

---

# The Year at the Border

## 2011/2012

---



Best People, Safe Borders





---

# The Year at the Border 2011/2012

---





# Introduction

---

I am very pleased to present the second annual Border Report which represents the work of Immigration New Zealand Border Operations over the 2011/12 year. The report is developed for our Immigration New Zealand (INZ) and Ministry of Business, Innovation and Employment colleagues as well as our key external stakeholders.

---

INZ Border Operations works in a complex and changing environment. INZ makes around 500,000 immigration related decisions each year; that is over 1,300 decisions a day. During the period this report covers, 4.8 million passengers arrived in New Zealand including 2.6 million short term visitors who contributed around \$9.6 billion to New Zealand's GDP. It is further estimated that new migrants coming to New Zealand to work add around \$1.9 billion to the New Zealand economy every year. International students contribute a further \$2.7 billion of foreign exchange and indirectly support around 32,000 jobs. Almost 1 in 4 (or 22.9%) people in New Zealand are migrants while 1 in 3 people living in Auckland are migrants.

INZ provides a vital link in facilitating these thousands of genuine visitors, students residents and citizens who cross the borders into New Zealand every day.

INZ staff at the border use their skills, systems and experience to facilitate the entry of genuine travellers and to protect New Zealand's borders from people who pose a risk. Working with other government agencies and using sophisticated electronic profiling and advanced risk targeting techniques, during the 2011/12 year INZ was successful in disrupting crime – this included refusing entry to individuals involved in organised crime, as well as refusing entry to people planning to undertake financial crimes while in the country.

This report provides an opportunity to reflect on our successes and challenges over the past 12 months. One of the great achievements of the year was the work that INZ undertook in response to the challenge of New Zealand hosting the 2011 Rugby World Cup; facilitating the entry of approximately 75,000 people who came to New Zealand for this fantastic tournament.

Earlier this year, INZ trialled an airline infringements regime, working closely with partner border agencies, airlines, and other stakeholders. The trial was a success and now the infringements regime has been rolled out to all airlines flying in to New Zealand's international airports.

This report demonstrates how we work at the border, what has been achieved over the 2011/2012 year, and how the Border teams get the balance of facilitating the smooth entry of the thousands of genuine passengers who cross our border everyday with managing risk using both their skills and experience to complement our advanced electronic targeting and risk management mechanisms.

Karen Urwin  
Manager - Border Operations  
Immigration New Zealand



## By the Numbers 2011/2012

4.8  
MILLION

Arriving passengers, including over 2 million short term visitors.

1

INZ Service Excellence Award presented to the Border team for their work during the 2011 Rugby World Cup.

3,784

The number of calls made to Border Operations as a result of an Advanced Passenger Processing alert.

34,092

Responses to Police and other government department enquiries.

56

Number of INZ staff at the border.

75,000

The number of fans who came to support their teams at the Rugby World Cup.

2,462

People referred from Customs to INZ for immigration assessment on arrival.

79

Age of the oldest person denied entry to New Zealand.

1,529

People denied boarding because pre-arrival screening showed they would not be able to meet entry requirements.



# Immigration at the Border

We protect New Zealand's borders offshore and onshore. Pre-embarkation assessment of passengers for risk, and decisions on whether passengers meet entry requirements are undertaken everyday by INZ.

Onshore, the New Zealand Customs Service (Customs) acts as INZ's agent at the border, processing passengers arriving at major international airports. Overlaying this and using advanced profiling, risk assessment techniques, and the latest anti-fraud technology, INZ provides passenger risk profiling and assessment.



## WHERE ARE WE?

Border Operations staff are based at the three major international airports, delivering immigration services as two teams – Immigration Border Operations Centre (Auckland) and Onshore Border Operations (Auckland, Christchurch and Wellington).

Through screening and profiling systems, the Immigration Border Operations Centre addresses any immigration risk presented by potential travellers while they are offshore. Onshore Border Operations manages immigration risk at the air and marine borders. We make entry decisions for all passengers referred to INZ by Customs on arrival and lead the immigration response to critical incidents and emergencies. Immigration Officers at the border interact with arriving passengers around the airport such as in the NZ Customs search area.

Border Operations facilities at Auckland airport include interview rooms, overnight accommodation where people refused entry can wait for the next flight out, a document examinations laboratory and a secure communications room.

INZ border staff also work with other agencies such as Maritime New Zealand, Ministry for Primary Industries and Customs at Customs' 24/7 Integrated Targeting and Operations Centre (ITOC), based at the Auckland Customhouse in Anzac Avenue. As the first of its kind outside the United States, the ITOC supports a multi-agency response to targeting risk at the border and provides planning and co-ordination of border protection responses.

As well as Customs, INZ works closely with a number of other partners at the border – Airport Police, Ministry for Primary Industries, Aviation Security, international airlines and airport companies.





# Global reach

## AIRLINE LIAISON OFFICERS

Risks to our border are further mitigated from offshore by Airline Liaison Officers working to support airlines to ensure the passengers they are carrying have the right to travel to New Zealand. Furthermore, they provide a role in advising airlines of New Zealand's entry requirements and travel document security. A critical factor in the role is working in partnership with the airlines. This includes providing training and advice to airline staff and management.



The International Airline Liaison Officer network, consists of over 100 officers deployed at 80 locations globally. INZ values its link to this network which facilitates regional and multi-national arrangements to share information, technology and joint agency operations which in turn support INZ's strategy of pushing the border further offshore.



## WORKING AS AN AIRLINE LIAISON OFFICER DURING THE RWC – PEATI TUITAMA

In response to potential risks during the Rugby World Cup Compliance Officer Peati was seconded to O.R.Tambo International Airport in Johannesburg, as an Airline Liaison Officer. This was to support airline training on New Zealand immigration requirements and develop relationships with INZ's international counterparts including the South African Immigration, airlines and other countries' Airline Liaison Officers.

Being an ALO involves passenger vetting at check-in and boarding gates, relationship building with other agencies, facilitation of passengers travelling to New Zealand and coverage of New Zealand-bound flights. Relationship building and stakeholder engagement with key players created a strong collaborative base to launch the Airline Liaison Officer programme into action during the RWC. Airline Station Managers, South African Immigration, ground handling staff, Airline Liaison Officers, Southern Africa Immigration Liaison, and Johannesburg International Airport Security were all key to the success of INZ's work in facilitating passengers from South Africa during the RWC.





Qantas flights through Sydney provide the most direct route to New Zealand from Johannesburg. Other airlines were also fully booked with genuine and some not-so-genuine rugby supporters. Those flights to Auckland included Cathay Pacific via Hong Kong, Malaysia Airlines via Kuala Lumpur, Singapore Airlines to Auckland and Christchurch via Singapore, Thai Airways via Bangkok, British Airways via London, and Emirates to Auckland and Christchurch via Dubai. A lot of flights for Peati to cover!

Peati's secondment to Johannesburg produced some excellent results, not only preventing a number of non-genuine passengers from travelling, but also strengthened relationships with international partners, an important factor assisting INZ in its work to keep our borders safe.

## RUGBY WORLD CUP RISK TARGETING

Peati had a busy RWC as an Airline Liaison Officer stationed in Johannesburg, at O.R Tambo International Airport. In one example, a passenger attracted her attention trying to board a flight to Auckland via Hong Kong; each time he got nearer the gate he would jump to the back of the boarding queue.

When Peati checked his boarding pass, it raised some concerns about the man's identity. During interviewing he claimed he was travelling to New Zealand to watch the RWC. He did have tickets: one for a game that had already been played, another for a game played in Wellington but he said he was only travelling to Auckland.

The passenger also appeared to have no idea who South Africa was playing on the following Saturday and appeared to have little or no knowledge of rugby.

When his bags were searched, he had in his possession hair dressing tools and he was off-loaded on the grounds that he was not coming to New Zealand as a genuine visitor.

Further investigation by South African Immigration revealed that the passenger was a Ghanaian national who had obtained a South African passport fraudulently. The passenger was detained by South African immigration and charged with fraud.





# 2011 Rugby World Cup

## SUPPORTING A SUCCESSFUL 2011 RUGBY WORLD CUP



During the 2011 Rugby World Cup, INZ facilitated the entry of approximately 75,000 people who came to New Zealand to enjoy this fantastic tournament.

During the tournament, INZ was advised that almost 2,000 Rugby World Cup tickets, worth over \$900,000 had been purchased using fraudulent credit cards.

A core group of individuals were identified and INZ created profiles to help identify individuals where their full details were unknown.

Peati, the Airline Liaison officer stationed at Johannesburg Airport for the duration of the tournament, working closely with our Australian Immigration colleagues and INZ's Pretoria Branch obtained, flight lists of everyone travelling to New Zealand directly or indirectly prior to check in.

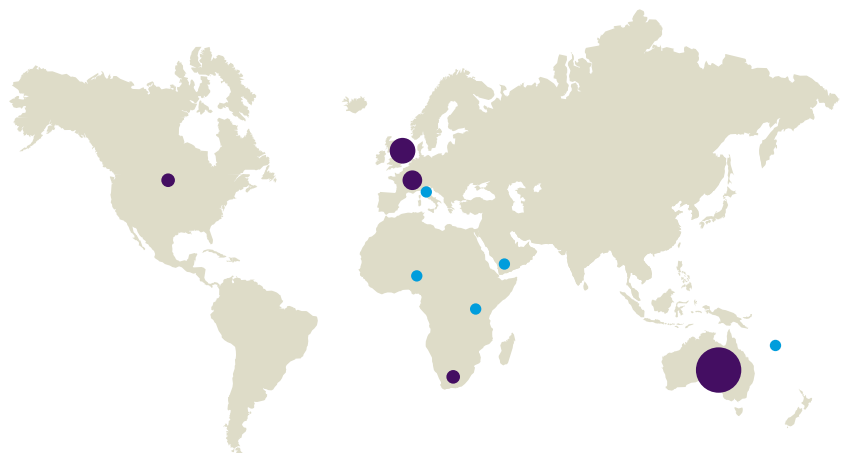
Using all this information, INZ profiled flights on a daily basis throughout the World Cup, checking over 3000 passengers travelling from South Africa. Where a passenger was identified by Border Operations in New Zealand, the Airline Liaison Officer was called to intercept them at Johannesburg airport, before their flight departed. A face-to-face interview took place and all ticket details were checked against INZ's systems.

This process supported genuine ticket holders from the African continent, with eight potential illegal migrants offloaded from flights to New Zealand because their tickets had been purchased with fraudulent credit cards or because their reason for coming to New Zealand was not genuine.

## RWC VISITORS: WHERE THEY CAME FROM TOP 5

The main countries of residence for RWC visitor arrivals during the July–September period were (Source Statistics New Zealand):

●	<b>Top 5</b>	
	Australia	28,700
	United Kingdom	12,800
	France	8,300
	USA	3,700
	South Africa	3,600
●	<b>Bottom 5</b>	
	New Caledonia	1
	Rwanda	1
	Togo	1
	Vatican City	1
	Yemen	1





## PERSISTENT 'RWC FAN'

This passenger demonstrates the length individuals will go to gain entry to New Zealand – he was intercepted boarding a flight bound for New Zealand via Hong Kong. The same passenger had been offloaded from a flight with another airline bound for Auckland a month earlier and told to apply for a visa at INZ's Pretoria Branch.

The passenger did not have a visa, and told INZ that he was travelling to New Zealand to watch some of the World Cup games. He was dressed in a South African rugby jersey and scarf and was carrying four RWC tickets. This included a ticket for a New Zealand vs France game, a game which had been sold out for some time. This aroused a suspicion that the ticket may have been counterfeit.

When asked where he bought his RWC tickets, he could not remember the name of the store or its location. He also claimed he had some Ethiopian friends who were already in New Zealand to watch the rugby and that he would be joining them, however, when asked, he was unable to recall the names of these friends.



*Passenger shown dressed in South African rugby attire.*

Although the passenger had gone to some trouble this time dressing in South African rugby attire in an attempt to appear to be a genuine RWC supporter, INZ was still not satisfied that he was a genuine visitor and he was not allowed to board the flight.



## How they get here: New airlines operating into New Zealand

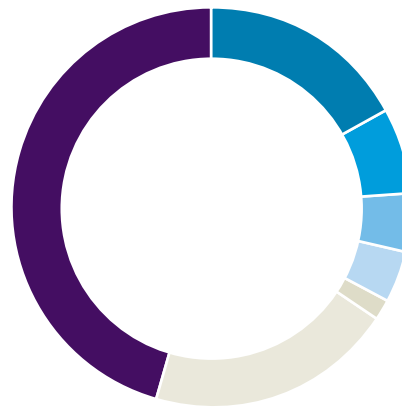
China Airlines, China Southern Airlines, and Jetstar introduced new flights from China, Malaysia, Singapore and Taiwan in 2011.



## WHO COMES HERE?

Last year nationals of 204 countries arrived here.

### Top five foreign arrivals 2011-12



- Australia: 833,000
- United Kingdom: 336,000
- People's Republic of China: 231,000
- USA: 200,000
- France: 77,000
- All others: 980,000
- And New Zealanders: 2.2 million

And the fewest? One visitor from each of the following six countries came to New Zealand: Angola; Faeroe Islands; British Indian Ocean Territory; **Comoros**; Chad and **Suriname**:





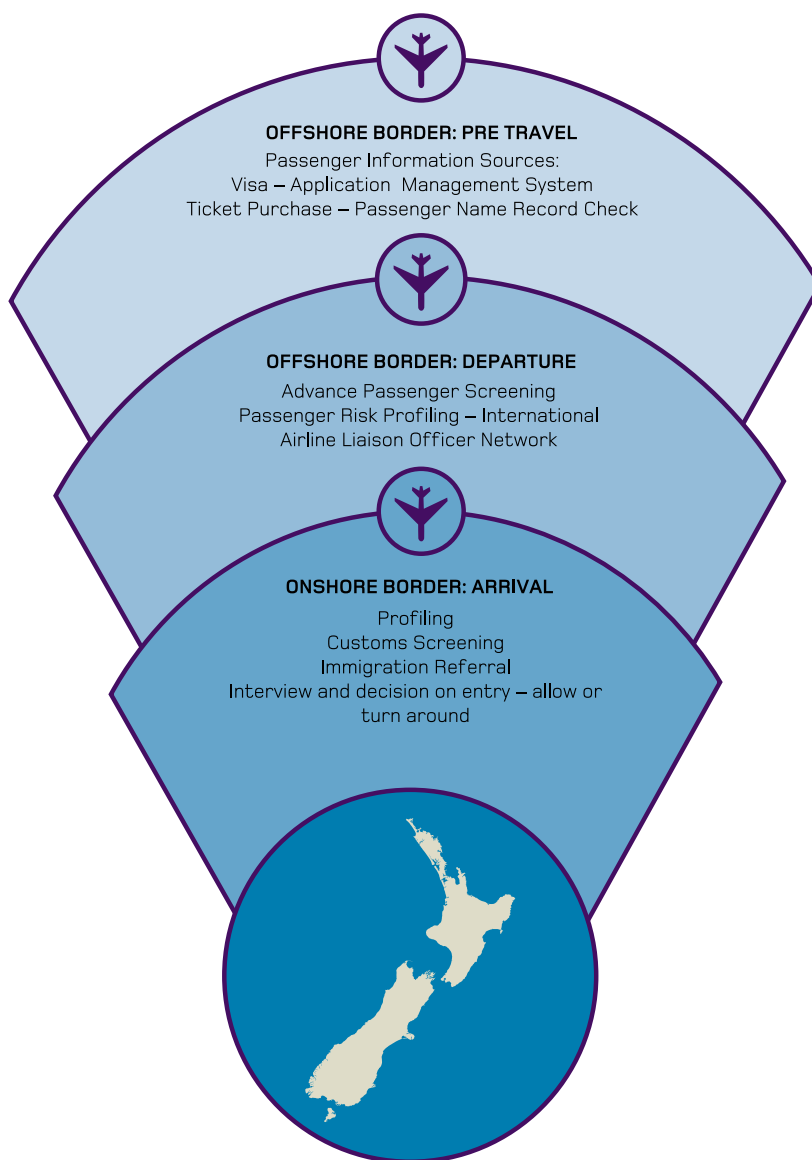
# Risk management

## THE LAYERED APPROACH TO MANAGING RISK

INZ's investment in systems and risk targeting processes means passengers are screened before they board flights for New Zealand. Those identified as presenting an immigration risk or threat- or where character concerns mean they are unable to meet entry requirements- can either be stopped from boarding their flight or flagged for further investigation upon arrival in New Zealand.

Border Operations' systems and processes operate as a layered approach towards combating risk and enhancing border security.

### Immigration border management facilitation & intervention



### INZ disrupts a motorcycle gang event: follow up from 2010/11

With the successful disruption of the Hells Angels Motorcycle Club anniversary event in 2011, New Zealand Police, Customs and INZ continued to work closely to disrupt organised crime.

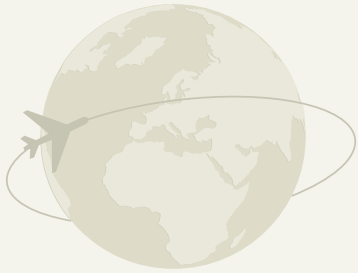
INZ targeted members of other motorcycle gangs, including the Rebels gang which had a planned meet in New Zealand in November 2011.

As with the first operation, using a combination of system alerts, electronic and on the ground passenger profiling, seven foreign nationals, who posed a threat to New Zealand's law and order and were offloaded from flights. Two members, including a Chapter President, were also refused entry in Christchurch.

Feedback from the New Zealand Police confirms the multi-agency approach is disrupting travel by gang members to New Zealand and is having an impact on potential criminal activities around the country.



### Did you know?



There are 34 locations in 21 countries with direct flights to New Zealand.

## MANAGING RISK: THE RESULTS 2011/12

1,529

People denied boarding because pre-arrival screening showed they would not be able to meet entry requirements.

187

of the **1,529** people denied boarding, **187** were offloaded after being identified as an immigration risk through the Risk Targeting Programme.

2,462

Pre-arrival screening resulted in **2,462** passengers being identified for referral to INZ on arrival. Of these, **2,165** were allowed to enter (some on restricted visas) and **790** were refused entry.





## DISRUPTING CRIMINAL ACTIVITY

### BORDER STAFF SEIZE SUSPECTED PEOPLE SMUGGLER

Immigration Officer Peter felt something was amiss when four Malaysian passport holders were refused entry to Argentina and returned to transit back through New Zealand. Electronic profiling of the flight out of Buenos Aires had indicated the four passengers for further investigation on arrival.

When they arrived, Peter was first on the scene, putting to work his extensive experience and skill to physically profile the passengers. His suspicions were confirmed when he identified that their accents and names did not match their passport nationality. On closer inspection, three of the four passports were also found to be false.

Three passengers confessed they were in fact Chinese nationals and had paid the fourth passenger to smuggle them into South America via New Zealand.

The false passports were seized and the three Chinese nationals were returned to China after a search by Customs found their genuine passports.

The alleged people smuggler was a Malaysian national, travelling on a genuine Malaysian passport. He was returned to Malaysia, and INZ is working with Malaysian authorities to have this case investigated and the rest of the smuggling operation closed down.



Seventy one transit passengers were refused entry after they tried applying to enter New Zealand without a visa. Most were from Samoa or Tonga, however 11 Philippines passport holders, mainly ship crew, were also refused entry.

### Bulgarian bank card skimmers

Using electronic profiling, Immigration Officer Nicole successfully prevented a group of bank card skimmers originating from Bulgaria, from entering New Zealand.

The group was travelling on legitimate Eastern European passports. However, with the aid of investigations undertaken by Nicole, unusual travel patterns were uncovered. Checking details against INZ databases and information sources, she discovered two of the travellers had been convicted in Mexico for credit card skimming.

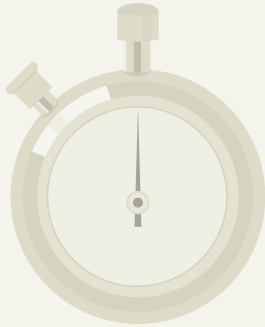
Nicole requested that the airline intercept the passengers prior to boarding and also requested the help of the Australian ALO. When approached in Kuala Lumpur, one of the passengers initially denied any charges but later confessed and was offloaded. At this point his partner voluntarily offloaded herself too.

INZ did not have sufficient information to off-load the other members of the group so they were allowed to travel to New Zealand, but were flagged for further interview on arrival.

On arrival at Auckland, they told INZ they wanted to go fishing and diving but when told that they were going to be subject to a full interview and possibly a Customs search, they decided to return to Kuala Lumpur.



### Did you know?



The longest direct flight to New Zealand is 14 hours from Vancouver; and the shortest is 1hr and 45 minutes from Norfolk Island.

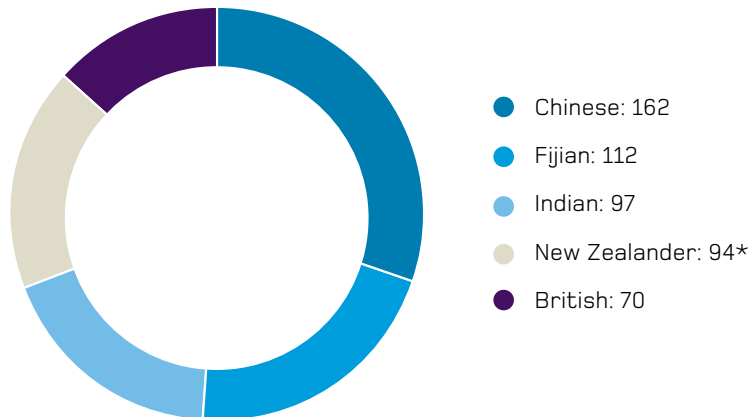
## AUTOMATED SCREENING ADVANCE PASSENGER PROCESSING

When passengers check-in from overseas, Advanced Passenger Processing electronically confirms their entitlement to travel to or through New Zealand.

Passenger information, entered into airlines' systems as they report for check-in overseas, is screened against a number of databases.

The airline receives a boarding directive - 'OK to Board/ Board with Outward Ticket' or 'Do Not Board' - for each passenger. A 'Do Not Board' occurs where, for example, there is a client alert in the system; the passenger is visa required but does not hold a visa; or the passport is recorded as being lost or stolen.

### Of the 1,529 passengers denied boarding in 2011/2012, the top five nationalities were:



\* NZ travellers were refused boarding for failing to carry valid travel documents.



## RISK TARGETING PROGRAMME

The Risk Targeting Programme complements automated electronic screening and enables early intervention with high-risk passengers. The Risk Targeting team based at Auckland airport profiles and identifies high-risk passengers by analysing information through the airline reservation system and INZ's own information systems, as people check-in for their flights.

When a high-risk passenger is identified, the Risk Targeting team contact either INZ, one of our international partners or airline ground staff to intercept the passenger.

The travel document will be examined, and the passenger interviewed over the telephone. INZ staff will then decide whether or not the passenger can continue on their flight.

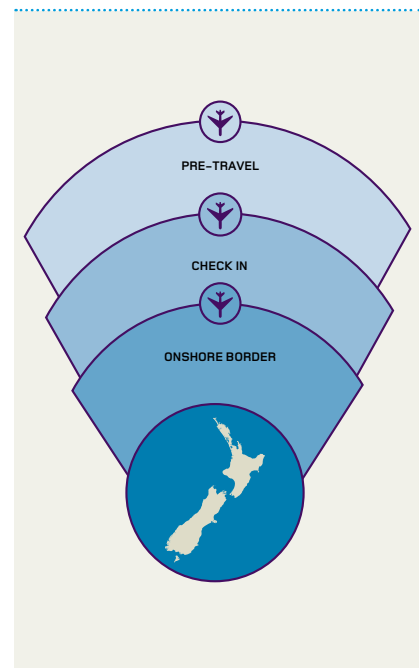
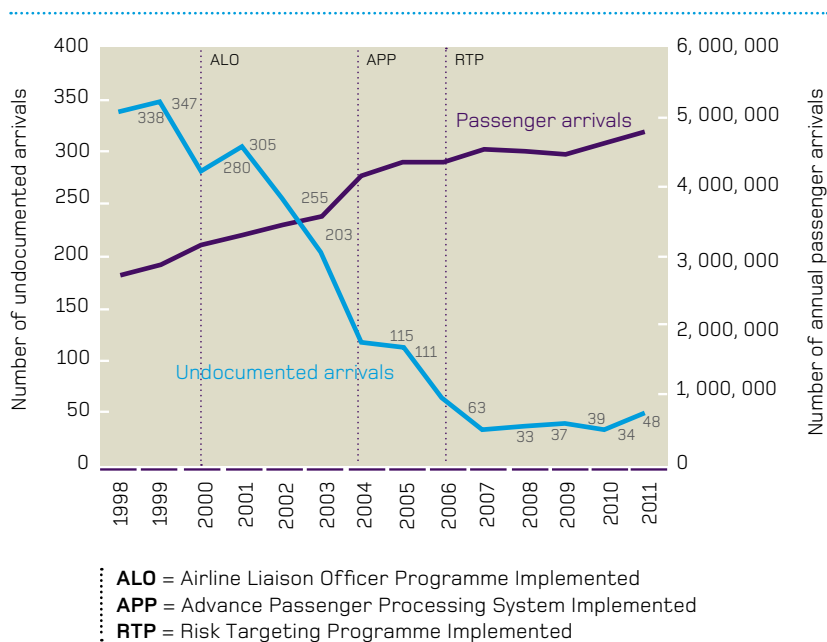
Those found to be non-genuine will not be allowed to board the flight.



# The results

## PASSENGER NUMBERS VS PASSENGERS WHO DO NOT MEET NZ ENTRY CRITERIA

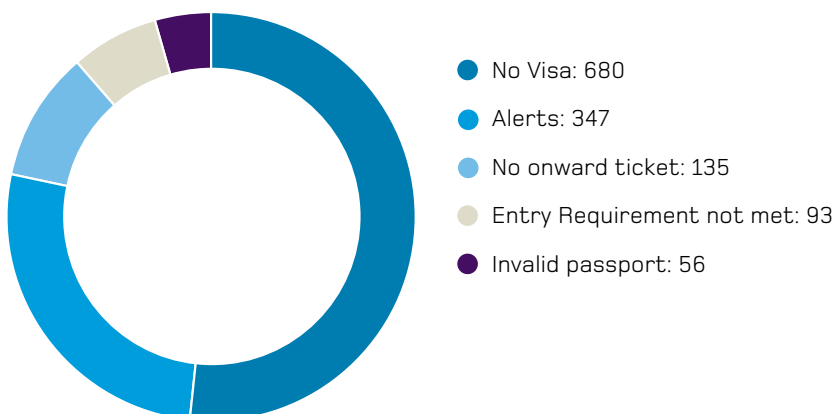
An increase in the number of passenger arrivals over the last ten years has been matched by a decline in the number of undocumented passengers arriving. This is largely attributable to the implementation of border protection strategies over that time - the following graph shows when these were introduced.



## PASSENGERS DENIED BOARDING

Combining Advanced Passenger Processing and the Risk Targeting Programme, 1,529 passengers were prevented from travelling to New Zealand in 2011/12. These individuals presented a potential risk or cost to New Zealand if they arrived.

### What was the issue?

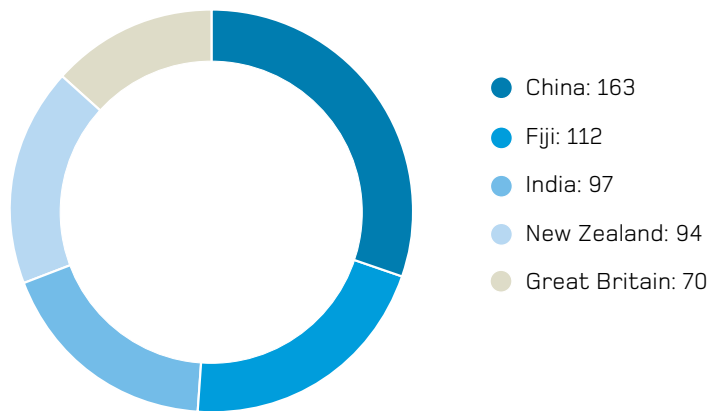




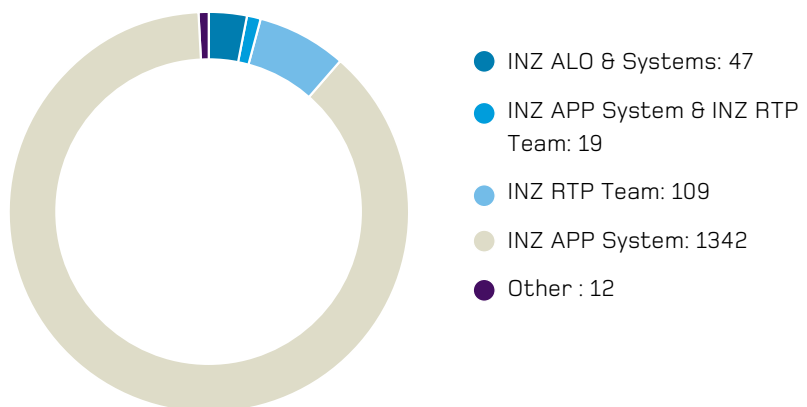
### These passengers included:

- » Identity concerns with 31 people travelling on South African passports where it was believed that the passport may have been fraudulently obtained.
- » 15 Malaysian nationals subject to system alerts.
- » 13 nationals of Bahrain unable to meet entry requirements (likely not genuine visitors).

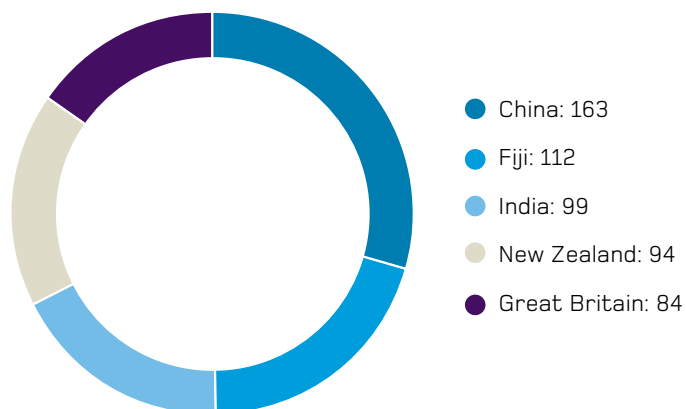
### Who were they?



### How were they stopped from coming?



### What passports were they on? Top five passports





## FOREIGN NATIONALS REFUSED ENTRY

790 people were refused entry when they arrived at the border: 646 at Auckland; 119 at Christchurch, 16 at Wellington; 7 at Queenstown airport and two at Opuia marina.

More than half were refused entry because they were not considered genuine visitors. INZ assessed these passengers, predominantly from visa free countries, as likely to work illegally and were a risk of overstaying any visa granted. The top nationalities refused entry for this reason were Malaysian (110 people), South Korean (56), South African (43), holders of Hong Kong passports (38) and Brazilian (37). The numbers of Brazilian passport holders refused entry has continued to drop steadily from the 2008/2009 year when almost 730 Brazilian 'visitors' coming here intending to work illegally were refused entry.

In 2010/11, 132 European visa waiver passport holders were refused entry. This number rose to 186 in 2011/12. Nearly every European visa waiver country saw increased numbers of its nationals refused entry. Romania was the notable exception, with 36 Romanian nationals refused entry: nine fewer than in 2010/11.



### Christchurch Airport

Through a combination of electronic profiling and physical observation, Immigration Officer, Charles' suspicions were aroused when two Chinese nationals arrived in Christchurch on an Air Asia flight in July 2011.

One of the passengers presented a Taiwanese passport at Immigration, however during a baggage search a Chinese passport was discovered. A document examination of the Taiwanese passport found it had been fraudulently altered. The passenger was refused entry, charged by the New Zealand Police under the Passports Act, pleaded guilty, sentenced to three months imprisonment and subsequently removed from NZ.



## WORKING CLOSELY WITH OTHER BORDER AGENCIES

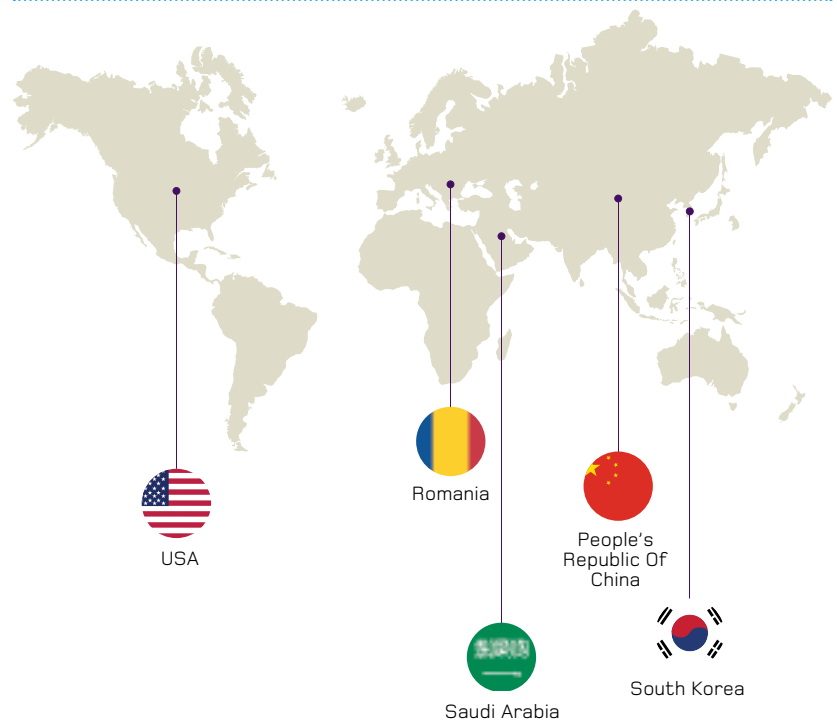
As well as providing staff to work in the multi-agency Integrated Targeting and Operations Centre, INZ works closely with Customs and the Ministry for Primary Industries (MPI) at the border, in all of New Zealand's airports. INZ and Customs undertake joint profiling and work together on operations focused on identified risk groups.

INZ works closely with Customs and MPI in the 'Red Zone' where passengers are screened and baggage is searched. Often Customs and MPI officers uncover items in a passenger's luggage indicating the passenger is here to work illegally, for example, tools of trade, CVs and other work related documentation. This information assists INZ to determine entry decisions.

INZ also works closely with MPI and NZ Customs to deny entry to passengers who consistently flout bio-security and Customs regulations.

Following Customs and MPI inspections, 184 nationals referred to INZ who then refused entry.

### Top 5 Countries' Nationals Referred to INZ





# Forensic document examination

## FRAUDULENT PASSPORTS

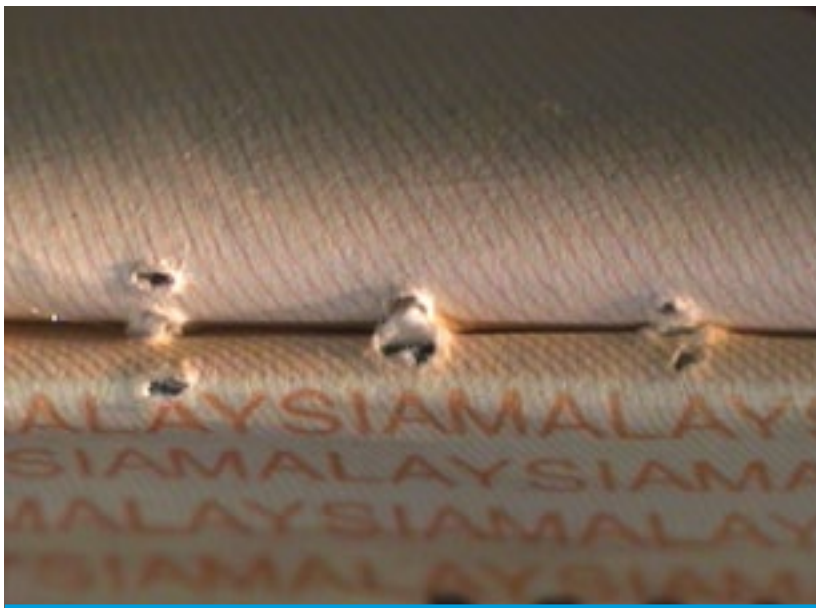
INZ maintains a specialist Forensic Document Examination Laboratory at Auckland International Airport. Attached to this laboratory is a reference library of specimen passports sourced from countries all around the world.

In any given year, INZ's Document Examination Laboratory might be called on to examine over 200 suspicious passports and documents. While many of these documents are found to be legitimate, others are examined and identified as being altered or else fraudulently manufactured in their entirety.

In May 2012, a Malaysian passport was examined by Technical Advisor Kevin Browne and found to be fraudulently altered. The holder was actually a Chinese national. The passport was seized and the passenger was returned to China.

### Summary of alteration:

The bio data page and inside rear cover page were altered by substituting counterfeit pages for the real pages. The name details, photograph and both pages were missing some security features. The inside visa pages looked genuine, however under magnification, they appeared to have been removed and re-stitched back in as shown in this picture.



When viewing the binding area at the top of the biographical details page of the altered passport, the existence of empty stitching holes in the booklet is clear evidence of the whole passport booklet having been re-stitched together after being taken apart in order to insert the counterfeit pages.



### Did you know?



Illegal migrants at the border reported paying up to USD25,000 for false passports.



## Taiwanese People Smuggler Intercepted at the Border

In June, two Taiwanese passport holders arrived in Auckland from Singapore. On arrival both were searched by Customs and referred to INZ. The passengers claimed to be a businessman and his assistant travelling to New Zealand to investigate business opportunities.

Despite passing an initial examination at passport control, Technical Advisor Kevin Browne had concerns with the assistant's passport. After a forensic document examination, Kevin identified features in the document which revealed the passport had been altered.

The assistant was interviewed by INZ where he admitted to being a national of the People's Republic of China and that he had travelled to New Zealand to seek work. His genuine Chinese passport was discovered concealed in the cover of a personal organiser held by the "businessman" who was travelling on a genuine Taiwanese passport.

The false passport was seized and both the "assistant" and the suspected Taiwanese people smuggler were refused entry and returned to Singapore for investigation by Singaporean authorities.

### Spot the difference

Can you spot which passport is a fake?



1



2

If you look closely you can see that aspects of the intricate design making up the page border on the inside rear cover of the altered passport are different (and incorrect) in comparison to a genuine Malaysian passport. This would be unnoticeable to the naked eye but is discoverable when viewed under high power magnification. Number 1 is the fake passport.



## Emerging risks this year

### ILLEGAL MIGRANTS BEING ESCORTED VIA NEW ZEALAND

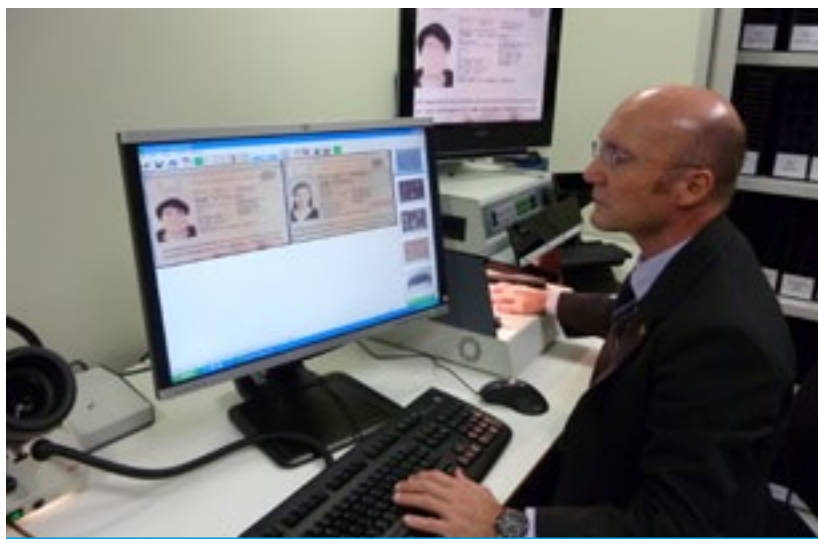
In May 2012 two groups of People's Republic of China nationals holding counterfeit Malaysian passports were discovered in the transit area of Auckland International Airport either heading to or returning from Buenos Aires. The groups were not trying to enter New Zealand.

Each group had one genuine Malaysian passport holder travelling with them who was believed to be a people smuggler. The role of the smuggler is to provide experience in international travel, language skills and to help provide those people being smuggled with a legitimate cover story to allow them to travel easily.

Malaysian passports are attractive to Chinese people smugglers due to the significant ethnic Chinese population in Malaysia and the large number of countries that allow visa waiver access to Malaysians, including New Zealand.

Despite statements made to the contrary, it was assessed that the intention of the Chinese nationals was to travel through South America to North America. The cost to the PRC nationals of these smuggling attempts has been in excess of USD\$25,000 per person.

The Chinese nationals were returned to China and the suspected smugglers were returned to Malaysia, where Malaysian authorities were informed of their activities.





## Airlines prosecuted

In October a large carrier was convicted and fined \$6,500 for allowing a Saudi national, not entitled to travel to New Zealand, to board a flight earlier in the year. An airline agent in Riyadh had ignored an INZ directive not to board the passenger. On arriving in Christchurch the passenger was refused entry and the airline was told to remove him on the first available flight.

The airline pleaded guilty to charges of failing to provide the correct name of the passenger and failing to ensure the passenger did not board the plane.

Another carrier was convicted and fined \$6,500 for allowing a Chinese national who was not permitted to come to New Zealand, to board a flight in January 2011.

When the passenger went to check-in at Melbourne Airport, the system gave a directive to the carrier to not board the passenger.

The airline agent in Melbourne ignored the directive; and changed the passenger's nationality to that of a visa free country enabling the passenger to board.

The carrier pleaded guilty to failing to provide the correct nationality of the passenger and failing to ensure the passenger did not board the plane.

## Other activity

### INFRINGEMENT FINES FOR AIRLINES: IMPROVEMENTS

INZ has been processing potential infringements as part of a trial since October 2011, which eventually rolled-out to include all 19 airlines flying into New Zealand. The trial's main purpose was to ensure both INZ and airlines develop robust procedures before the regime went live in July 2012.

The fines regime, designed to support airline compliance, is now implemented. The majority of airline infringements relate to passenger information either not being met or airline staff not checking outward ticket requirements. Improvement in airline compliance with requirements has been positive, reducing from 342 infringements for December 2011 (during the trial) down to 120 for April 2012 and in July, when the regime went live, 111 infringements.

INZ worked with airlines, to identify and address issues. For example, INZ worked with a recent entrant to the New Zealand market and helped identify an issue with their check-in systems. The airline quickly fixed the issue, and consequently their potential for infringement reduced significantly.

The regular communication between airlines, airline representatives and INZ has met with success; with one airline having a 74 per cent decrease in infringements over the period of November 2011 to April 2012.

Throughout the trial, familiarity with processes improved and there was generally a marked improvement in airline response times to potential infringements. Airlines are performed extremely well under the trial, and those with ongoing issues continue to be monitored and supported by Infringement Unit staff to help improve their performance.



#### February 2011

Trial commences with Air New Zealand



#### March 2011

Trial rolled out to Qantas, Air Pacific Pacific Blue



#### Mid-February 2012

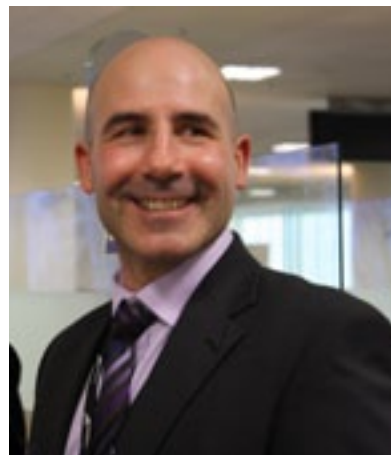
All airlines included



## HELPING IN THE CHRISTCHURCH REBUILD

Most skilled migrants apply for work visas before coming to New Zealand, allowing for the right checks to be conducted of potential employees and employers. This year we have seen a number of passengers arriving at Christchurch on visitor visas with the intention of working on the Canterbury rebuild.

Each case has been considered individually with specific consideration of skills versus industry requirements and other key factors such as character and financial means. Some have been allowed to enter on the condition that they will attain the appropriate visa. Others have been refused entry and returned to their home country.



## UPDATES BIOMETRICS AT THE BORDER

INZ Identity Service Group has implemented new biometric capabilities at the border. From December 2011, INZ began capturing fingerprints from all individuals formally interviewed at Auckland and Christchurch airports. Biometric collection was smoothly integrated into existing processes, with few issues reported from staff and passengers. Since last December over 300 passengers have been loaded onto the system.

Fingerprint checks were conducted on 15 passengers who arrived without passports, resulting in six positive matches against INZ international partner databases. Three of the claimants had made asylum claims in another country. A fourth person had both a criminal and assumed identity history in the United States, along with a record with the Royal Canadian Mounted Police.

In 2013, fingerprints taken at the Border and other INZ branches will be migrated INZ's new Immigration Global Management System (IGMS) system, which is currently under development. This will enable Border Operations to conduct real-time fingerprint searching as well as use facial recognition biometric capabilities to inform their risk assessment of passengers.





## New initiatives

### INTEGRATED TARGETING OPERATIONS CENTRE (ITOC): AN INTER-AGENCY APPROACH

INZ now has a permanent presence in the Customs led ITOC, with two officers at any one time stationed there for up to a year. ITOC is located at Auckland Customhouse and is a single location, 24 hour a day operation which brings agencies together to support effective border security management.

ITOC agencies include:

- » New Zealand Customs Service
- » Ministry of Business, Innovation & Employment – Immigration New Zealand
- » Ministry for Primary Industries
- » Maritime New Zealand
- » New Zealand Police

ITOC is informed by intelligence gathered through the partner agencies, targets risks to the border and provides planning and coordination of border protection responses.



### WORKING WITH NZ CUSTOMS: AUTOMATING RISK TARGETING

INZ is also currently working with Customs to implement an automated targeting tool at the Border. Currently, passenger profiling and targeting is conducted manually and separately by the two agencies. The tool will enable border agencies to share data to assess passenger movements, facilitating enhanced targeting and will provide the opportunity to improve border security through the real-time sharing of information and collaborative profiling.

Of the 10-14,000 passengers who arrive in New Zealand daily, the automated system will help to identify risk passengers at the earliest possible opportunity, enabling timely intervention. Supporting INZ's capacity to intervene before a passenger boards their flight to New Zealand or on arrival where appropriate. For Customs, Police and the Ministry of Primary Industries, it means earlier warning of potential high risk passengers and more time to plan an appropriate response. For the vast majority of passengers this will mean quicker facilitation through the border when they do arrive.













## Our Mission

---

Responsive and agile teams providing expertise, information and services to manage risk and protect our borders.

---

## Best People, Safe Borders

## How can you help?

To report immigration fraud

Call **Crimestoppers** anonymously on **0800 555 111**

Or complete an online **Crimestoppers** message form [www.crimestoppers-nz.org](http://www.crimestoppers-nz.org)





