

VS2020 MONTHLY MESSAGES

Issue: Nov 2018

This monthly message pack has been developed to provide an update on the Visa Services 2020 Programme. Included in this update is a review of key achievements and progress for **October, as well as a look ahead to **November**.**

OCTOBER IN REVIEW

Activities continued at pace throughout October. The Leaders Forum in Wellington was held; there was lots of activity in the Simplification work stream; and the Programme supported the closure of the Shanghai office following the alignment and consolidation of visa processing. More detail follows.

Leaders Forum

In October the Immigration New Zealand Leaders Forum was held in Wellington. This provided a chance for senior leaders across the organisation to connect and discuss the new organisational strategy. The Immigration Leadership Team also reconfirmed their commitment to the VS2020 Programme.

Site Closures & Transitions

In October, the alignment and consolidation of processing activities from **Shanghai** to other sites was completed. This was a significant achievement in that Shanghai was the largest office to close. Processing and lodgement activities have successfully been transferred to the relevant sites in the network, and those offices are appreciative of the work Shanghai staff did to prepare knowledge transfer documentation which has helped in the transition.

Washington D.C. transition activities continue to track well in advance of the November withdrawal of visa processing. Preparation for **London** entering transition in November also continues.

Build Site Readiness

The business continues to focus on the readiness of receiving sites to accept work from those offices transitioning or closing. As the business heads into its peak period we continue to monitor workflows to ensure that the appropriate staffing levels are in place, both on and offshore, and that the knowledge transfer activities are completed well in advance ensuring a smooth handover between processing offices.

**New Drop Box
in NaDO**

Visa processing ceased at the **Auckland Central** office 280 Queen Street in July this year. In the short term the business has retained a public counter and drop box service at the Auckland Central location to allow applicants and stakeholders an opportunity to adapt to the changes INZ is making.

In October a new drop box opened at the **National Documentation Office (NaDO)** in Manukau to provide applicants with an alternative to the Auckland Central drop box. The aim of this additional drop box is to reduce traffic to the Auckland Central office in preparation for the customer facing services to be removed later this year.

LOOKING AHEAD TO NOVEMBER

The following provides a snapshot of the activities planned for the month of November. Further detail on the achievements will be communicated in the next issue of the Monthly Messages.

**Site Closures &
Transitions**

November will be a busy month for the Alignment & Consolidation team. **Washington D.C.** will transition to a dedicated risk and verification function at the end of the month. This office will be led by Risk & Verification Manager John Duncan.

London planning activities will continue with heightened focus as the office is scheduled to enter the formal transition phase. The Programme will visit **New Delhi** during the week of 12-16 November to assess and plan for the activity required to transition the office to closure in March 2019.

Simplification

The Simplification team continue to look for ways to make it easier for applicants to interact with Immigration New Zealand. Users of the www.immigration.govt.nz website have told INZ that they have difficulty quickly finding information about processing timeframes. New functionality will go live from 12 November, 2018 which will allow for the publication of the **estimated completion date** in application acknowledgement emails.

Sending this information to all applicants will avoid the need for applicants to go searching on the website for information about processing times. It will also help reduce the number of phone calls to the Immigration Contact Centre seeking application status updates.

We look forward to bringing you another update in early November, which will focus on achievements and progress made in November and a forward view of activity planned for December.