

New Zealand Traveller Declaration – overview

As at 16 August 2022



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

Contact: NZTDcommunication@customs.govt.nz

**New Zealand
Traveller** | Whakapuakanga
Declaration | Tangata Haere ki
Aotearoa

Providing safe, secure and efficient digital border clearance and enforcement services for passengers, crew and staff while protecting and promoting New Zealand.

Where we are now ...

The New Zealand Traveller Declaration (NZTD) system has been a critical component of the reopening of New Zealand's borders under the Reconnecting New Zealanders framework

- The NZTD ensures current COVID-19 health risks can be managed effectively.
- Non-New Zealand citizens and residents are still required to meet COVID-19 vaccination requirements before travelling to New Zealand by air. The NZTD enables us to verify a traveller's vaccination status in advance of travel, reducing risk particularly as traveller volumes increase.

Where we are heading ...

The NZTD system has an enduring function as a border risk management platform beyond COVID-19 health requirements

- **By June 2023**, the NZTD system will provide a single point for travellers to complete their digital traveller declaration, removing the need for a physical arrival card. It will link biosecurity, prohibited goods, security and other existing border assessments including any health risk assessment, and will extend to the maritime border.
- The NZTD system will allow more targeted risk assessment and management of travellers prior to arrival in New Zealand and facilitate better information sharing and planning between border agencies. The NZTD system will also make compliance with entry requirements easier for travellers to New Zealand, giving them certainty prior to travel and simplifying the arrival process.

Tranche 1 delivered features

Border channel and traveller types

- Air travellers (as per Reconnecting New Zealand reopening plan)*

Traveller process

- Travellers can begin their NZTD well before departure
- A Traveller Pass document is issued and is required to be presented to airline staff and border officials for manual checking
- Air travellers are only able to check-in once a Traveller Pass is presented
- Baseline accessibility and usability implemented for NZTD services
- 24/7 Contact Centre support is in place
- Family, friends and others can complete a digital declaration on behalf of a traveller.
- Declaration information and questions are provided in English. Language support is provided via a limited number of translated support guide documents.
- Travellers vaccine status will be automatically provided to MoH so that a My Vaccine Pass can be issued if required
- Travellers complete a physical arrival card in addition to the NZTD digital health declaration
- Airport Liaison Officers (ALOs) are available in key overseas departure airport

Features

- The NZTD is available via a website. A mobile App will be available in Tranches 2 and 3
- The new system enables the automated authentication of digital vaccination certificates, used in more than 60 countries. Vaccine certificates from other countries and pre-departure test results are verified manually
- Airline check in processing of the NZTD Traveller Passes is manual
- Eligible travellers who have a full NZTD Traveller Pass can use e-gates without having to produce further documentation on arrival

* Maritime travel was not in scope for Tranche 1

Planned Tranche 2 features

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Planned Tranche 3 features

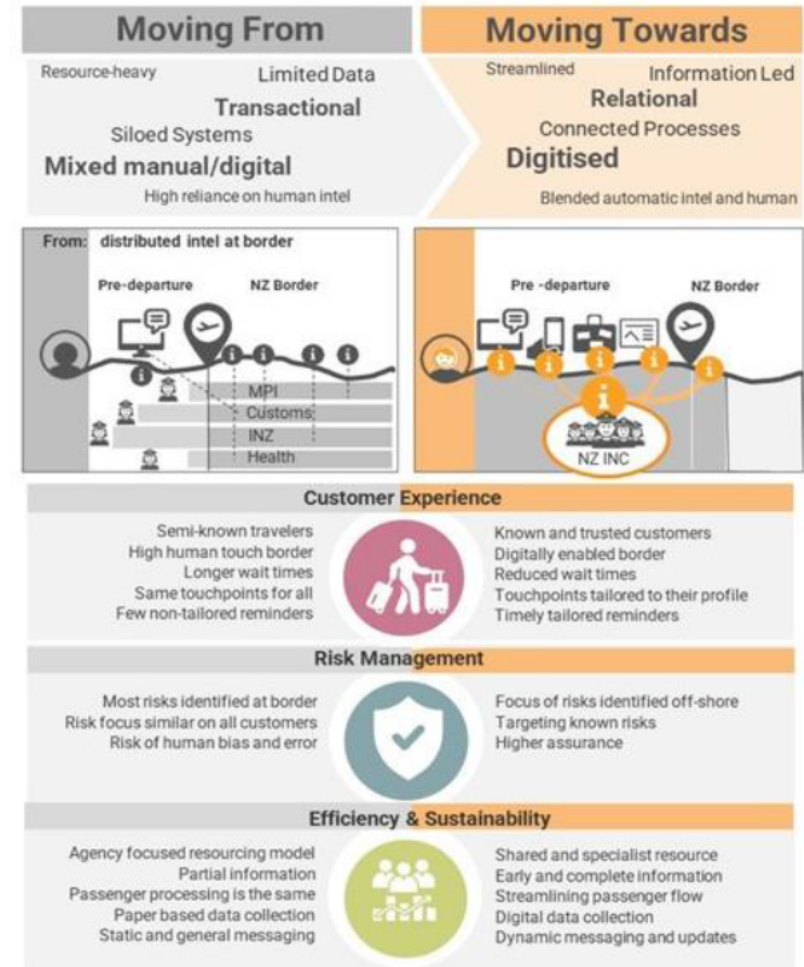
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Investment objective - drivers for change

The key drivers for change regarding this investment objective are:

- The current border model requires high human touch in general, producing inefficiencies in traveller management.
- The majority of risks (eg; drugs or weapons, smuggling, biosecurity and health) are currently identified at the border on arrival rather than offshore and all travellers are processed through the same foundational risk lens unnecessarily inconveniencing travellers at the border when potentially not required.
- Public perception and expectation is that government services are digitised. People are embracing digital services and ways of operating. There is a growing expectation from the public that NZ government provides a smart and safe border. The programme will do this by digitising the paper arrival card.
- The NZ Government expects all government departments/services to deliver outcomes in a more integrated efficient and cohesive way. This means we need to collaborate between agencies and industry partners not only at the border but 'pre-border'.



Investment objective - benefits

- **Provide a more seamless customer experience.** Improve the efficiency of the traveller processing system, reducing the need for duplicate documentation. Enhancing traveller knowledge of the requirements to enter NZ.
- **Reduce risk (managing risk offshore where possible).** Targeting known risk areas and providing flexibility to adapt to changing risk environments. Pre-emptive risk management will improve safety and security at the border.
- **Increase effectiveness and business sustainability.** Creating capacity within the system to focus on improving the customer experience and reducing risk at the border. This will enable us to better direct resources, streamline passenger flow and earlier, more complete information will improve efficiency of border operations.
- **Sustained effective border operations for government public health and border policy (added).** This benefit relates to the need for ongoing management and evolution of the existing system in response to changes of border opening and health settings.



The NZTD supports all of government collaboration to protect New Zealand's border

We are engaging with the Ministry of Health to support monkeypox messaging

We are supporting MPI's efforts with a NZTD foot-and-mouth disease campaign

This adapts existing assets and templates to incorporate messaging to reinforce information to relevant travellers who may enter New Zealand from Indonesia and Bali.



Desired outcome:

- Provide information directly to people travelling / returning from Indonesia - keeping it high level and simple
- Share information within our existing channels
- Integrate foot-and-mouth disease information into targeted communications to people travelling or returning to New Zealand.

Approved NZTD message:

Flying to New Zealand from Bali or Indonesia? Complete a **New Zealand Traveller Declaration** at travellerdeclaration.govt.nz

Keep up to date on foot-and-mouth disease border checks. You can't bring meat or animal products to NZ. Everything needs to be clean, especially if you've been in contact with livestock in countries with foot-and-mouth disease.

Traveller and airline campaign activity to commence from 10 August 2022

- Targeted social media advertising in Indonesia to people travelling to NZ
- Customs companion website content update, including new feature on homepage
- NZ major employers and airline update pack, including social media creative and messages to be share across their internal and external communication channels
- NZTD automated system emails to travellers updated to include key messaging

Example of targeted adverts



Post copy:
Keep up to date on foot-and-mouth disease border checks. You can't bring meat or animal products to NZ. Everything needs to be clean, especially if you've been in contact with livestock in countries with foot-and-mouth disease.

Version 1 online advert:
Targeted Indonesia traveller webpages



Post copy:
Let them know to get ready for foot-and-mouth disease border checks. They can't bring meat or animal products to NZ. Everything needs to be clean, especially if they've been in contact with livestock in countries with foot-and-mouth disease.

Version 2 online advert:
NZTD 'Traveller friends & Whānau' networks in NZ and overseas



Digital/printable poster for NZ employers and AoG communication channels