



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**CHRISTCHURCH**

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PROTECTING NEW ZEALAND'S BORDER

13 December 2021

Ref: OIA 21-255

██████████  
By Email: ██████████

Dear ██████████

**Request for information under the Official Information Act 1982**

Thank you for your request to the New Zealand Customs Service (Customs), received 23 November 2021. As advised in prior correspondence to you, dated 3 December 2021, questions one to three of your request have been transferred to Immigration New Zealand, Ministry of Business, Innovation and Employment under section 14(b)(i) of the Official Information Act 1982 for response.

Customs is therefore responding to the remaining four questions of your request for information under the Official Information Act 1982 (the OIA), relating to question 17 of the New Zealand Passenger Arrival Card, which asks "if required to do so, will you enter and remain in managed isolation or quarantine? Yes / No?"

*Has any returnee ticked 'no' in response to Question 17?*

*If so, what happened when the form was processed by officials at the border?*

*Were they denied entry to NZ?*

*If they were allowed entry, were they sent to an MIQ facility or did they return to a private residence?*

Customs is able to advise that we do not hold a record of any passengers arriving into New Zealand and responding 'no' to question 17 of the New Zealand Passenger Arrival Card.

As Customs does not hold a record of any passengers responding 'no' to question 17 of the New Zealand Passenger Arrival Card, this part of your request is refused under section 18(e) of the OIA, as this information does not exist, or is not held by Customs at this time.

For further context, if a passenger were to respond 'no' to question 17 of the New Zealand Passenger Arrival Card, the passenger would be referred by Customs to a Ministry of Health staff member present at the border to determine the risk to public health that the passenger may pose and for the Ministry of Health to recommend appropriate action based on that risk determination. Customs does not formally record these referrals if no further action by Customs officers is considered necessary.

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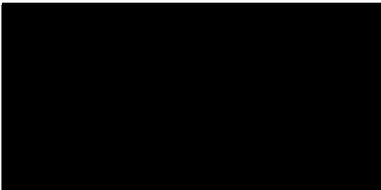
While Customs is responsible for the production of the New Zealand Passenger Arrival Card, the card collects information and declarations on behalf of multiple New Zealand government agencies, as noted on the front page of the card itself.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the OIA, to seek an investigation and review of this decision. Information about how to make a complaint is available online at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or you can phone 0800 802 602.

However in the first instance, if you have any queries in regard to this response, please contact the Correspondence, Reviews and Ministerial Servicing Team: [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz)

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Yours sincerely



Fiona Proudfoot  
**Acting Group Manager, Border Operations**