

26 January 2022

s 9(2)(a)

By email: s 9(2)(a)  
Ref: H202117010

Tēnā koe s 9(2)(a)

### Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health (the Ministry) on 1 December 2021 for information relating to applications regarding vaccine status. Each point of your request is answered in turn.

Please note for questions 1 through 3, the numbers relate to the tickets in the COVID-19 Overseas Vaccinations email channel, and not to individuals. Some tickets may relate to several people (i.e., all members of a family vaccinated overseas) and in some cases an individual may have emailed in several times. The information below is accurate as at 1:00pm 21 January 2021.

1. *The email address covid-19overseasvaccinations@health.govt.nz has been made available to people who need to have their vaccination status within New Zealand updated to recognise vaccinations that have been administered overseas.*

*I would like to know:*

*How many applications have been made using this email*

45,961 applications have been made since 17 Nov 2021.

2. *How many applications have been successfully processed and recognised*

32,665 applications have been processed and recognised.

3. *How many applications have been rejected, and a breakdown of the high level reasons for rejection.*

6,020 were duplicate requests.

4,028 were rejected due to consumer not getting back with required information.

652 were rejected due to consumer unable to verify their identity.

179 have been rejected due to not meeting the Overseas Vaccination Criteria.

4. What the processing time in days between sending and completion of processing of the applications is - broken down as median, 75th percentile and 99th percentile.

The processing time in days between sending and completion of processing of the applications are outlined in the table below:

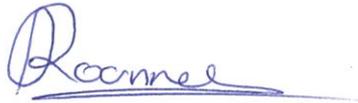
	Days
Median	15
75th percentile	34
99th percentile	61

The information in this table is accurate as at 21 January 2021.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Ministry website at: [www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests](http://www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests).

Nāku noa, nā



Astrid Koornneef  
**Director**  
**National Immunisation Programme**