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# INZ Visitor Data and Insights

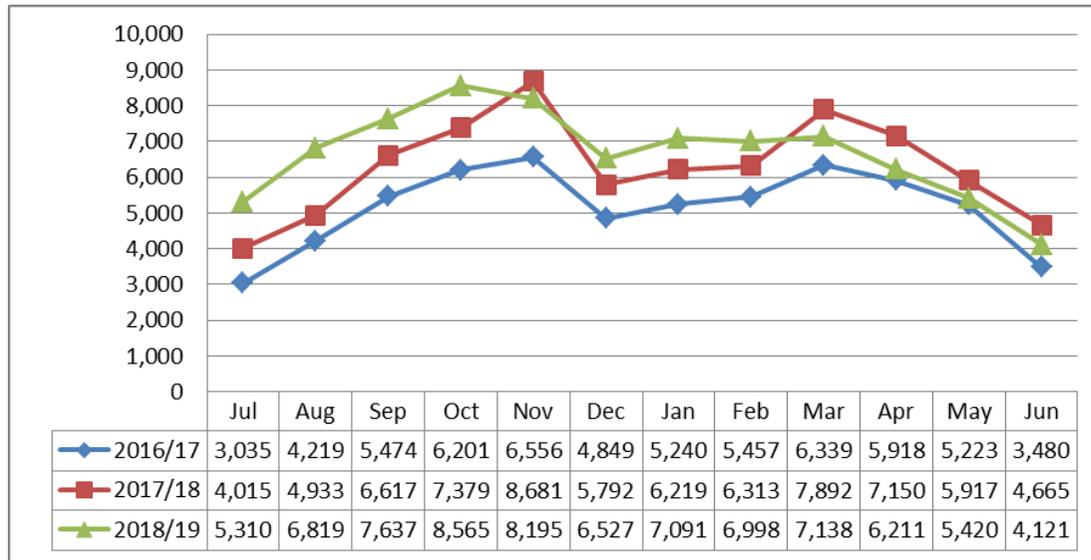
June 2019

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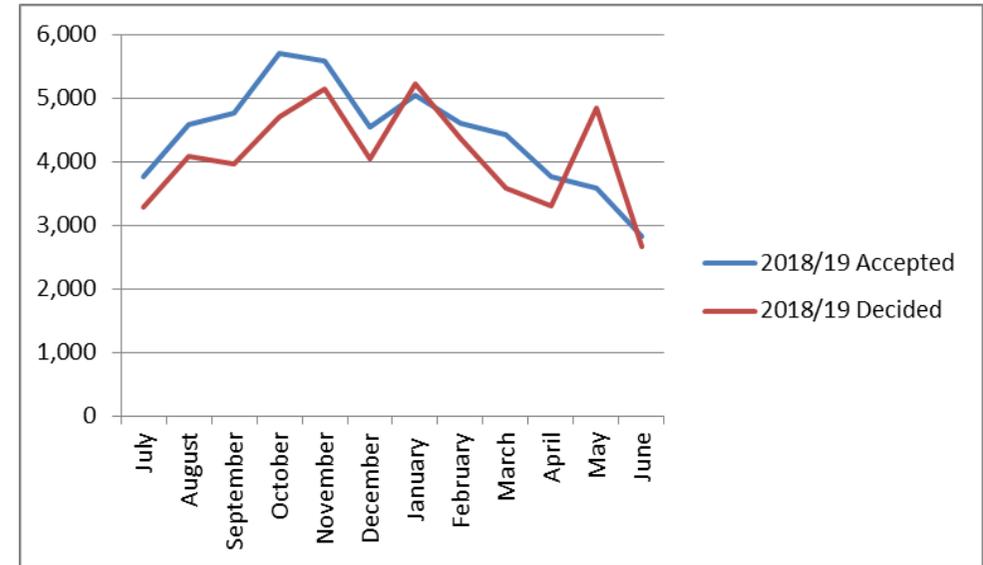
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# India Visitor Visa

\*to end of June 2019



Graph 1: Accepted Pax - monthly trend 2016/17 to 2018/19



Graph 2: Accepted vs Decided applications - 2018/19 monthly trend

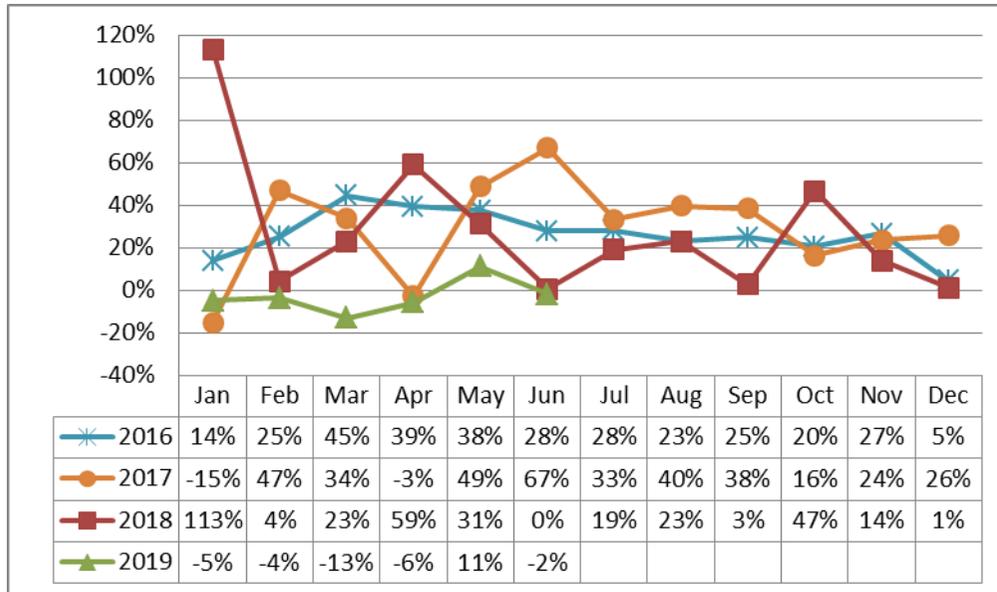
## Key Insights:

- INZ has continued to receive high volumes of visitor visa applications from Indian nationals this financial year.
- This June, INZ-India accepted 2,815 applications and decided 2,658.
- This financial year (July 2018 to June 2019), INZ-India has accepted a record **53,189** visitor visa applications (79,995 people) from Indian nationals, and decided 49,187 of these. This compares with 52,708 applications accepted last financial year, with 49,739 decided.
- The approval rate for Indian visitor visa applications (86%) in 2018/19 is down slightly compared to previous years (90% in 2017/18 and 89% in 2016/17).
- In 2018 we transitioned towards a new model where all offshore visitor visas are being processed in two main offshore hubs – Beijing and Mumbai. Visitor visas for Indian nationals are being processed in Mumbai.

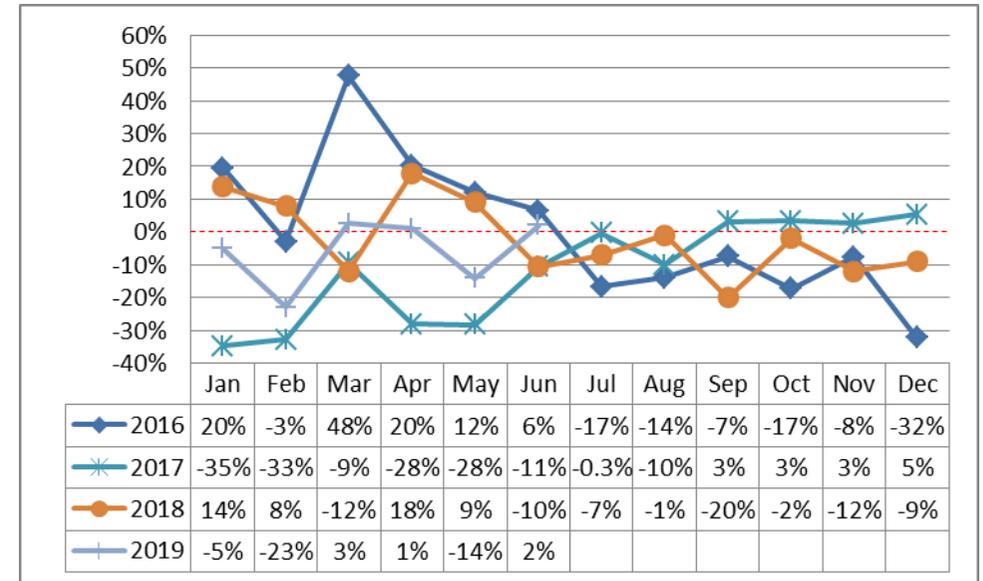
# China Visitor Visa

## For month of June

	2015	%	2016	%	2017	%	2018	%	2019	%	% change 18 vs 19
<b>General Visitor Visa</b>	8,299	56	10,611	60	17,705	74	17,792	77	17,402	76	-2%
<b>ADS</b>	6,567	44	6,992	40	6,083	26	5,446	23	5,564	24	+2%
<b>TOTAL</b>	<b>14,866</b>		<b>17,603</b>		<b>23,788</b>		<b>23,238</b>		<b>22,966</b>		<b>-1%</b>



Graph 1: decided GVV people – YOY monthly percentage change 2016 to 2019



Graph 2: decided ADS people – YOY monthly percentage change 2016 to 2019

### Key insights

- A **-2% YOY** decrease in June for **General Visitor Visas** received from Chinese nationals and decided by INZ China offices.
- **ADS** remains weak (volumes) and has had a slight **YOY** increase of **2%**.
- As per the trend over the past few years, GVV continues to outnumber ADS in the month of June, with GVV having doubled in volume since 2015. ADS levels are slowly decreasing.
- Total China visitor visas down by **-1% YOY**.

# China Visitor Arrivals

## for month of **May**

- The **9% decrease** in Chinese visitor arrivals for May was driven by large decreases in arrivals from *Beijing* province (down by **23.2%** compared to May last year).
- Length of stay** has mostly increased. Chinese visitors spent slightly longer in New Zealand this May, compared with May last year (an average of 6.3 days). Length of stay for visitors from *Beijing* and *Guangzhou* has increased this May, whereas it has decreased for *Shanghai* compared to May 2018. Overall Year To Date length of stay for Chinese visitors has increased.
- The cohort of Chinese visitors staying in NZ for **8-14 days** continues to be strong (despite being down **12.9%** this May, and down **3.2%** YoY), and remains strong against the number of very short stay (1-3 days) visitors typically associated with shopping tour groups. This cohort has also had large decreases both YoY and YTD. The cohort of visitors staying **15-21 days** has gone up **2.1%** this May compared to May 2018. The cohort of visitors staying **22+ days** has seen an increase of **4%** YoY.
- The volume of visitors from *Shandong* and *Fujian* have experienced higher growth over the past 12 months – visitor volumes increasing by **8.3%**, and **4.6%** respectively for the year ending May.
- The volume of Chinese nationals flying to NZ via *Brisbane* and *Guangzhou* rose by **26.3%** and **16.9%** in May 2019. Volumes flying to NZ via *Hong Kong* have seen a particularly significant decrease this May, down by **48.4%**.

### China visitor - statistics

	% change in visitor arrivals: month of May 2019	% change in visitor arrivals: YTD	% change <u>holiday</u> visitor arrivals: YTD	Median length of stay: month of May 2019 (last year)	Median length of stay: YTD (last year)
<b>China</b>	<b>-9%</b> (27,782)	<b>-5.8%</b> (421,707)	<b>-7.4%</b> (316,722)	<b>6.3</b> (5.6)	<b>8.5</b> (8.2)
Beijing	<b>-23.2%</b> (2,137)	<b>-9.7%</b> (49,711)	<b>-10.9%</b> (38,481)	<b>7.0</b> (6.5)	<b>9.3</b> (9.2)
Shanghai	<b>1%</b> (3,761)	<b>-6.7%</b> (61,977)	<b>-5.6%</b> (51,344)	<b>7.6</b> (7.9)	<b>9.6</b> (9.8)
Guangdong	<b>12.7%</b> (5,411)	<b>-5.7%</b> (64,195)	<b>-4.7%</b> (51,261)	<b>7.0</b> (6.9)	<b>8.6</b> (8.9)

# China Visitor Arrivals cont.

## China visitor – Length of stay

Length of Stay	Month of May 2019	% change	Year to May 2019	% change
1-3 days	9,381	-20.6	108,603	-18.7
4-7 days	7,587	3.3	80,723	6.6
8-14 days	5,954	-12.9	136,883	-3.2
15-21 days	1,192	2.1	32,619	-11.2
22+ days	3,668	8.1	62,879	4.0

## China visitor – Province of residence

Province of Residence	Number of visitors: YE May 2019	% change: YE May 2019 vs 2018
Guangdong	64,195	-5.7
Shanghai	61,977	-6.7
Beijing	49,711	-9.7
Zhejiang	23,899	-4.7
Jiangsu	21,542	0.3
Sichuan	18,321	-10.1
Shandong	13,809	8.3
Liaoning	10,500	-2.8
Fujian	8,720	4.6
Henan	7,162	-4.8

## China visitor – closest port of flight

Airport	Pax	% change
Shanghai	5,811	5.9
Guangzhou	4,996	16.9
Brisbane	3,759	26.3
Melbourne	3,109	-16.6
Sydney	2,846	0.5
Hong Kong	1,776	-48.4
Beijing	1,653	4.4
Shenzhen	1,331	-16.0
Chengdu	1,281	-5.8

# Visitor Visa Processing Insights

Up to 18 July 2019

## General Visitor Visa Processing Information<sup>1</sup>

### Tendered Volumes

Table 1: General visitor visa applications tendered by applicants offshore at date of application submission.

Nationality	Number of Applications Tendered				
	Calendar Year Comparison			Peak Visitor Months Comparison	
	2017	2018	2019 (to 18 July)	1 Oct 2017 - 31 Mar 2018	1 Oct 2018 - 31 Mar 2019
China	164,100	196,949	84,589	105,697	105,287
India	46,989	53,053	24,958	29,498	29,481
All Other Nationalities	121,055	126,500	64,016	67,960	68,870
<b>Total</b>	<b>332,144</b>	<b>376,502</b>	<b>173,563</b>	<b>203,155</b>	<b>203,638</b>

### Decision Volumes<sup>2</sup>

Table 2: Decided general visitor visa applications for applicants offshore at date of application submission.

Nationality	Calendar Year Comparison						Peak Visitor Months Comparison			
	2017		2018		2019 (to 18 July)		1 Oct 2017 – 31 Mar 2018		1 Oct 2018 – 31 Mar 2019	
	Applications Decided	Approval Rate	Applications Decided	Approval Rate	Applications Decided	Approval Rate	Applications Decided	Approval Rate	Applications Decided	Approval Rate
China	162,184	93.8%	191,817	91.9%	89,364	91.8%	105,548	93.9%	105,387	92.8%
India	45,133	91.0%	50,274	89.0%	25,778	84.0%	29,281	92.0%	28,236	88.7%
All Other Nationalities	116,300	87.6%	123,282	86.0%	63,744	87.3%	67,428	87.7%	67,058	87.2%
<b>Total</b>	<b>323,617</b>	<b>90.8%</b>	<b>365,373</b>	<b>89.0%</b>	<b>178,886</b>	<b>89.1%</b>	<b>202,257</b>	<b>91.2%</b>	<b>200,681</b>	<b>89.6%</b>

<sup>1</sup> The data in all tables except Table 5 only includes applications tendered offshore.

<sup>2</sup> Please note that the accepted and decided application volumes will not be equivalent. This is because some applications which have been accepted in one time period may not have been decided in the same time period.

# Visitor Visa Processing Insights

## Up to 18 July 2019

### Processing Times

Table 3: Time taken for all general visitor visa applications (from applicants offshore at date of application submission) to be decided from date application is submitted to date of decision.

Nationality	Calendar Year Comparison			Peak Visitor Months Comparison	
	2017	2018	2019 (to 18 July)	1 Oct 2017 - 31 Mar 2018	1 Oct 2018 - 31 Mar 2019
	80% Decided Within <sup>3</sup>	80% Decided Within	80% Decided Within	80% Decided Within	80% Decided Within
China	6 days	10 days	16 days	6 days	18 days
India	15 days	17 days	32 days	15 days	27 days
All Other Nationalities	19 days	18 days	20 days	21 days	22 days

Table 4: Time taken for general visitor visa applications (from applicants offshore at date of application submission) to be decided from date application is submitted to date of decision, **low risk only**

Nationality	Calendar Year Comparison			Peak Visitor Months Comparison	
	2017	2018	2019 (to 18 July)	1 Oct 2017 - 31 Mar 2018	1 Oct 2018 - 31 Mar 2019
	80% Decided Within	80% Decided Within	80% Decided Within	80% Decided Within	80% Decided Within
China	4 days	6 days	9 days	4 days	9 days
India	3 days	6 days	7 days	4 days	7 days
All Other Nationalities	6 days	8 days	9 days	6 days	11 days

<sup>3</sup> "80% decided within" means that of the applications decided in the relevant time period, 80% of these were decided within XX days.

# Visitor Visa Processing Insights

## Up to 18 July 2019

### On Hand<sup>4</sup> Volumes

Table 5: All general visitor visa applications on hand as at 18 July 2019

Nationality	Time Elapsed Since Application Submission				Total
	0-15 Days	16-30 Days	31-60 Days	60+ Days	
China	2,809	136	49	61	3,055
India	1,277	174	197	582	2,230
All Other Nationalities	2,625	388	241	289	3,543
<b>Total</b>	<b>6,711</b>	<b>698</b>	<b>487</b>	<b>932</b>	<b>8,828</b>

<sup>4</sup> On hand: refers to applications currently with INZ processing offices which have not yet been decided (approved or declined). This includes applications which are being assessed by an immigration officer and applications which are in a queue waiting to be allocated to an immigration officer.

- Over the previous pages are tables that detail the volumes, decision times and approval rates for visitor visa applications
- You will note that the data in Tables 1 to 4 has changed. This data now includes only general visitor visa applications from applicants who were not in New Zealand when they submitted this application. While there are still limitations to this method, we believe this should give you a more accurate picture of the performance of visitor markets. We have excluded onshore applicants because there are a wide variety of reasons as to why someone who is in New Zealand will apply for a visitor visa many of which are not tourism-related.

# Visa Services Update – July 2019

## Update from Immigration New Zealand Visa Services

You may be aware that we have made changes to our visa processing model. This includes consolidating processing into fewer, larger offices mainly in New Zealand and aligning visa processing by product rather than geographic regions. We are starting to see some of the benefits of consolidation and alignment, however they have not yet delivered the desired efficiencies.

In the short term, we have work underway to improve the system's ability to cope with increased volumes. We have redirected Immigration Officers to focus on the areas under the most pressure and are recruiting more staff.

Over the medium term, we will undertake a range of operational initiatives to reduce duplication and remove any unnecessary processes, encourage more online applications and explore options to remove complexity from the system.

INZ would be grateful for your assistance in talking to your membership about the challenges the immigration system is facing and the work we are doing to address the delays to processing timeframes.

We appreciate that our performance is critical for your industry and we acknowledge that the current delays are not acceptable. We ask for your patience during this time and thank you for your ongoing support while we work to address our current challenges.

- Applications can be processed faster when they are submitted in a 'decision ready' state, i.e. the correct documentation and information has been provided for us to make a decision. We appreciate your assistance in guiding applicants to submit a 'decision ready' application and to respond promptly to information requests. Any feedback you have about why applicants do not submit "decision-ready" applications (i.e. points of confusion) would be welcome, you can submit this to [INZTourism@mbie.govt.nz](mailto:INZTourism@mbie.govt.nz).
- We are committed to processing visas as fast as practicable and do a good job of this when the applications are complete and low risk, but processing times will always depend on the complexity of an application. It is critical that the right level of scrutiny is applied to ensure the right decisions are made for New Zealand.