



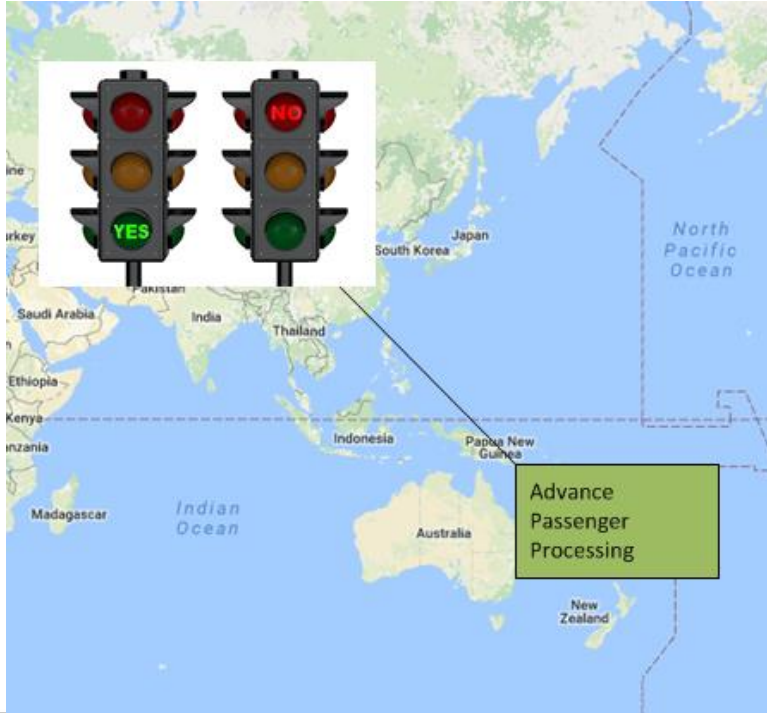
NEW ZEALAND
IMMIGRATION

Planning for a Pandemic

Presentation Overview

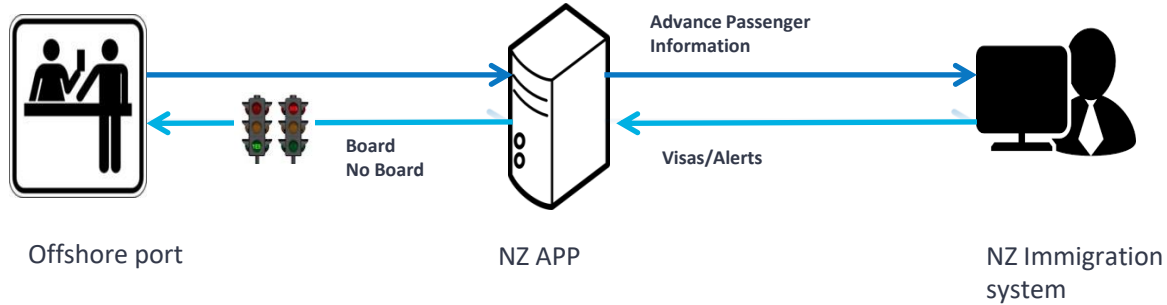
- Overview – New Zealand APP
- Border Close APP functionality - 2014
- COVID-19
- Closing the border
- Stakeholder engagement
- Other threats and controls
- Lessons learned

Advance Passenger Processing (APP)

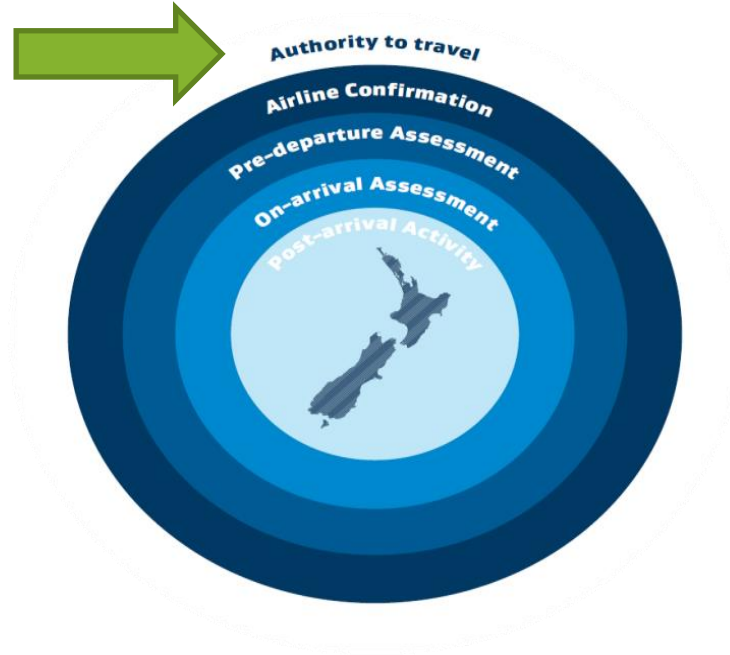


- Introduced APP 2003/4
- Pushed the NZ Border Offshore
- When an airline checks a passenger for a flight they must submit APP
- APP Responses:
 1. *Ok to board*
 2. *Board with OWT*
 3. *Do not board*

Overview - New Zealand APP



Goal – to keep the risk offshore



Border Close APP functionality - 2014



Ebola

West Africa, March 2014-2016

Border Close APP functionality - 2014

- Certain border ports can be closed in emergencies
- Specific nationalities exempt
- Exempted nationalities can be set for specific ports or all ports globally.

Coronavirus: NZ shutting borders to everyone except citizens, residents - PM Jacinda Ardern



By [Jason Walls](#)

19 Mar, 2020 07:40 PM 4 mins to read



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For the first time in New Zealand's history, New Zealand's borders will be closed to everyone in the world except for New Zealand citizens and residents.

COVID-19 – NZ Border Timeline

- **3 February 2020:** Border closures – non-citizen/residents via mainland China
- **7 February 2020:** Mandatory isolation – all China arrivals
- **28 February 2020:** First COVID-19 case in NZ
- **16 March 2020:** All arrivals self-isolate 14 days
- **20 March 2020:** **Border closed** (except NZ-citizens/residents)
- **23 April 2021:** Travel restrictions – ‘very-high-risk’ countries

Closing the border

- Government decisions around border closure
- NZ APP – **8509 Border Closed directive**
- Citizens, residents, family, critical workers exempt
- Stakeholder engagement
- Internal staff process training and guidance
- Adapting to swift policy changes

Closing the border

Upon government direction, INZ asked SITA for APP configuration changes:

1. Border Closed directive
2. Nationalities on exceptions list
3. Border Closed list of ports
4. Exemptions, further changes (Visa Grounds Codes)

COVID-19 - Keeping NZ safe

- Human errors in manual flight / passenger screening
- APP managed:
 - boarding of eligible passengers
 - travel restrictions from 'very-high-risk' countries
- APP supported the opening of NZ border for 'travel bubble'



**Cough or sneeze
into your elbow**

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

New Zealand Government

**Unite
against
COVID-19**



**Be kind. Check-in
on the elderly or
vulnerable.**

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

New Zealand Government

**Unite
against
COVID-19**



**Stay home
Save lives**

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

New Zealand Government

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against
COVID-19**

A human response to a health crisis

The world's best COVID-19 response

Bloomberg

The most intelligently and sensitively
designed public information
programme in this pandemic

Wallpaper*

Unite
against
COVID-19

Clear communication was the hallmark
of New Zealand's response



World Health
Organization

A modern masterpiece
of mass communication

THE **SPINOFF**

Stakeholder engagement

- Engaging with individuals and airlines
- Bilateral meetings with external government agencies
- NZ border inter-agency collaboration (Health, NZ Customs, Biosecurity)
- Airline Liaison Officers (ALOs) deployed offshore
- Internal and external training and support

Threats and controls

- APP could help with biosecurity threats
- Ensure only eligible people can board flights to NZ
- Support future events



New Zealand's border
fully open to visitors
and students

Te Kāwanatanga o Aotearoa
New Zealand Government

Unite
against
COVID-19

Lessons learnt

- APP functionality did not allow border closures by ports
- State jumping (Australia)
- Challenging for staff to keep up with changes
- IATA Timatic useful in supporting changes



Kia mihi

Dankie ~ Faleminderit ~ አዎስግናለሁ ~ ~ شكرالكم ~ ԱնորհալկալիղոյնԼև ~ Çox Sağ Ol ~ Eskerrik Asko ~ Дзякуй ~ धन्यवाद ~ Hvala Ti ~ Благодаря Ти ~
Gràcies ~ Salamat ~ Zikomo ~ Qatlho' ~ 谢谢 ~ 謝謝 ~ Grazie ~ Hvala Vam ~ Děkuji ~ Tak Skal Du Have ~ Dank Je ~ Vinaka ~ Thank You ~ Dankon ~ Aitäh
~ Kiitos ~ Merci ~ Tankewol ~ Ko Rab'a Ko Bati N Rab'a ~ Grazas ~ മിടയ്ക്കൂ ~ Danke ~ Ευχαριστώ ~ ʻAlēlā ~ Mèsi ~ Na Gode ~ Mahalo ~ ~ תודה
धन्यवाद ~ Ua Tsaug ~ Köszönöm ~ Takk Fyrir ~ Daaly ~ Terima Kasih ~ Go Raibh Maith Agat ~ ありがとう ~ Matur Nuwun ~ ಧನ್ಯವಾದಗಳು ~ N'cos ~
Рахмет ~ സുബ്ബരഹ്മാ ~ Murakoze ~ 고마워 ~ Spas ~ Fakaauae Fakauae Lahi ~ Рахмат ~ ຂອບໃຈ ~ Gratias Ago Tibi ~ Paldies ~ Aciū ~ Благодарам ~ Mahalo Nui ~
Misaotra ~ Tubwa Kor ~ Terima Kasih ~ ႏၵ်ႉ ~ Fakafetai Fakafetai Lahi Lele ~ Grazzi ~ धन्यवाद ~ Баярлалаа ~ ကျေးဇူးတင်ပါတယ် ~ धन्यवाद ~ Takk
~ ʻAlīqāḍ ~ ~ ممنون ~ مننه ~ Dziękuję ~ Obrigada ~ ཕྲག་ཅན་ པོ་ནང་ཅག ~ Multumesc ~ Спасибо Тебе ~ San Athchomari Yeraan ~ Faafetai ~ Tapadh Leat ~ Хвала
Ти ~ Fāiāk Se'ea ~ Kea Leboha ~ Ndatenda ~ ~ شڪرتي ~ Ďakujem ~ Hvala Ti ~ Mahadsanid ~ Gracias ~ Hatur Nuhun ~ Asante ~ Obrigadu ~ You Do
Well ~ Tack ~ Ташаккур ~ ႏၵ်ႉ ~ Рахмат ~ ಧನ್ಯವಾದುలు ~ ʻAloha ~ Teşekkür Ederim ~ Malo 'Aupito ~ Tangkyu Tangkyu Tumas ~ Fakafetai Fāfetai ~
Sag Bol ~ Дзякую ~ ~ ردهمات سزگه ~ ~ ردهمات سزگه ~ Rahmat ~ Cām Ōn ~ Diolch ~ Enkosi ~ ~ דירן דאָןקען ~ Şeun ~ Ngiyabonga