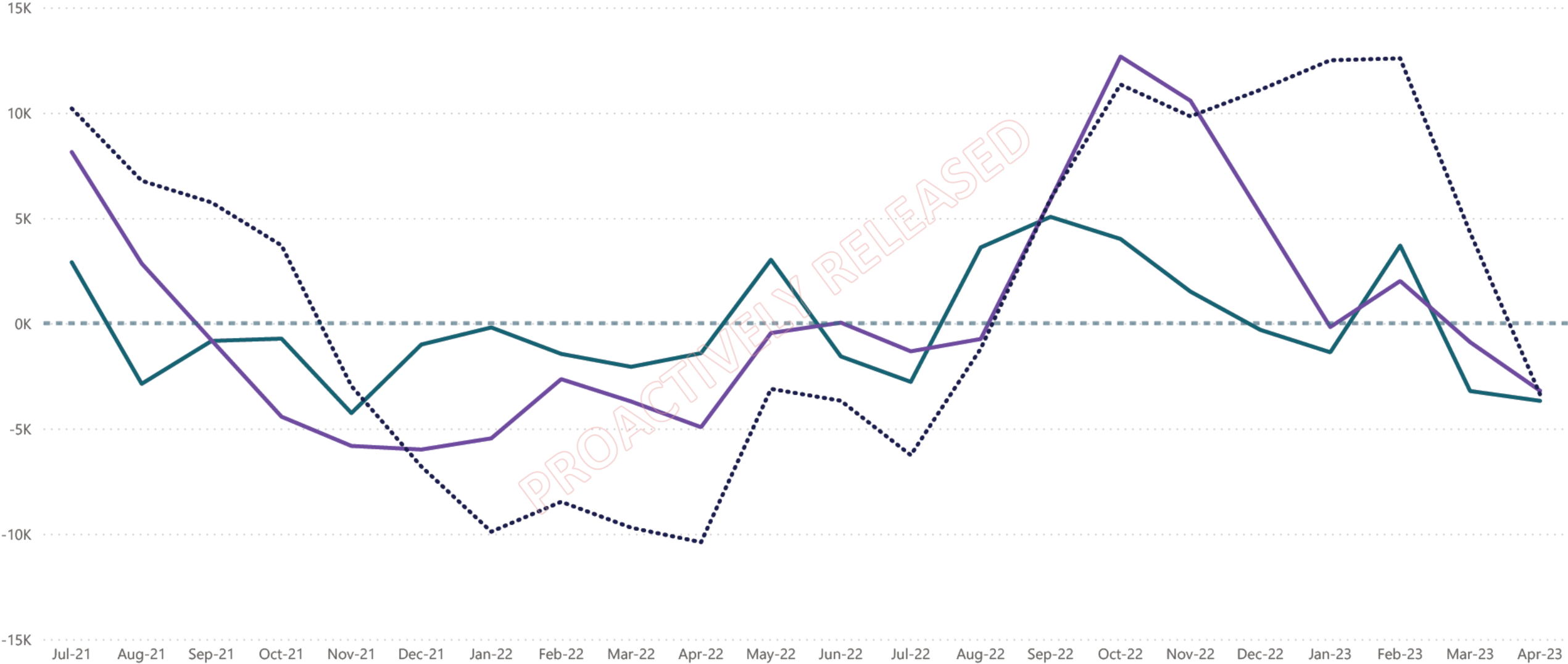
Application~type	International / Humanitarian	Limited Purpose	Official	Resident	Student	Transit	Visitor's
Business / Skilled	Limited	O_	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

● Monthly
 ● 3 Month Rolling
 ● 6 Month Rolling



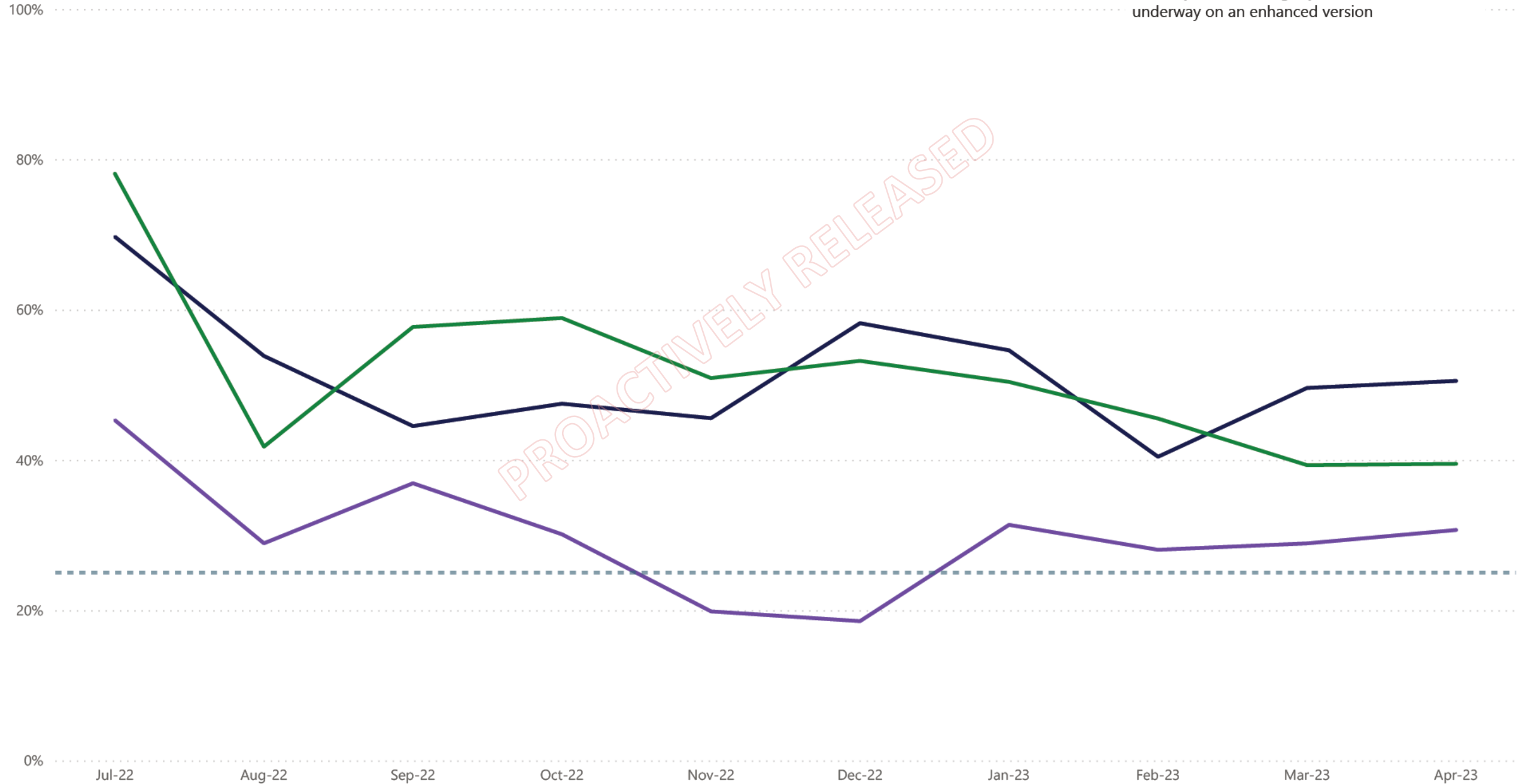
Visa Category (groups)

(Blank)	Resident	Visitor
Other	Student	Work

Percentage of In Progress Visas Over Time Target (End of Month)

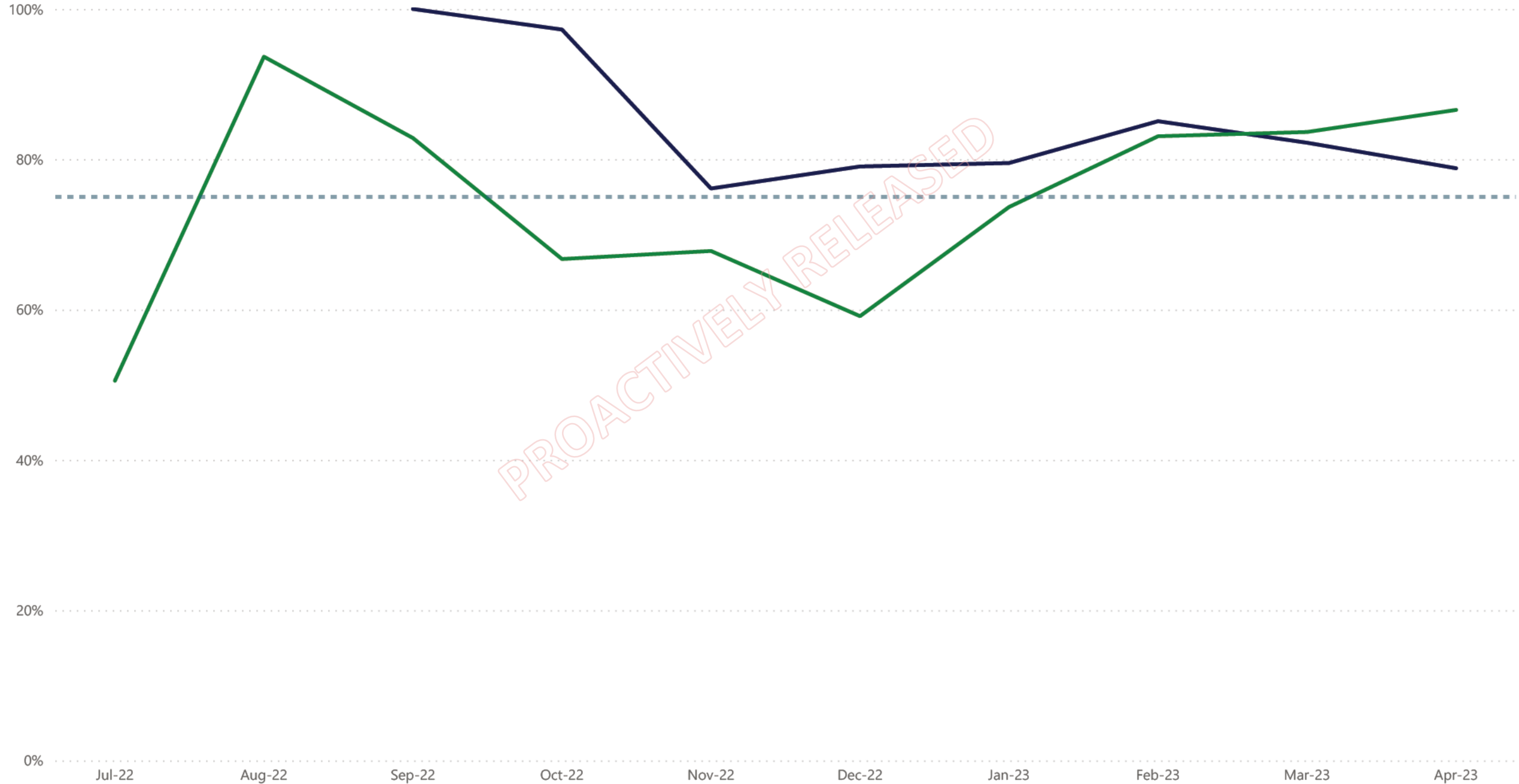
● Work ● Student ● Visitor

As this calculation uses weekdays rather than workdays it will be slightly out (+2/3%) - work is underway on an enhanced version



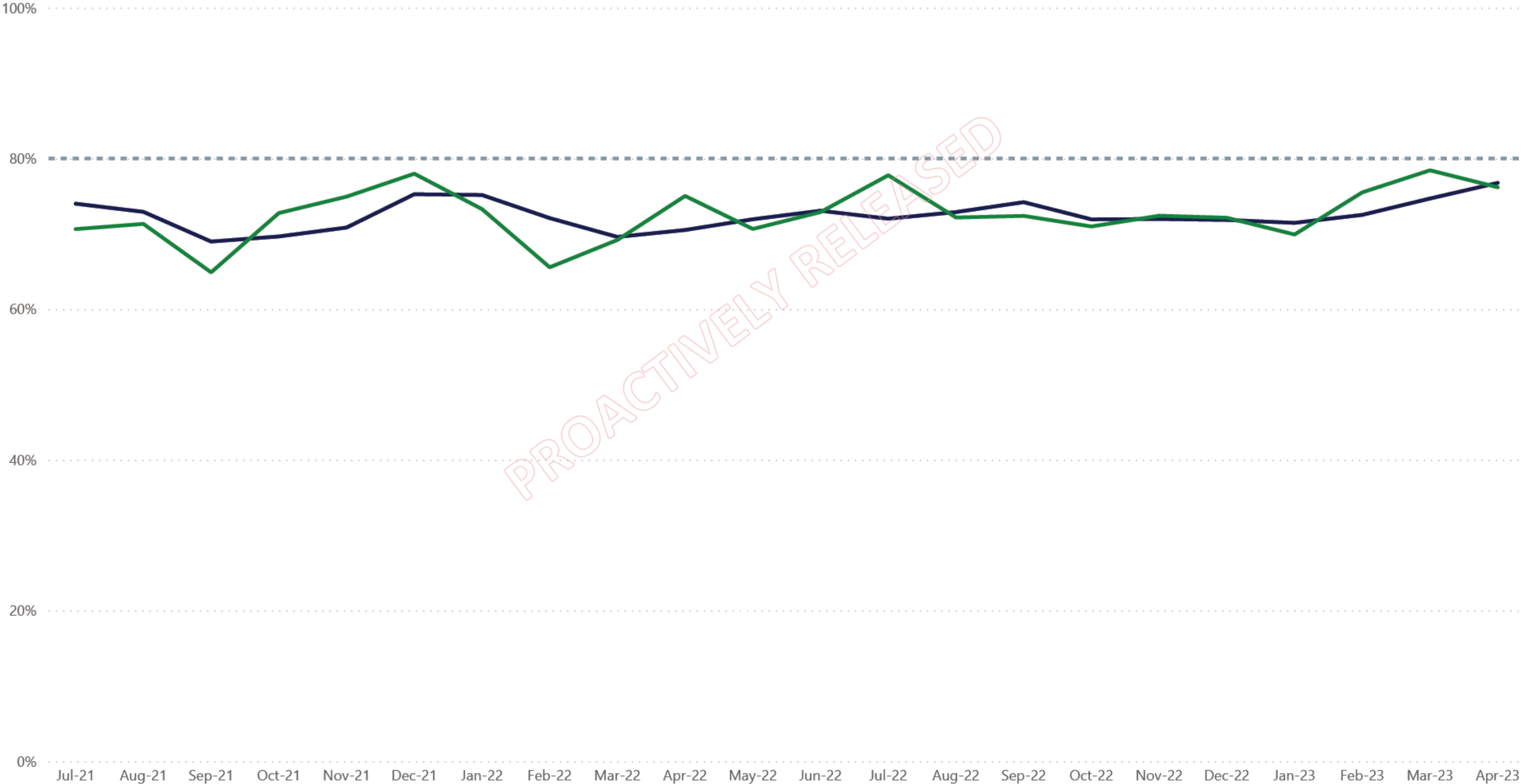
Percentage of ADEPT work and visitor visas completed within 20 processing days (excluding on-holds)

● Work ● Visitor



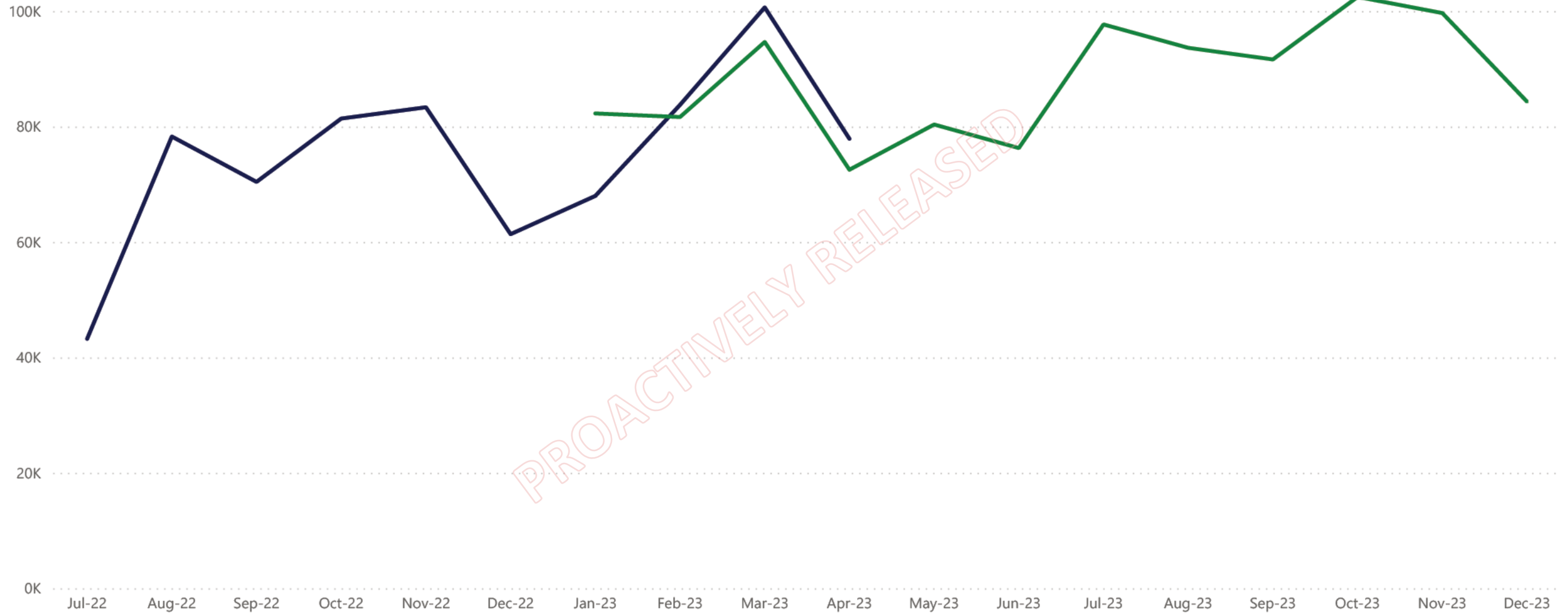
MONTHLY AND 3 MONTH ROLLING CUSTOMER SATISFACTION

● 3 Month Rolling ● Monthly



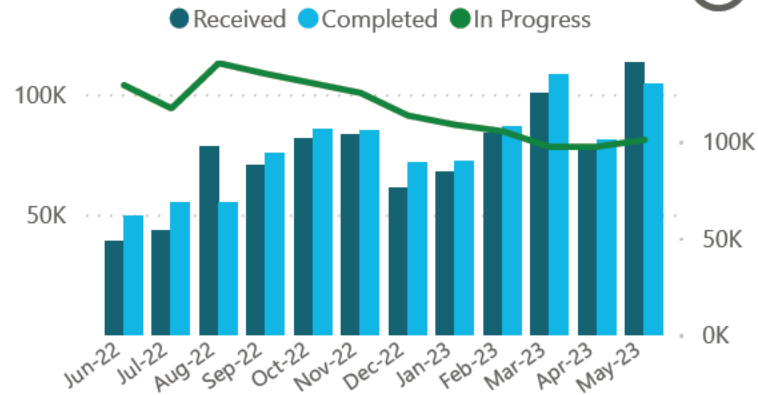
Forecast vs. Actual Received Applications

● Received ● Forecast



Other	Visitor
Resident	Work
Student	

VI8000/2506 - ALL RECEIVED/COMPLETED



A big net gain (8.6k), largest since border reopening in August. 4.5k due to VOC data issue noted, but also substantial gains other Work categories, small net gain Visitor on very high volumes, and significant net gains Student/Other.

Current Month Net

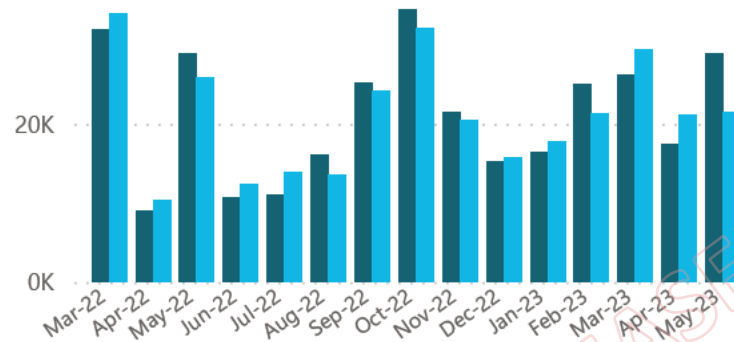
8586

Previous Month Net

-3248

VI8001/2507 - WORK RECEIVED/COMPLETED

Received Completed



Highest received (29k) since Oct-22 but comps stable (21.5k). AEWV 8.1k rec/9k comp had largest net loss. VOC rec 5k correction of the April completions. Partner of Worker 6.7k rec and 2.5k comp. Biggest net gain so far this year.

Current Month Net

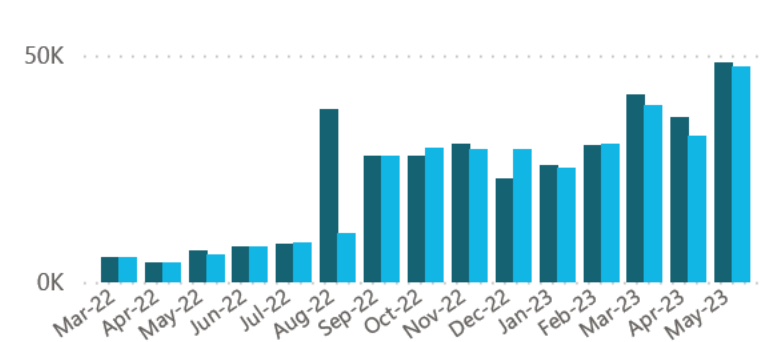
7415

Previous Month Net

-3702

VI8002/2508 - VISITOR RECEIVED/COMPLETED

Received Completed



Highest rec this year (48.3k, 14th highest month since 2016) and highest comp (47.4k) leads to small net gain. Holiday/Vacation 15.1k rec/12.8k comp, General 8.8k rec/9.7k comp, VFF 8.3k/8k. 3 month net gain is now over 7k. Much higher than

Current Month Net

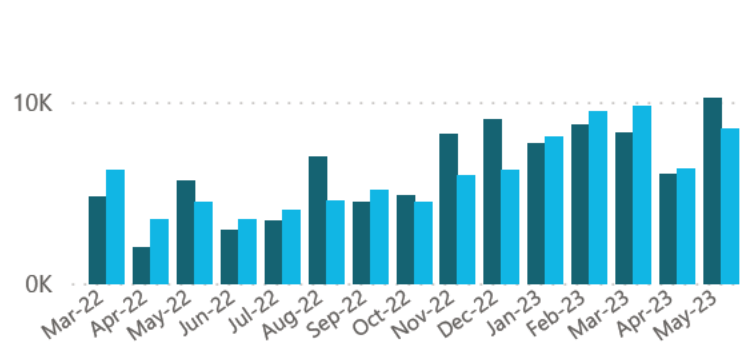
928

Previous Month Net

3926

VI8003/2509 - STUDENT RECEIVED/COMPLETED

Received Completed



Highest rec this year at 10.3k with 8.5k completions leading to big net gain. FFP 3.9k rec/4.3k comp saw net loss but dependent of worker 4.6k/2.6k saw a big net gain. Most other sub categories in relative balance.

Current Month Net

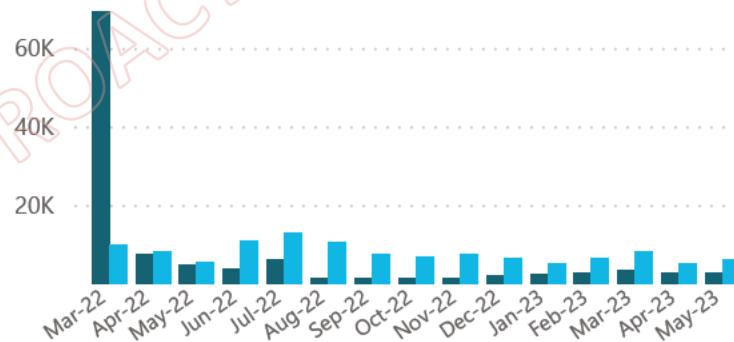
1705

Previous Month Net

-274

VI8004/2510 - RESIDENT RECEIVED/COMPLETED

Received Completed



3.3k net loss on 2.8k rec/6.2k comp. RV21 saw a bump in completions to 3.8k. SMC at 0.5k rec/0.4k comp, partnership 0.6k/0.5k, and STR 0.4k/0.3k. Positive signs as even without RV21 the net gain would have been only 0.6k.

Current Month Net

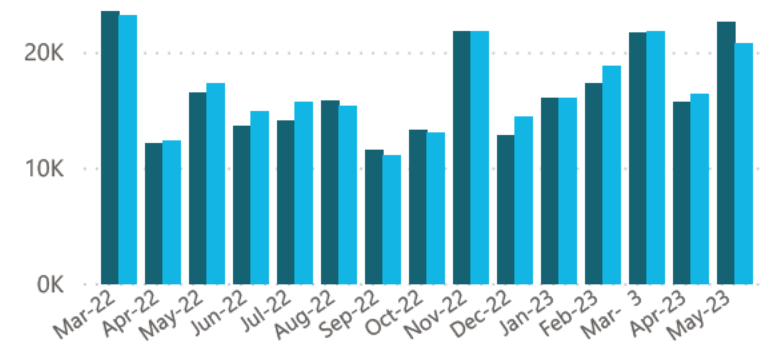
-3315

Previous Month Net

-2506

VI8005/2511 - OTHER RECEIVED/COMPLETED

Received Completed



First net gain (1.9k) since Oct 22 on highest rec volumes this year (22.k) and 20.7k comp. Label-less replace 13.1k rec/12.4k comp, general 7.4k/6.3k highest volumes with others small.

Current Month Net

1853

Previous Month Net

-692

Current Month

Previous Month

CONTEXTUAL INFORMATION

May-23

Apr-23

Mar-23

Feb-23

Jan-23

May-23

Apr-23

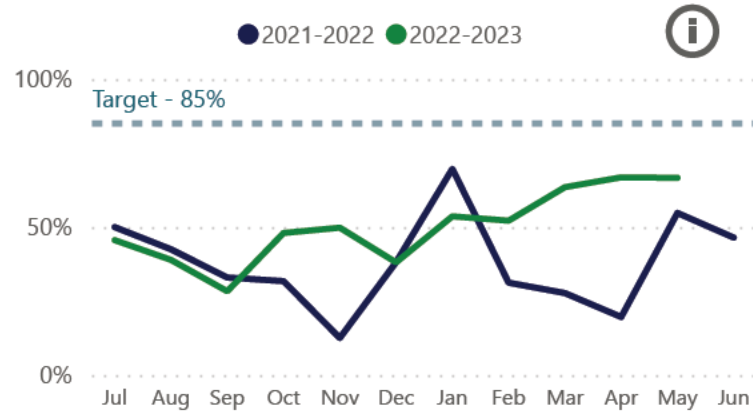
Mar-23

Feb-23

Jan-23

Dec-22

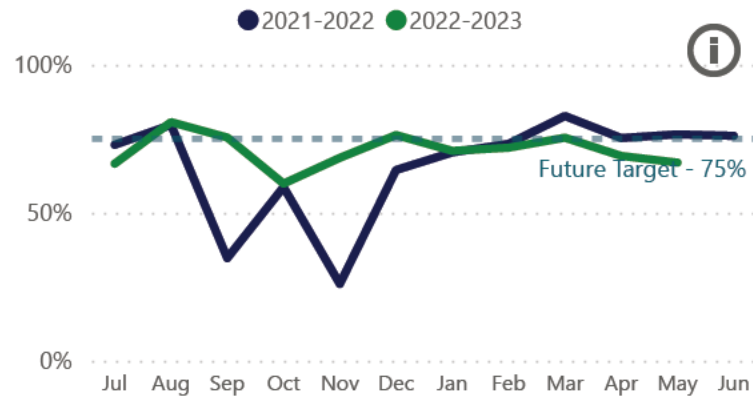
VI2000 - PERCENT LOW RISK VISA <15 DAYS



Timeliness improved for the second month in a row, hitting its best level this financial year and almost 50% better than same month, previous year. Relevant volume of low-risk student/visitor completions 13.7k.

Current Month
67%
Previous Month
67%

VI2020 - STUDENT VISAS <30WD



Performance dropped 2% to its lowest point since January. FFP dropped 2% to 64%, while Dependent of a Worker saw a larger drop from 62% to 58%. Next largest types like ELS or Pathway fairly stable at 94% and 76% respectively.

Current Month
67%
Previous Month
69%
% n Progress Over-Age
19.1%

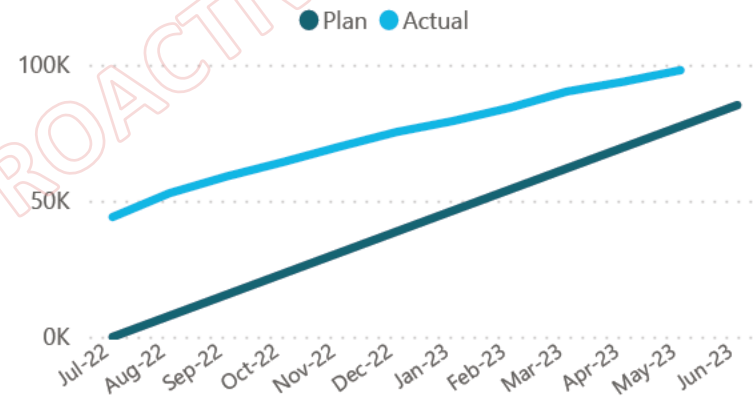
VI2015 - WORK VISAS <20WD



Timeliness dropped 5% to 71%. Of high-volume types, AEWV improved from 61% to 69%. Partner of Worker stable at 26%, Specific Purpose dropped to 66%, RSE improved to 99%, and Partnership worsened from 24% to 21%.

Current Month
66%
Previous Month
71%
% n Progress Over-Age
37.6%

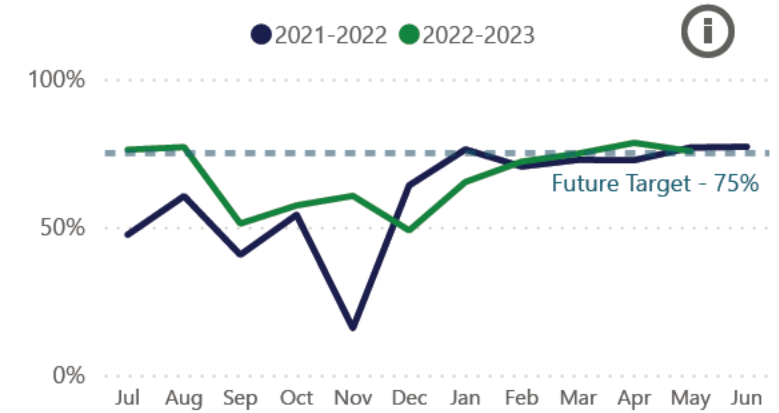
VI2040 - RV21 VS PLAN



20% increase in RV21 completions brings the current position to 127% of target with just over 98k completions. There are just over 8k RV21 to complete, meaning at May rates INZ will be at greater than 99% by end of July.

Current Month
127%
Previous Month
135%

VI2030 - VISITOR VISAS <20WD



Visitor visa dropped 2% to 76%. Business remained best performing at 97%. Of other high volume types, Holiday/Vacation was 77%, VFF at 71%, and General dropped 11% to 66%. Visitor is the only type that remains at/above the future

Current Month
76%
Previous Month
78%
% n Progress Over-Age
34.4%

VI2041 - GREEN LIST RES <60 WD



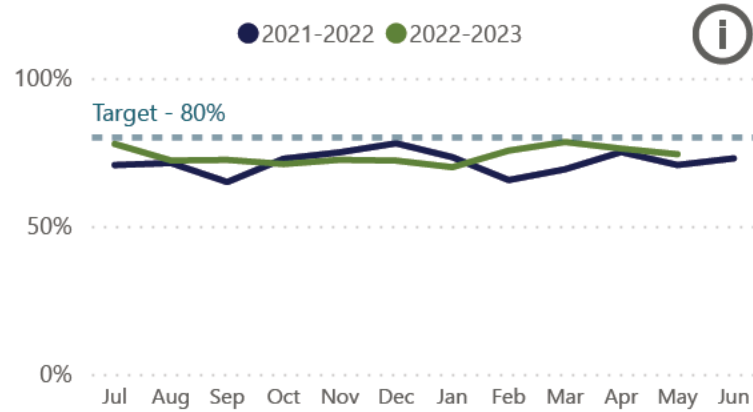
Timeliness improved to 86% in May, but this is likely masking a future issue. 1700 applications have been received, with 901 completed, leaving 799 in progress. Of that 799, 488, or 61%, are already over the 60 working day target

Current Month
86%
Previous Month
79%

Current Month: May-23, Apr-23, Mar-23, Feb-23, Jan-23 | Previous Month: May-23, Apr-23, Mar-23, Feb-23, Jan-23, Dec-22

VISA TIMELINESS

VI2001 - CUSTOMER SATISFACTION



Customer satisfaction dropped for the second consecutive month, reaching 74%. Visitor (74-70%) and Work (88%-82%) worsened while Resident (71-74%) and Student (65-78%) improved. Work remains the best performer at

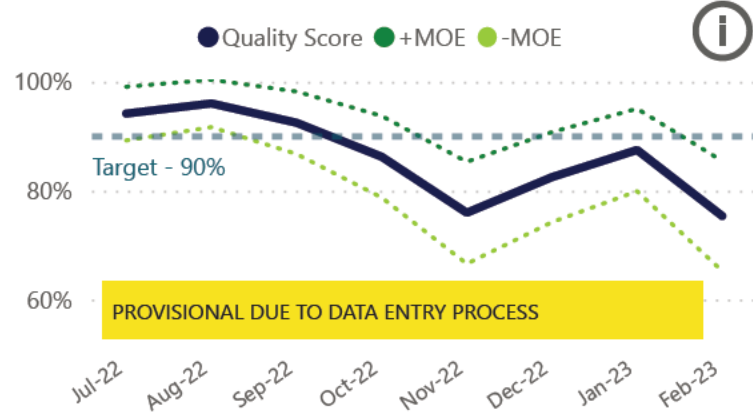
Current Month

74.3%

Previous Month

76.2%

VI2002 - RES VISA QUALITY (QA REVIEW)



69 February Resident visas have now been assessed. The provisional quality score is 75%. RV21 and Talent scored 80%, while Skilled Migrant was only 30% on high volumes. STR scored 100% and Partnership 88%. This is lowest

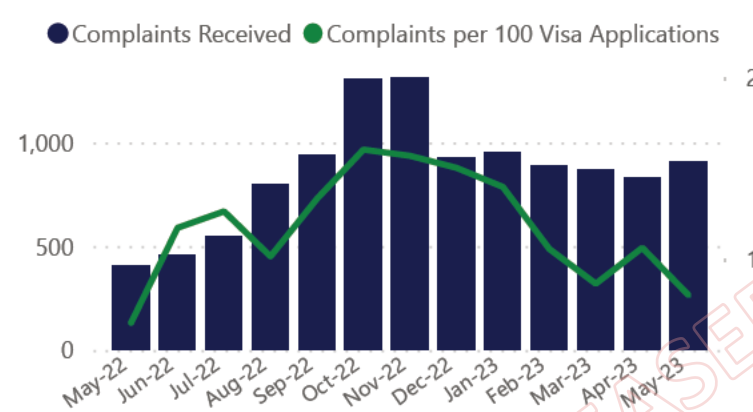
Current Month

(Blank)

Previous Month

(Blank)

ST1001 - COMPLAINTS VOLUMES



Complaint volumes increased in May to 906, from 829 in April. The rate per 100 applications decreased from 1.06 in April to 0.8 in May, as an effect of the significantly higher visa volumes. This is the lowest (best) result since May last year.

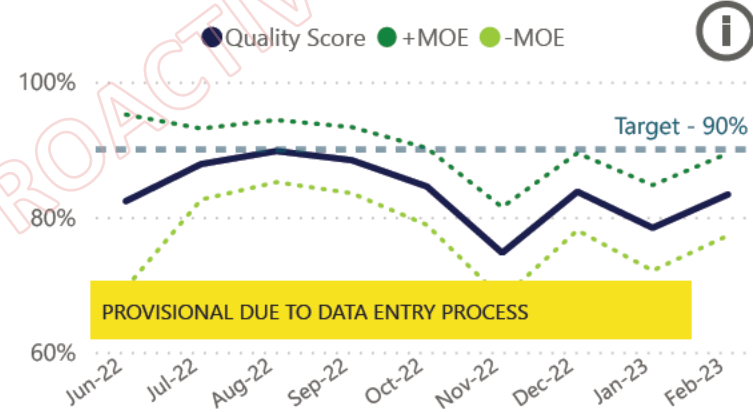
Current Month

906

Previous Month

829

VI2003 - TEMP VISA QUALITY (QA REVIEW)



144 February Temporary visas have been assessed. The provisional quality score is 83%. High volume high performers include VV General (89%) and Student FFP (89%), with AEWV high volume but only scoring 67%.

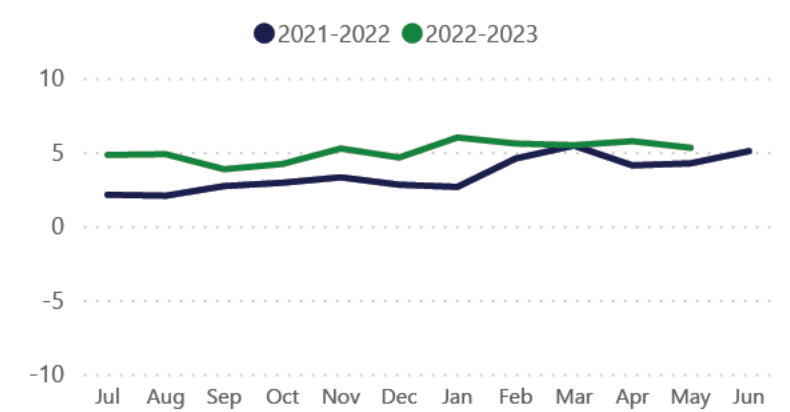
Current Month

(Blank)

Previous Month

(Blank)

VI2023 - NET CALL CENTRE SENTIMENT



Sentiment dropped across all lines on a significant (25%) increase in relevant call volumes. Almost all lines dropped a similar amount: Resident +5.4 -> +4.9, Study +6.6 -> +6.2, Visitor +4.8 -> +4.4, and Work +6.8 -> +6.4. Res small call increase, visitor

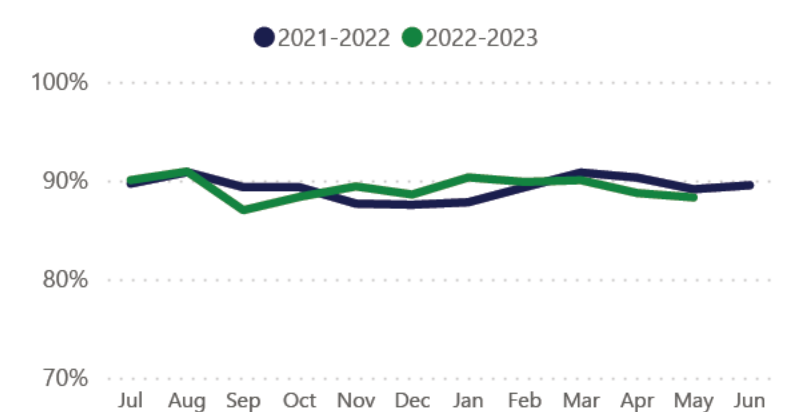
Current Month

+5.3

Previous Month

+5.7

VI2006 - PRE-DECISION QUALITY SCORE



QC scores were fairly stable on 6.2k checks. Resident was stable (94-93%) on 3k checks, Student improved from 82% to 89% on 575 checks, Visitor was stable (82%) on 1.3k checks, and Work was also stable (85-84%) on 1.1k

Current Month

88.3%

Previous Month

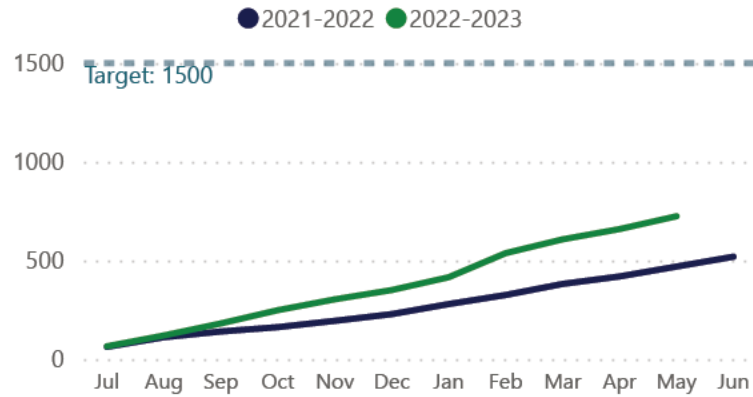
88.7%

Current Month

Previous Month



CO2000 - # PEOPLE DEPORTED/VOL DEP (YTD)



May saw a jump in deportations from 52 to 65, with 17 deportations, 16 self-deports, and 32 vol. departures. 43 of the 65 deportations were Temporary Entry and 21 unlawful, with 1 being residence. YTD total is now 724 vs 1500 target.

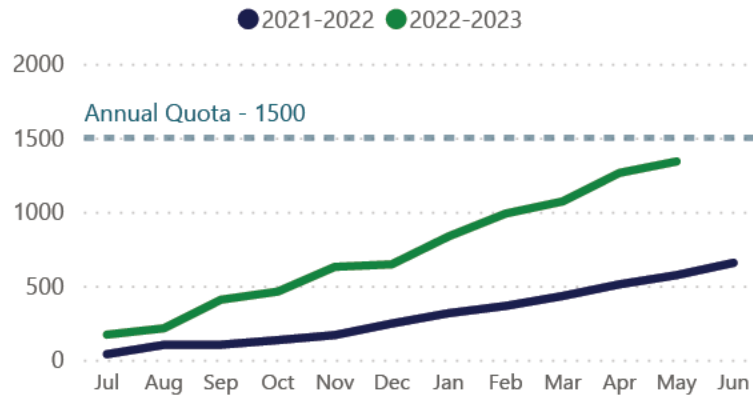
Current Month

65

Previous Month

52

RE2000 - REFUGEE QUOTA (YTD)



77 refugees arrived in May, bringing the YTD total to 1341. Of the 77, 24 were from Indonesia, 11 from Iraq, 16 from Australia, and 11 from Ecuador. There are currently just over 1200 potential refugees in process and 25 intake ready.

Current Month

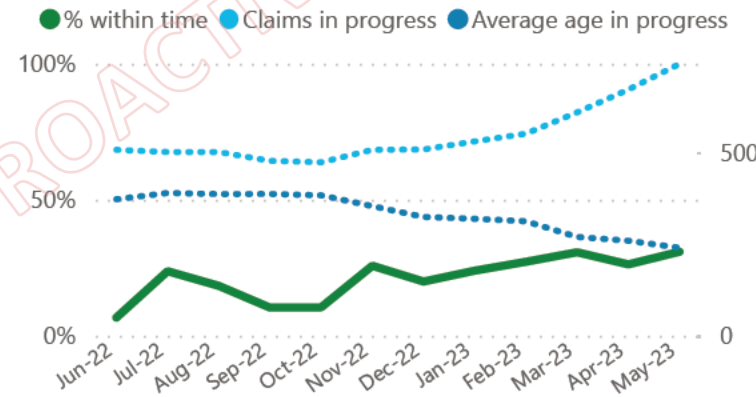
77

Previous Month

193

CO2001 - Average WD to Deport - Removed pending further exploration of potential alternative timeliness measures

RE2002 - % OF REFUGEE CLAIMS <170WD



Timeliness improved in May but received volumes hit a new record at 112 (now highest in last 20 years). 42 were completed leading to a net gain of 70, bringing the number of open claims to 741. Received volumes are now unprecedented.

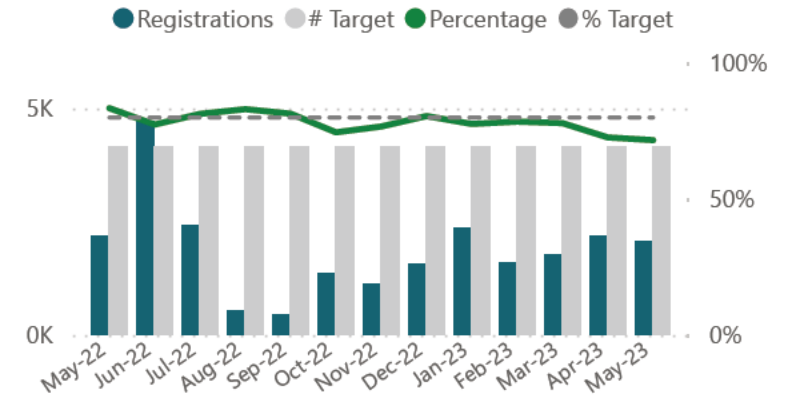
Current Month

31.0%

Previous Month

26.3%

ST1000 - % LWNZ REGISTRANTS SKILL LV 1-3



The % of skilled registrations dropped, as did the raw number (2056 vs 2193). The top 5 skilled occupations this month were a reversion to normal with registered nurses, secondary and primary school teachers, and software engineers

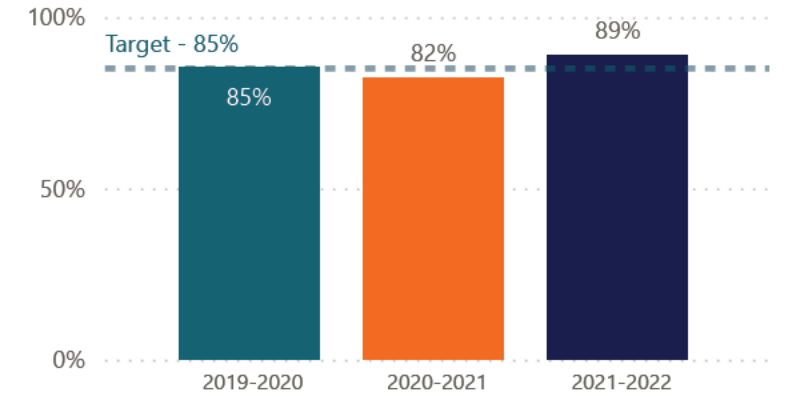
Current Month

71.7%

Previous Month

72.7%

MI1000 - % RECENT MIGRANTS FEEL NZ HOME



The next survey is now in the field and results will be available by the end of the financial year.

Current Year

89%

Previous Year

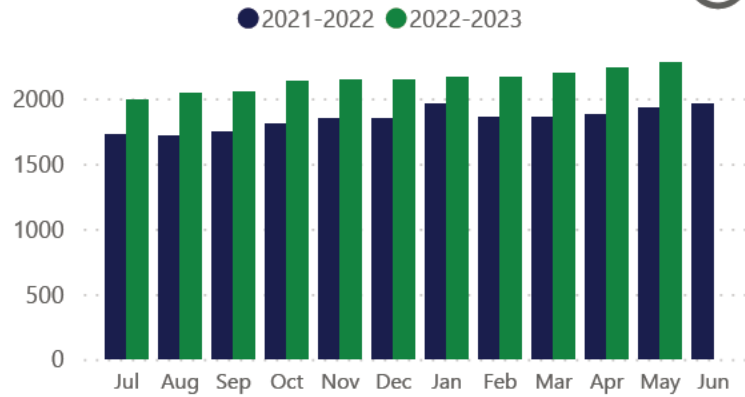
82%

Current Month: May-23, Apr-23, Mar-23, Feb-23, Jan-23

Previous Month: May-23, Apr-23, Mar-23, Feb-23, Jan-23, Dec-22

COMPLIANCE, MIGRANTS, NZ INC

UN7500 - FULL TIME EQUIVALENTS



FTE increased for the third consecutive month to 2231.5, on growth of 40 FTE. BVO was the biggest gainer, with 50.5 more FTE. Enablement dropped 2 FTE, V&C 9 FTE, RMS 2 FTE, while OTI went up 5 FTE.

Current Month

2272.2

Previous Month

2231.5

UN7510 - % OF PERM STAFF >6 WKS A/L



The percentage of staff over 6 weeks annual leave dropped again and is 5.4% lower than same month, previous year. A big driver of this has been hiring, as newer staff cannot accrue six weeks leave. RMS highest at 17% and OTI lowest

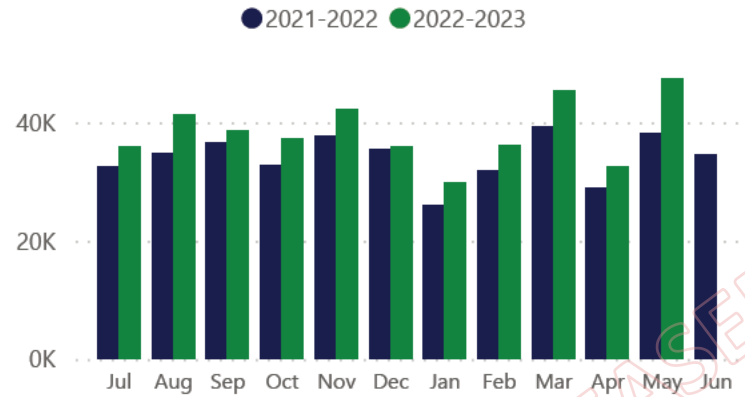
Current Month

8.3%

Previous Month

8.7%

UN7529 - ACTUAL FTE DAYS WORKED



There was a significant increase in actual FTE days worked in May, as the absence of public holidays and school holidays also saw a decrease in the use of annual leave. May had the highest number of actual FTE days in the past two years.

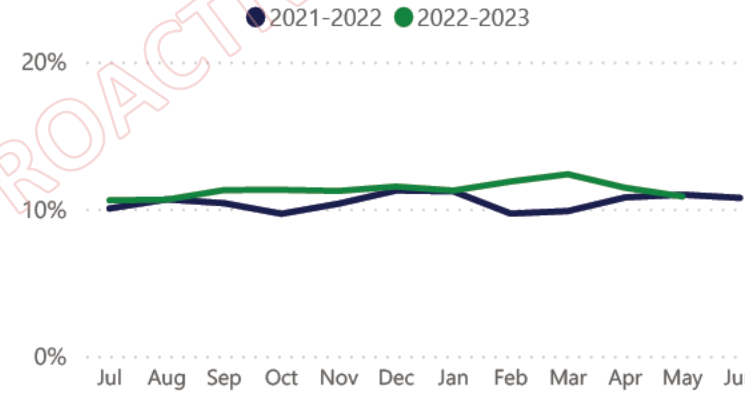
Current Month

47.4K

Previous Month

32.6K

UN7504 - UNPLANNED TURNOVER



Turnover dropped again in May to 10.9%. As with annual leave, significant hiring depresses turnover by increasing the underlying denominator. Customer/OTI highest at 16% with Assurance and Enablement lowest at 7% and 9% respectively.

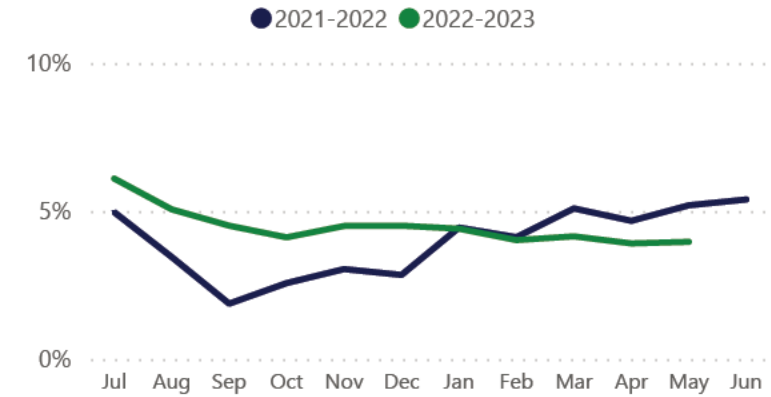
Current Month

10.9%

Previous Month

11.4%

UN7512 - LOST TIME RATE



INZ lost time rate was stable in May at 4% and is 1.2% lower than the same month, previous year. RMS was lowest of larger departments at 2.4% with BVO at 4.2%, V&C 4%, OTI 2.9%, Customer 3.3%, Enablement 3.9%, and Assurance 4.1%.

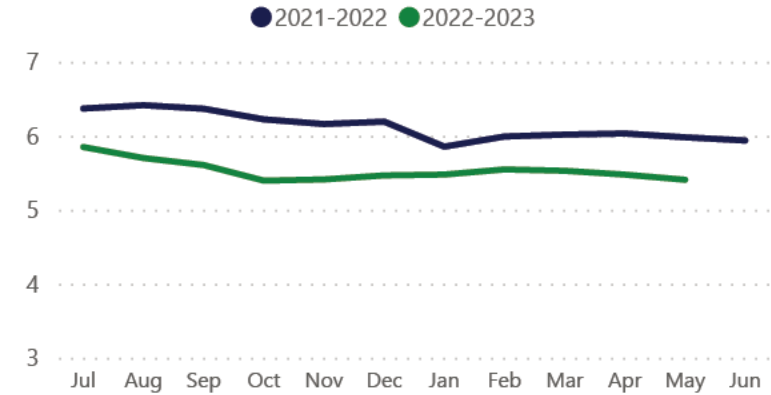
Current Month

4.0%

Previous Month

3.9%

UN7522 - AVERAGE TENURE PERM EMPLOYEES



Average tenure decreased by 0.1 of a year as a result of ongoing hiring. Assurance highest at 8.7, BVO at 4.7, RMS 6.9, V&C 6.4, Customer 8.3, Enablement 7.9, and OADS 3.4. Average tenure is 0.6 years less than same month previous year.

Current Month

5.4

Previous Month

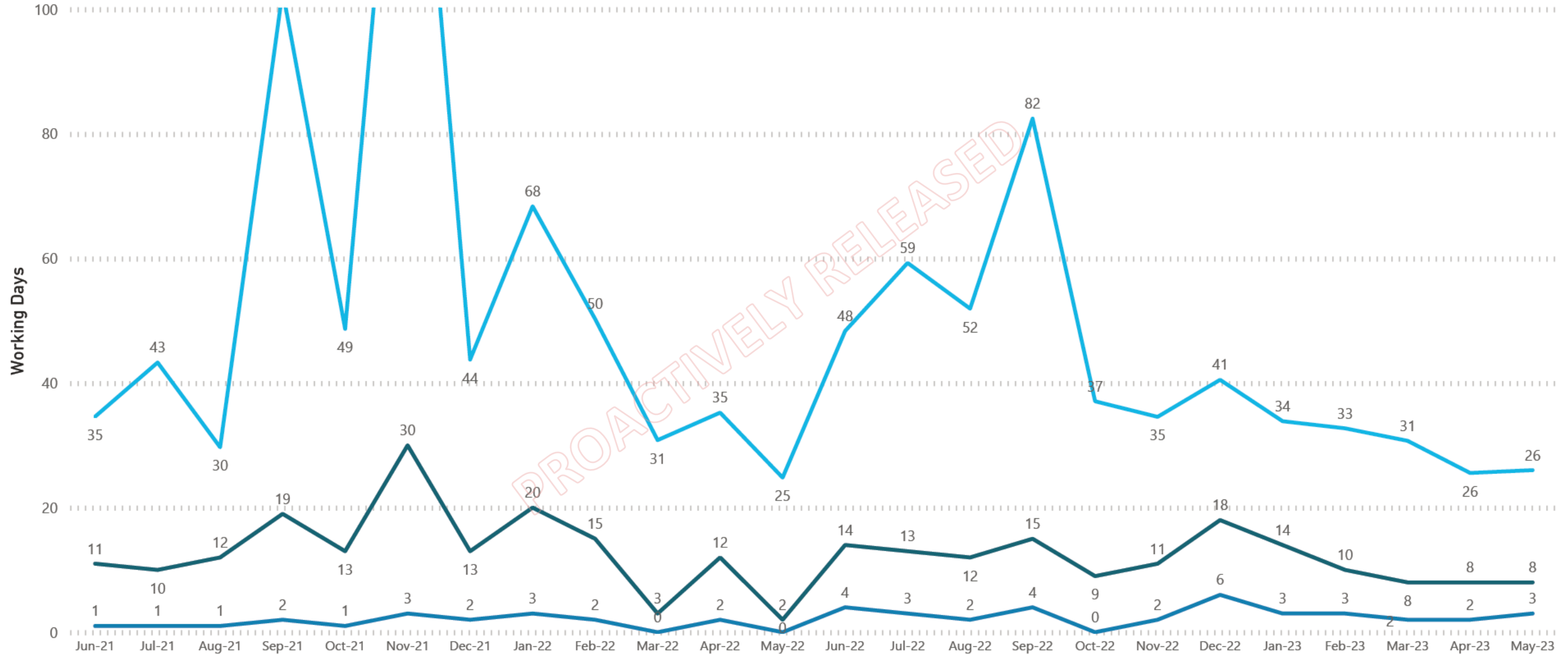
5.5

Commercial Information

PROACTIVELY RELEASED

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



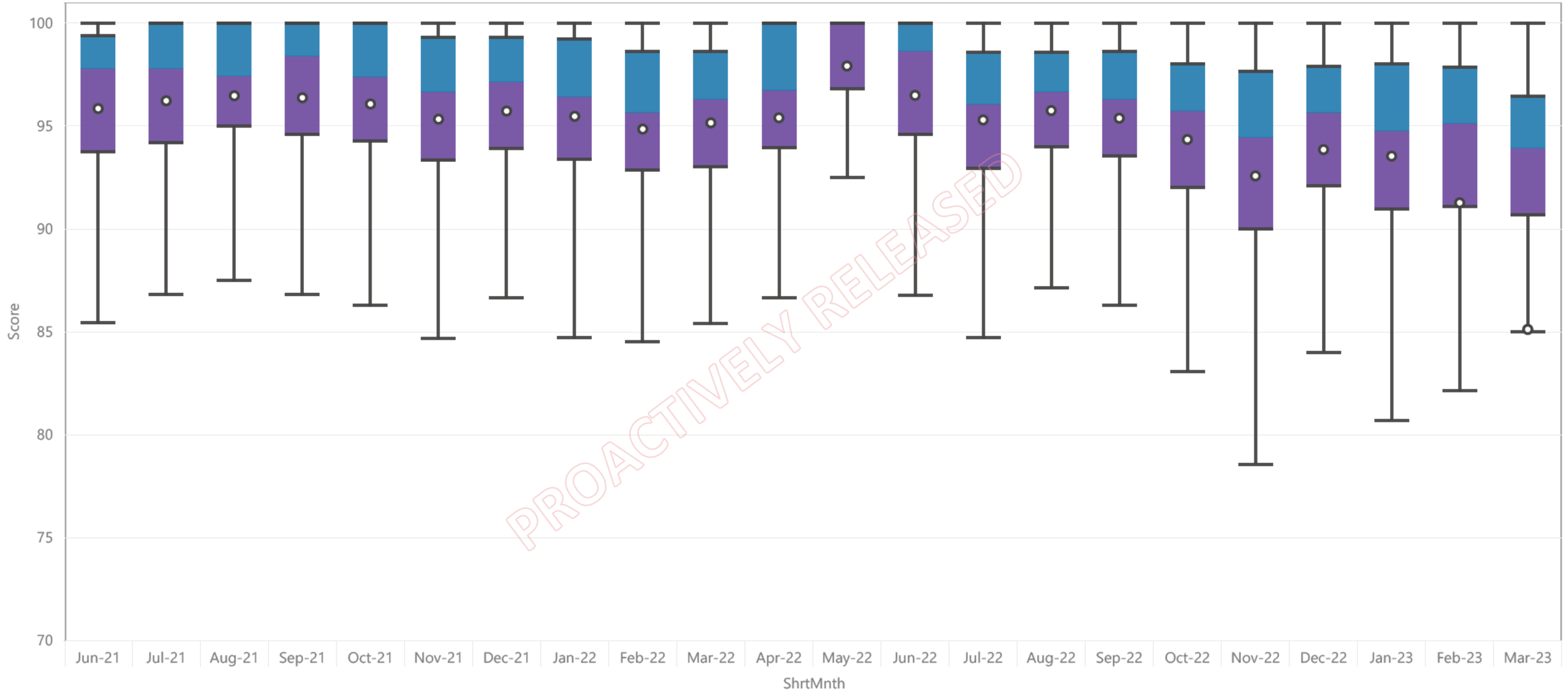
V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

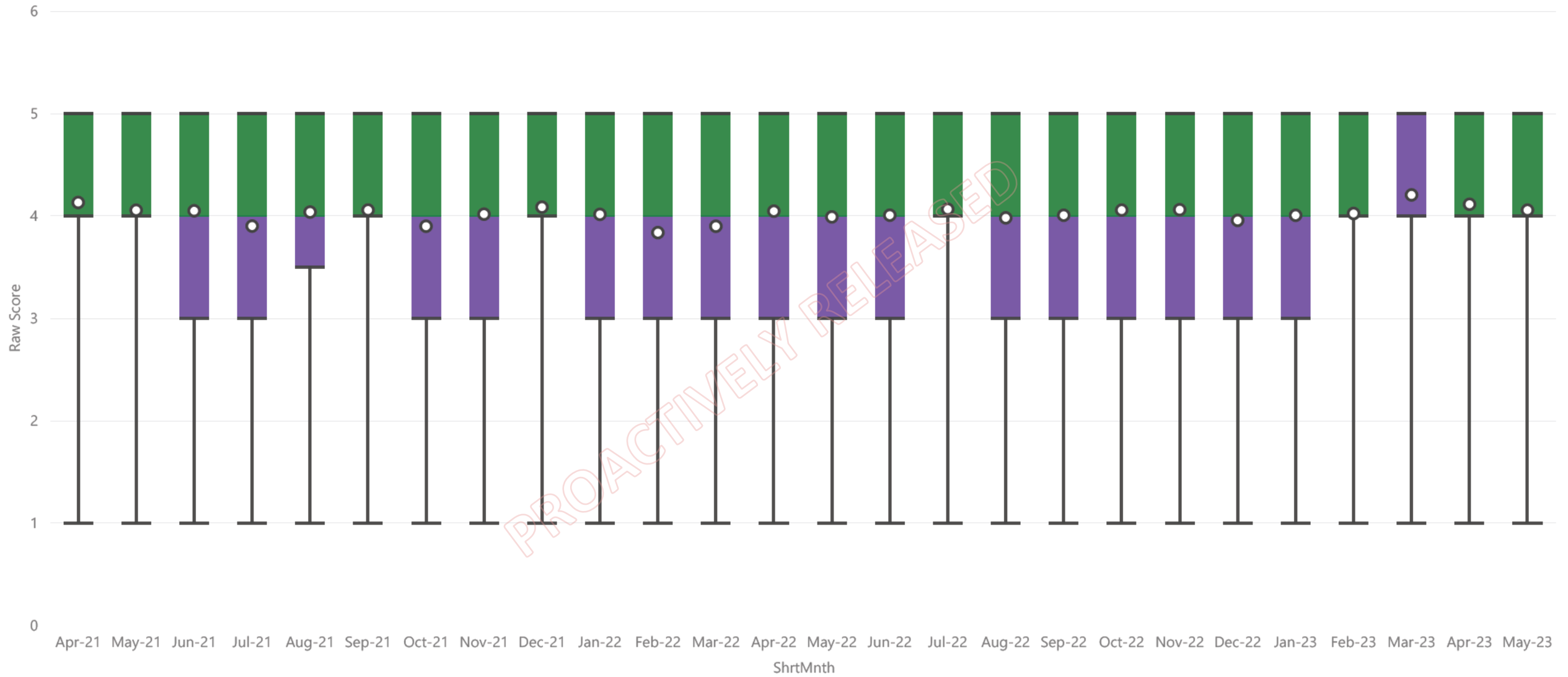
Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

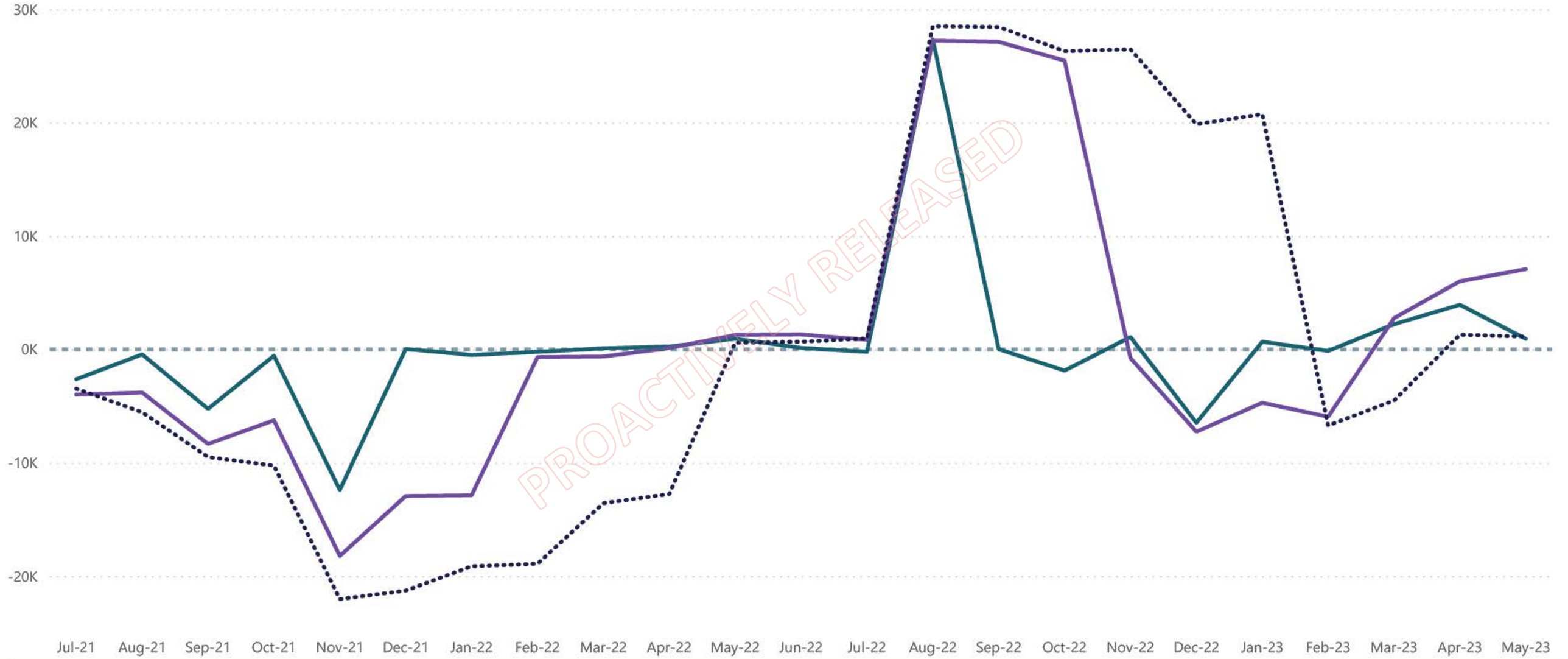
Application~type	International / Humanitarian	Limited Purpose	Official	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work
Business / Skilled	Limited	O_	Parent Sibling Adult Child Stream	Resident	Student	Transit	Visitor's	

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

● Monthly
 ● 3 Month Rolling
 ● 6 Month Rolling

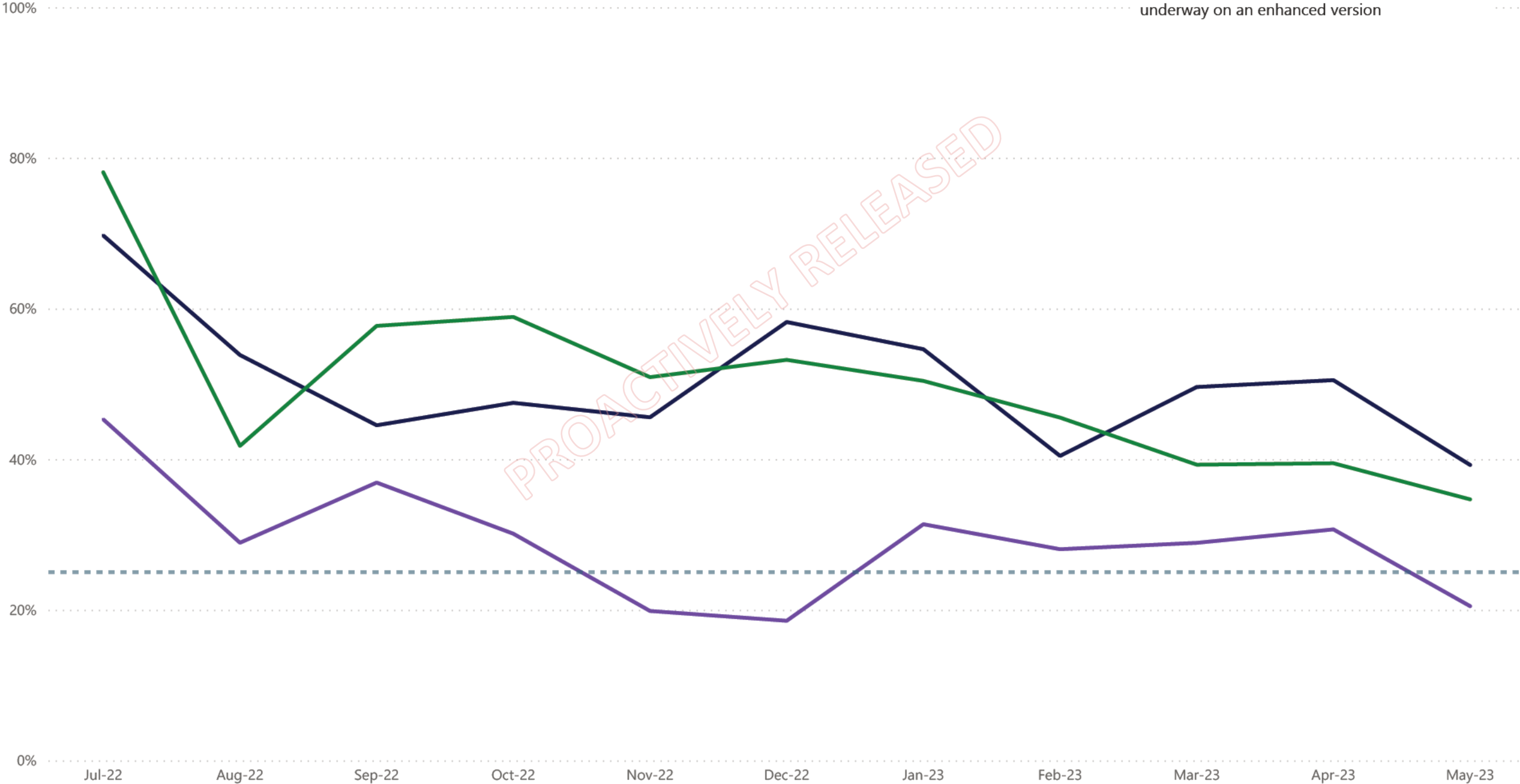


Visa Category (groups)		
(Blank)	Resident	Visitor
Other	Student	Work

Percentage of In Progress Visas Over Time Target (End of Month)

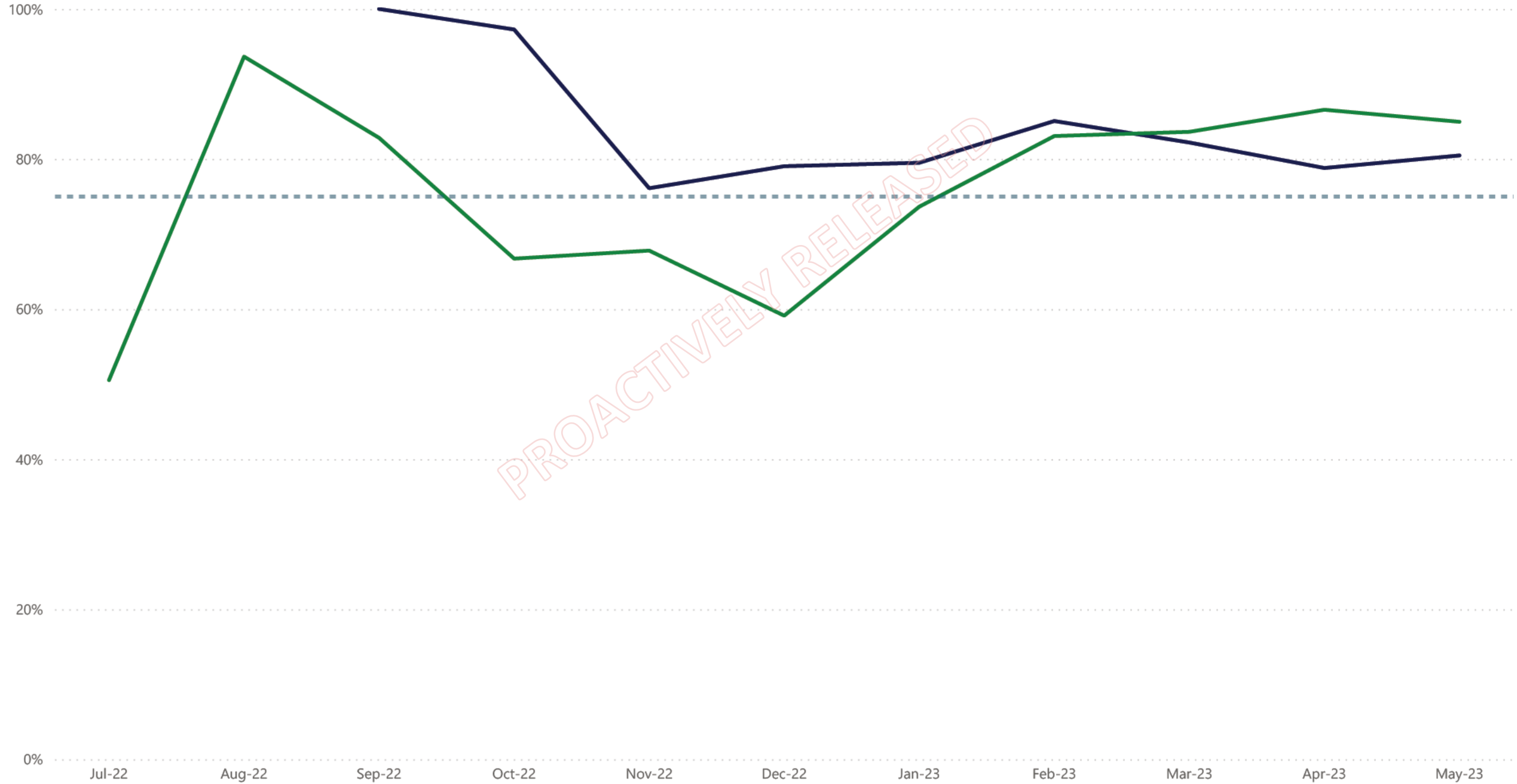
● Work ● Student ● Visitor

As this calculation uses weekdays rather than workdays it will be slightly out (+2/3%) - work is underway on an enhanced version



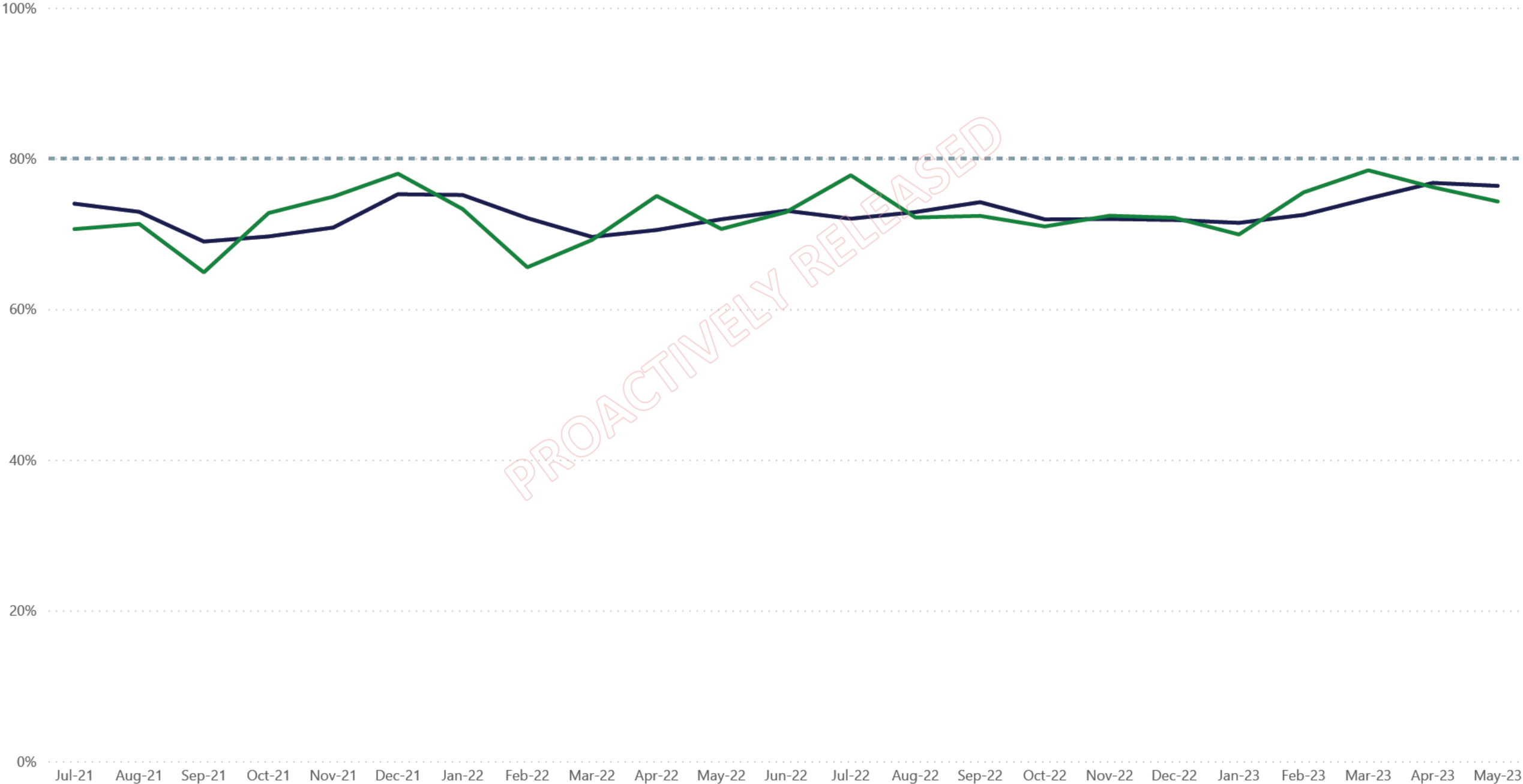
Percentage of ADEPT work and visitor visas completed within 20 processing days (excluding on-holds)

● Work ● Visitor



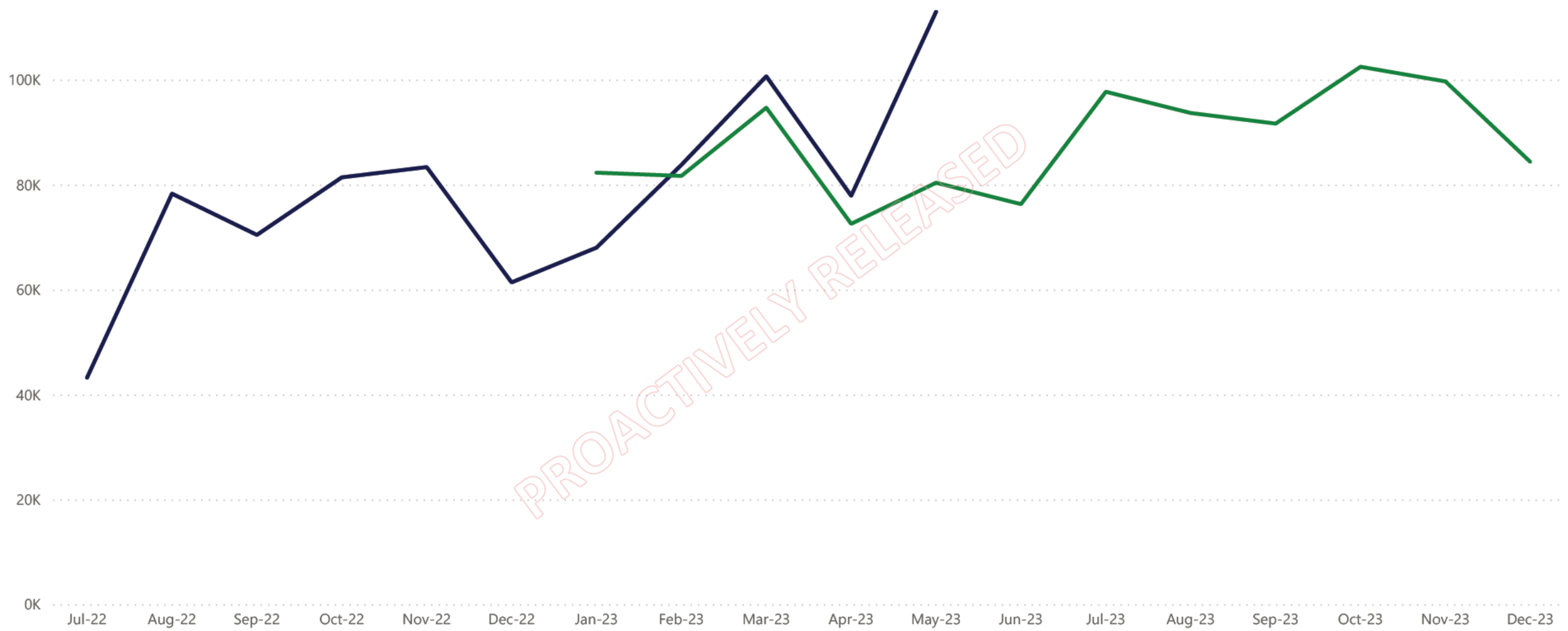
MONTHLY AND 3 MONTH ROLLING CUSTOMER SATISFACTION

● 3 Month Rolling ● Monthly



Forecast vs. Actual Received Applications

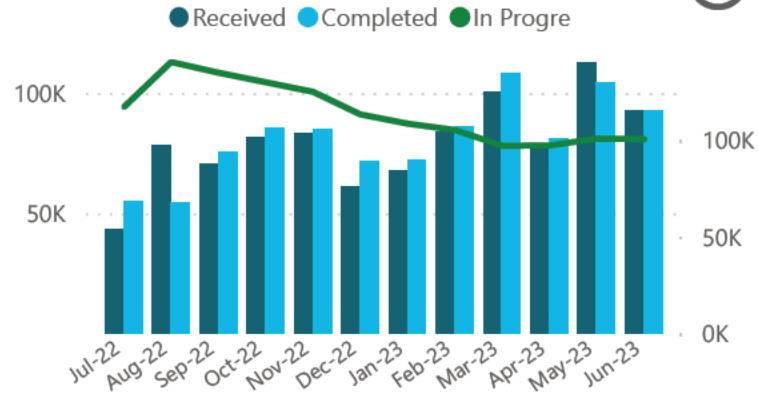
● Received ● Forecast



PROACTIVELY RELEASED

Other	Visitor
Resident	Work
Student	

VI8000/2506 - ALL RECEIVED/COMPLETED



A small net gain this month on 93k rec/92.5k comp. Work was best performer but a big net gain for Visitor as volumes remained elevated. Student stable, Resident productivity buoyed by RV21, and slightly worrying signs with Other visas.

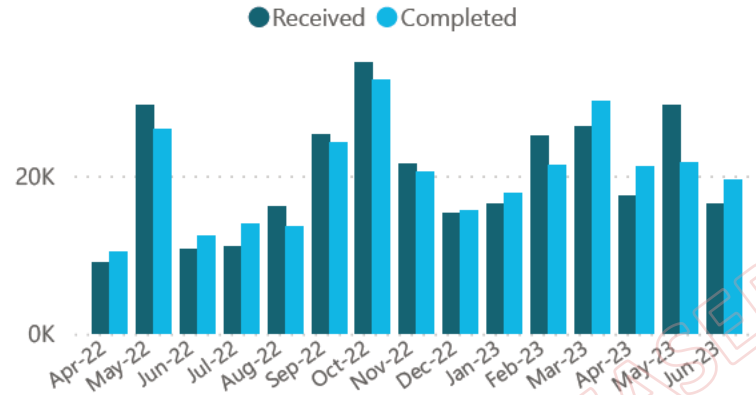
Current Month Net

478

Previous Month Net

8381

VI8001/2507 - WORK RECEIVED/COMPLETED



Big drop in received (28.9k to 16.5k) and a smaller n completed (21.6k to 19.4k) led to a healthy net loss. AEWV net loss 0.5k on 7.0k rec, SPE first net loss since Feb. Partner of Worker 2.5k loss (2.7k comp), most other categories in balance.

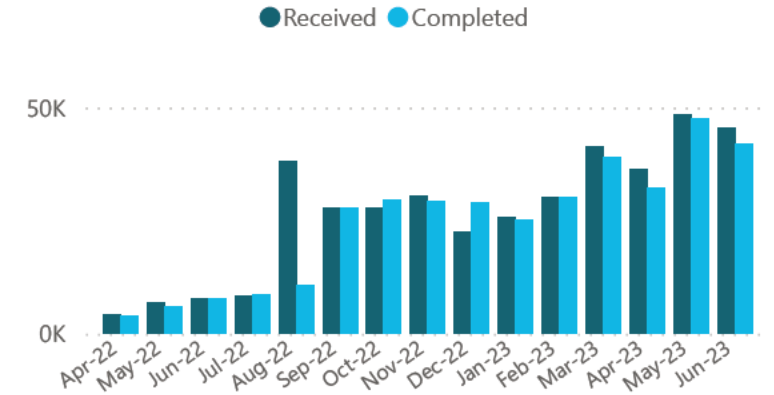
Current Month Net

-2886

Previous Month Net

7341

VI8002/2508 - VISITOR RECEIVED/COMPLETED



Received volumes dropped to 45.5k but remain elevated for the year. Completed dropped from 47.5k to 41.8k leading to big net gain. General was balanced, but Holiday/Vacation (2.5k) and VFF (0.9k) saw net gains as did Business (0.5k)

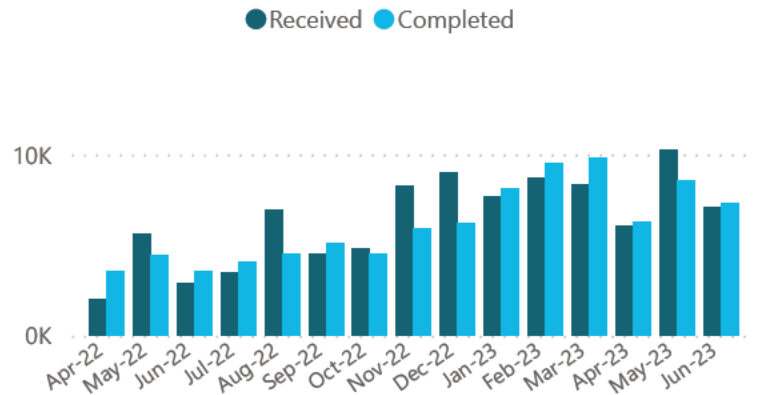
Current Month Net

3658

Previous Month Net

817

VI8003/2509 - STUDENT RECEIVED/COMPLETED



Big drop in rec to 7.1k and 7.3k completions led to a small net loss. Dependent of Worker main contributor at 0.9k net loss (1.7k rec/2.6k comp) while FFP saw net gain of 0.5k on 3.7k rec/3.2k comp. ELS and Pathway small absolute net gains.

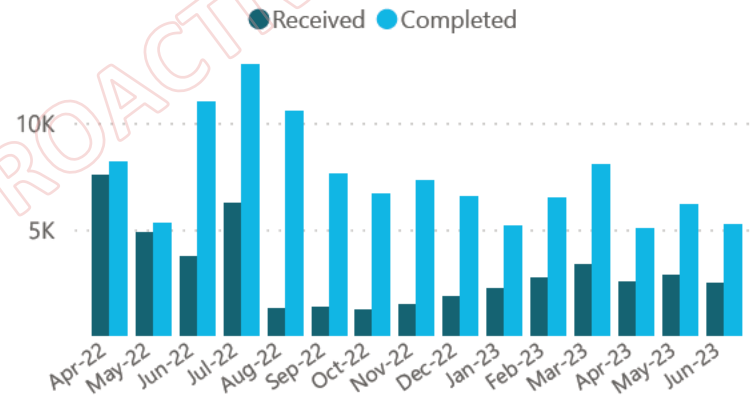
Current Month Net

-208

Previous Month Net

1702

VI8004/2510 - RESIDENT RECEIVED/COMPLETED



2.8k net loss on 2.5k rec/5.2k comp. RV21 was the category with the largest number of completions at 3.6k. Migrant saw first net loss ever (-133) while Partnership (166), STR (210), Family Child Dependent (11) all saw net gains.

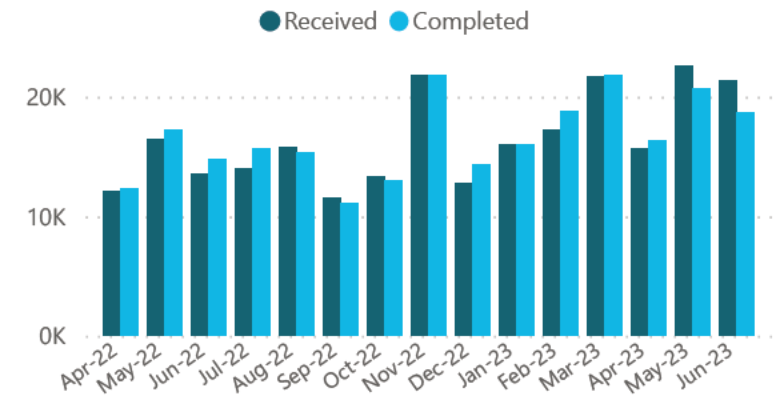
Current Month Net

-2762

Previous Month Net

-3319

VI8005/2511 - OTHER RECEIVED/COMPLETED



Second net gain of the year (2.7k) on 21.4k rec/18.7k comp. Big net gain for label less replace (2.2k), most other categories in balance. In the new year we will change to a different submitted date which will affect paper-based volumes.

Current Month Net

2676

Previous Month Net

1840

Cu M P v us M

Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23
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CONTEXTUAL INFORMATION

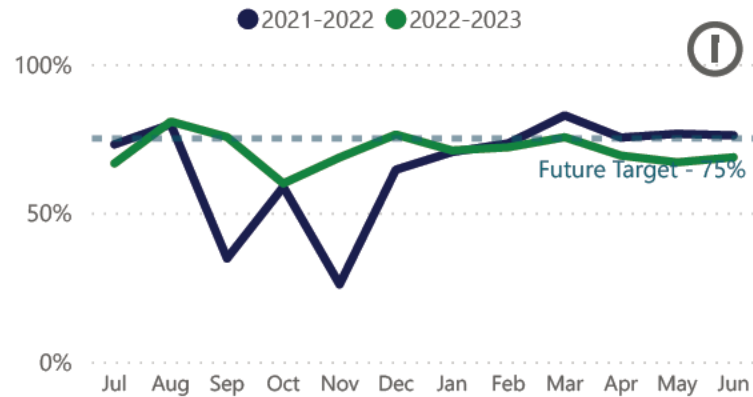
VI2000 - PERCENT LOW RISK VISA <15 DAYS



Timeliness remained fairly stable in June and has been flat since March. 15.5k decisions were made in June. The full-year provisional result is 53% against a target of 85%. Performance has been elevated in CY2023 vs CY2022.

Cu M
64%
Previous Month
66%

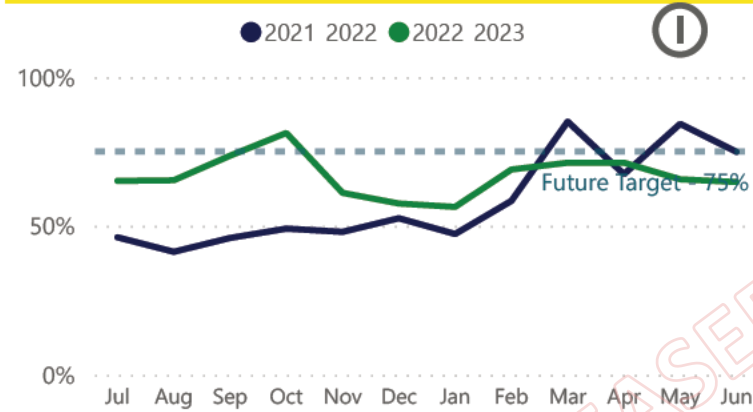
VI2020 - STUDENT VISAS <30WD



Performance improved to 69% and has been fairly stable since April. FFP improved from 64% to 73% while Dependent of a Worker dropped from 58% to 50% on consistent volumes. ELS dropped to 90% on 600 completions.

Cu M
69%
Previous Month
67%
% n Progress Over-Age
21.8%

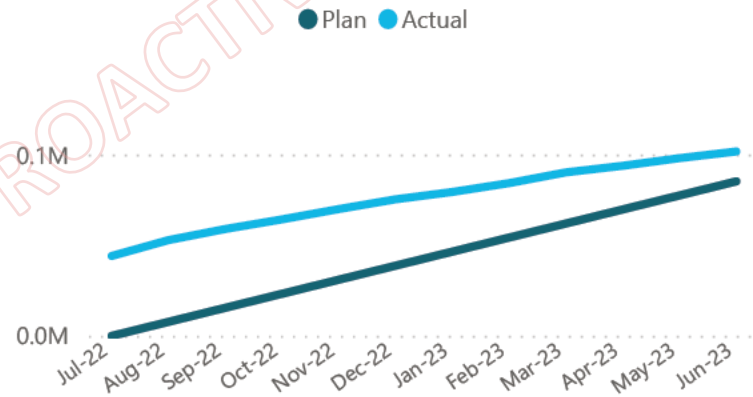
VI2015 - WORK VISAS <20WD



Timeliness fairly flat in June on 19k comp. AEWV improved to 73% (69%) on 7.5k comp. Partner of Worker 2.7k comp but 21% timeliness (backlog), Partnership 19% on 1.1k comp, Specific Purpose 44% on 1.3k comp. RSE 96% on 0.8k comp.

Cu M
65%
Previous Month
66%
% n Progress Over-Age
59.6%

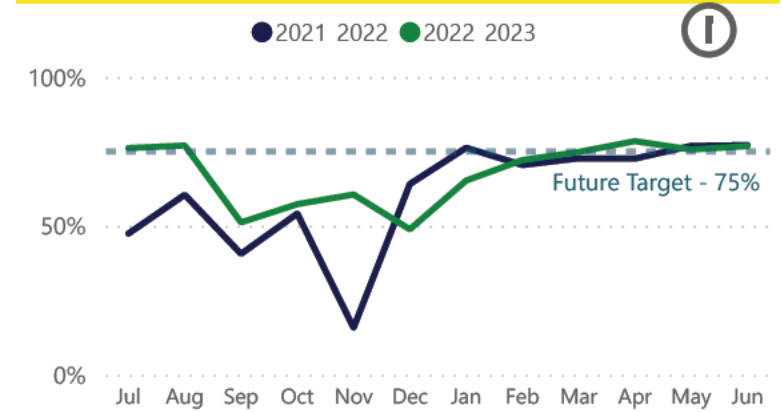
VI2040 - RV21 VS PLAN



3.6k RV21 completions in June puts INZ 19% above the year end target. Provisional year-end total is 101.8k comp vs a total of 106.6k RV21 received meaning less than 5k to complete.

Current Month
119%
Previous Month
127%

VI2030 - VISITOR VISAS <20WD



Timeliness fairly flat in June on 42k comp. Holiday/Vacation dropped from 77% to 74%. General big improvement to 86% from 66%, Business steady at 97% on 5.4k comp, and VFF down from 71% to 68% on 7.4k comp.

Cu M
77%
Previous Month
76%
% n Progress Over-Age
37.6%

VI2041 - GREEN LIST RES <60 WD



Timeliness dropped in June to 77%, bringing provisional result for the year to 82%. 1,852 visas have been received, and 1,002 completed. Of the 850 in progress, 526 are already over the 60 working day target.

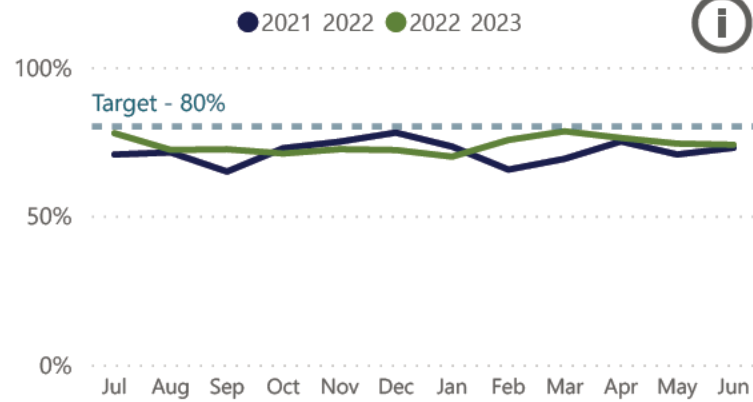
Current Month
77%
Previous Month
86%

Cu M P v us M

Jun-23	May-23	Apr-23	Mar-23	Feb-23
--------	--------	--------	--------	--------

Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23
--------	--------	--------	--------	--------	--------

VI2001 - CUSTOMER SATISFACTION



Total customer satisfaction remained stable at 74% in June. Visitor (70-73%) and Resident (74-78%) improved whilst Work (82-76%) and Student (78-62%) decreased. The FY22/23 result was 74%, up from 72% in FY21/22, but below the target.

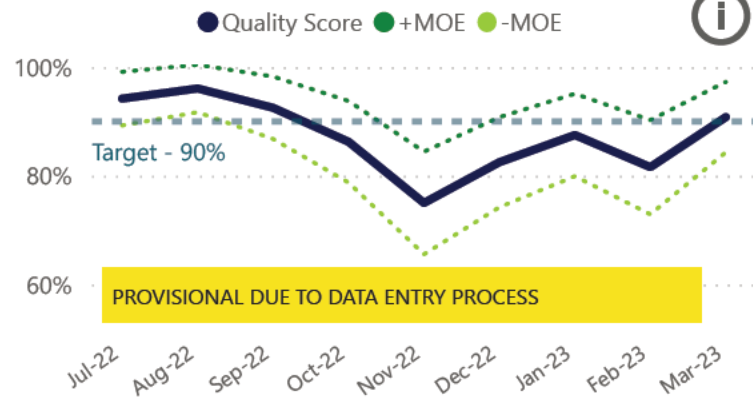
Current Month

73.9%

Previous Month

74.3%

VI2002 - RES VISA QUALITY (QA REVIEW)



76 March Resident visas have now been assessed. The provisional score is 91%. RV21 scored 90%. SMC and STR both scored 80%. Family Child dependent was 100%. Provisional YTD result is 87%.

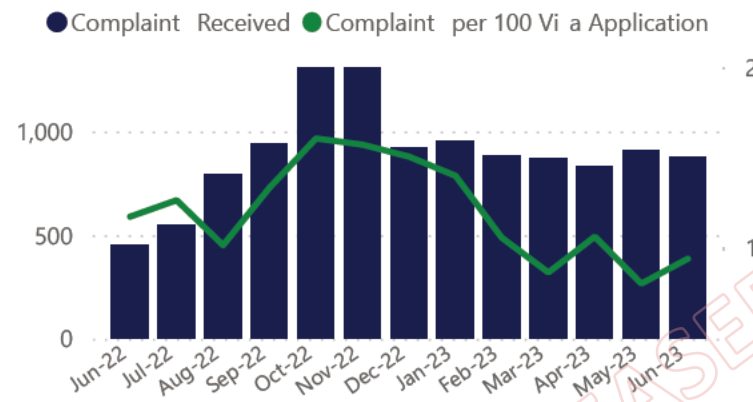
Current Month

(Blank)

Previous Month

(Blank)

ST1001 - COMPLAINTS VOLUMES



Complaint volumes decreased by 3% in June to 876 from 909 in May. The rate per 100 applications increased to 0.94 from 0.8 in May, as an effect of the significantly lower visa volumes. This is the third lowest (best) result this FY.

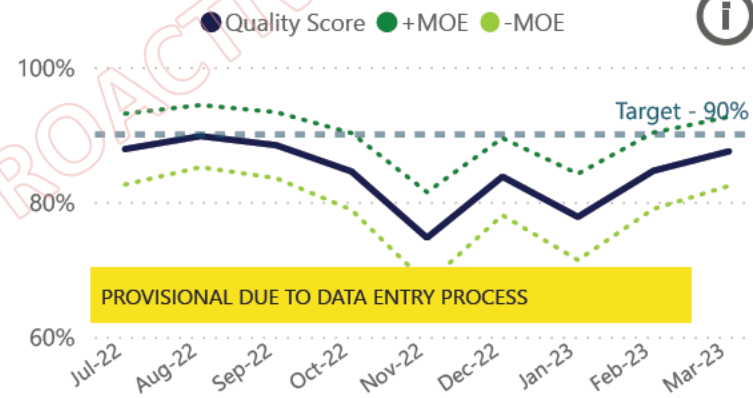
Current Month

876

Previous Month

909

VI2003 - TEMP VISA QUALITY (QA REVIEW)



160 (full sample) of March temporary visas have now been assessed. The provisional score is 88%. VV General scored 96%. FFP student 100% while AEVW scored only 60% on 20 samples. Provisional YTD result is 84%.

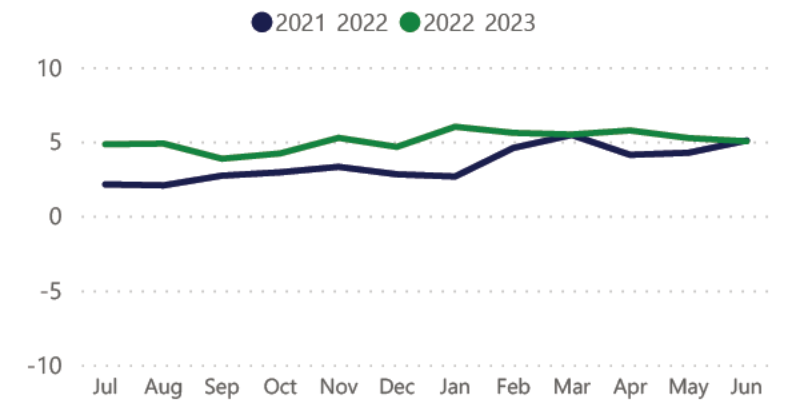
Current Month

(Blank)

Previous Month

(Blank)

VI2023 - NET CALL CENTRE SENTIMENT



Sentiment dropped again on a 7% reduction on accepted calls. Residency stable (+4.9 +5.1) on 14.5k calls, Study up from +6.1 to +6.7 on 3k calls, Visitor down from +4.3 to +3.9 on 10.7k calls, and Work a big drop from +6.3 to +5.4 on 11.9k calls.

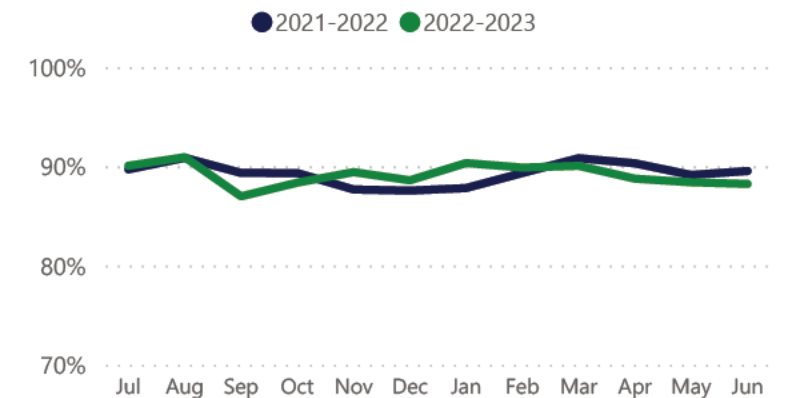
Current Month

+5.0

Previous Month

+5.2

VI2006 - PRE-DECISION QUALITY SCORE



QC scores remained stable on 25% more checks (7.8k in June). Resident scored 91% on 3.6k checks. Student 90% on 0.5k, Visitor 85% (up from 82%) on 1.9k checks, and Work 85% on 1.7k checks.

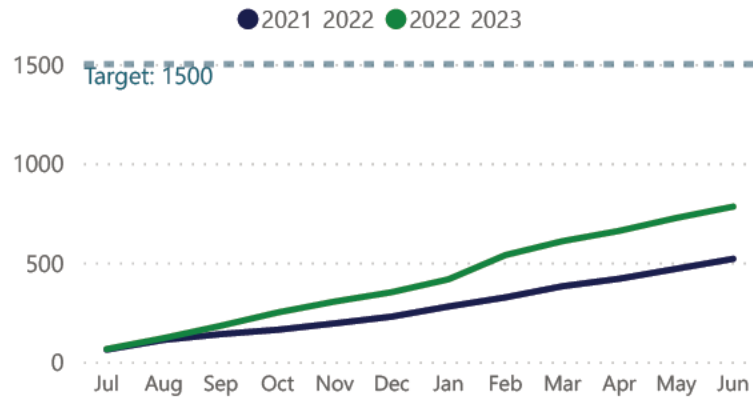
Current Month

88.2%

Previous Month

88.4%

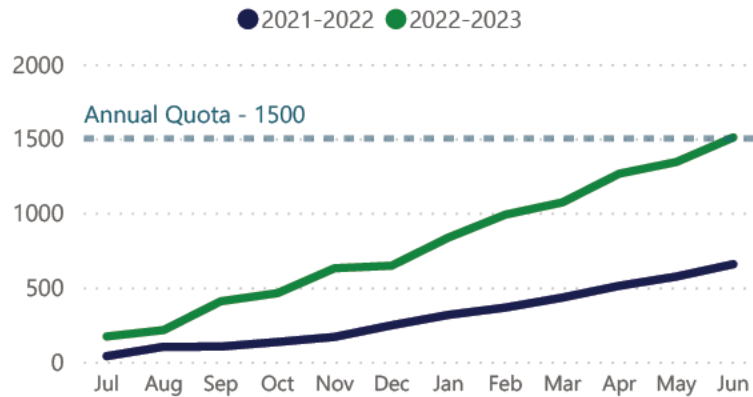
CO2000 - # PEOPLE DEPORTED/VOL DEP (YTD)



June saw a small dip in deportations to 57 bringing the provisional full year result to 782 against a target of 1500. Of the June depots, 12 were "true depots", 16 were self-depots, and 29 were voluntary departures.

Current Month	
57	
Previous Month	
65	

RE2000 - REFUGEE QUOTA (YTD)

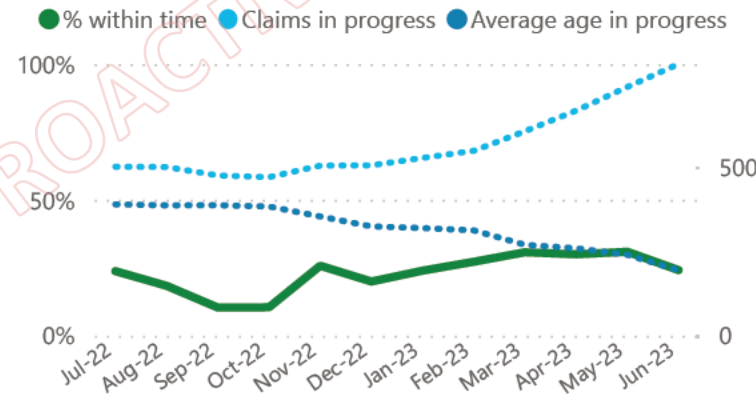


165 refugees arrived in June to bring the full year total to 1507 7 above target June arrivals included 57 from Iran, 39 from Ecuador, and 25 from Lebanon. For the full year, the largest source countries were Indonesia and Malaysia.

Current Month	
165	
Previous Month	
78	

CO2001 - Average WD to Deport - Removed pending further exploration of potential alternative timeliness measures

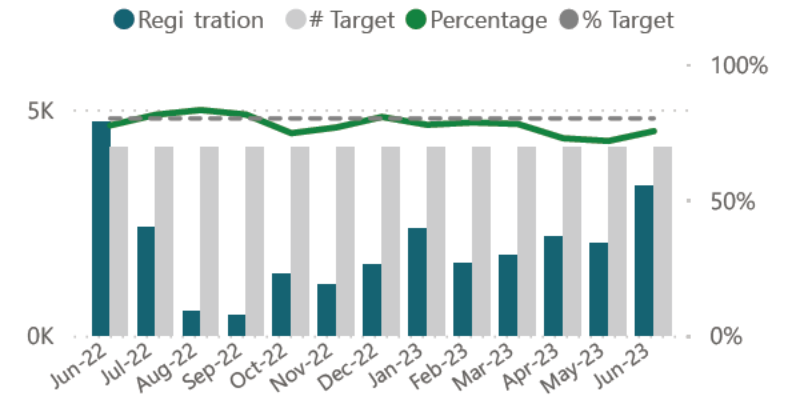
RE2002 - % OF REFUGEE CLAIMS <170WD



Another record month with 163 claims received, 50% above previous record. There were 95 decisions meaning a net gain of 68 bringing total in progress to 805. Visa-waiver from Malaysia (73 claims) biggest then Visitor Visas (China/India)

Current Month	
24.2%	
Previous Month	
31.0%	

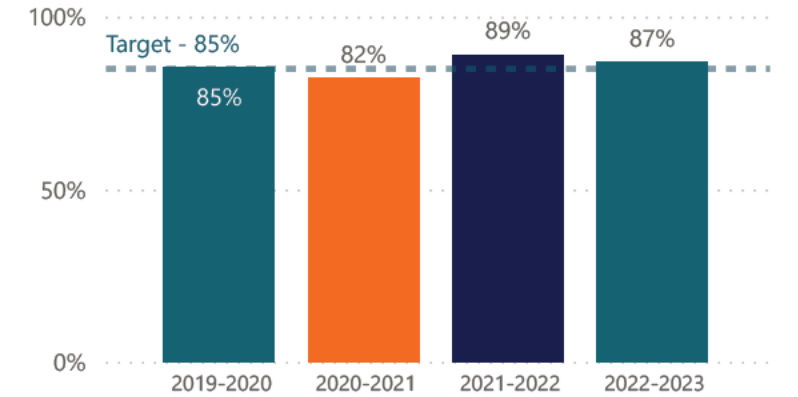
ST1000 - % LWNZ REGISTRANTS SKILL LV 1-3



60% increase in skilled registrations to 3.3k, highest number since June 2022 Civil Engineers were #1 followed by Electricians, Software Engineers, Plumbers, and Reg. Nurses. 75.3% of all registrations were skilled, up from 71.7% in May.

Current Month	
75.3%	
Previous Month	
71.7%	

MI1000 - % RECENT MIGRANTS FEEL NZ HOME



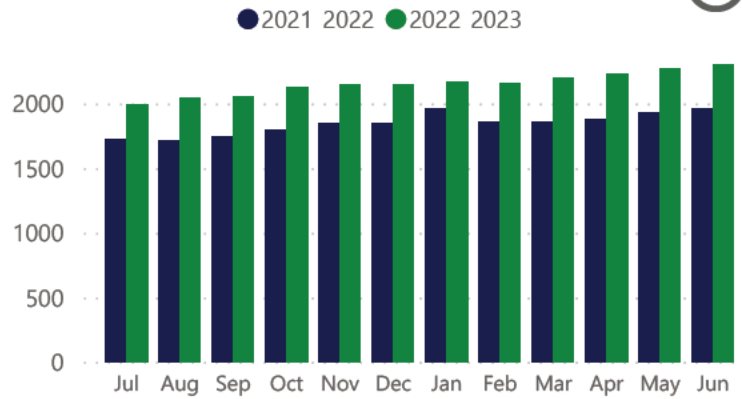
There has been a slight decrease on the previous year's result which was the best since 2014 There were 5,594 responses to the survey. The sample for this survey was widened from 2021 onwards meaning earlier comparisons are not precise.

Current Year	
87%	
Previous Year	
89%	

Cu M P v us M

Jun-23	May-23	Apr-23	Mar-23	Feb-23	
Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23

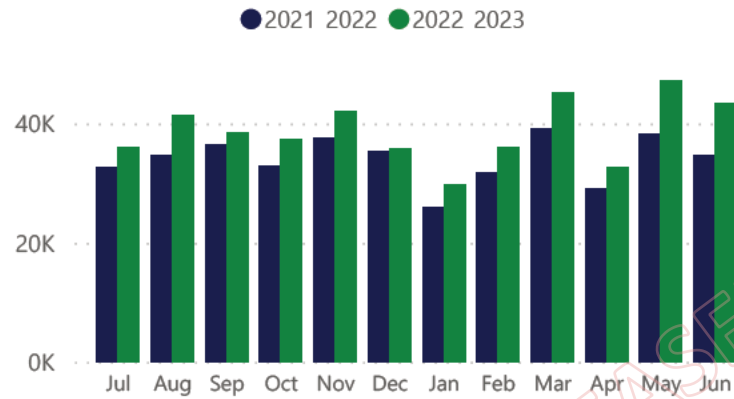
UN7500 - FULL TIME EQUIVALENTS



FTE increased for the fourth consecutive month to 2306 an increase by 34 FTE V&C was the biggest gainer, with 18 more FTEs, followed by BVO with 13.5. OTI increased by 4 and Enablement by 2. Assurance and CEE decreased by 1, OADS by 0.7.

Current Month	2306.0
Previous Month	2272.2

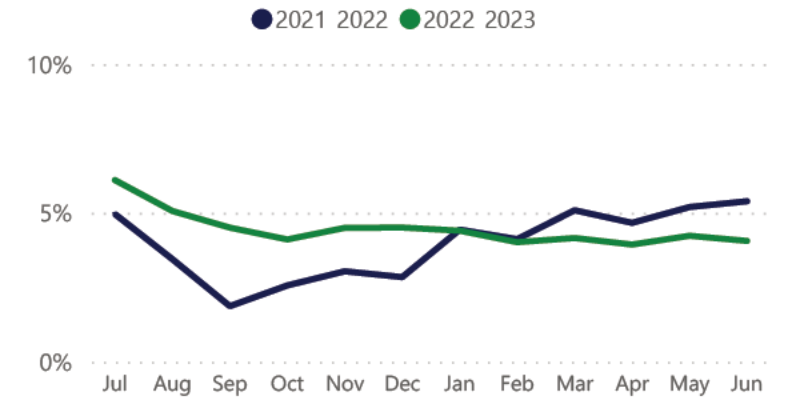
UN7529 - ACTUAL FTE DAYS WORKED



There was a 9% decrease in actual FTE days worked in June. The main factor was June having two working days less than May (equivalent of 9% fewer workdays). We also noted increased AL usage but decreased sick leave, with a zero net

Current Month	43.4K
Previous Month	47.2K

UN7512 - LOST TIME RATE



INZ lost time rate was stable in June at 4.1% and is 1.3% lower than the same month previous year. Of the larger branches, CEE and OTI were lowest with 2.3%, followed by RMS at 3.1%. Assurance was highest at 4.6%, BVO at 4.4%.

Current Month	4.1%
Previous Month	4.2%

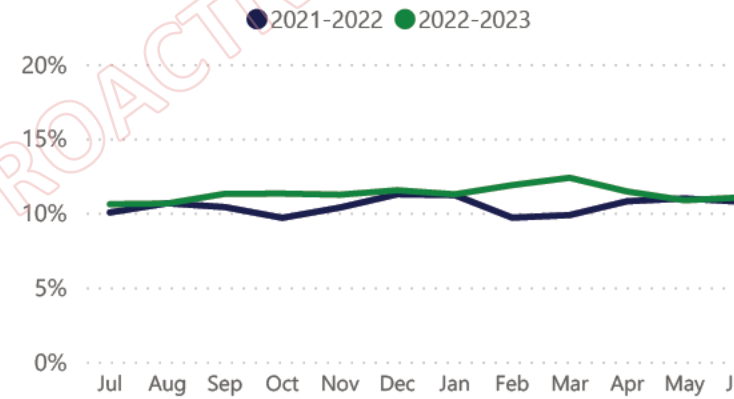
UN7510 - % OF PERM STAFF >6 WKS A/L



The percentage of staff over 6 weeks annual leave increased by 0.5% in June but is 5.5% lower than same month, previous year. A big driver of this has been hiring, as newer staff cannot accrue six weeks leave. RMS highest at 17% and OTI lowest

Current Month	8.8%
Previous Month	8.3%

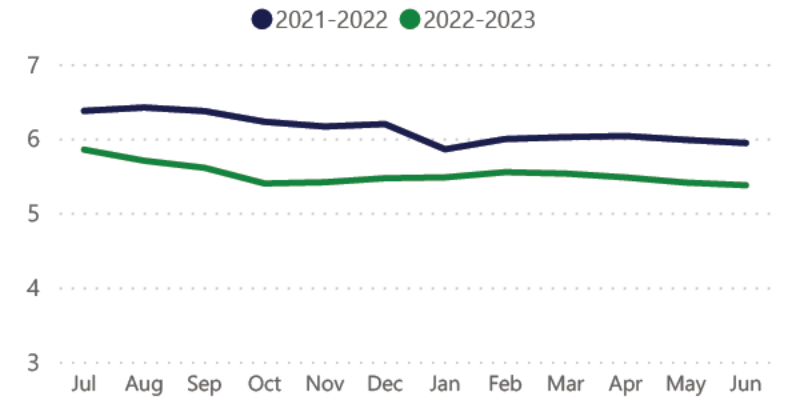
UN7504 - UNPLANNED TURNOVER



Turnover remained stable in June. As with annual leave, significant hiring depresses turnover by increasing the underlying denominator. OTI highest at 16%, followed by CEE at 14%. Assurance lowest at 7%.

Current Month	11.0%
Previous Month	10.9%

UN7522 - AVERAGE TENURE PERM EMPLOYEES



Average tenure remained stable in June, at 5.4 years. Assurance highest at 8.8, BVO at 4.7, RM 6.8, V&C 6.2, Customer 8.4, Enablement 7.9, and OADS 3.5. Average tenure remains 0.6 years less than the same month previous year.

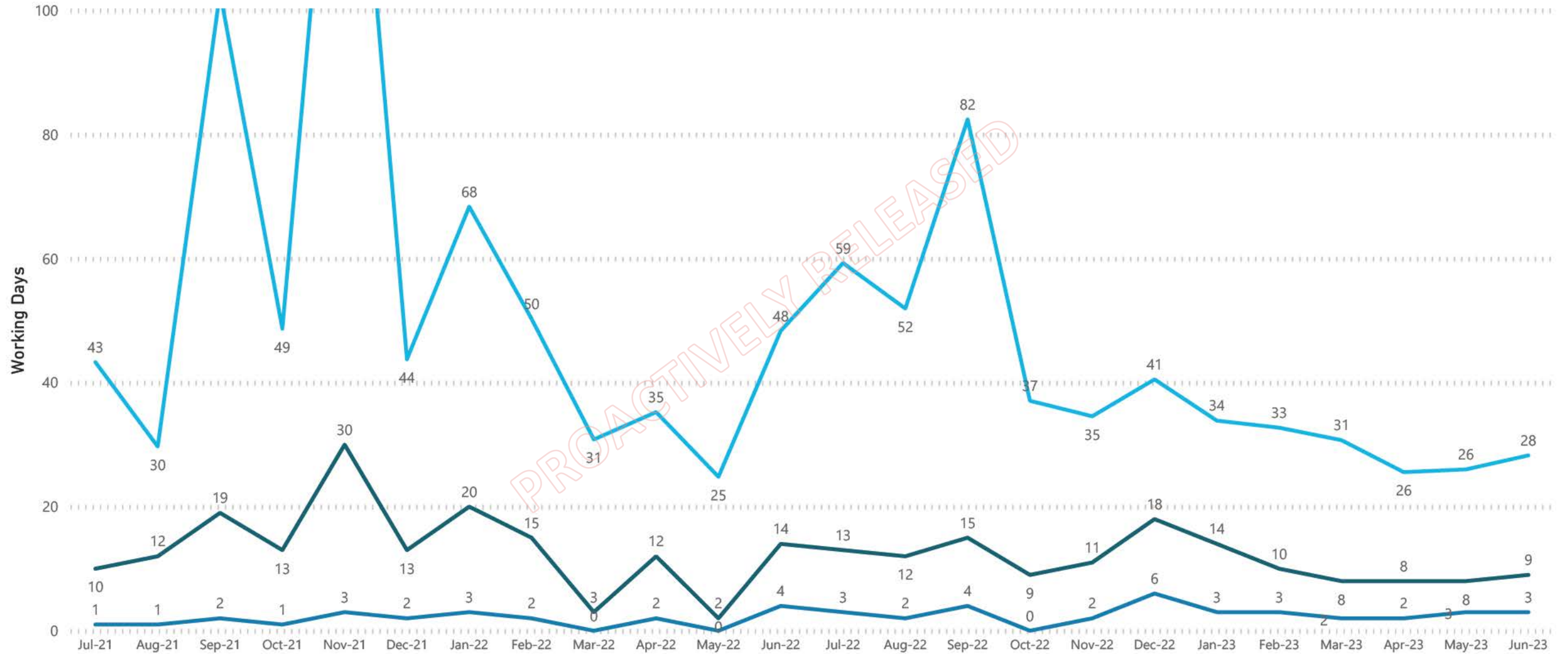
Current Month	5.4
Previous Month	5.4

Commercial Information

PROACTIVELY RELEASED

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



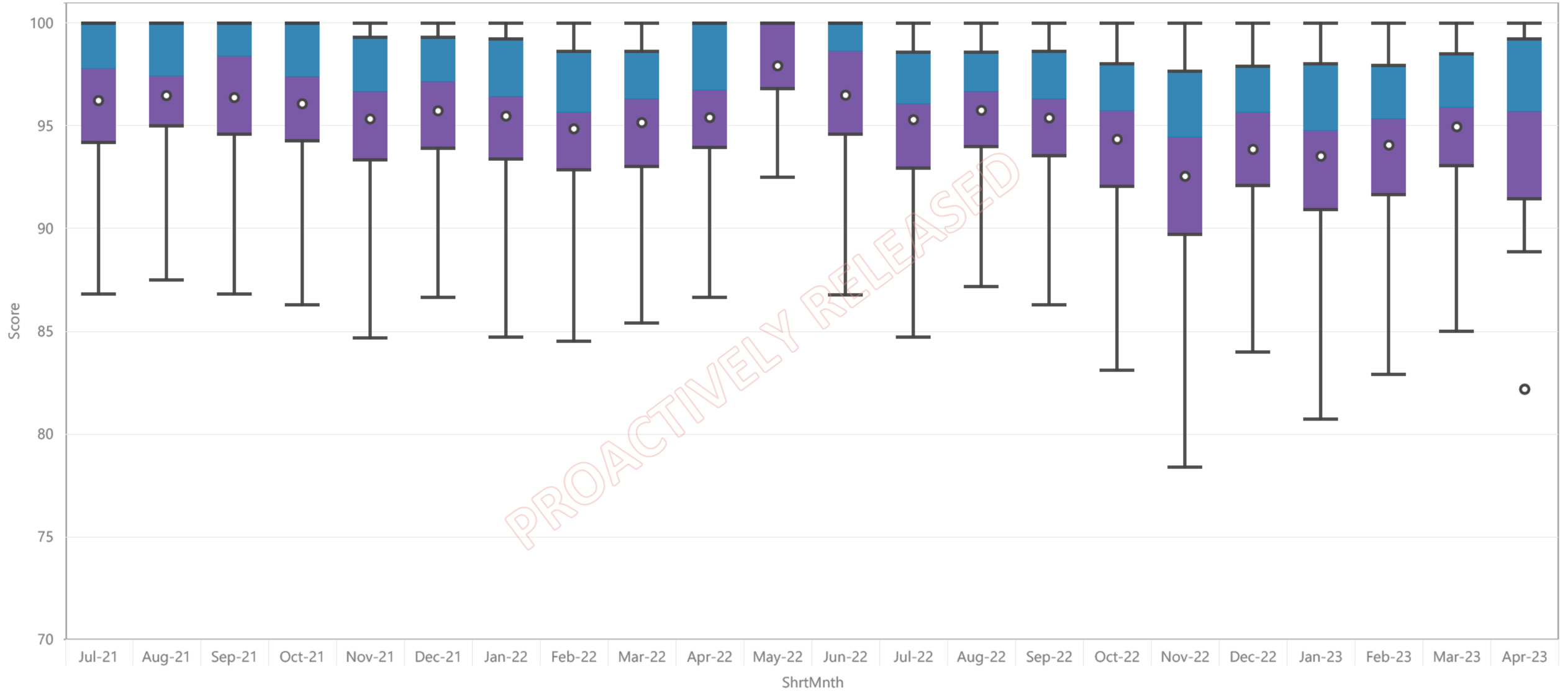
V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores



Type

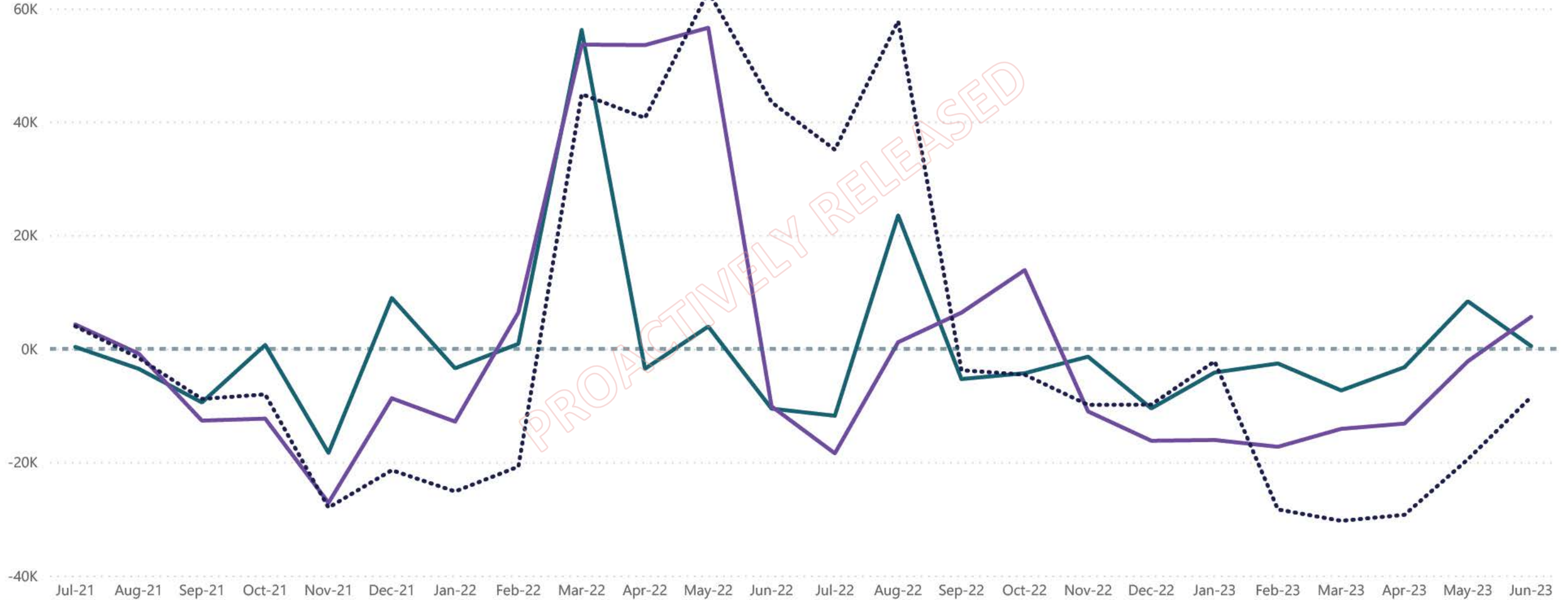
Application~type	International / Humanitarian	Limited Purpose	Official	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work
Business / Skilled	Limited	O_	Parent Sibling Adult Child Stream	Resident	Student	Transit	Visitor's	

Commercial Information

PROACTIVELY RELEASED

Net Gain / Loss Visa Applications

● Monthly
 ● 3 Month Rolling
 ● 6 Month Rolling

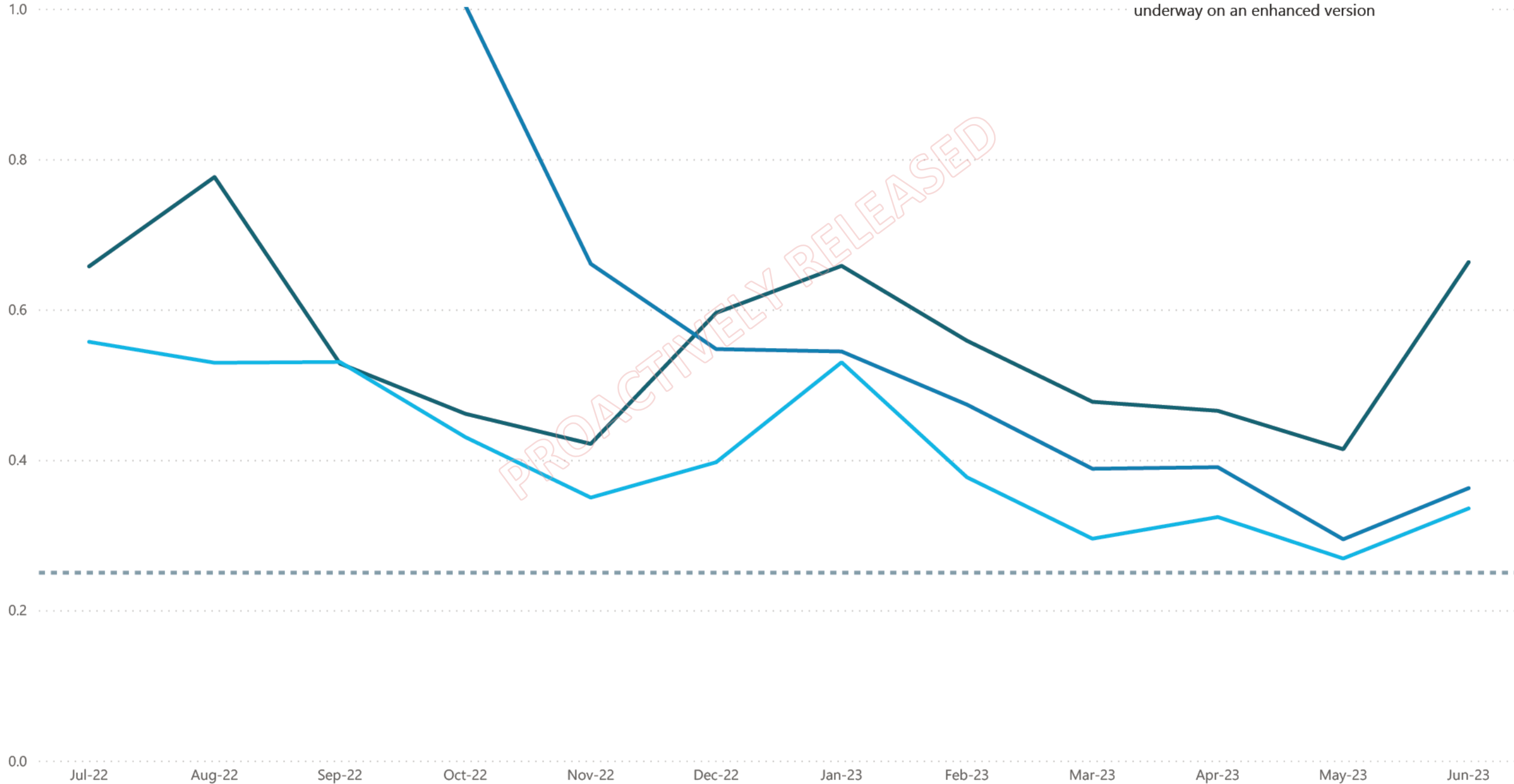


Visa Category (groups)		
(Blank)	Resident	Visitor
Other	Student	Work

Future Debt (In Progress Over Time As Share Of Likely Completions)

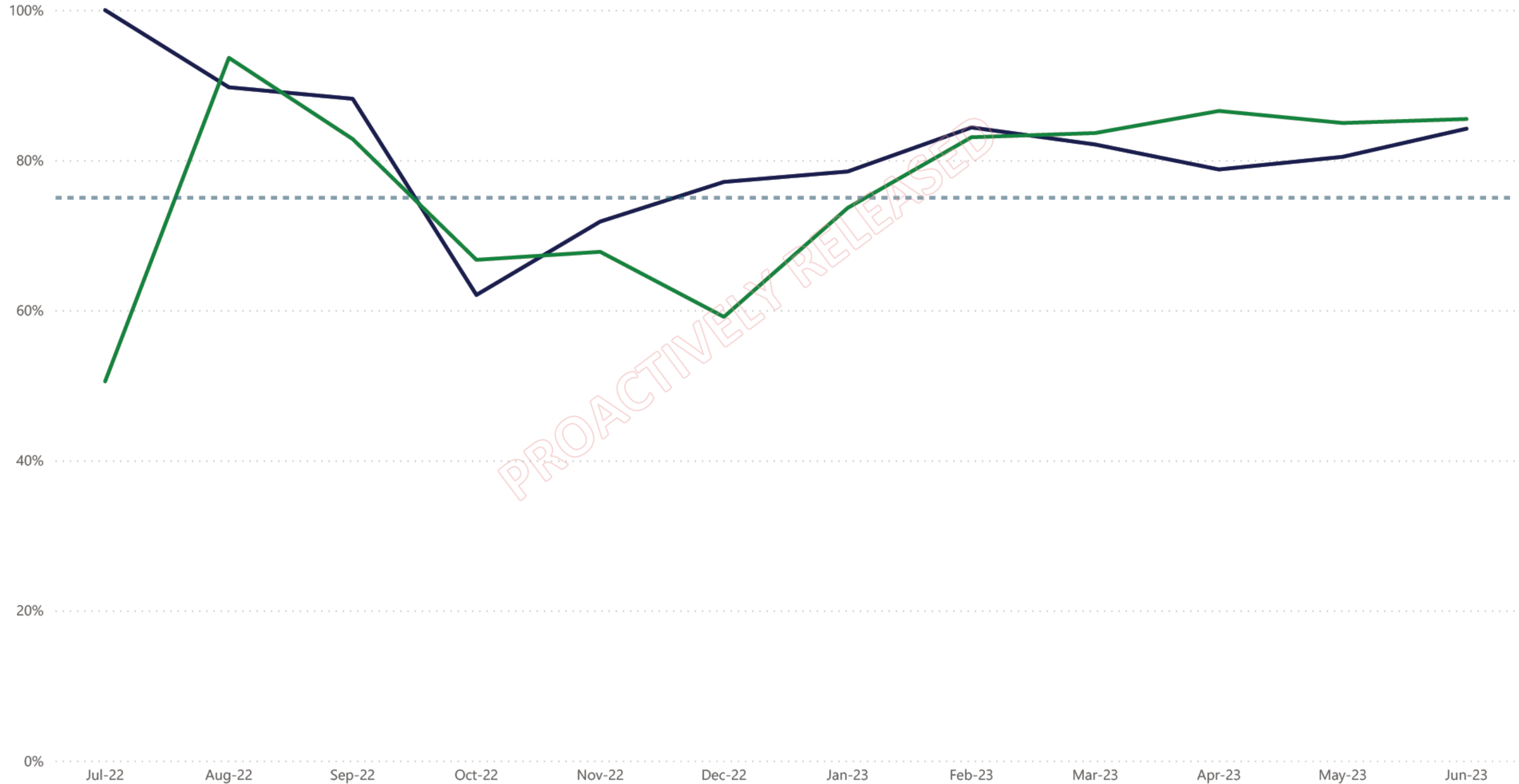
● Work Debt ● Student Debt ● Visitor Debt

As this calculation uses weekdays rather than workdays it will be slightly out (+2/3%) - work is underway on an enhanced version



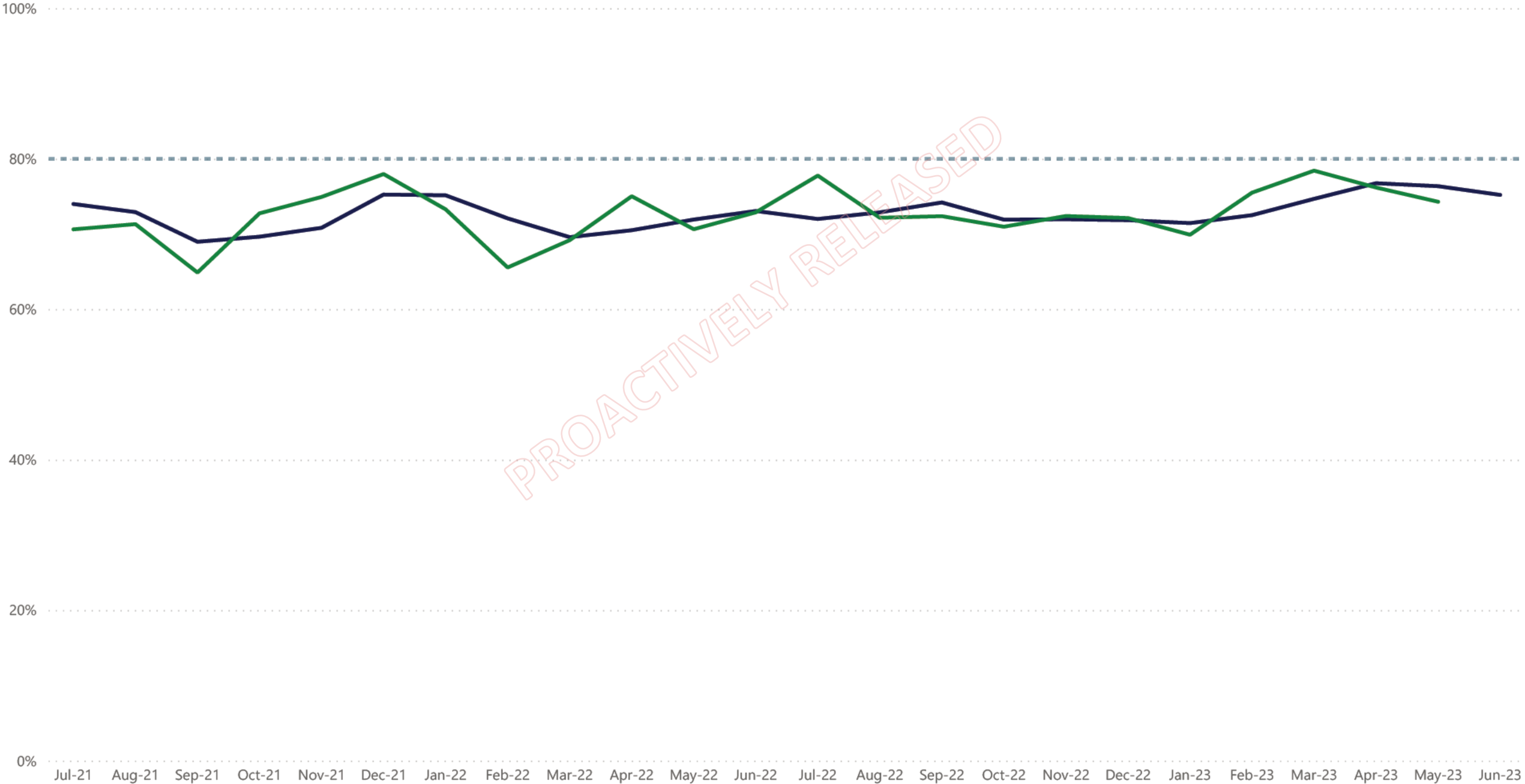
Percentage of ADEPT work and visitor visas completed within 20 processing days (excluding on-holds)

● Work ● Visitor



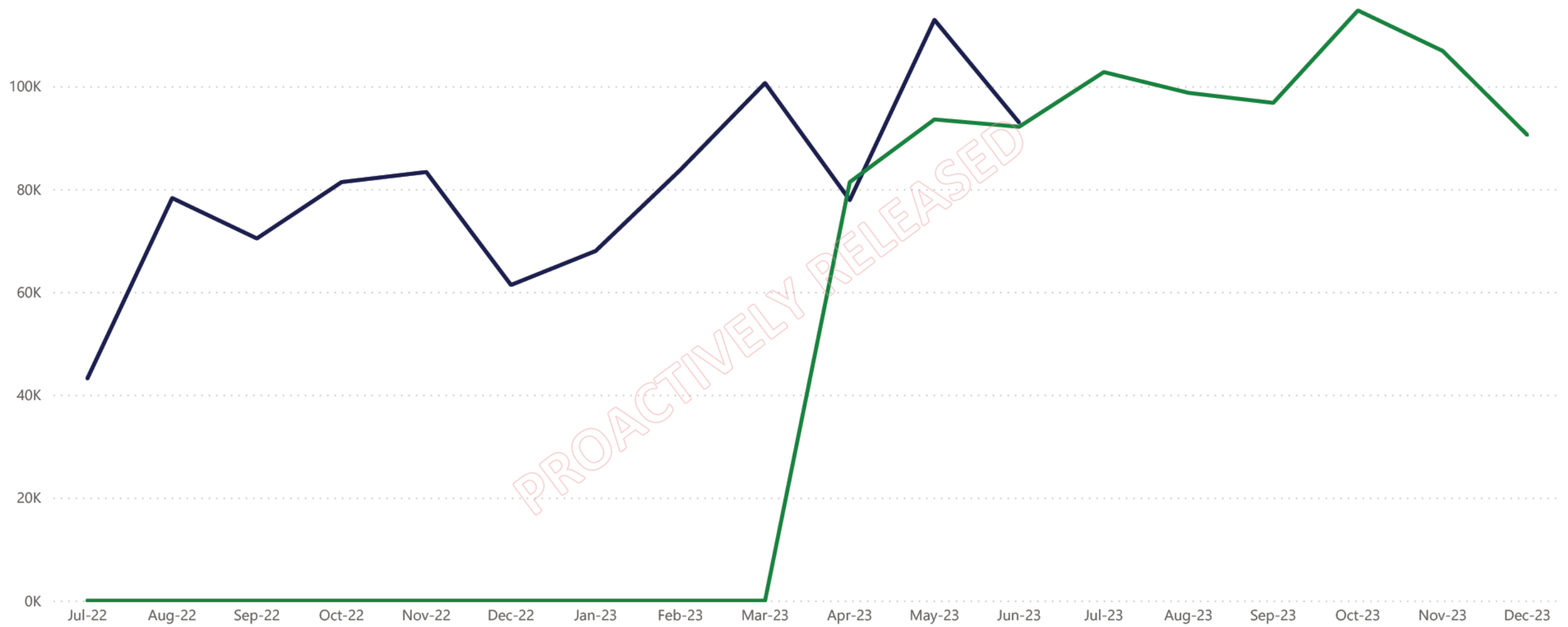
MONTHLY AND 3 MONTH ROLLING CUSTOMER SATISFACTION

● 3 Month Rolling ● Monthly



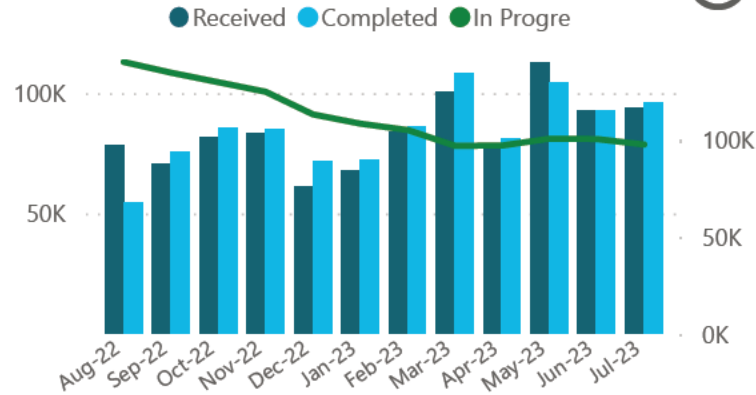
Forecast vs. Actual Received Applications

● Received ● Forecast



(Blank)	Student
Other	Visitor
Resident	Work

VI8000/2506 - ALL RECEIVED/COMPLETED



A net loss this month for the first time in three months Proportionally good performance for Student and Other, good performance for Work, but another net gain for Visitor despite very high completion volumes. Good start to FY.

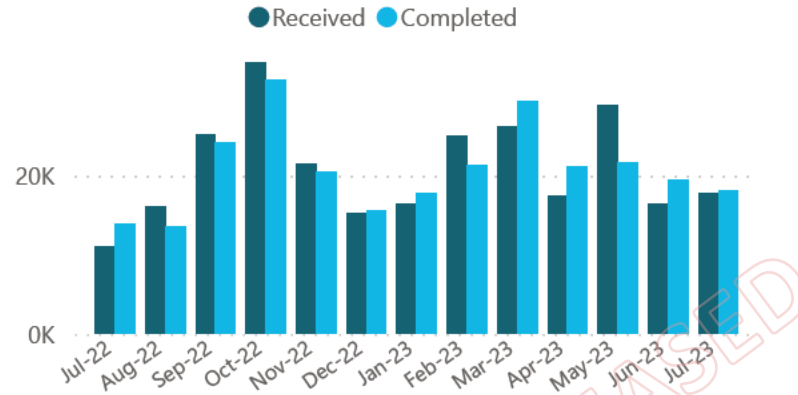
Current Month Net

-2211

Previous Month Net

325

VI8001/2507 - WORK RECEIVED/COMPLETED



10% increase in received to 17.8k and drop from 19.4k comp to 18.2k comp saw small net loss AEWV had first net gain (0.4k) since Feb 23 while Partner of Worker saw second consecutive 2.5k net loss. 0.4k net loss for Specific Purpose/Event.

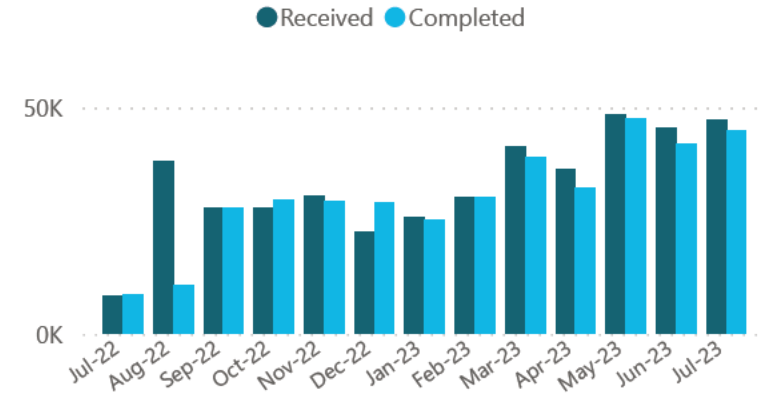
Current Month Net

-373

Previous Month Net

-2932

VI8002/2508 - VISITOR RECEIVED/COMPLETED



Received volumes up to 47.2k against 44.7k saw 2.5k net gain fifth consecutive month of gain Holiday/Vac 15.9k rec/15.1k comp for 0.8k net gain, General 10.3k/9.5k for 0.7k net gain, VFF 8.1k/7.8k, and Business 7.1k/6.4k - all majors net

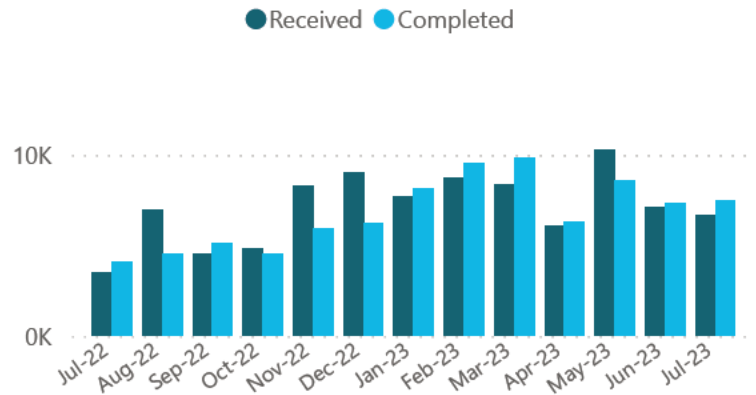
Current Month Net

2491

Previous Month Net

3617

VI8003/2509 - STUDENT RECEIVED/COMPLETED



Rec dropped to 6.7k with comp at 7.5k leading to decent net loss FFP in balance (0.1k net loss) but 0.8k net loss for Dependent of worker on 1.8k rec/2.7k comp. Second consecutive net loss and five out of past six months saw a net loss.

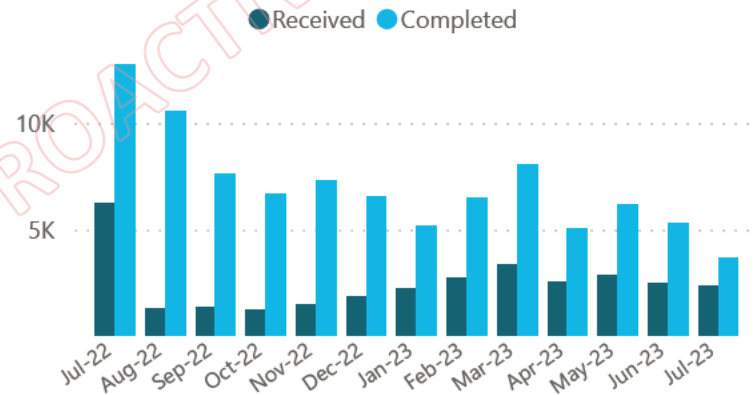
Current Month Net

-830

Previous Month Net

-209

VI8004/2510 - RESIDENT RECEIVED/COMPLETED



1.3k loss on 2.4k rec/3.7k comp. RV21 at 1.2k comp now only 30% of completions. SMC net loss 0.4k on 0.2k rec/0.7k comp while Partnership small net gain (0.2k) on 0.7k rec/0.4k comp. STR 0.1k net gain on 0.5k rec/0.4k comp.

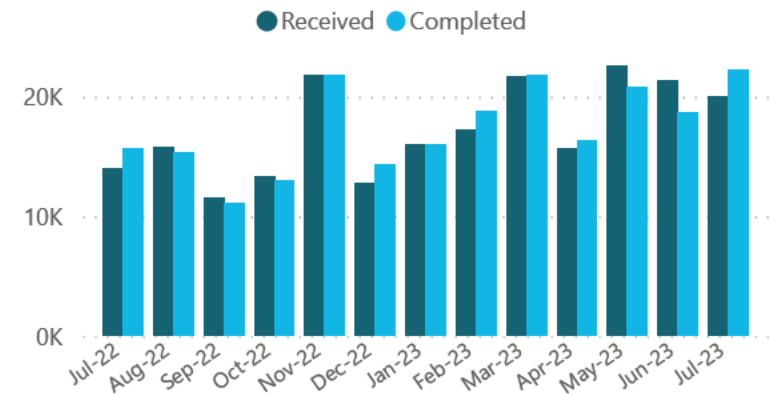
Current Month Net

-1299

Previous Month Net

-2824

VI8005/2511 - OTHER RECEIVED/COMPLETED



Return to normality with 2.2k net loss on 20k rec/22.2k comp Label less replace 11.5k rec/13.6k comp (2.1k net loss) with other smaller categories close to balance. Last six months net position for Other -60 on 118k rec and comp!

Current Month Net

-2200

Previous Month Net

2673

Cu M P v us M

Jul-23

Jun-23

May-23

Apr-23

Mar-23

Jul-23

Jun-23

May-23

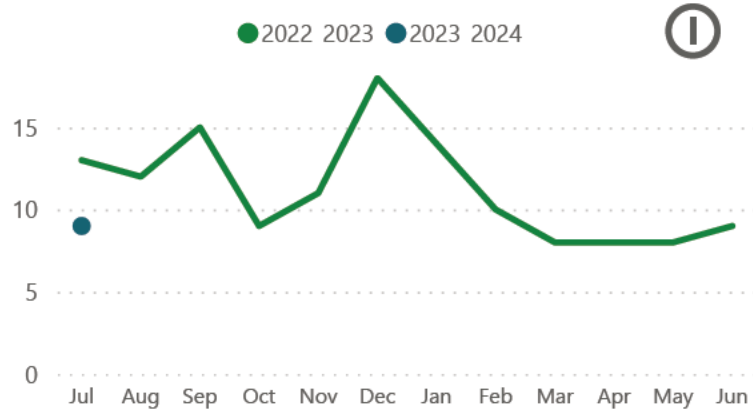
Apr-23

Mar-23

Feb-23

CONTEXTUAL INFORMATION

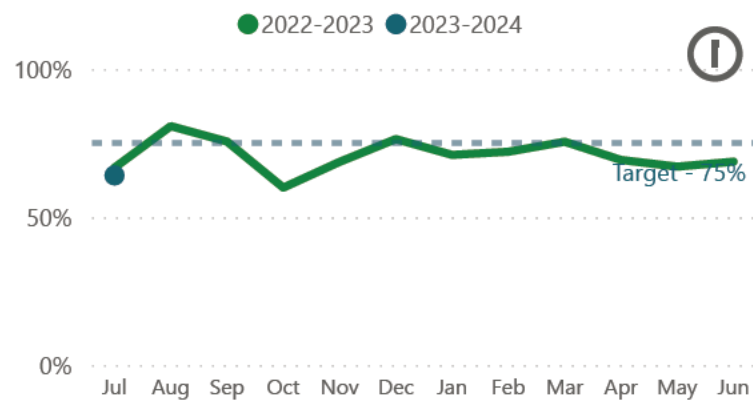
VI2060 - MEDIAN WD TO COMPLETE VISA



Timeliness was stable in July from June at 9 working days. Median working day timeliness has remained in the 8-9 day range since March 2023 after spiking significantly through the December/January period.

Current Month	
Cu	9
Previous Month	
M	9

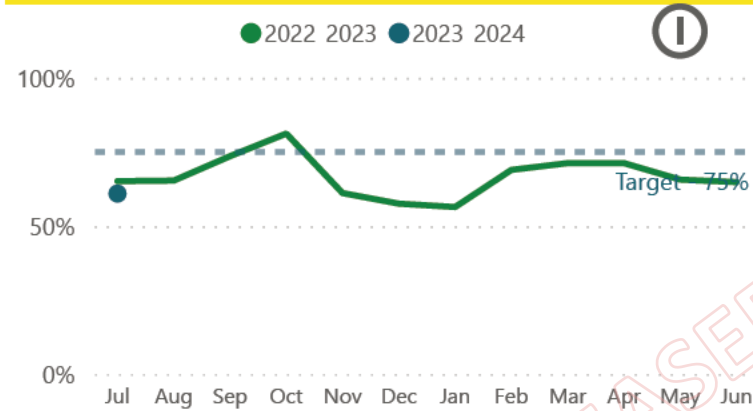
VI2020 - STUDENT VISAS <30WD



Timeliness dropped by 5% to 64%, hitting its lowest level since October 2022. FFP dropped from 73% to 69% on 3.3k completions, but bigger contributor was Dependent of Worker (30% of all completions) at 42% within time. ELS was at 93%.

Current Month	
Cu	64
Previous Month	
M	69
% n Progress Over-Age	
	31.0%

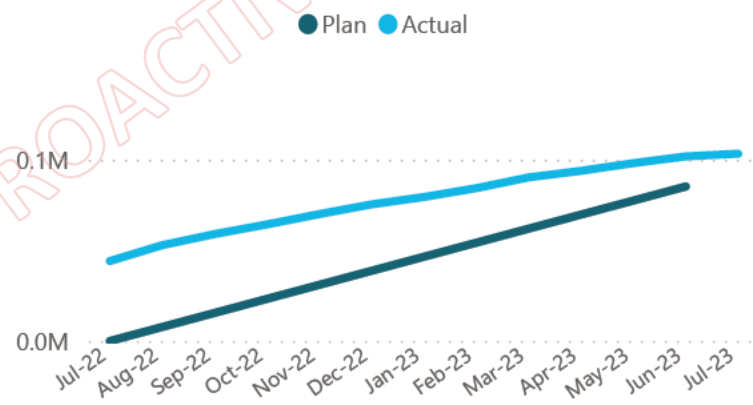
VI2015 - WORK VISAS <20WD



Timeliness dropped again to 61%, the lowest level since Jan 2023. AEWV dropped from 73% to 69% but biggest contributor was Partner of a Worker (2.7k comp) at 2% and Partnership (1.2k comp) at 19%. Specific Purpose/Event at 71%.

Current Month	
Cu	61
Previous Month	
M	65
% n Progress Over-Age	
	47.2%

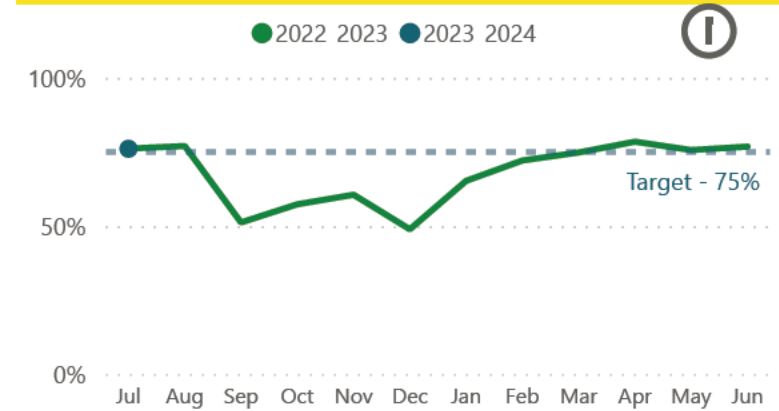
VI2040 - RV21 VS PLAN



As the plan targets only extended to June 2023, no targets remain, but progress is still shown. INZ is now at 104k completions with approximately 2.5k RV21 left to complete. At current rates that will take two months.

Current Month	
Cu	(Blank)
Previous Month	
M	120%

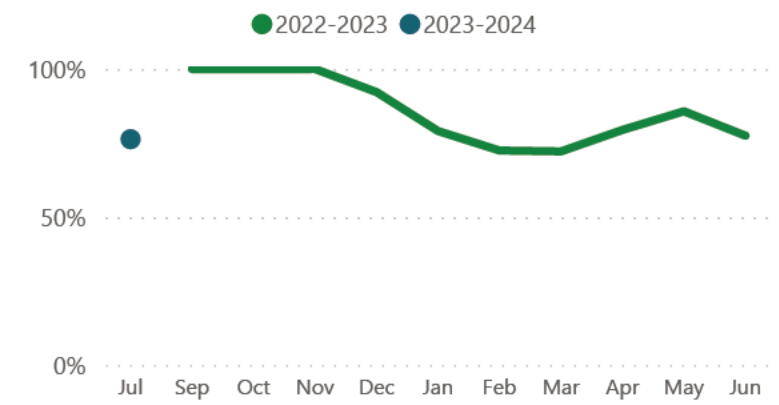
VI2030 - VISITOR VISAS <20WD



Timeliness remained stable in July. Largest category was Holiday/Vacation at 15.1k comp and 71% timeliness. General was 9.5k comp and 88% within time. Visiting Family/Friends was 7.8 comp at 68% timeliness. Business 98% timeliness on

Current Month	
Cu	76
Previous Month	
M	77
% n Progress Over-Age	
	35.8%

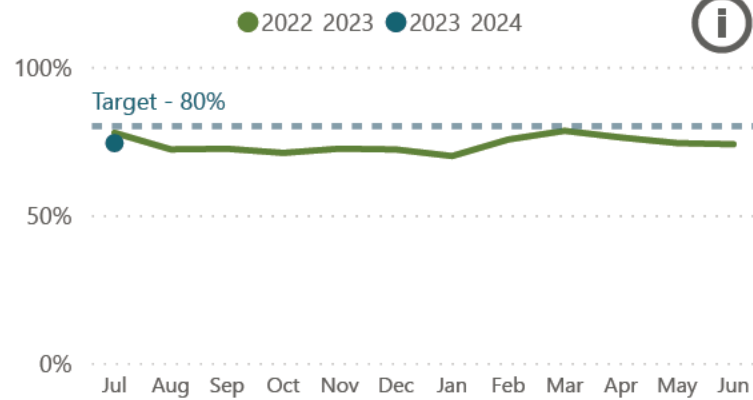
VI2041 - GREEN LIST RES <60 WD



Timeliness remained stable in July, 2023 Greenlist TR applications have been received and 1172 completed. Of the 881 still to complete, 543 (62%) are already over time.

Current Month	
Cu	76%
Previous Month	
M	77%

VI2001 - CUSTOMER SATISFACTION



Total customer satisfaction remained stable at 74% in July. Visitor was stable at 72%. Work improved 11% to 87% to reclaim #1, Student improved from 62% to 71%, while Resident dropped from 78% to 67% to be the lowest.

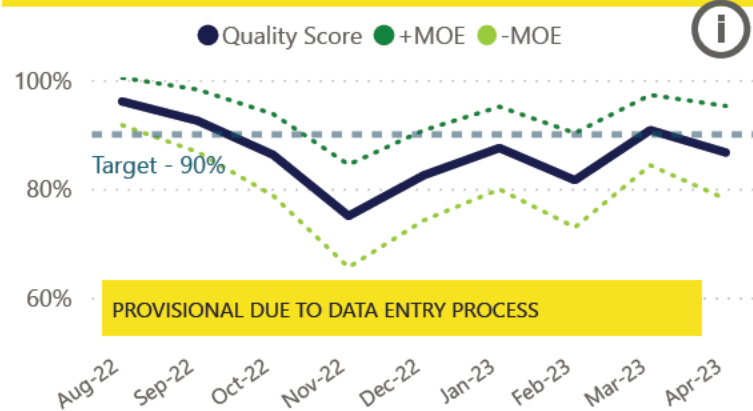
Current Month

74%

Previous Month

74%

VI2002 - RES VISA QUALITY (QA REVIEW)



60 April Resident Visas have been QA'd with a provisional score of 87%. MC scores 91% on 11 samples, RV21 80% on 10 samples, and Talent - Accredited Employer 100% on 9. Family Child Dependent was also 100% on 7 samples.

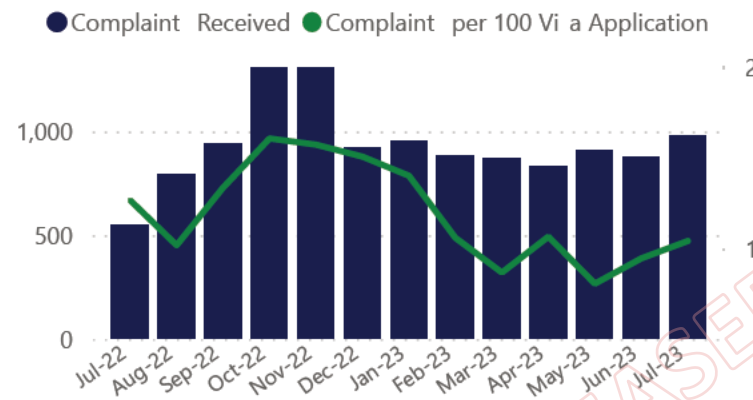
Current Month

(Blank)

Previous Month

90%

ST1001 - COMPLAINTS VOLUMES



Complaint volumes increased by 11% in July to 978 from 878 in June. As visa volumes remained flat, the complaints rate per 100 applications increased proportionally to 1.04, from 0.94 in June. It remains lower than Q4 CY2022/Q1.

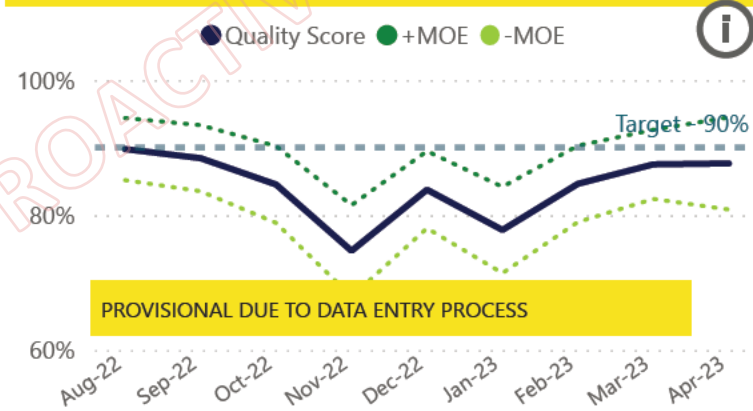
Current Month

978

Previous Month

878

VI2003 - TEMP VISA QUALITY (QA REVIEW)



89 April Temporary Visas have been QA'd with a provisional score of 88%. Visitor General was 100% with 25 samples while AEWV was only 72% on 18 samples. Full-fee paying student was 85% on 13 samples.

Current Month

(Blank)

Previous Month

92.3%

VI2023 - NET CALL CENTRE SENTIMENT



Sentiment up slightly to +5.1 and has been stable for three months. Visitor stable at +3.9 on 10.6k relevant calls, Work also stable at +5.6k on 12.1k calls. Residency up from +5.1 to +5.8 on 13.3k calls. Student dropped from +6.4 to +4.1 on 3.9k calls.

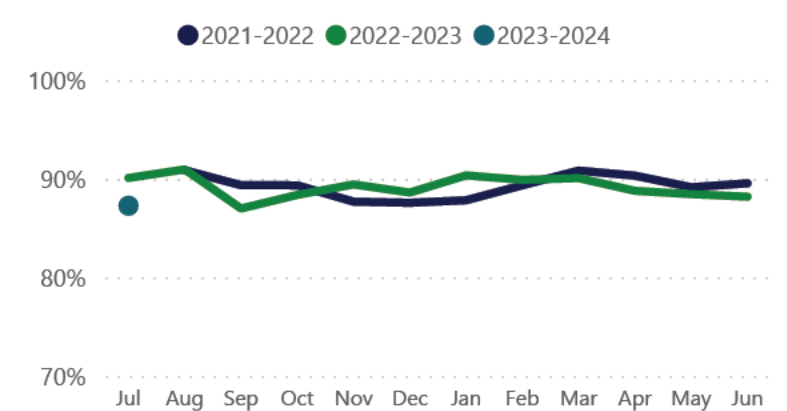
Current Month

+5.1

Previous Month

+4.9

VI2006 - PRE-DECISION QUALITY SCORE



QC scores remained fairly stable on 7k checks in July a drop from 7.9k in June. Resident were 88% on 2.6k checks, Student 88% on 0.6k, Visitor 86% on 2.3k, and Work 87% on 1.4k. April Temporary QC scores lower than QA, Resident higher.

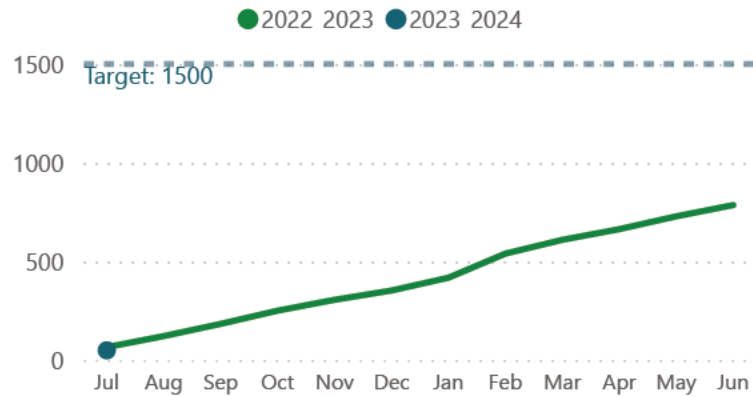
Current Month

87.3%

Previous Month

88.2%

CO2000 - # PEOPLE DEPORTED/VOL DEP (YTD)

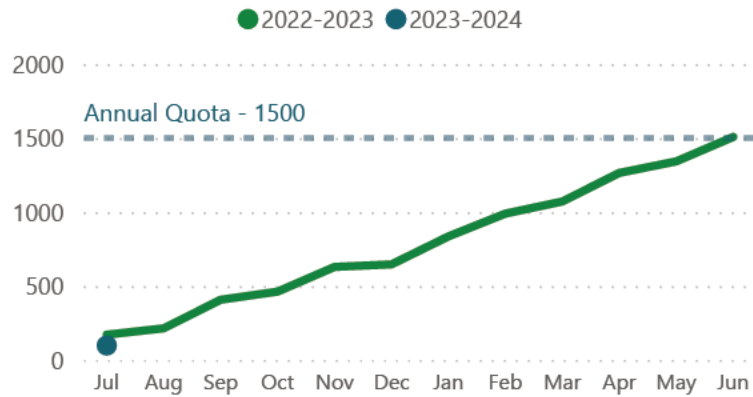


July deportations at 49 were 8 fewer than June and 16 fewer than same month previous year. 13 were deportations, with 20 self-deports and 16 voluntary departures. 18 related to temporary entry and 27 to unlawful.

Current Month
49

Previous Month
57

RE2000 - REFUGEE QUOTA (YTD)

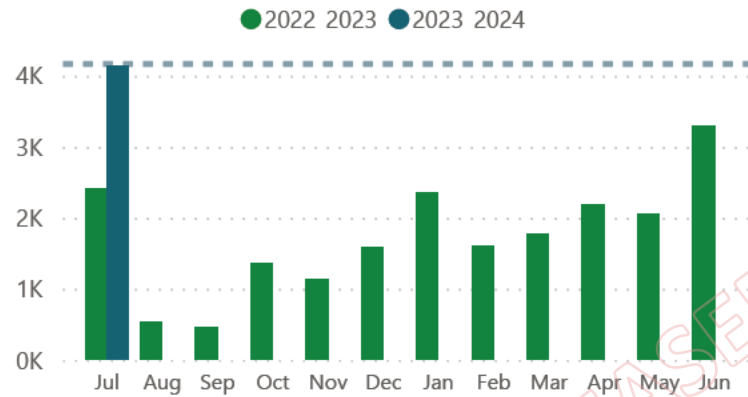


There were 98 arrivals in July. Of these, 25 were from Ecuador 17 from Iran 19 from South Africa and 16 from Australia. As this is the first month of a new year, extrapolation is difficult, but 98 per month would achieve 1176 total arrivals this year.

Current Month
98

Previous Month
165

ST1003 - TOTAL LWNZ REG SKILL LVLS 1-3

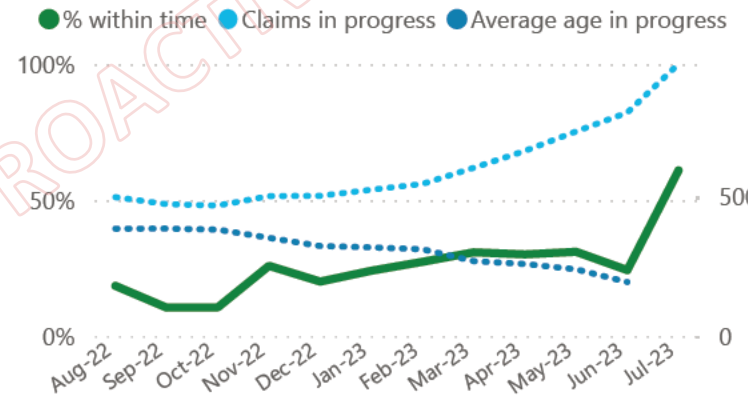


The best month for over year with 4.1k registrations right on track for target. It was a "trades" heavy month with software engineers, civil engineers, electrical engineers, and electricians making up top 4 listed occupations.

Current Month
4144

Previous Month
3296

RE2002 - % OF REFUGEE CLAIMS <170WD

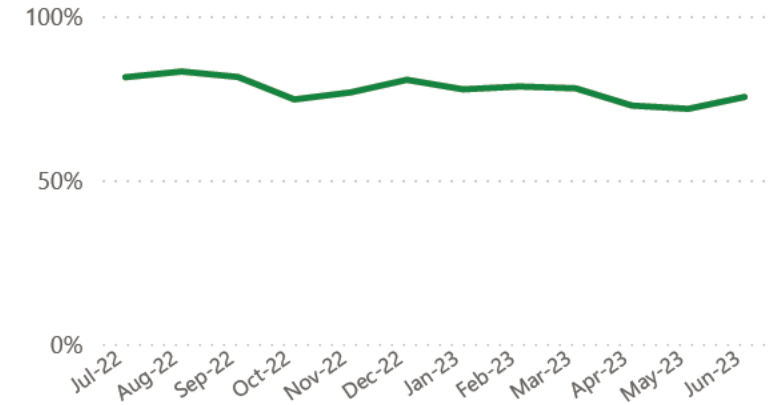


Yet another record month with 198 claims. There were 23 decisions meaning a net gain of 175 applications. 110 claims were Visitor Visa (58 from India) and 70 were Visa Waiver (68 from Malaysia). Timeliness high for July but bound to drop.

Current Month
60.9%

Previous Month
24.2%

ST1000 - % LWNZ REGISTRANTS SKILL LV 1-3

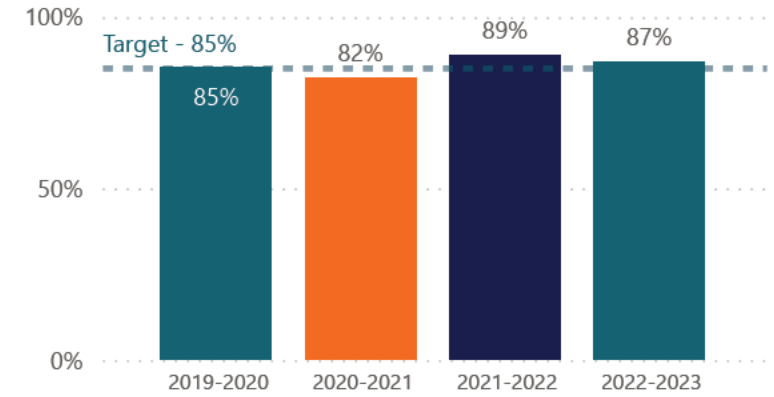


Improvement to 76% alongside an increase in overall skilled registrations indicates that any awareness work has been both effective in raw terms but also targeted at the right occupations.

Current Month
76%

Previous Month
75%

MI1000 - % RECENT MIGRANTS FEEL NZ HOME



There has been a slight decrease on the previous year's result which was the best since 2014. There were 5,594 responses to the survey. The sample for this survey was widened from 2021 onwards meaning earlier comparisons are not precise.

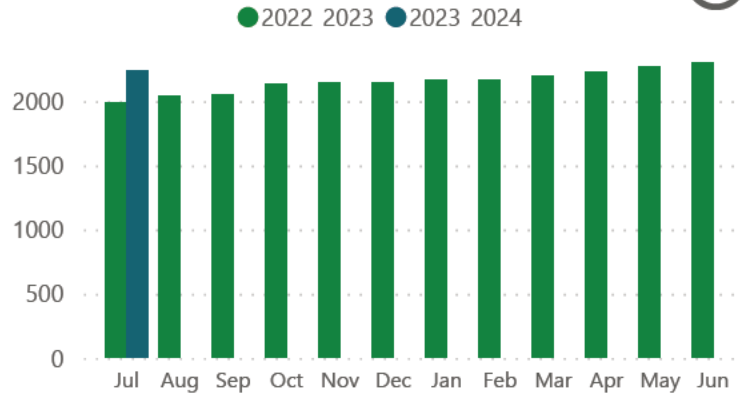
Current Year
87%

Previous Year
89%

Cu M P v us M

Jul-23 Jun-23 May-23 Apr-23 Mar-23 Jul-23 Jun-23 May-23 Apr-23 Mar-23 Feb-23

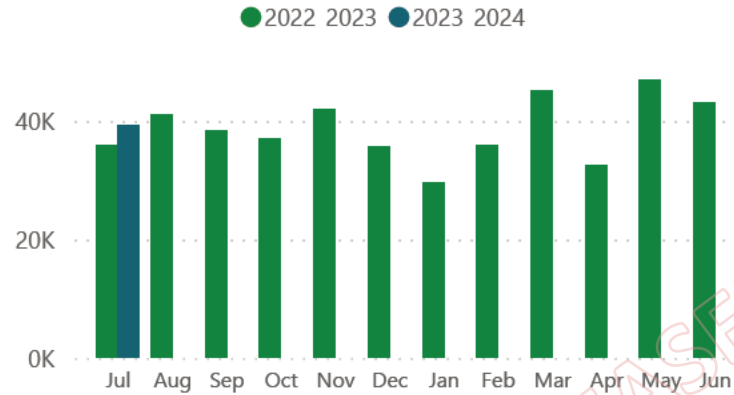
UN7500 - FULL TIME EQUIVALENTS



FTE decreased in July as a result of the MBIE re-alignment

Current Month	2234.2
Previous Month	2306.0

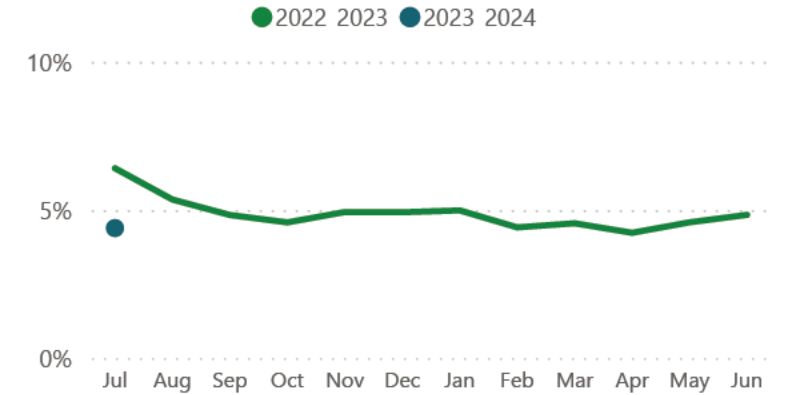
UN7529 - ACTUAL FTE DAYS WORKED



There was a 9% drop in actual FTE days worked in July from June. This was a combination of there being 5% fewer working days, slightly increased annual leave, slightly reduced sick leave, and an overall reduction in INZ FTE.

Current Month	39.3K
Previous Month	43.0K

UN7512 - LOST TIME RATE



INZ lost time rate dropped to 4.4% in July from 4.8% in June. Branches were in a range of 2.5% (Customer) to 4.7% (Chief Operating Officer). This is 2% lower than same month, previous year, and fairly low for cold and flu season.

Current Month	4.4%
Previous Month	4.8%

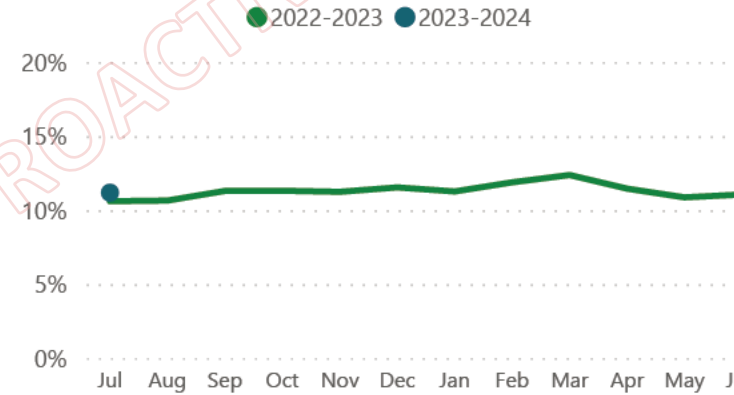
UN7510 - % OF PERM STAFF >6 WKS A/L



The percentage of staff over six weeks Annual Leave dropped to 8.0% in July from 8.8% in June and is 6.2% lower than the same month, previous year. This is the lowest rate since February 2023 (which followed the main holiday period)

Current Month	8.0%
Previous Month	8.8%

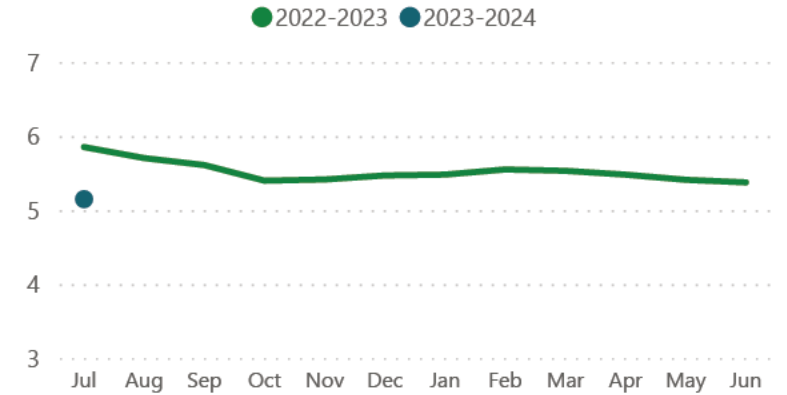
UN7504 - UNPLANNED TURNOVER



Turnover was stable in July at 11.2%, with 236 permanent leavers over the past 12 months. Customer had highest turnover at 17.6% with Assurance lowest at 6.9%. COO (now including VO) was 10.4%.

Current Month	11.2%
Previous Month	11.0%

UN7522 - AVERAGE TENURE PERM EMPLOYEES



Average tenure dropped to 5.1 years in July. This is primarily the result of significant new hiring with COO (VO) at 4.3 years acting as the primary anchor, with the next lowest IRB at 6.3 years. Highest Assurance at 9.0 years.

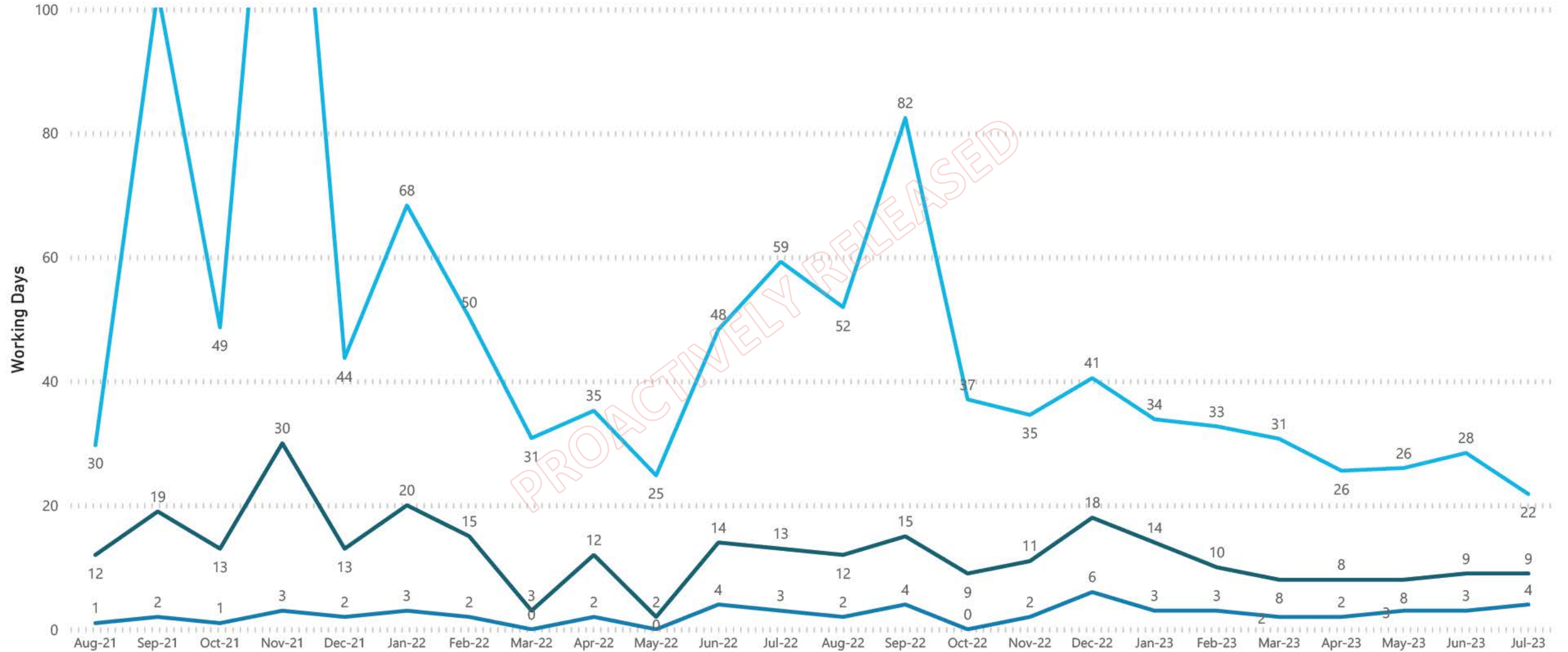
Current Month	5.1
Previous Month	5.4

Commercial Information

PROACTIVELY RELEASED

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



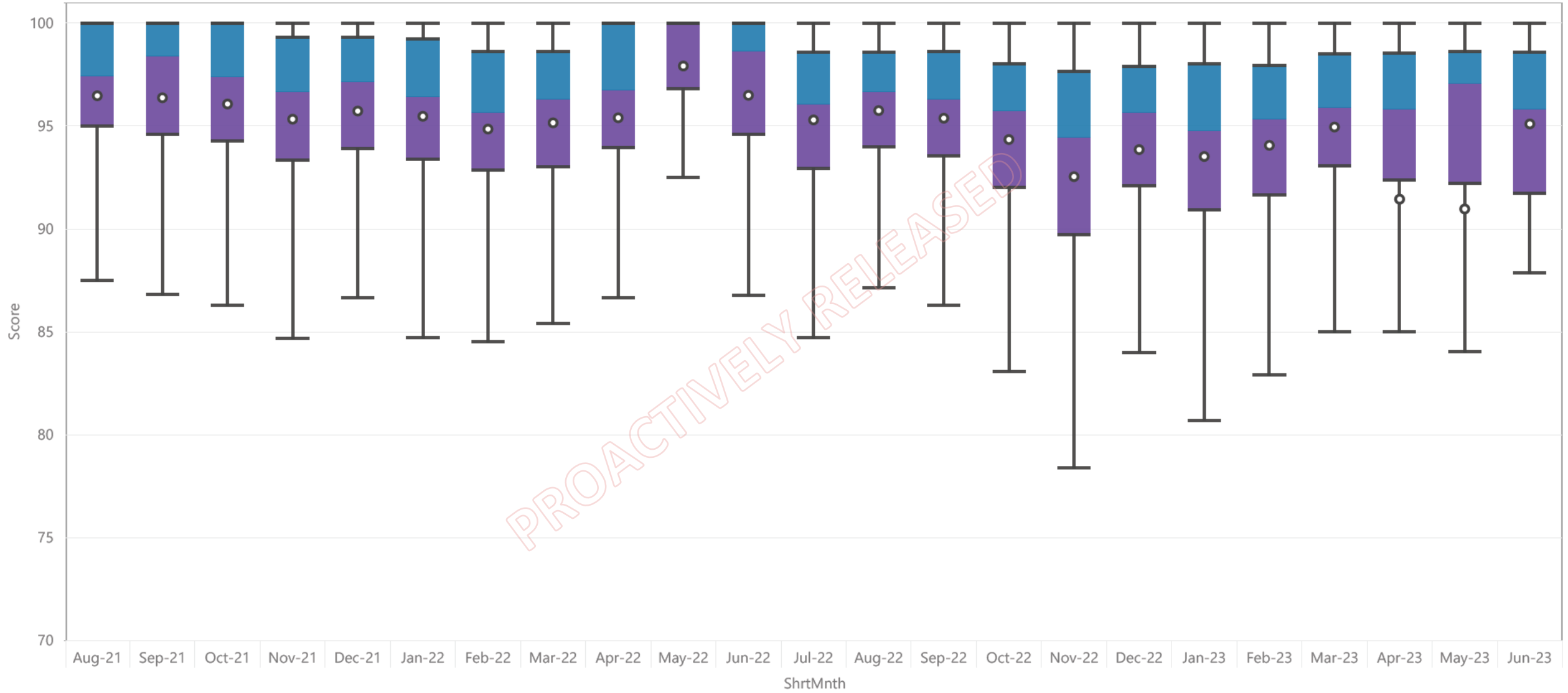
V sa Category (groups)

Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

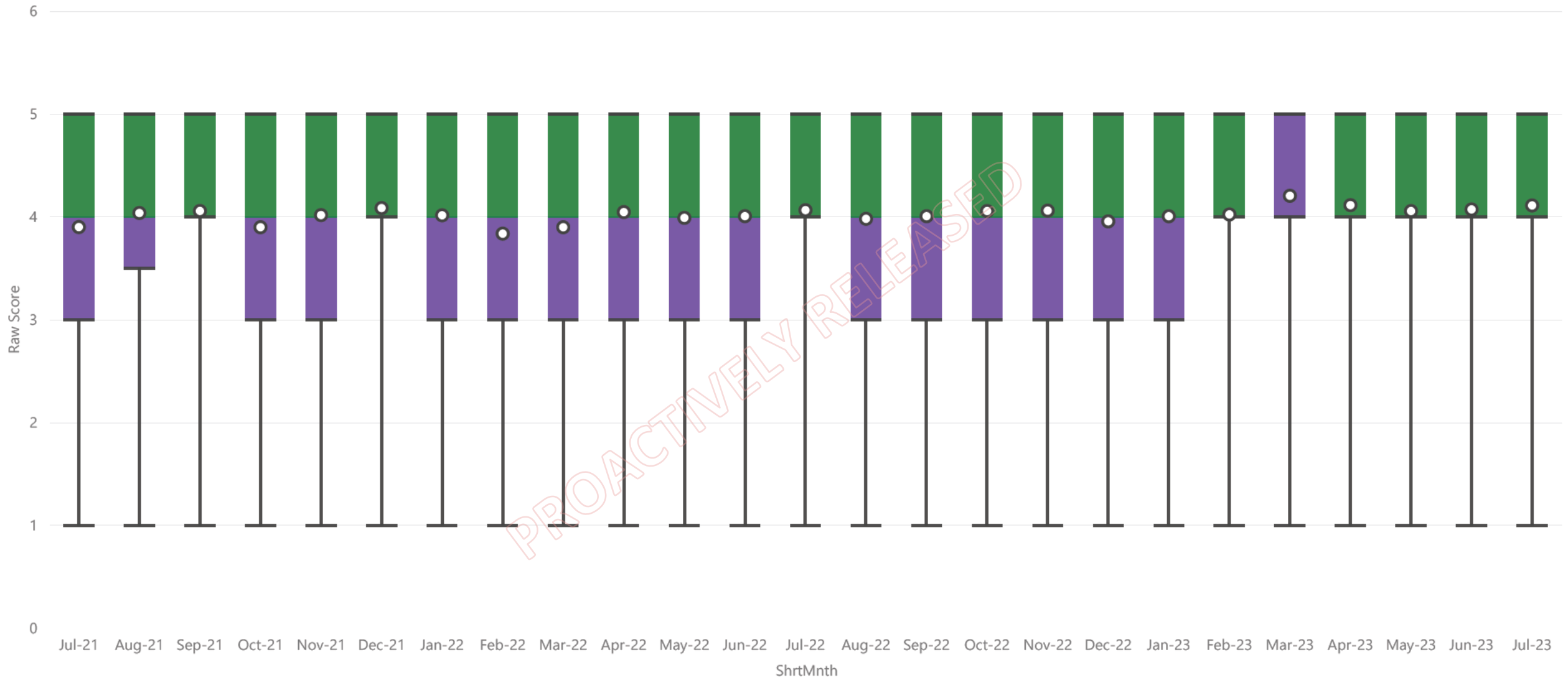
Quality Assurance Scores



Appl cat onStream

	Foreign Mission & Military	Limited Purpose	Returning Resident	Uncapped Family Sponsored Stream	Work
Business / Skilled	International / Humanitarian	Parent Sibling Adult Child Stream	Student	Visitor's	

Customer Satisfaction Scores

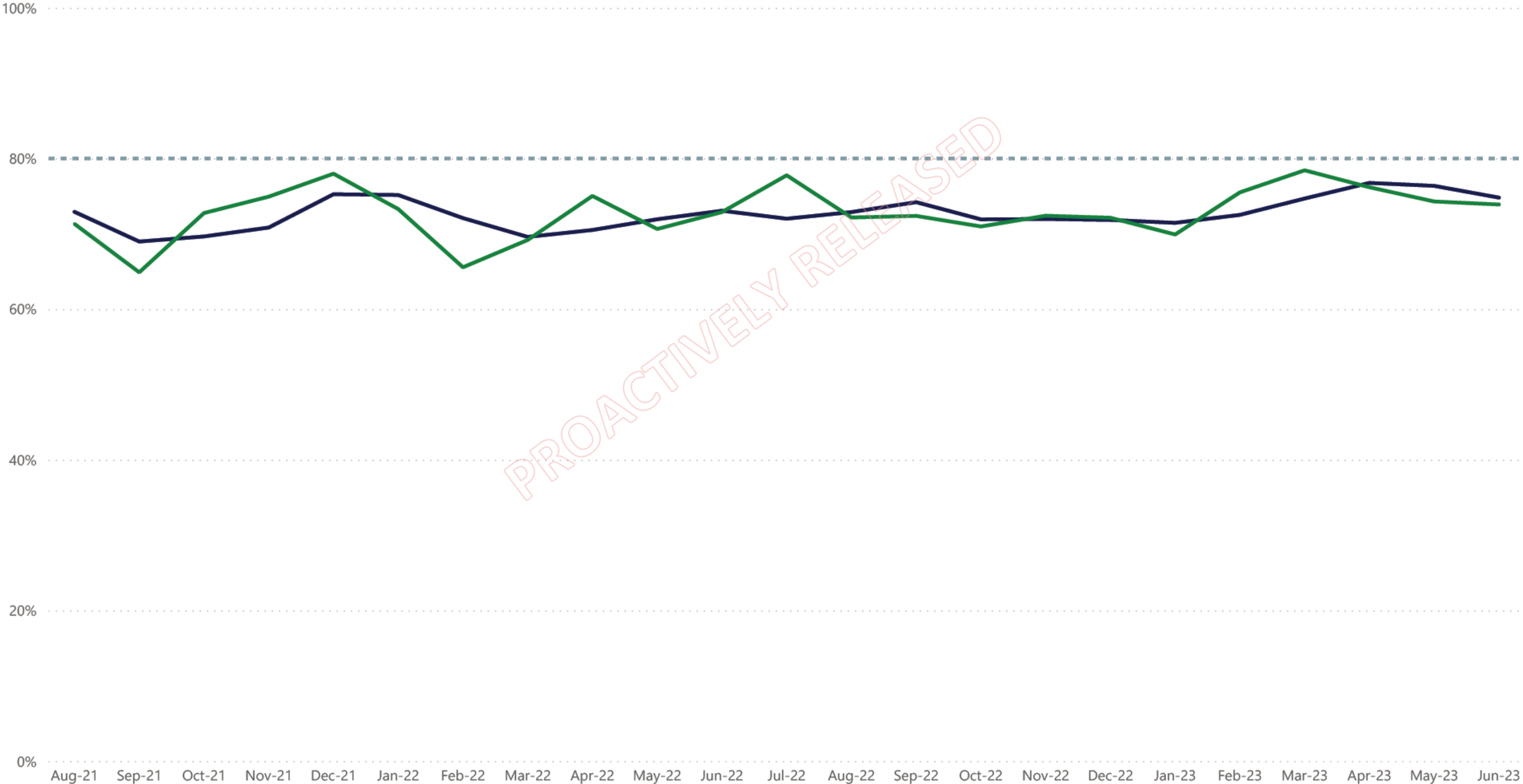


Type

Application~type	International / Humanitarian	Limited Purpose	Official	Permanent Resident	Returning Resident	Transfers	Uncapped Family Sponsored Stream	Work
Business / Skilled	Limited	O_	Parent Sibling Adult Child Stream	Resident	Student	Transit	Visitor's	

MONTHLY AND 3 MONTH ROLLING CUSTOMER SATISFACTION

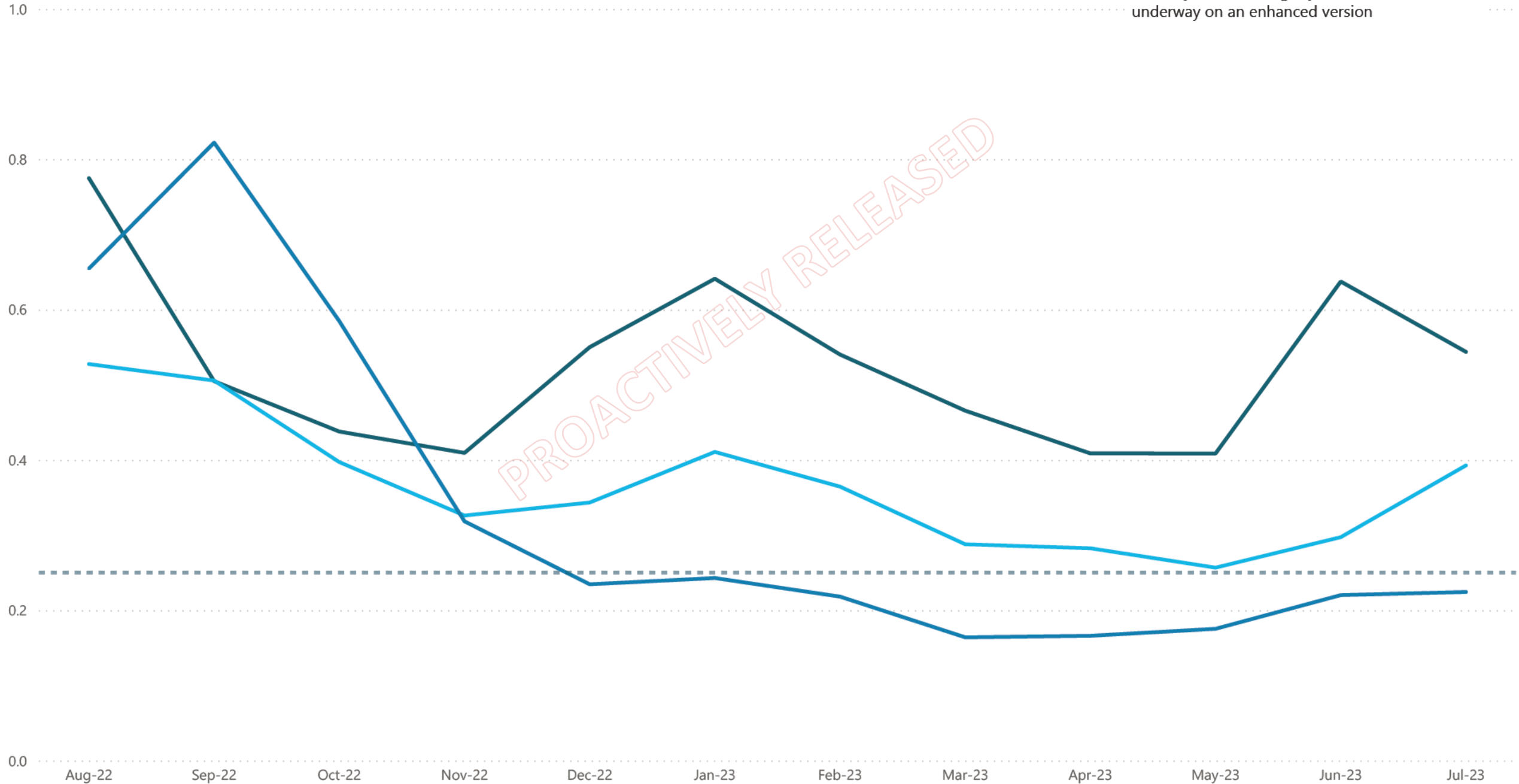
● 3 Month Rolling ● Monthly



Future Debt (In Progress Over Time As Share Of Likely Completions)

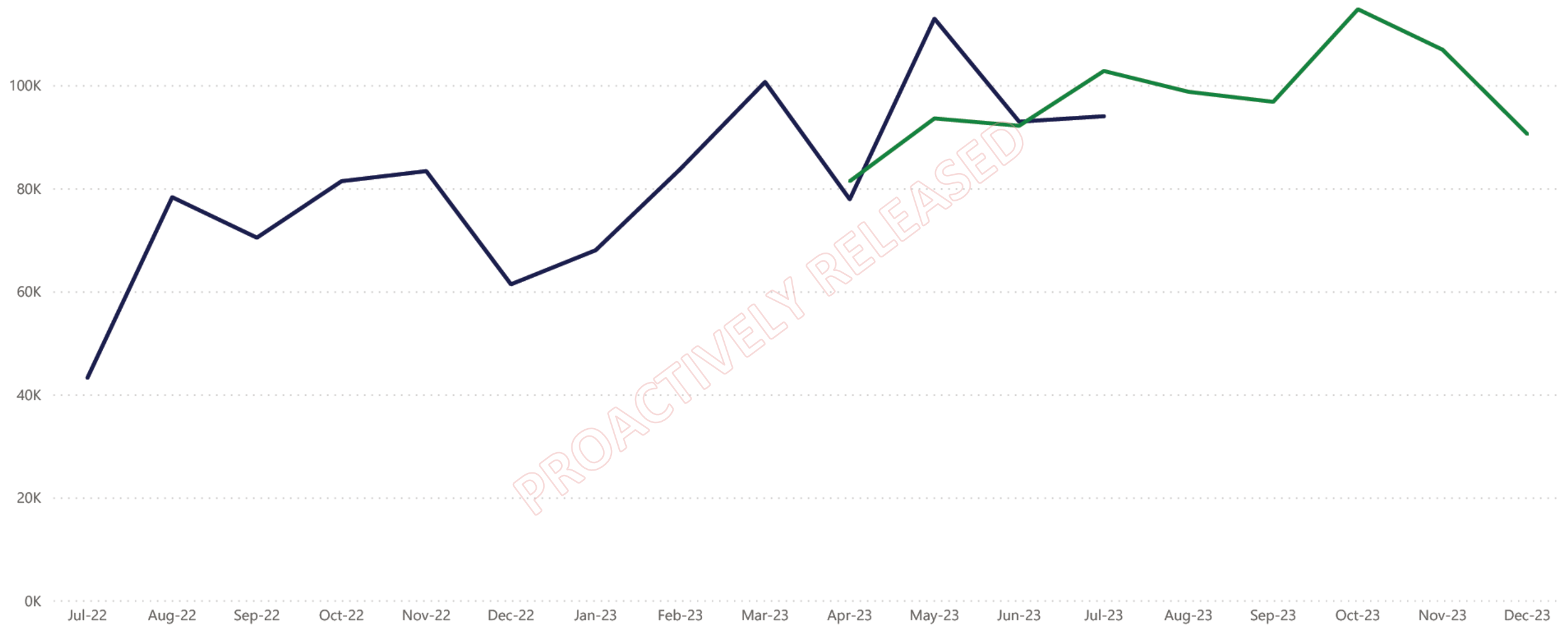
● Work Debt ● Student Debt ● Visitor Debt

As this calculation uses weekdays rather than workdays it will be slightly out (+2/3%) - work is underway on an enhanced version



Forecast vs. Actual Received Applications

● Received ● Forecast

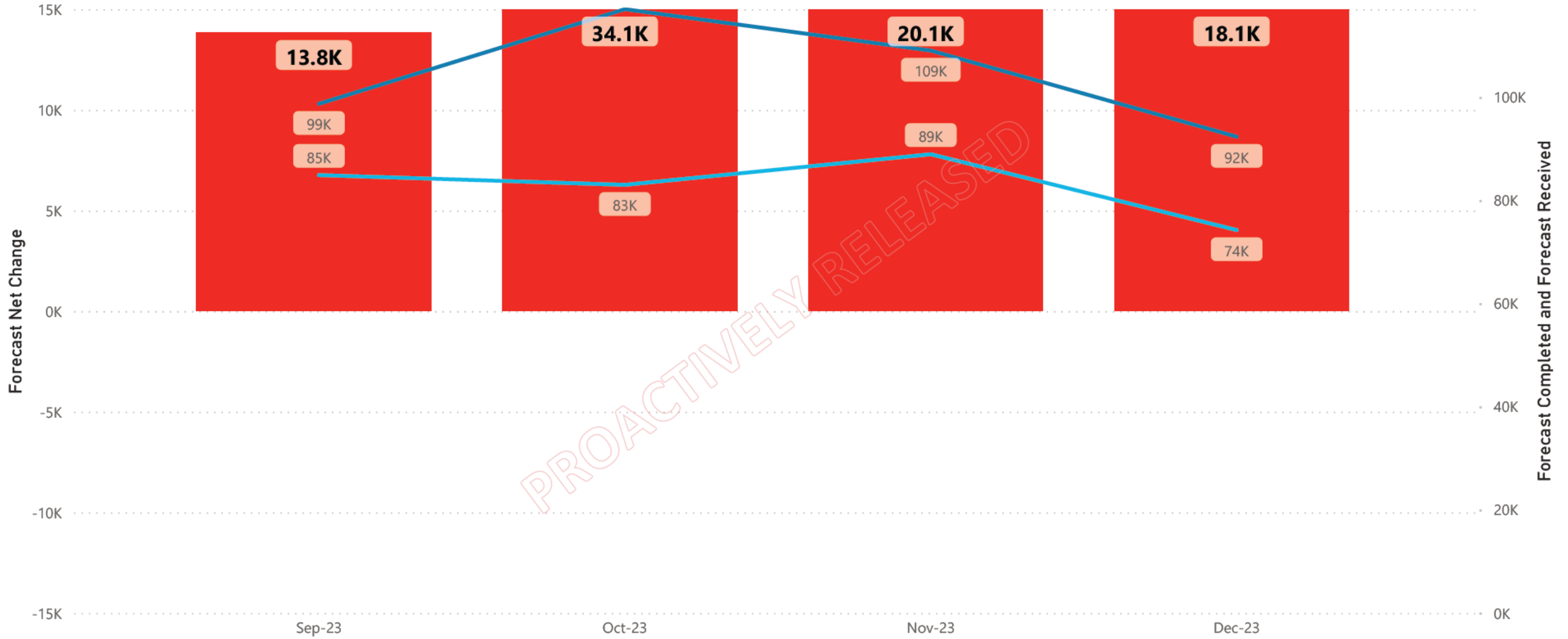


(Blank)	Student
Other	Visitor
Resident	Work

Forecast Net Change

● Forecast Net Change ● Forecast Completed ● Forecast Received

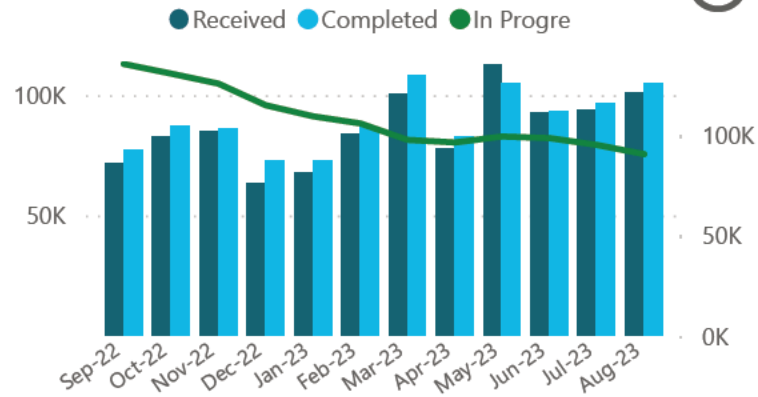
v1.01 PRODUCTION FORECAST 5/7/23



PROACTIVELY RELEASED

V sa Category	Overt me			Product v ty		
	(Blank)	1%	2%	5%	5%	3%
Other	10%	3%		4%	20%	10%

VI8000/2506 - ALL RECEIVED/COMPLETED



A busy month with a 7% increase in received volumes to 101k and a 9% increase in completed volumes to 104.7k, leading to a net loss of 3.7k - the best month since April. In progress now below 95k.

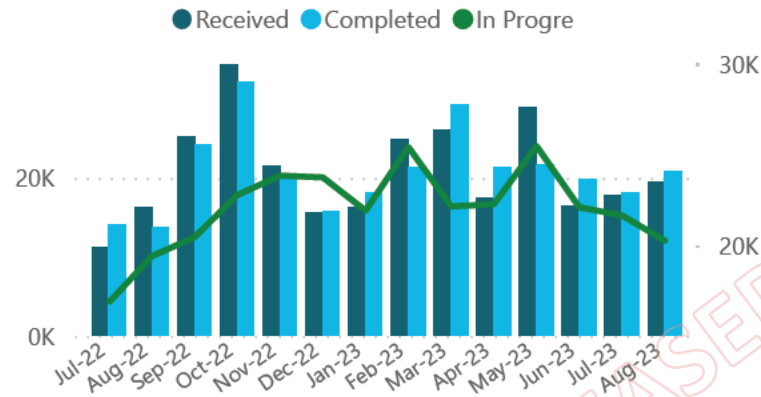
Current Month Net

-4005

Previous Month Net

-2866

VI8001/2507 - WORK RECEIVED/COMPLETED



Another 10% increase in received to 19.6k and a 15% increase in completed to 20.9k saw a 1.3k net loss. AEWV 0.3k net loss on 6.7k/7.0k, Partner of Worker consistent 2.4k comp and 2.3k net loss. VOC 1.1k/1.4k comp and 0.3k net loss.

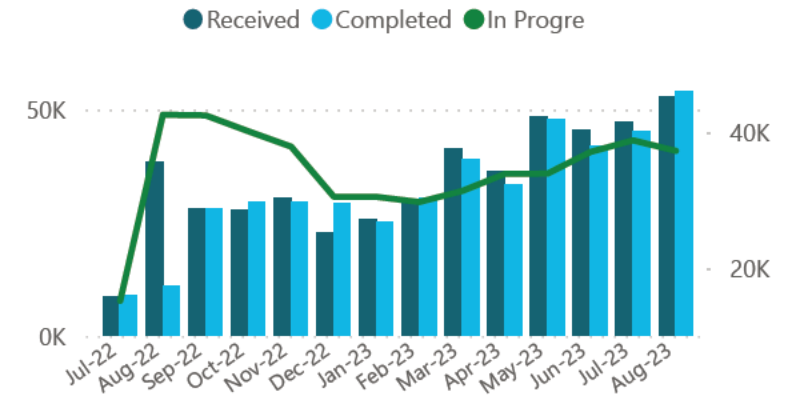
Current Month Net

-1349

Previous Month Net

-439

VI8002/2508 - VISITOR RECEIVED/COMPLETED



Received volumes up 12% to 52.9k but completed up 20% to 53.8k. Holiday/Vacation 0.1k net loss on 17.2k/17.3k. General 0.6k net gain on 10.1k/9.5k. VFF 0.3k net loss on 9k/8.7k. Best performer was Business with 1.2k net loss on

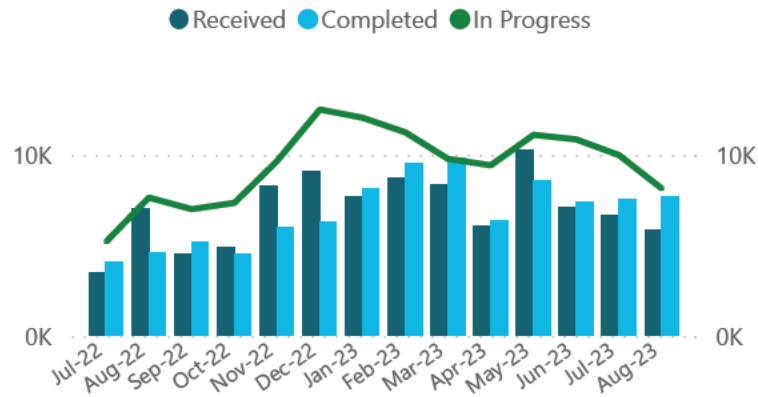
Current Month Net

-1086

Previous Month Net

2046

VI8003/2509 - STUDENT RECEIVED/COMPLETED



Rec dropped 12% to 5.8k but comp up 2% to 7.7k meant 1.8k net loss. almost 30% of rec FFP 0.8k net loss on 2k/3.4k, Dependent of Worker 0.8k net loss on 1.9k/2.7k, other smaller categories in balance. Total in progress below 10k now.

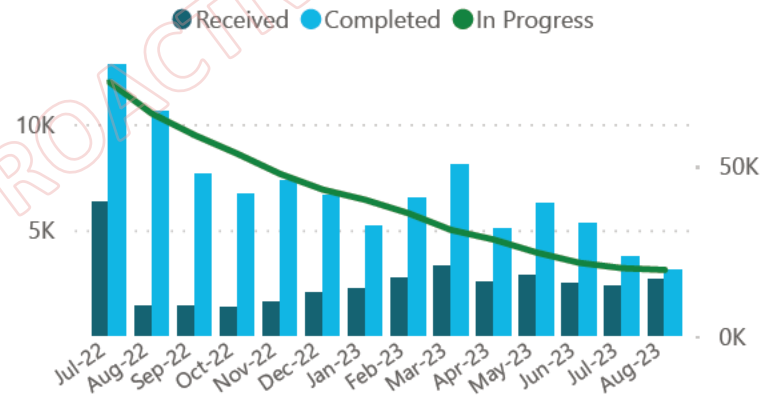
Current Month Net

-1844

Previous Month Net

-868

VI8004/2510 - RESIDENT RECEIVED/COMPLETED



0.4k net loss on 2.7k rec/3.1k comp. RV21 0.6k comp. Partnership 0.2k net gain on 0.7k/0.5k. killed Migrant 0.1k net loss on 0.3k/0.4k and Straight to Residence 0.1k net loss on 0.5k/0.6k. Total in progress now below 20k

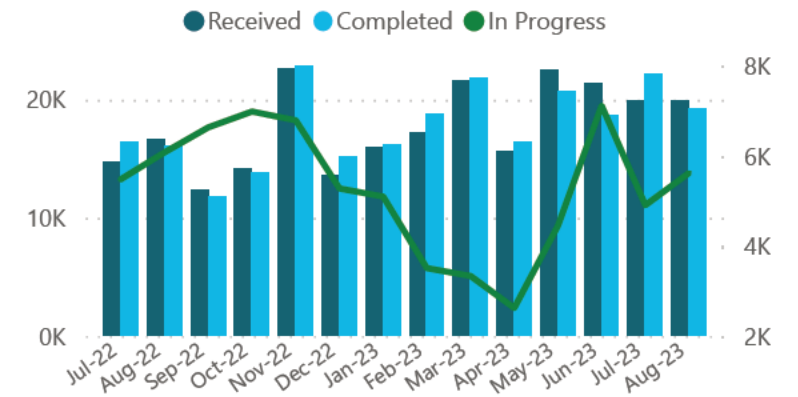
Current Month Net

-445

Previous Month Net

-1392

VI8005/2511 - OTHER RECEIVED/COMPLETED



Net gain of 0.7k on 20k rec/19.2k comp. Label-less replace almost all of this at 11.4k/10.7k leading to net gain of 0.7k. General 7.2k/7.1k and stable.

Current Month Net

719

Previous Month Net

-2213

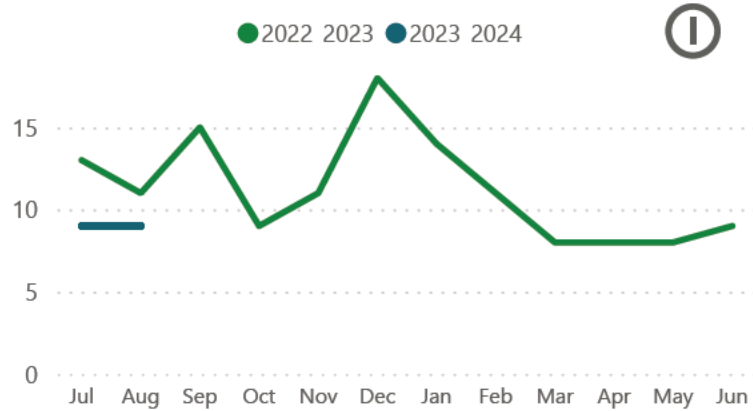
Cu M P v us M

Aug-23 Jul-23 Jun-23 May-23 Apr-23

Aug-23 Jul-23 Jun-23 May-23 Apr-23 Mar-23

CONTEXTUAL INFORMATION

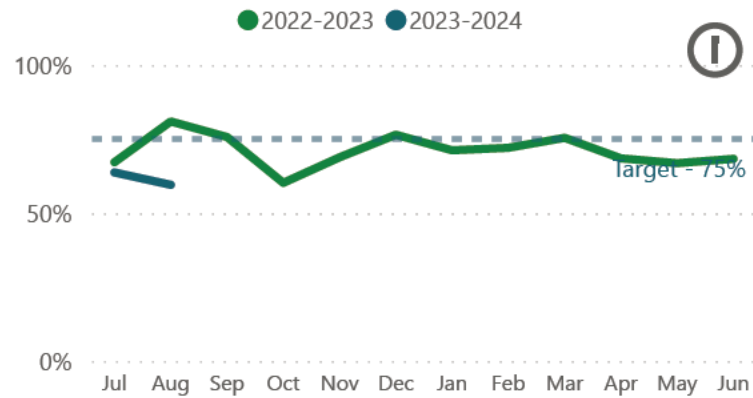
VI2060 - MEDIAN WD TO COMPLETE VISA



Timeliness was stable in August from July at 9 working days. Median working day timeliness has remained in the 8-9 day range since March 2023 after spiking significantly through the December/January period.

Current Month
9
Previous Month
9

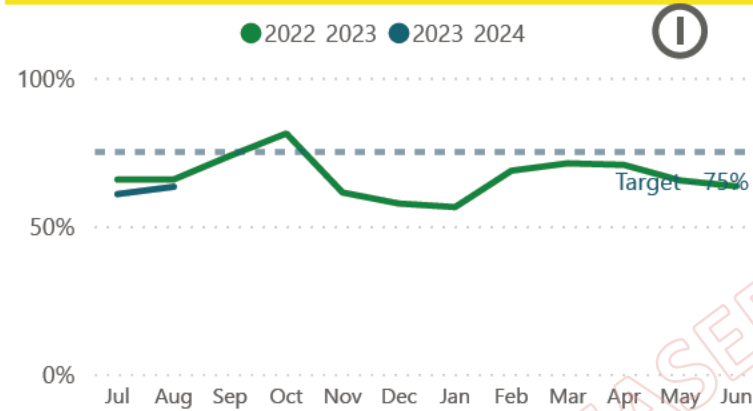
VI2020 - STUDENT VISAS <30WD



Timeliness dropped 4% to 60% hitting lowest for last 14 months. FFP dropped 4% from 69% to 65%. Dependent of a Worker 38% from 42%. ELS dropped from 93% to 90%. Future outlook more optimistic given drop in in-progress and overtime.

Cu M
60
Previous Month
64
% n Progress Over-Age
23.4%

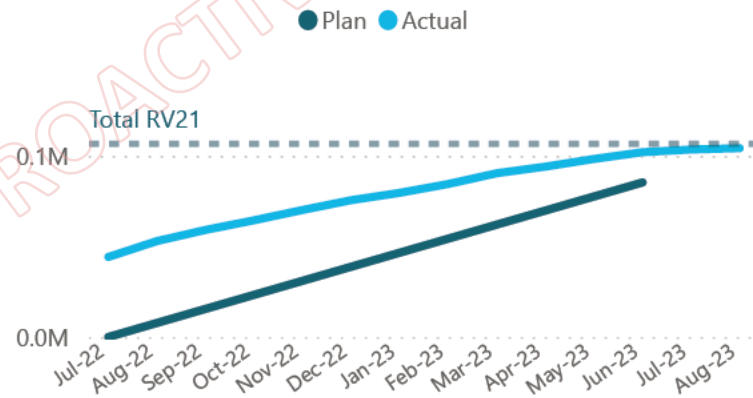
VI2015 - WORK VISAS <20WD



Timeliness improved to 63% but remains below target. AEWV improved to 71% from 69%. Partner of a Worker remained low at 2.6% but relatively few remain in progress. Germany/France WHS 97-98%, UK WHS 82%, and Specific Purpose 82%.

Cu M
63
Previous Month
61
% n Progress Over-Age
38.9%

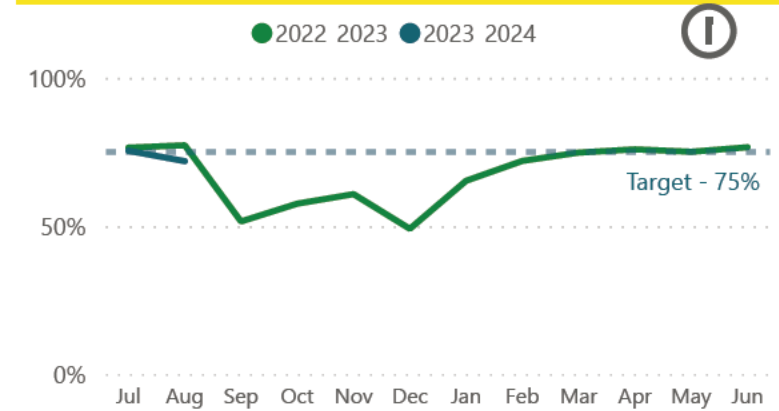
VI2040 - RV21 VS PLAN



Total completions now over 104k and approaching 106.5k total. Slowdown is very apparent and risk is that progress stops and INZ never approaches the 100% result.

Current Month
(Blank)
Previous Month
(Blank)

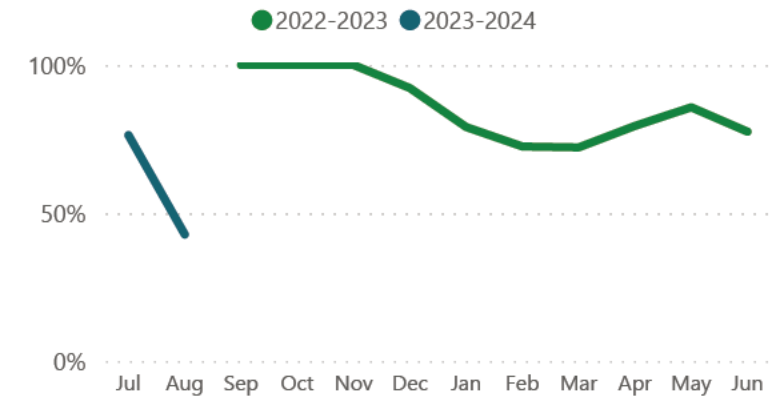
VI2030 - VISITOR VISAS <20WD



Timeliness dropped below target to 72% for first time since February as older visas processed. Holiday/Vacation from 71% to 61%, General from 88% to 78%, VFF from 68% to 63%, and Business stable at 98%. Future outlook more optimistic.

Cu M
72
Previous Month
75
% n Progress Over-Age
18.9%

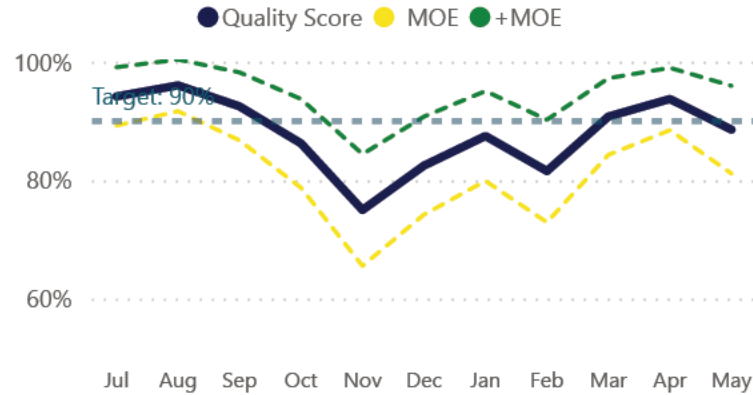
VI2041 - GREEN LIST RES <60 WD



Timeliness plummeted in August as the backlog of applications began to be worked through. A total of 2.2k Greenlist STR applications have been received, 1.5k have been completed. Of the 766 in progress, 445 (58%) are already over time.

Current Month
43%
Previous Month
76%

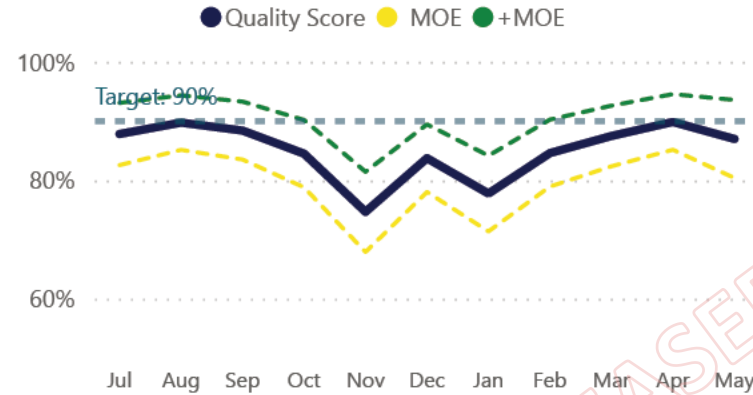
VI2002 - RES VISA QUALITY (QA REVIEW)



70 May Resident Visas (full sample 80) have been QAd with a provisional score of 89% MC scored 70% on 10 samples, Talent - Accredited Employer 100% on 10 samples, RV21 89% on 9 samples, and Partnership 100% on 9 samples.

Current Month	(Blank)
Previous Month	(Blank)

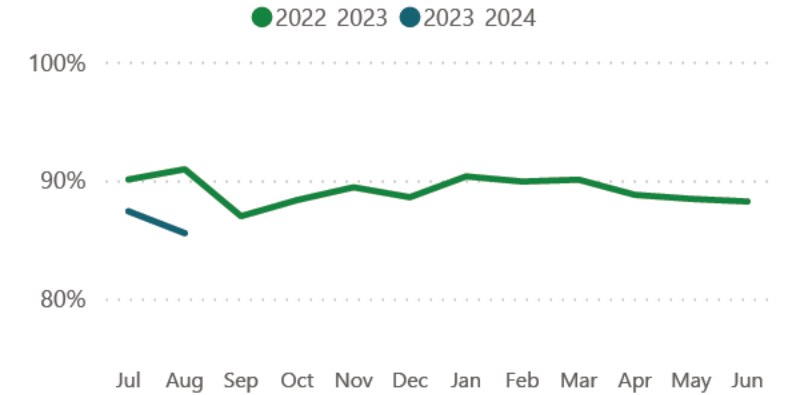
VI2003 - TEMP VISA QUALITY (QA REVIEW)



100 May Temporary Visas (full sample 160) have been QA'd with a provisional score of 87% Visitor General was 86% with 28 samples while AEWV remained poor at 70% on 20 samples. Other product types had small <=5 sample sizes.

Current Month	(Blank)
Previous Month	(Blank)

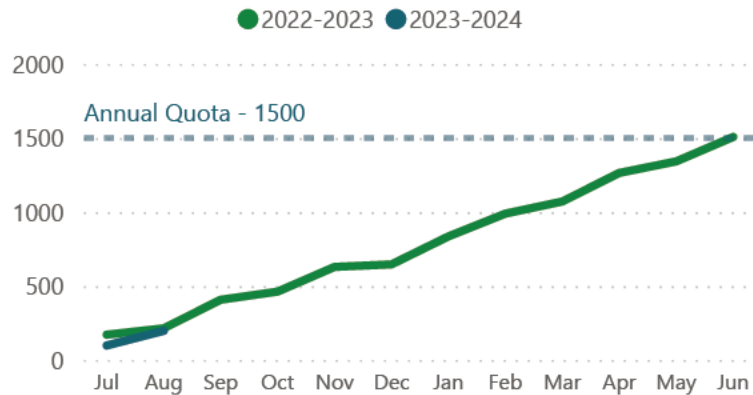
VI2006 - PRE-DECISION QUALITY SCORE



QC scores remained stable in August on 6.5k checks (7k in July 7.9k June) Resident scored 90% on 2.3k checks, Student 82% on 0.5k checks, Visitor 83% on 2.2k checks, and Work 84% on 1.3k checks. The result is 5% lower than same month

Current Month	86%
Previous Month	87%

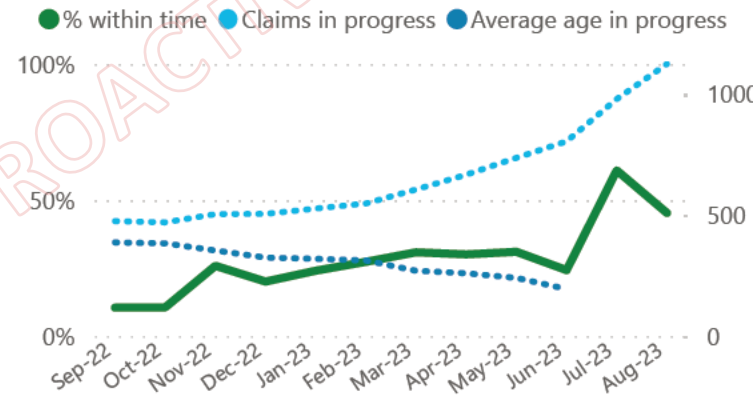
RE2000 - REFUGEE QUOTA (YTD)



Consistent performance in August with 99 arrivals (98 July) bringing YTD total to 197 August arrivals were dominated by Sri Lanka, Iraq, and Lebanon (22 each) followed by Malaysia at 11. INZ is now around 50 below the rate needed to hit 1500.

Current Month	99
Previous Month	98

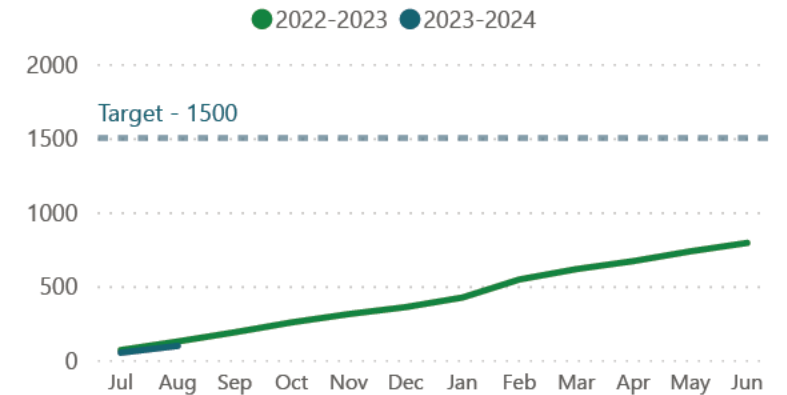
RE2002 - % OF REFUGEE CLAIMS <170WD



A small drop to 187 received claims (vs 198 in July) alongside 42 completions, with a net gain of 156 This month a strong linkage to Visitor Visas with 156 claims from this, 88 from India and 47 from China. Visa waiver claims largely disappeared

Current Month	45%
Previous Month	61%

CO2000 - # PEOPLE DEPORTED/VOL DEP (YTD)



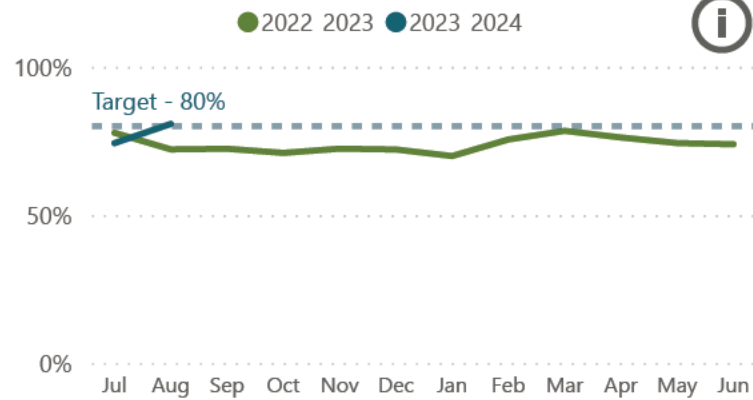
August deportations at 46, 3 fewer than July and 12 fewer than same month previous year meaning YTD INZ is 30 down on last year. August 7 departs, 14 self-deports, and 25 voluntary departures. 28 were Temp Entry and 17 Unlawful.

Current Month	46
Previous Month	49

Cu M P v us M

Aug-23	Jul-23	Jun-23	May-23	Apr-23	
Aug-23	Jul-23	Jun-23	May-23	Apr-23	Mar-23

VI2001 - CUSTOMER SATISFACTION

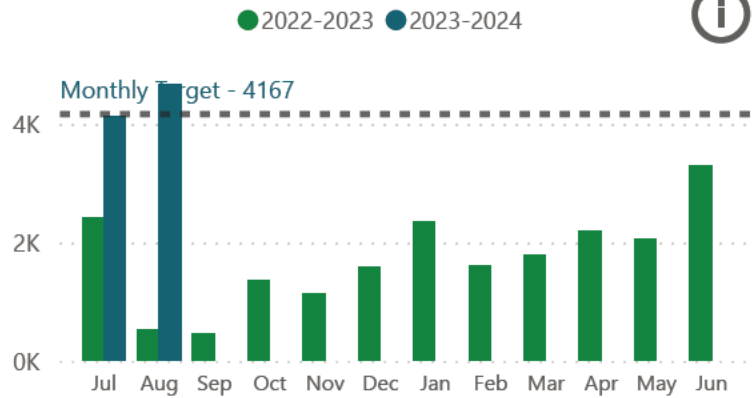


A big jump in customer satisfaction this month, with three of the major categories improving Resident from 67% to 77%, Student from 71% to 76%, Visitor from 72% to 81%. Work was stable at 86% and remains best performing

Current Month
81%

Previous Month
74%

ST1003 - TOTAL LWNZ REG SKILL LVLS 1-3

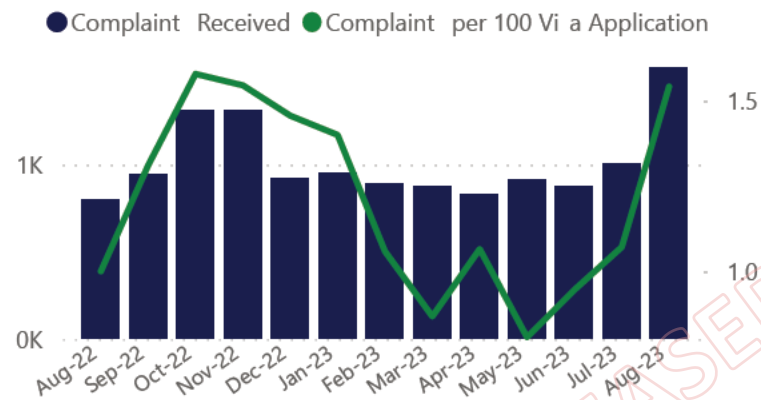


Another very good month, with roughly 500 more skilled registrations than need for the 50 000 annual target. Civil Engineers and Electricians were #1 and #2, followed by Software Engineers, and then Mechanical Engineers .

Current Month
4670

Previous Month
4144

ST1001 - COMPLAINTS VOLUMES

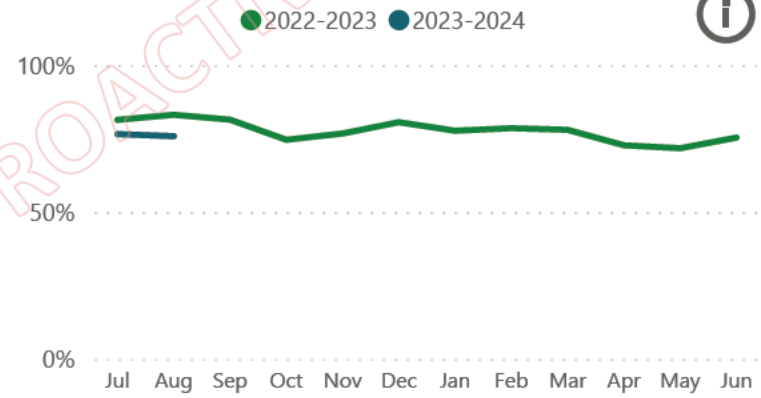


Complaint volumes increased significantly in August up by 55% compared to July. A large proportion of this is Chinese visitor visa applicants. The complaints rate per 100 applications increased proportionally to 1.53,

Current Month
1,558

Previous Month
1,006

ST1000 - % LWNZ REGISTRANTS SKILL LV 1-3

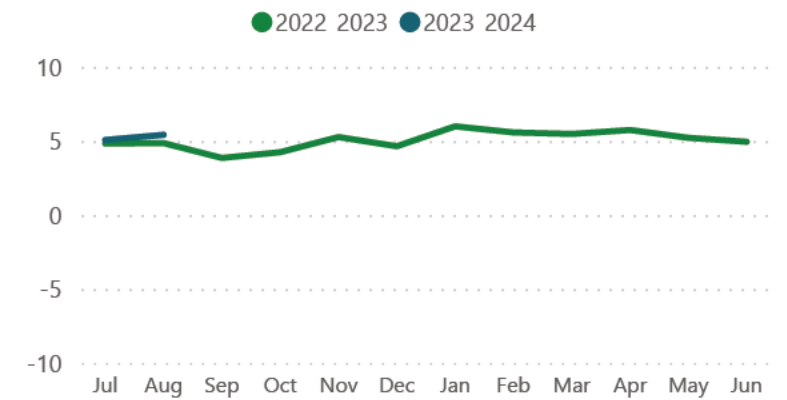


Immigration NZ maintained the same percentage of skilled registrations as in July. This is the third consecutive month of 75% or above and is suggestive of appropriate targeting of marketing alongside the increased raw numbers.

Current Month
76%

Previous Month
76%

VI2023 - NET CALL CENTRE SENTIMENT

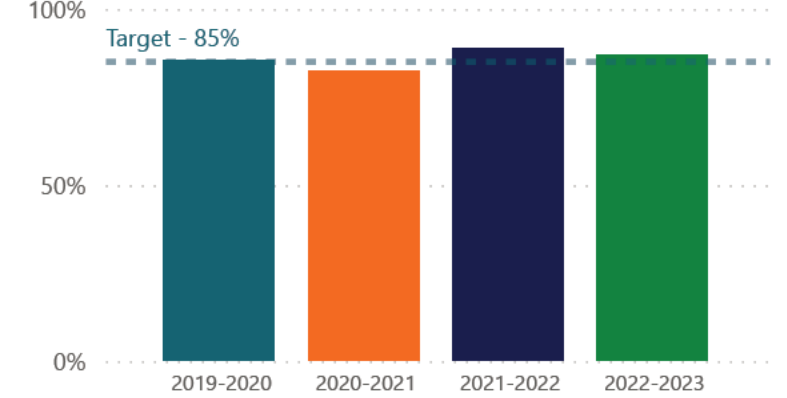


Sentiment increased +0.3 on a 25% increase in relevant call volumes. Residency went from +5.8 to +6.7 on 18% increase in calls, Student from +4.1 to +5.1 on 6% fewer, Visitor from +3.9 to +4.2 on 38% increase, and Work only drop from

Current Month
+5.4

Previous Month
+5.1

MI1000 - % RECENT MIGRANTS FEEL HOME

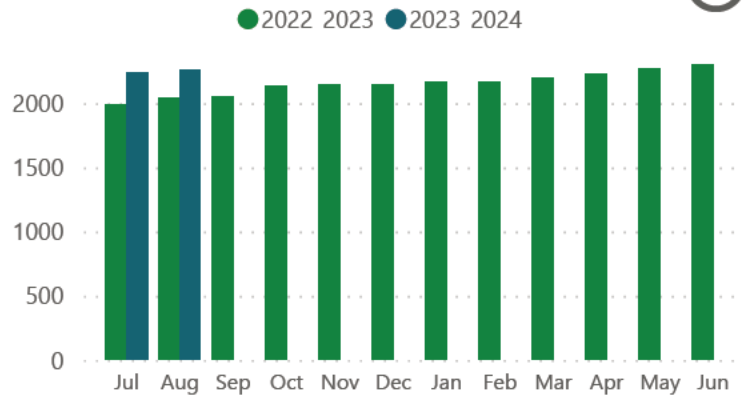


There has been a slight decrease on the previous year's result which was the best since 2014. There were 5,594 responses to the survey. The sample for this survey was widened from 2021 onwards meaning earlier comparisons are not precise.

Current Year
89%

Previous Year
87%

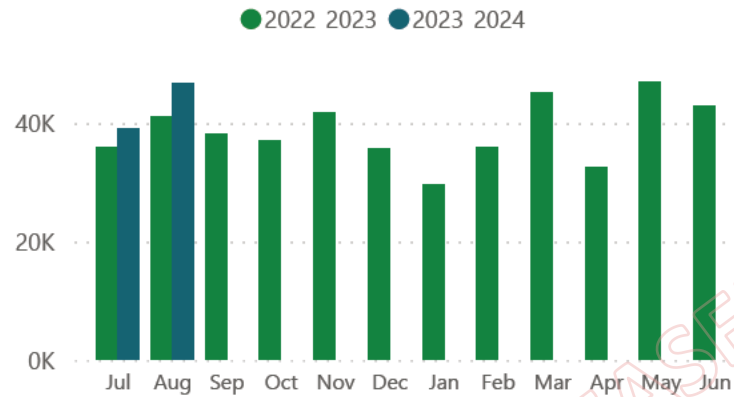
UN7500 - FULL TIME EQUIVALENTS



FTE increased by 26 in August. Most of this was due to COO growing from 1459 to 1486.5 FTE. Other branches fairly stable with a drop of 6.1 FTE in IRB and an increase of 7.0 FTE in RMS. INZ is now again bigger than it was in April 2023.

Current Month	2260.4
Previous Month	2234.2

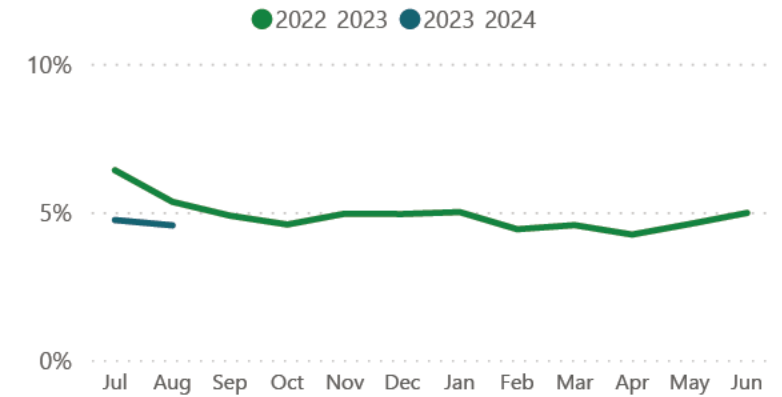
UN7529 - ACTUAL FTE DAYS WORKED



There was a 20% increase in actual worked days in August. This was a combination of slightly more staff, a greater number of working days in August, and a reduction in annual leave, alongside an increase in sick leave taken.

Current Month	46.8K
Previous Month	39.1K

UN7512 - LOST TIME RATE



INZ lost time rate dropped slightly to 4.5% in August. While there was an increase in gross sick leave taken, this was counteracted by a larger increase in the amount of potential worked days. It is 0.8% lower than same month, previous year.

Current Month	4.5%
Previous Month	4.7%

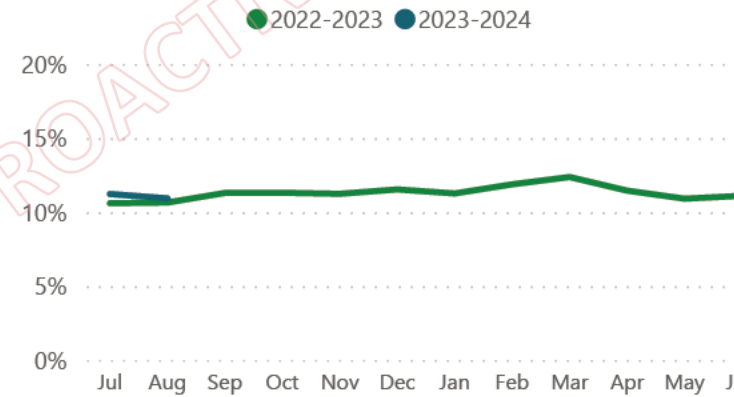
UN7510 - % OF PERM STAFF >6 WKS A/L



The percentage of permanent staff over six weeks annual leave ticked up slightly in August but remains significantly lower than last year. COO lowest at 6.1% with Customer highest at 20%; most branches over 12%.

Current Month	8.5%
Previous Month	8.0%

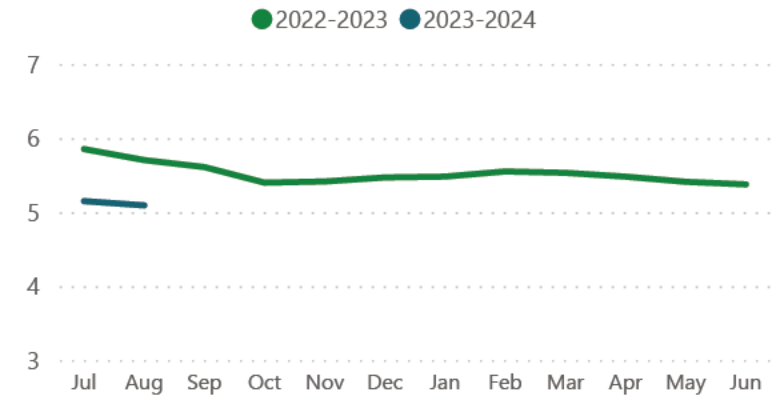
UN7504 - UNPLANNED TURNOVER



Turnover dropped very slightly in August and is 0.3% higher than same month previous year. COO at 10.5% anchor of INZ with Customer highest at 17.5% and Assurance lowest at 6.5%. Other branches 10.3%-13.7%.

Current Month	10.9%
Previous Month	11.2%

UN7522 - AVERAGE TENURE PERM EMPLOYEES



Average tenure was stable in August and is 0.6 years lower than same month previous year.

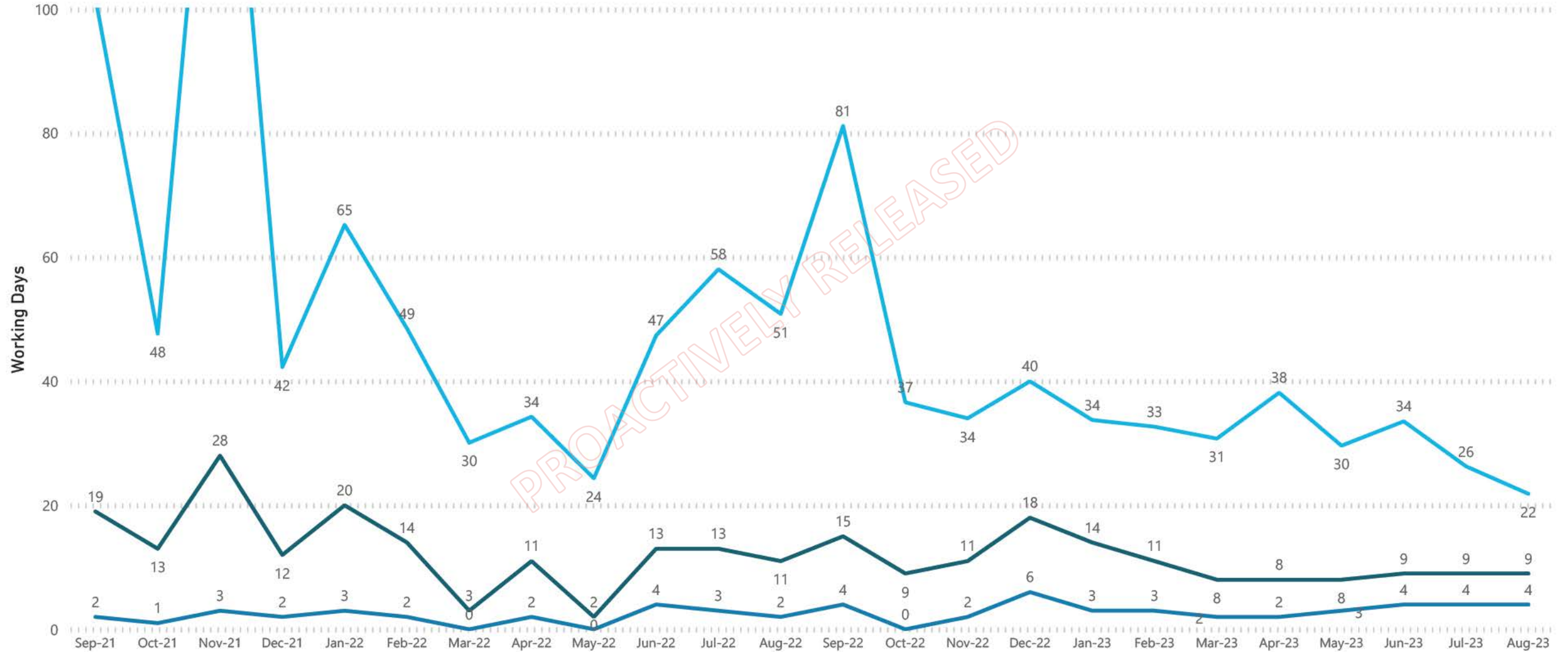
Current Month	5.1
Previous Month	5.1

Commercial Information

PROACTIVELY RELEASED

High Level Timeliness

● Median WD ● Mean WD ● 25th Pct WD



V sa Category (groups)

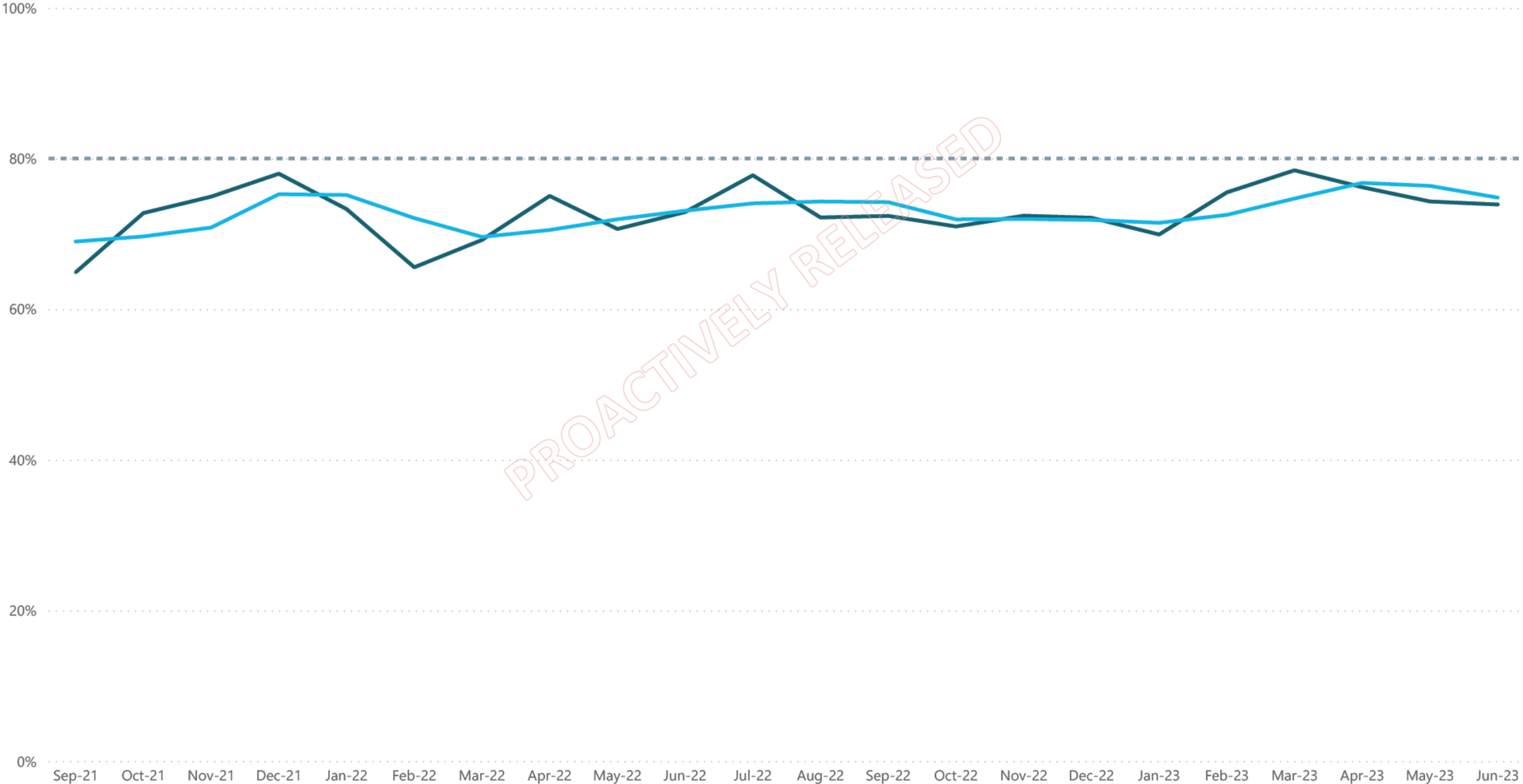
Other	Student	Work
Resident	Visitor	

Work ng Hol day

Exclude Working Holiday
Is Working Holiday

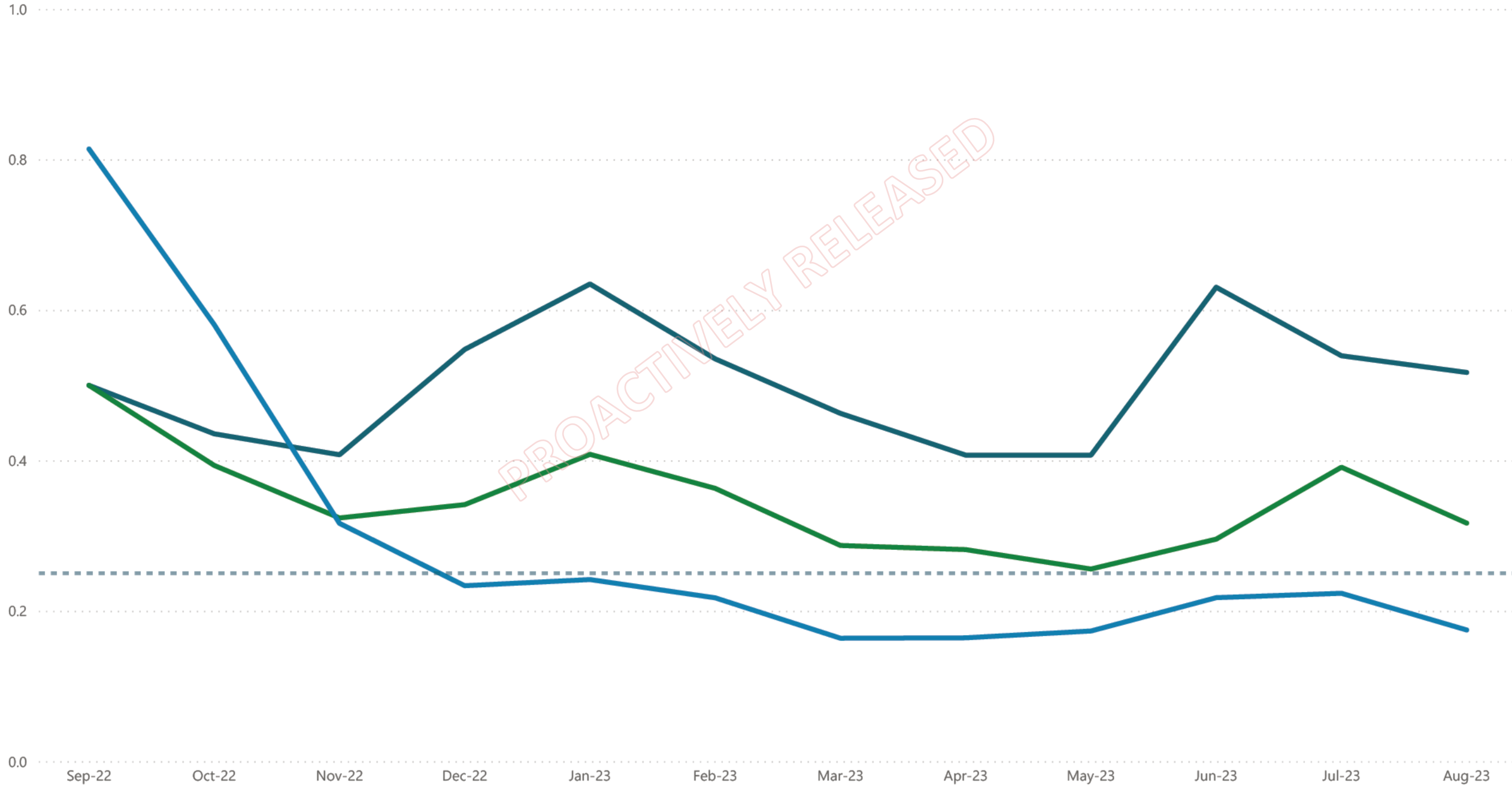
MONTHLY AND 3 MONTH ROLLING CUSTOMER SATISFACTION

● Monthly ● 3M Rolling



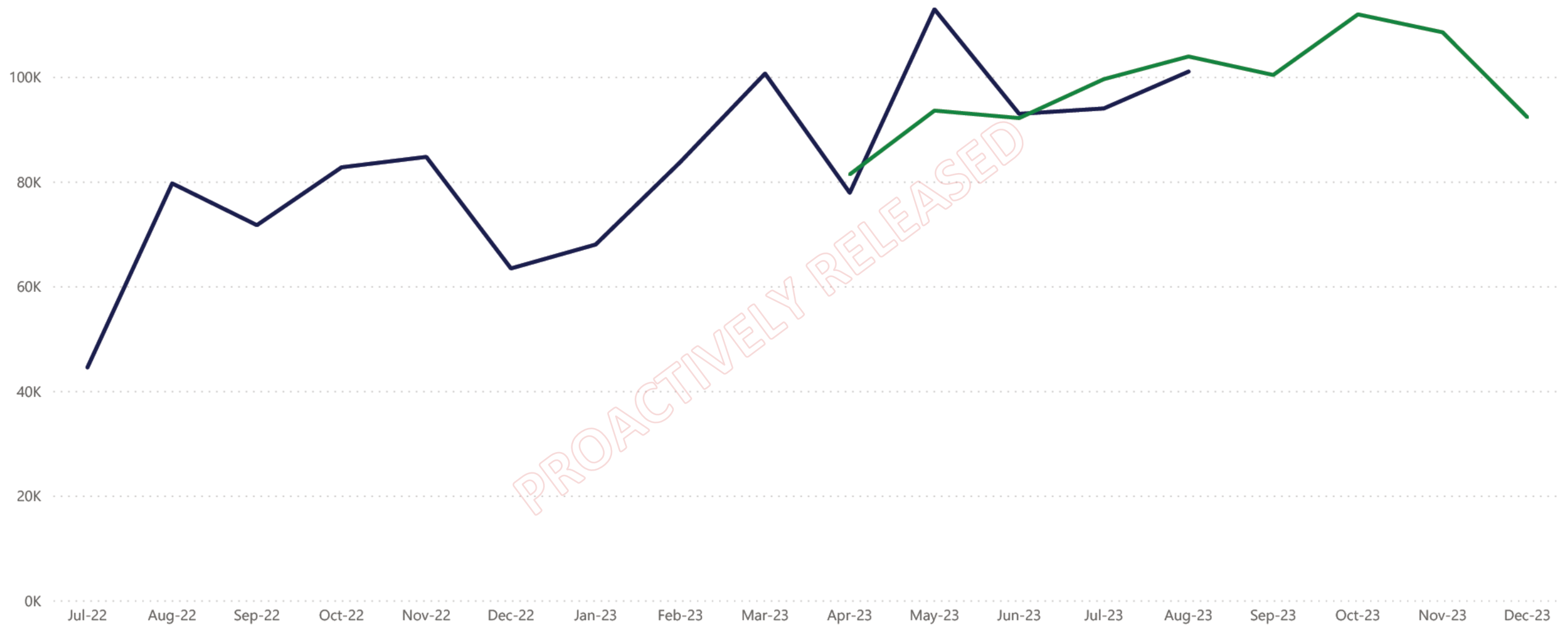
Future Debt (In Progress Over Time As Share Of Likely Completions)

● Work Debt ● Student Debt ● Visitor Debt



Forecast vs. Actual Received Applications

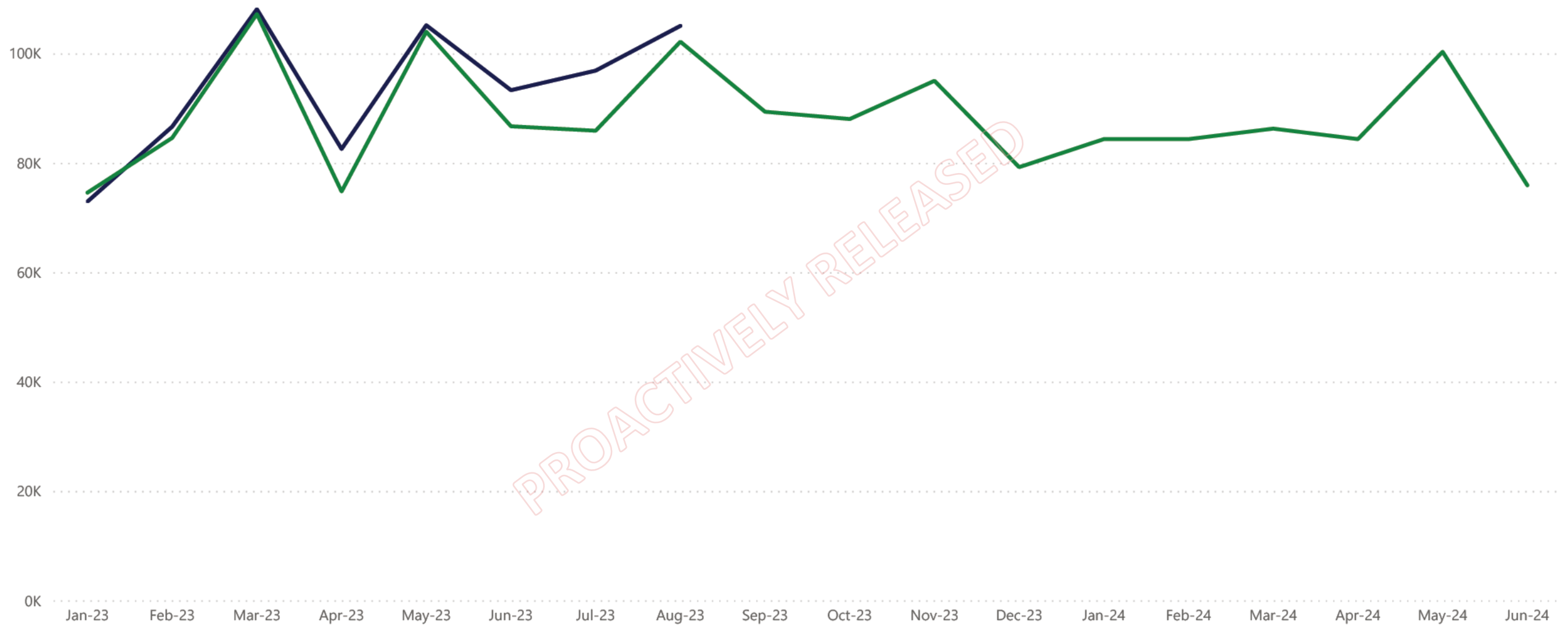
● Received ● Forecast



(Blank)	Student
Other	Visitor
Resident	Work

Forecast vs. Actual Completed Applications

● Completions ● Forecast



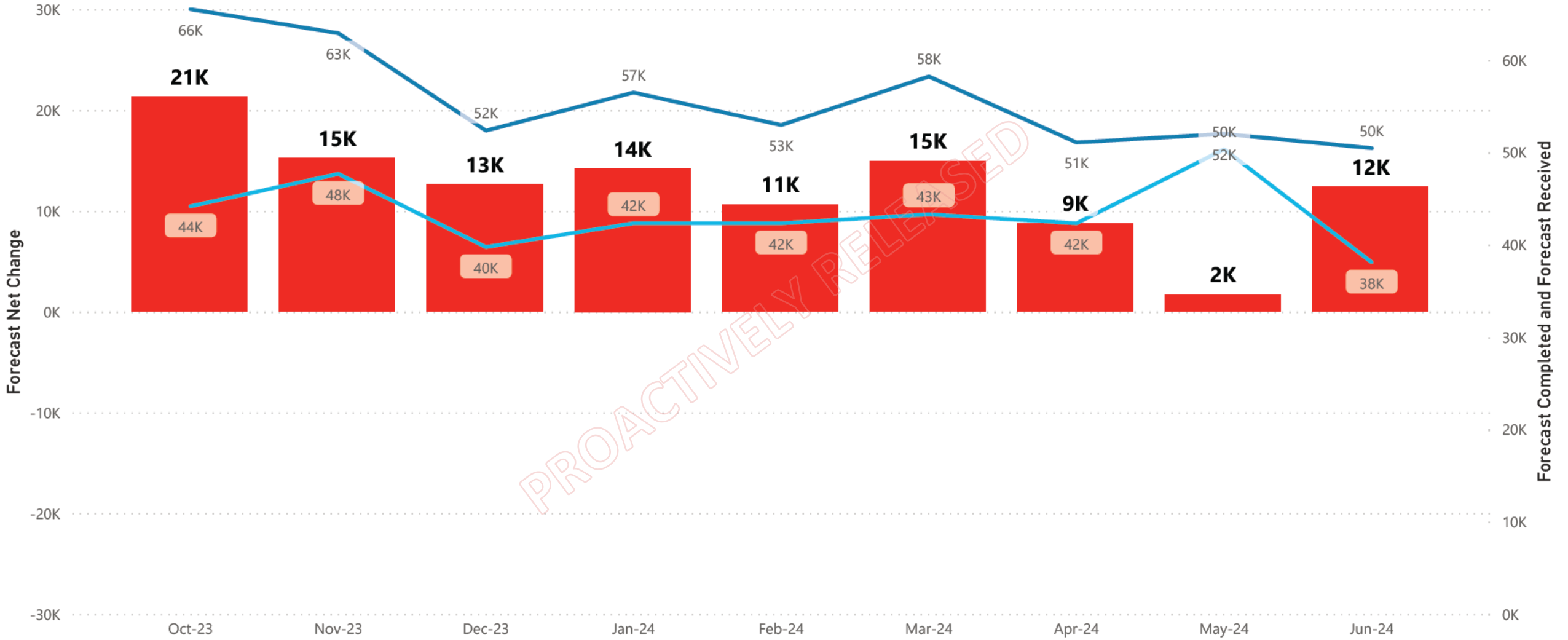
PROACTIVELY RELEASED

(Blank)	Student	Overtime Amount			Staff Productivity Increase		
Other	Visitor	1%	2%	5%	10%	20%	4%
Resident	Work	10%	3%		2%	3%	5%

Forecast Net Change

v1.01 PRODUCTION FORECAST 5/7/23

● Forecast Net Change ● Forecast Completed ● Forecast Received



Vsa Category

Other	Student	Work
Resident	Visitor	

Over time

1%	2%	5%
10%	3%	

Product type

5%	3%	2%
4%	20%	10%