

## VS2020 MONTHLY MESSAGES

Issue: August 2018

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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 July, as well as a look ahead to August.

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### JULY IN REVIEW

July was a particularly busy month for the Programme, with two offices scheduled to close. The Jakarta office closed at the end of the month, and on 30 July, Auckland Central staff were welcomed to the Manukau office following the withdrawal of all processing activities from the Queen Street location. Further information about these key events and other Programme activities and achievements follow.

#### **Simplification Activities and Achievements**

##### **Proactive Communications**

INZ has been targeting proactive communications to our customers to help manage expectations of visa processing timeframes, which in turn is aimed at helping to reduce call volumes to the Immigration Contact Centre (ICC), and increasing customer satisfaction. INZ has also recently published more accurate processing timeframes on our website.

These efforts have been closely monitored, with early results showing a 17% reduction in calls to the ICC (in relevant call types) following the delivery of proactive communications to 160,000 applicants and advisers.

##### **Observational Management**

Observational Management training provides our leaders with the tools and knowledge to drive behaviour change and support their teams to be more effective. The training has been rolled out in our **Beijing** office and the immediate feedback has been really positive. Both managers and staff are already seeing the value of this training and we are looking forward to rolling this out across other locations.

##### **Essential Skills**

The Programme has been collaborating with a small pilot team in the **Christchurch** office, who have been focusing on improving the processing times for essential skills applications. The team has been able to identify, test and refine new ways of working. This has been really successful and the plan is to roll out the new process to the rest of the **Christchurch** office. Encouraging staff to identify areas for improvement has been hugely beneficial, and similar forms of collaboration will be undertaken in other areas of the project.

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**Technology Update** Following the completion of the pilot phase in the **Christchurch** and **Palmerston North** offices in June, the new triage solution was rolled out to all INZ offices on 2 July. This solution enables near real-time, automated triage assessments on accepted temporary visa applications (student, visitor and work), removing the manual processes and providing enhancing system stability. This roll out has gone well during July and has now completed its early life support phase.

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**Site Readiness** During July, the Programme visited the **Palmerston North** office to work with the local leadership team to identify the change requirements and support necessary to help the office adapt to the new visa processing operating model. This was the last of the scheduled Build site assessments conducted by the Programme.

While the **Palmerston North** office has been predominantly processing student applications for a number of years already and are therefore familiar with the concept of product aligned processing, the leadership team and staff found the process of the site assessment hugely valuable and are in a good place to work towards their target state.

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**Auckland Central Changes**

On Monday 30 July **Auckland Central** staff relocated from 280 Queen Street to the Manukau office. This move was successfully achieved as a result of the considerable efforts of a wide range of people across the Programme, the Auckland Central and Manukau offices as well as the wider Visa Services network. It represents one of the largest site closures to date and the first onshore site.

The first week in the combined site commenced with a pōwhiri, a welcome morning tea and a visit from the Visa Services Leadership Team.

Customer Services at Auckland Central:

- Counter services and a drop box continue to be provided at the **Auckland Central** office at 280 Queen Street, while alternative arrangements are made for these services. Another drop box will be made available on the ground floor of 20 Amersham Way, Manukau by October 2018.
- Biometric services (provided on behalf of the UK Home Office) have been moved to Manukau. These services will continue to operate on an appointment basis.
- Urgent requests will be still be able to be made through the counter at 280 Queen Street for the time being.

Visa Services continues to work towards the eventual closure of the Auckland Central counter.

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**Site Closures and Transitions**

The **Jakarta** office also closed at the end of July. Prior to closure, a farewell function was held with MFAT and stakeholders to acknowledge the contribution that INZ staff in Jakarta had made. Rema Maiava, Area Manager – Transition, attended the function as the VSLT representative. Jakarta Operations Manager, Ravi Bellihal, will move to the Visa Operations Manager role in **Porirua** at the beginning of August.

In July the **Bangkok** and **Shanghai** offices officially entered the transition phase. The Programme will continue to work with them through their specific transition activities towards their closure dates of September and October respectively.

**NZAMI Reference Group**

Early in July, INZ hosted some of the New Zealand Association for Migration and Investment (NZAMI) Board members in Wellington.

The day marked the inaugural meeting of a new **NZAMI/INZ Reference Group** which signals a commitment by both parties to work more closely together on a range of areas of common interest. The session included a number of presentations and opportunities for co-design. Representatives from the Programme’s Simplification work stream ran a co-design workshop in response to commonly understood customer pain points with a focus on INZ service levels and communications, specifically for temporary work visas.

As a result of the workshop the Simplification work stream team have identified five action areas to progress with ongoing input from members of NZAMI.

**LOOKING AHEAD TO AUGUST**

The following provides a snapshot of the activities planned for August.

**Simplification**

**Essential Skills**

From August, all essential skills applications received into the **Christchurch** office will be processed using the new ways of working.

**Site Readiness**

With the completion of the last Build site assessment (Palmerston North in July) all future processing sites will be in transition. This means activities in **Palmerston North, Beijing, Mumbai, Hamilton, Porirua, Christchurch, Manukau** and the **National Documentation Office (NaDO)** will be characterised by the inflow and outflow of work aligned to products, as well as a continued focus on readiness activities as the sites work towards their future states under the new model.

**Site Closures and Transitions**

The Programme will visit the **Washington DC** office in early August to assess requirements and complete planning activities prior to formal commencement of transitional activities.

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