



COVID-19 Response Weekly Report

18 February 2021




This COVID-19 Response Weekly Report is a new report which combines weekly COVID-19 related reporting from the Ministry of Health, Ministry of Business, Innovation and Employment, Ministry of Foreign Affairs and Trade, the Border Executive Board and the New Zealand Customs Service.














We are taking an iterative approach, and intend to evolve this as the system matures, and to incorporate feedback.

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1. Status Summary

Key		
Symbol	Colour	Meaning
	Green	On track, no roadblocks, no significant delays anticipated
	Amber	Slow progression, some delays, some roadblocks present
	Red	Not progressing, on hold, significant delays

Issue	Sub-Issue				Agency Responsible	Agency Comment on Status
Vaccine and Immunisation Programme	Purchasing and approvals				MoH	<ul style="list-style-type: none"> No barriers anticipated Necessary agreements in place for first vaccinations
	Population definition and sequencing				MoH	<ul style="list-style-type: none"> Daily engagement with border agencies and employers underway Technology in place to enable outreach to household contacts; underway this week Evolving updates to testing and border order require reflection in programme
	Distribution and inventory management				MoH	<ul style="list-style-type: none"> Vaccine received and being held centrally, ready for distribution ahead of first vaccinations Distribution dry run held on 16 February 2021 and 17 February 2021 to test systems and processes with DHBs and partners These highlighted several improvements to be incorporated into the rollout
	Health workforce				MoH	<ul style="list-style-type: none"> Training is live and learning packages are being sent to vaccinators and administrators As of Monday 17 February, 123 vaccinators had completed the training
	Provider engagement				MoH	<ul style="list-style-type: none"> Daily engagement with DHBs, with regional 'account managers' in place to work through DHB service delivery and logistics plans for the first vaccinations
	Registration, appointment and immunisation				MoH	<ul style="list-style-type: none"> COVID-19 Immunisation Register has gone live as of 7am Tuesday 16 February. Lists of vaccinators and people to be vaccinated are being loaded this week
	Post Event				MoH	<ul style="list-style-type: none"> Systems in place for first go-live Work underway for long-term pharmacovigilance solution uplift as programme scales
Elimination Strategy	Keep it out				MoH	<ul style="list-style-type: none"> Managed isolation staff workforce is under significant pressure Constant review required across Border Settings, as global context continues to evolve
	Prepare for it				MoH	<ul style="list-style-type: none"> No barriers anticipated Reviews and scenario planning conducted to support continuous improvement
	Stamp it out				MoH	<ul style="list-style-type: none"> No barriers anticipated Simulation exercises conducted to support continuous improvement
	Manage the Impact				MoH	<ul style="list-style-type: none"> No barriers anticipated to broader program Risks related to vaccine program outlined above

Issue	Sub-Issue	●	●	●	Agency Responsible	Agency Comment on Status
Roll out of Vaccinations within MIQ	Administering vaccinations to MIQ frontline staff		●		MBIE MIQ	<ul style="list-style-type: none"> On track for rollout on Saturday, planning for remaining rollouts
Reducing Transmission Risk	Pullman hotel	●			MBIE MIQ	<ul style="list-style-type: none"> On track. Has reopened. CCTV installation completed and air filtration in lifts is complete
Security and Enhancement Programme	Install enhanced security technologies		●		MBIE MIQ	<ul style="list-style-type: none"> Alert Level 3 in Auckland requires the vendor to apply to be categorised as an 'essential worker'. Application approved and work expected to recommence 17 February 2021. All installations are expected to be complete late February 2021 – mid March 2021
	MIQ security personnel transition to MBIE security workforce		●		MBIE MIQ	<ul style="list-style-type: none"> Work continues with AVSEC to secure a technical solution to support MBIE Security Workforce Analysis underway to identify MBIE Security Workforce numbers; volume of Security Officers to recruit poses some challenges Inbound dependency on other streams of work can impact the status. The prerequisite activities need to land in order to start moving towards green
Large Group Arrivals	Men's Australian Cricket team	●			MBIE MIQ	<ul style="list-style-type: none"> On track. No issues reported to date
	Women's Rugby World Cup	●			MBIE MIQ	<ul style="list-style-type: none"> On track. Briefing due 17 February 2021 to Mo about Queenstown options and feasibility, following meeting with Minister's Robertson and Nash
	RSE workers	●			MBIE MIQ	<ul style="list-style-type: none"> Groups continue to arrive every four days
Safe Travel Zones	Cook Islands travel bubble (two-way)		●		MFAT	<ul style="list-style-type: none"> NZ experts in Cook Islands until 20 Feb providing assistance to Health Ministry s7(b)(ii) Interim advice to be provided to the Minister on 19 Feb; briefing to Minister by 1 March on Cooks' readiness work for two-way QF travel
	Niue travel bubble	●			MFAT	<ul style="list-style-type: none"> s7(b)(iii) Agencies considering information on Niuean border settings and health capacities and whether a technical visit to Niue is required to achieve assurances for commencement of one-way QF travel from Niue to NZ. General sense forming that technical visit may not be needed prior to commencing one-way QF travel Advice to Minister in coming days proposing next steps towards one-way QF travel, leading to a Cabinet paper for consideration by Cabinet on 8 or 15 March
	Trans-Tasman travel bubble		●		MFAT	<ul style="list-style-type: none"> Still awaiting Australian textual proposals to draft Arrangement; Australians foreshadowing they now prefer text to be less prescriptive s6(a) s6(a)

2. Ministry of Health Weekly Report



2.1 Policy/Programme Updates

2.1.1 COVID-19, Operational Determination for Use of N95/P2 Particulate Respirators across Managed Isolation and Quarantine Facilities

The Ministry of Health and the All-of-Government response team to COVID-19 have identified additional infection protection control (IPC) strategies to further prevent transmission to our border workforce and Managed Isolation and Quarantine Facility (MIQF) guests. Key factors that prompted the additional measures are outlined below:

- The emergence of the higher transmissible COVID-19 strains first identified in the United Kingdom and South Africa.
- The need for increased protection of staff working in MIQF when close contact in confined spaces with returnees is unavoidable.
- Increased localised supply of N95/P2 particulate respirators to some MIQFs, indicating variations in use between facilities.
- Growing evidence of the ability of this virus to potentially transmit to others via aerosolised particles.

Additional IPC strategies that have been implemented in response to these issues are:

- As at 3 February 2021, MIQF staff (including healthcare workers, drivers and those escorting guests) who are unable to maintain physical distance from returnees are now advised to wear N95/P2 respirators.
- PPE will now be directly supplied to MIQFs from the Ministry of Health's central supply, rather than from DHBs. This provides a standardised platform to monitor use and access to verified and agreed PPE by MIQF workers. The transition period started on 8 February 2021 and is scheduled to be completed by 19 February 2021.

Next steps

The Ministry of Health is reviewing maritime IPC guidance which is progressing through final approvals. The Ministry will provide you with an update when this review is complete, which we expect to be next week.

The Ministry of Health will continue to monitor MIQF PPE requirements and use.

2.1.2 COVID-19 Vaccine and Immunisation Programme

Pfizer vaccine arrival

On 15 February 2021 the Pfizer vaccine arrived in New Zealand from Brussels via Singapore and is now the property of the New Zealand Government. The shipment of vaccines was delivered to the HCL storage facility and quality assurance checks were carried out on the vaccine to ensure there had been no variations to temperature. HCL is now preparing the vaccine for distribution to district health boards. Consumables have arrived into New Zealand that will allow vaccinators to administer the vaccine. There are currently enough consumables to cover the first four weeks of vaccine rollout, and we are expecting additional consumables on 22 February 2021, which provide for vaccine delivery until May 2021. Officials have managed to secure 490,000 LDS needles, which will enable vaccinators to draw six doses per vial (rather than the current five) are expected to arrive in New Zealand on 20 February 2021.

Vaccinator workforce training

Vaccinator training is fully operational and as of 17 February 2021, 123 vaccinators and 79 administrators have completed the training, with a further 200 vaccinators and 80 administrators underway. Once vaccinators have completed their training, they can be loaded into the COVID-19 immunisation register.

Dry run events

Further to the walkthrough event last week, additional dry run sessions have taken place this week with delivery partners to ensure we are well prepared for the first vaccine delivery on 20 February 2021. Two dry run sessions have been undertaken:

- Distribution dry run (16 February 2021) – involved shipping consumables and an empty vaccine container to a MIQ facility, as well as an audit of the HCL storage facility to maintain vaccine integrity.
- End to end dry run (17 February 2021) – the Ministry of Health worked closely with some of the first DHBs involved in the roll out to run through a “day in the life” of vaccine delivery, including various scenarios and potential stumbling blocks.

Niue One-way Quarantine Free Travel: Update

s7(b)(iii)

Agencies have been considering detailed information on Niue’s border settings and health system to fully understand these systems and also to determine whether an in-person technical visit to Niue is required to provide the necessary assurances for commencement of one-way quarantine-free travel.

A key consideration is that Niue intends to maintain its current border settings under one-way quarantine-free travel from Niue to New Zealand. Currently Niue’s air border is closed to all arrivals except a weekly flight from New Zealand and the maritime border is closed to all vessels except for scheduled commercial cargo vessels.

On the basis of the information gathered through remote means and by the High Commission in Niue, New Zealand agencies are forming a general sense that a technical visit to Niue may not be needed to provide assurance to Ministers that it is safe to proceed with one-way quarantine-free travel. An in-person technical visit will still be needed prior to commencement of two-way quarantine-free travel.

You will receive a submission in the coming days detailing proposed next steps towards one-way quarantine-free travel and seeking your views. Should you agree to the recommendations in the submission, officials will prepare advice for you to take to Cabinet on 8 March 2021 for consideration of one-way quarantine-free entry from Niue to New Zealand, with a view to commencing quarantine-free entry in mid to late-March 2021. Officials have already briefed Air New Zealand and Auckland Airport in confidence, and initial indications show they will be able to facilitate quarantine-free entry from Niue within the indicated timeframes.

Next steps

We will provide you with a further update in the next Weekly Report.

2.2 Technical Advisory Group: Update

The Technical Advisory Group (TAG) did not meet in the last week. As a result, there are no recommendations or advice to report on this week. TAG is next scheduled to meet on 19 February 2021. The Ministry of Health will provide you with further updates in the next Weekly Report.

2.3 Recent Communications Issues and Activities

As at 15 February 2021

Date	Activity	Lead agency	Comms material	Ministerial Involvement
14 Feb 21	Auckland February community cases update	MoH	Press release Key message document	Yes
14 Feb 21	Auckland moves to Alert Level 3 and rest of New Zealand to Level 2 at 11.59pm	DPMC	Key message document	Yes
14 Feb 21	Guidance about crossing regional boundaries	DPMC	Sector updates for aged residential care and disability support have been issued by Health	No
14 Feb 21	COVID-19 vaccine updates to border agencies	MoH	Letters (emailed) from Director-General to Chief Executives of border agencies, including content designed for workforce	No

3. Managed Isolation and Quarantine Weekly Report



3.1 Top Items to Note

3.1.1 Pullman Reopening

- We have begun to reoccupy the Pullman Managed Isolation Facility this week. On Tuesday, 98 returnees (in 62 rooms) arrived and on Wednesday 122 returnees (in 90 rooms) arrived.
- The installation of the air filtration systems in the lifts is complete.
- We plan to reoccupy the Pullman to complete capacity from 6 March 2021 at the earliest unless returnees are required to be accommodated there due to unplanned circumstances e.g. a domestic transfer flight gets turned back to Auckland.

3.1.2 Vaccinations update

- The vaccination of the border and MIQ workforce is expected to start from Saturday 20 February 2021.
- MIQ RIQ Leads are working closely with DHBs on the detailed planning of the rollout to our MIQ workforce.
- Ministry of Health are providing communication collateral for distribution to the workforce with information about the vaccination and its rollout.
- Stakeholder engagement is occurring as needed (e.g. unions and hotels).

3.1.3 MIAS release

- Room release occurred on 17 February 2021 for the period 19 February to 3 March 2021.
- We will release 20 rooms a day, totalling 260 rooms across the period.
- Further release for April and May 2021 to occur next.

3.1.4 Capacity

- This week, there were three issues that required us to utilise our contingency. This included:
 - A planned transfer from Auckland to Wellington was cancelled because the originating flight out of Australia was delayed. Therefore, the transfer could not get into Wellington until after the runway was closed. This required the returnees to be located in an Auckland MIF at short notice;
 - A flight arriving from Brisbane in Auckland was cancelled due to the suspension of safe travel with Australia. This was being re-tasked to complete a transfer to Christchurch. The new timing conflicted with the deportee flight which arrived on 17 February 2021 and used the same gate at Auckland airport as the domestic transfers. Therefore this transfer is also cancelled and the returnees will need to be located in an Auckland MIF.
- These occurrences, on the back of utilising contingency whilst the Pullman was closed, highlight the few options available to move capacity between regions, requiring Auckland (and to some extent Hamilton and Rotorua) to maintain a resilient level of contingency rooms.

3.1.5 Security Enhancement Programme Update

CCTV and Associated Technologies Roll-out

- 21 sites are complete, and 11 sites are in the process of being implemented.

- Work is complete at the Pullman Hotel – installation of CCTV and associated technologies completed on 14 February 2021.
- All remaining sites remain on track to be complete by late February – mid-March 2021, subject to reliability on the delivery of equipment from overseas and accessibility to sites.

MIQ Security Personnel Transition to MBIE Security Workforce

- Work continues to reduce MBIE's reliance on contracted security personnel by standing up an MBIE security workforce.
- Four Operations and Security Managers (3 x Rotorua and 1 x Hamilton based sites) commenced week of 15 February 2021. Offers for remaining Operations and Security Manager positions have been sent to successful candidates.
- Interviews for Wellington based MIQ Security Officers were completed week of 9 February 2021. Offers are dependent on Union discussions and AVSEC Payroll as a Service arrangements (see below).
- Work with AVSEC to provide a rostering and payroll solution is progressing well and indications are this solution should be in place mid-March 2021 to support administering MBIE's relatively large, 24/7, rostered security workforce.
- All 32 independent site security assessments from security consultancy firm ICARAS have been received. Analysis is underway to consider the findings in these reports with specific focus on the MBIE Security Workforce numbers and locations.

3.1.6 Iwi engagement and Maori Partnership model

- MIQ is developing an MIQ-Māori partnership model work stream. The aim is to:
 - to identify opportunities to strengthen MIQ's partnership with Iwi and Māori, acknowledge the mana of Māori and their status as a Treaty partner and to improve MIQ practice and policy, and
 - prioritise building an engagement platform with Māori, where critical issues concerning MIQ and potentially the Government's wider COVID-19 work can be addressed.
- We will be seeking direction from you on your preference for involvement.
- The proposed work streams include
 - Partnership and engagement;
 - Impact of MIQ on Māori;
 - Cultural responsiveness and inclusiveness;
 - Active protection and equity.
- Engagement this week has included:
 - Head and Deputy Secretary MIQ with Ngāti Whatua Orakei (Auckland – 11 Feb). First engagement between two entities. Culminated in joint opening ceremony of Pullman.
 - Deputy Secretary and GM Operations MIQ with Te Arawa (Rotorua – 18 Feb). Ongoing engagement.

3.2 Policy Update

Information Sharing and COVID-19 Public Health Response 2020 amendment proposals

s9(2)(g)(i)



3.3 Large Group Arrivals Update

Summary of approved group arrivals as at 16 February 2021

Group	Date of Arrival	Pax Numbers	Comments
RSE Workers	17-Jan-21 to 6-Mar-21	2,000	The 2000 RSE workers have been split into three cohorts made up of 4 or 5 flights/groups of people coming from the Pacific Island Nations. In total, each cohort will have up to 624 persons, of 150-156 persons per group. Each group will enter MIQ every 96 hours.
Cricket - Australian Men's	7-Feb-2021	35	Day 0/1, 3 & 6 negative, offsite training going well. No issues of significance have occurred whilst in house.
Netball - Australia	15-Feb-21	26	Exemption signed. Final ops plans underway. Arrived via charter into Christchurch, as scheduled. Four team members pulled out last minute. Training exemption approved.
Refugees quota re-start - Group 1A	23-Feb-21 to 26-Feb-21	37	Arrival details confirmed.
Cricket - Bangladesh Men's	24-Feb-21	35	Training approved in principle. Public health assessment to be completed and approved. Exemption with the Minister for signing.
Refugees quota re-start - Group 1B	1-Mar-21	35	Arrival details to be confirmed beginning of February.
Cricket - Australian Women's	13-Mar-21	29	Training approved in principle. Public health assessment to be completed and approved.
Refugees quota re-start - Group 2	1-Apr-21	70	Arrival details to be confirmed 6 weeks prior to arrival.
Refugees quota re-start - Group 3	29-May-21	70	Arrival details to be confirmed 6 weeks prior to arrival.

Current and incoming sports teams

The English Women's cricket team departed MIQ successfully on 9 February 2021. The Australian men's cricket team are successfully training offsite with no significant issues or disruptive behaviour to date. The Australian Diamonds netball team arrived on Monday 15 February 2021 via Charter into Christchurch. The exemption for Bangladesh has been approved by the Minister.

Tokyo 2021 Olympic and Paralympic Games

The two Games have been rescheduled to now take place in July and August, and August and September 2021 respectively. MIQ has been working directly with Sport New Zealand, who are the lead agency for the Games. They have advised that the Minister for Sport and Recreation has requested that work be done to develop a triaged, prioritised, and 'most likely' package of travel necessary.

Sport NZ have advised that their initial assessment has identified a total delegation of 530 people as likely for the Olympic Games and a total delegation of 100 people as likely for the Paralympic Games. The return from each Games, necessary qualification and pre-Games competition travel for each delegation will generate a significant demand for MIQ places. s9(2)(g)(i)

Options are also being explored to develop a phased approach to delegations returns from Japan, including potentially holding athletes in Japan after the Games to support this. MIQ are meeting regularly with Sport New Zealand to stay across the options and final numbers.

Recognised Seasonal Employment (RSE) Arrivals

The last group of RSE workers (155 pax) left MIQ on 17 February 2021. The latest group of workers (155 pax) arrived on 18 February 2021 from Vanuatu and Fiji. Planning had already been in motion for a possible regional lockdown and information has been provided to the industry to support the transfer of employees during the Alert Level 3 lockdown in Auckland. While ARIQCC are managing the continuous in and out flow of workers, this group continues to provide a number of complex challenges for the ARIQCC given the high rates of non-English speakers (almost 100%) and smokers (approximately 80% on average).

Recognised Seasonal Employment (RSE) Arrivals

The Public health Risk assessment for the first group who are all coming from Malaysia has been released. Language barriers and translation, coupled with possible higher medical and/or welfare needs will be key risks and will require additional wraparound support. While the cohorts are small, there are a number of languages spoken, some of which are niche. Translation services will be provided on the ground (including EziSpeak and in-person translators), as well as translated welcome packs. MIQ are working with the Mangere Refugee Resettlement Centre to understand the group's needs and share services. The Centre will also have a presence onsite at the MIF during check-in and for first few days. They will act as liaisons for refugees, and interface between refugees and MIF staff where required.

3.4 Upcoming Communications Issues and Activities

As at 16 February 2021

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
2-Feb & 18-Feb	RSE workers in MIQ	MIQ	Bespoke group communication (i.e. welcome pack)	N
Feb/Mar	CDHB survey of MIF workers underway January – to be released nationally	Canterbury District Health Board		N
18-Feb	Habeus corpus case in Wellington	MIQ		N

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
18-Feb	First flight of 501 deportees	MIQ		N
18-Feb	Brigadier Bliss pōwhiri in Rotorua	MIQ		N
20-Feb	First MIQ worker vaccinated	MoH, MIQ		N
21/28-Feb	Anniversary of first COVID-19 case suspected/confirmed	DPMC		
7-Feb – 13-Mar arrivals	Australian Men’s Cricket team Australian Women’s Netball team Bangladesh Men’s Cricket team Australian Women’s Cricket team	MIQ	Bespoke group communication (i.e. welcome pack)	N
22-Feb 26-Feb 6-Mar	RSE Vanuatu workers RSE Samoa workers RSE Samoa workers	MIQ	Bespoke group communication (i.e. welcome pack)	N
16-Feb -- 20-May arrivals	Refugees arrive in New Zealand (4 groups arriving)	MIQ	Bespoke group communication (i.e. welcome pack)	N
25-Feb	MBIE Select Committee	MBIE		N
24-Feb – May	Ruby Jones ‘Thanks from Iso’ exhibition to be displayed in Beehive (followed by CH, HAM & ROT)	MIQ	Proactive communications and engagement	TBC

3.5 Fees

3.5.1 Invoicing

- The table below shows the number of invoices issued up to 14 February 2021. These relate to people who arrived in managed isolation up to 31 January 2021, noting that invoices are issued after the two-week stay.
- Not all of those identified as ‘potentially liable’ will receive an invoice.
- The ‘Invoices to be confirmed’ column includes temporary visa holders and others who require further contact to confirm their liability. It also includes people who are in contact with us about waivers. These people will not be invoiced until their enquiry or application has been resolved.
- Invoices are due 90 days from the date on the invoice and are sent ‘per room’.

	People potentially liable for charges	Rooms potentially needing invoice	Waivers approved	Invoices to be confirmed	Invoices sent	Paid #	Paid (\$NZD)	Unpaid 0 – 90 days	Overdue
Maritime	956	179	0	0	179	71	\$226,263	76	32
Aircrew	1,761	138	0	100	38	32	\$281,295	1	5
All other arrivals	22,585	17,216	2,336	7,277	7,603	2,474	\$8,120,943	4,458	671
Total	25,302	17,533	2,336	7,377	7,820	2,577	\$8,628,501	4,535	708

3.5.2 Waivers

- The table below breaks down the waiver application information between 11 August 2020 and 7 February 2021. The numbers below relate to all waiver applications; waivers can be applied for before, during and after an individual has stayed in managed isolation. The 'waivers approved' in the table above are a subset of the total waiver applications which have been approved; they relate to people who have left managed isolation and would otherwise have now been due to receive an invoice.

	Waiver applications received	In progress	Total completed	Total undue financial hardship applications	Total special circumstances applications	Approved waiver applications		Declined waiver applications	
						Financial Hardship	Special Circumstances	Financial Hardship	Special Circumstances
Total	4,175	213	3,962	461	3,501	57	3,122	394	379

3.6 Emergency Allocation Applications

- 2,156 applications have been processed since 30 October-2020.
- From the applications processed in the week ending 14-February 2021, 75% of the applications were approved.
- There are 42 applications where we are waiting to receive further information (such as evidence) from applicants.

Emergency Allocation Applications	Weekly Totals	Weekly Totals
	1 February 2021 to 7 February 2021	8 February 2021 to 14 February 2021
Total applications received	180	192
Approved*	126	137
Declined	43	44
Applications processed**	169	181

*This number relates to the number of applications which have been approved. Each approval may require one or more rooms from the 150 rooms set aside for Emergency Allocations.

**Please note that this number does not reflect applications declined at triage stage e.g. incomplete applications, or applications not submitted within seven days of intended departure.

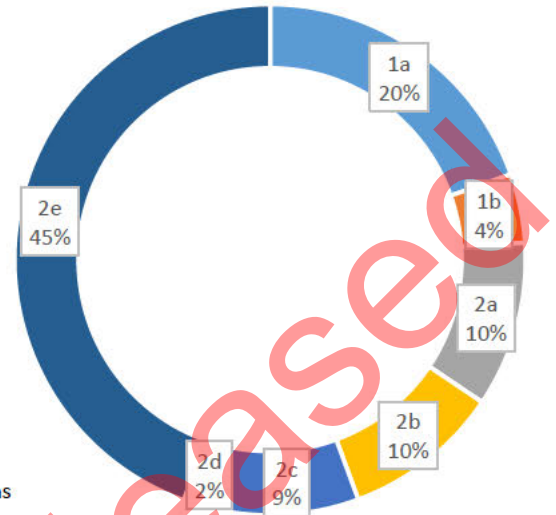
Emergency Allocation Applications	Totals – 30 October 2020 to 14 February 2021
Approved	950
Declined	1,206
Applications processed	2,156
People declined boarding	24

3.6.1 Approvals by Category

- The below chart represents the weekly breakdown of approvals by different categories within the emergency allocation process from 23 December 2020 to 14 February-2021.
- New categories came into force after 10am 04 Dec 2020 and all cases were accessed in CMS after the week beginning 14 Dec 2020.

Chart 1: 65% of Applications were approved under 2e and 1a

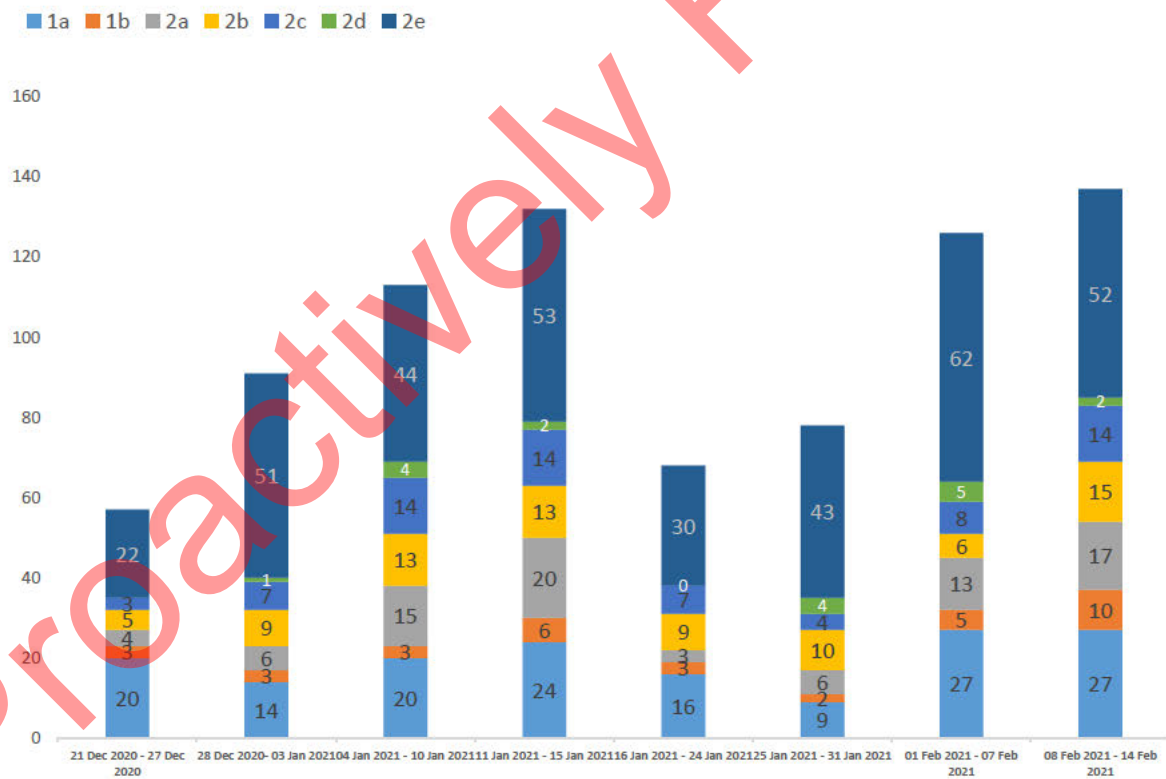
The pie chart represents the total breakdown of **approvals** by the different categories within emergency allocation from **21 December 2020 to 15 January 2021**. At the current stage, MIQ can only provide information relating to categories for the time period after the move to CMS.



Emergency allocation categories:

- 1a** - NZ citizen or resident with serious risk to health
- 1b** - To provide care and protection to a child
- 2a** - NZ citizen or resident to provide critical care for a dependant
- 2b** - Critical worker for delivering a critical public or health service
- 2c** - NZ citizen or resident unable to legally remain in their current location
- 2d** - Travel required for National security, interest or law enforcement reasons
- 2e** - NZ citizen or resident to visit a close relative who is dying

Chart 2: Category 2e and 1a continue to be the most prevalent for applications and approvals.



3.7 Resolutions Update

- Data from the Complaints and Feedback Customer Management System for the week 9 February to 15 February 2021 is as follows:

Week	Received	Awaiting more information	Processing	Unassigned	Resolved
9 February – 15 February					
Complaints	109	22	8	3	155
Improvements	6	0	1	0	5
Compliments	1	0	0	0	1
Total	116	22	9	3	161

- Average number of complaints received each week since the start of MIQ is 107. For the last 4 weeks the average is 166 per week.
- The oldest non ombudsman complaint in the system is from 23 January 2021 (we are waiting for information from MoH to respond), and all complaints outside of our 5 working day KPI are being actively worked on.
- The major complaint type this week continues to be the Allocation System (56 out of 109), although the number of complaints has dropped by nearly half this week. The themes remain the same; the availability of vouchers and the confusing error message when a date is booked by another user.

4. Border Executive Board Report



4.1 Key issues being considered by the Executive Board

4.1.1 Vaccination of the border workforce

- The Border Executive Board has established a Border Sector Vaccination Coordination Group (BSVCG), embedded in the Ministry of Health, with staff from MBIE, Customs and other agencies. It is led by Andrew Milne (MBIE). Within the overall vaccination programme established by the Ministry of Health, its role is to coordinate the implementation of the vaccination programme across the border sector, including MIQ and industry.
 - The BSVCG will ensure there is a consistent approach across agencies and that there is a high level of information provided to border workers about the vaccine and its roll out.
 - Vaccination will commence from Saturday 20 February 2021 with the Jet Park Quarantine facility, and then expand from there across the Auckland, Wellington, Bay of Plenty, Waikato, and Canterbury regions from 22-27 February.
 - Vaccination reporting measures and the means by which vaccination will be passed on to employers for reporting purposes are still under development.

4.1.2 Impact of COVID-19 on border and transport agencies

- A suite of papers are expected to be considered by Cabinet Economic Development Committee on 24 February 2021. These papers relate to the financial sustainability of border and transport agencies following reduced third party revenue from international passenger fees, and cost recovery options. The papers also canvas options for the restart of cost recovery across the border and transport agencies, which could help offset the financial impacts of the loss of third party revenue.
- The information and the financial forecasts in these papers are based on scenarios prepared in September 2020 about the recovery of passenger volumes.
- Officials are currently updating the scenarios. There is considerable uncertainty about passenger volumes, with a key assumption underpinning the volumes being when safe travel zones will become operational and stable. This is particularly volatile.
- Because of this uncertainty, the Executive Board proposes that the scenarios prepared in September continue to be used by agencies for the forthcoming cabinet papers. The updated scenarios – once confirmed – will be used to update Budget 21 proposals.

5. New Zealand Customs Service Weekly Report



5.1 Items to Note/Updates

5.1.1 Maritime Border

- Since the Maritime Border Order came into effect on 30 June 2020 a total of 86 small craft have arrived in New Zealand. As the small craft arrival season draws to an end, the number of arrivals has decreased significantly with only one superyacht currently in isolation at Opuha.

5.1.2 Pre-Departure Testing

- For the period 8 February 2021 to 14 February 2021, there were no infringements issued and two warnings were issued as follows:
 - 10 February – PDT Certificate did not have the specific test type stated, but had other test details and all other data points.
 - 11 February – PDT Certificate did not have a Date of Birth or Passport Number stated but had other test details and all other data points.

Passengers:

	Date	08 Feb	09 Feb	10 Feb	11 Feb	12 Feb	13 Feb	14 Feb	Week Total	%
	Total Passengers	321	441	421	473	365	416	585	3022	
	Passengers subject to PDT	289	249	131	350	168	272	307	1766	58%
Primary Actions (Passport Control)	Test Certificate Verified	268	214	113	312	152	250	254	1563	88.5%
	Exemption Verified	13	10	1	11	8	2	8	53	3.0%
	Referred to Secondary Area for PDT	8	25	17	27	8	20	45	150	8.5%
Secondary Area Actions	Compliant	8	25	16	26	8	20	45	148	98.7%
	Warned	0	0	1	1	0	0	0	2	1.4%
	Infringement	0	0	0	0	0	0	0	0	0
	Prosecution	0	0	0	0	0	0	0	0	0

Crew:

	Date	08 Feb	09 Feb	10 Feb	11 Feb	12 Feb	13 Feb	14 Feb	Week Total	%
	Total Crew	119	130	88	186	116	130	75	844	
	Crew subject to PDT	66	77	42	52	57	66	20	380	45%
Primary Actions (Passport Control)	Test Certificate Verified	66	77	42	38	54	66	20	363	95.5%
	Exemption Verified	0	0	0	0	3	0	0	3	0.8%
	Referred to Secondary Area for PDT	0	0	0	14	0	0	0	14	3.7%
Secondary Area Actions	Compliant	0	0	0	14	0	0	0	14	100.0%
	Warned	0	0	0	0	0	0	0	0	0.0%
	Infringement	0	0	0	0	0	0	0	0	0
	Prosecution	0	0	0	0	0	0	0	0	0

Advice received by the Minister for COVID-19 Response is available through the following

links: covid19.govt.nz/alert-levels-and-updates/proactive-releases/ and www.health.govt.nz/aboutministry/information-releases/advice-provided-ministers

9. Official Information Act Requests

9.1 Ministry of Health

Date due	Requester	OIA Request	Status
13-Nov-20	s9(2)(a)	All records in the possession, custody or control of Hon Chris Hipkins describing the isolation of a SARS-COV-2 virus, directly from a sample taken from a diseased patient, where the patient sample was not first combined with any other source of genetic material (i.e. monkey kidney cells aka vero cells; lung cells from a lung cancer patient)	At Minister's office
24-Feb-21	s9(2)(a)	Justification for limiting our freedom of movement rights contained in section 18 of the Bill of Rights Act 1990	At Minister's office
8-Mar-21	Chris Bishop	All advice from officials to your office about "been using that channel (COVAX facility) to see if we can seek additional quantities of the Pfizer vaccine earlier"	In progress
11-Mar-21	s9(2)(a)	The advice given to the Minister and correspondence around compulsory mask use, including on public transport and planes and the compulsory use of QR codes from 1 August until 15 December 2020	In progress
16-Mar-21	s9(2)(a)	Documents regarding a national database to support the roll out of the COVID-19 vaccine, between 1 January 2020 and 15 February 2021	In progress

9.2 Managed Isolation and Quarantine

Note: Any OIA highlighted in bold is a new addition from the previous report.

Date due	Requestor	OIA Request	Status
1-Sep-20	s9(2)(a)	All docs etc. for MIQ charges policy incl. for treaty obligations & BORA	Overdue (reason known)
23-Oct-20	s9(2)(a)	MIQ infection prevention audit report, docs, etc. re staff testing, ops, etc.	Under review
10-Nov-20	s9(2)(a)	All concerns / issues raised by MBIE regarding the proposed COVID-Card	Under review
14-Dec-20	s9(2)(a)	Correspondence with INZ re applications by athlete/sporting organisations	Decision on request sent
23-Dec-20	s9(2)(a)	Complaints lodged by residents of managed isolation facilities	Minister's office
25-Jan-21	Dr Shane Reti (MP)	Pre-flight testing for returnees to NZ, specifically regards Russian seamen	Gathering Information

Date due	Requestor	OIA Request	Status
5-Feb-21	s9(2)(a)	Information on room upgrades at MIQ facilities	Under review
15-Feb-21	s9(2)(a)	Information on the 32 MIQ facilities	Under review
15-Feb-21	s9(2)(a)	Documents regarding variant or 'super-strains' of COVID-19	Gathering Information
15-Feb-21	s9(2)(a)	Issues with Isolation exemption application	Minister's office
15-Feb-21	s9(2)(a)	MIQ facilities operation framework	Drafting
15-Feb-21	s9(2)(a)	Questions relating to MIQ exemptions between 01/03/20 and 03/01/21	Gathering Information
15-Feb-21	s9(2)(a)	All communications re: email sent by Kim Baker Wilson on 23 December 2020	Minister's office
16-Feb-21	s9(2)(a)	Number of exemptions given to foreign nationals to enter MIQ	Minister's office
16-Feb-21	s9(2)(a)	Copy of any incident reports or their equivalent about MIQ bubble breaches	Under review
17-Feb-21	s9(2)(a)	All complaints, reports, and/or notifications of assault within MIQ	Approved
18-Feb-21	s9(2)(a)	Will people vaccinated against COVID-19 have to quarantine?	Minister's office
19-Feb-21	s9(2)(a)	Information COVID-19 quarantine patients transport from 13 July 2020	Drafting
19-Feb-21	s9(2)(a)	Did MIQ Facilities obtain and retain wages subsidies	Drafting
22-Feb-21	s9(2)(a)	No. of available, used/filled & not filled spaces in MIQ 1/11/20 to 22/01/21	Gathering Information
22-Feb-21	s9(2)(a)	All info re MIQ officials ministerial advice on 570 fishing crew exemption	Drafting
23-Feb-21	s9(2)(a)	All 2020 correspondence with Sealord, Independent fisheries & Maruha Nichiro	Gathering Information
24-Feb-21	s9(2)(a)	Stamford Hotel occupancy rate as MIQ facility, and revenue	Gathering Information
24-Feb-21	s9(2)(a)	MIQ contracts re supplying buses/coaches for transport to/from MIQs	Under review
26-Feb-21	s9(2)(a)	What penalties did people incur shopping post Pullman Hotel MIQ isolation	Scoping
26-Feb-21	s9(2)(a)	Cost paid for unoccupied MIQ hotel rooms broken down by month	Under review
26-Feb-21	s9(2)(a)	MIQ incident registers 1.04.20 & 28.01.21 & No of border arrivals w/out voucher	Drafting

Date due	Requestor	OIA Request	Status
1-Mar-21	@AllCultsAreBad	Correspondence relating to granting The Wiggles spots in MIQ (received via twitter)	Gathering Information
1-Mar-21	s9(2)(a)	Encounter between a hotel staff member at the Millenium Hotel & a guest	Scoping
1-Mar-21	s9(2)(a)	Breakdown exemptions/waivers for fees by gender since 11 August 2020	Under review
1-Mar-21	s9(2)(a)	Corr etc re 'Bedroom encounter' MIQ staff/returnee incident incl. notes	Scoping
1-Mar-21	s9(2)(a)	Complaints at MIQ - Workers who has been dismissed and reasons at MIQ	Scoping
1-Mar-21	s9(2)(a)	Docs etc re face mask correspondence re MIQ staff 'Bedroom encounter'	Scoping
1-Mar-21	s9(2)(a)	No. of MIQ persons by country or flight of origin from March 2020-present	Scoping
1-Mar-21	s9(2)(a)	MIQ H&S policies and plans, hazard Identification & H&S Reporting	Scoping
1-Mar-21	s9(2)	Details on how much hotels are being paid to operate as MIQ	Under review
2-Mar-21	s9(2)(a)	Further questions in response to 2021-2022 re: MIQ spaces for America's Cup	Drafting
2-Mar-21	Chris Bishop	All documents relating to Trev Pontings declined then accepted application	Scoping
3-Mar-21	s9(2)(a) Iton	Documents relating to the MIQ emergency application for Trevor Ponting	Scoping
3-Mar-21	s9(2)(a)	Documents about the 7 January incident at the Grand Millennium MIQ	Scoping
3-Mar-21	s9(2)(a)	Correspondence to grant The Wiggles MIQ spots	Scoping
4-Mar-21	s9(2)(a)	Costs of managed isolation and quarantine	Drafting
5-Mar-21	s9(2)(a)	What advice was given/research conducted regards alternative MIQ options	Drafting
5-Mar-21	s9(2)(a)	Documents about Tom Abercrombie and other families MIQ exemption request	Scoping
8-Mar-21	s9(2)(a)	Decisions around charges for people entering Managed Isolation facilities	Gathering Information
9-Mar-21	s9(2)(a)	Copy of application made by Stamford Plaza hotel to be MIQ facility	Gathering Information
9-Mar-21	s9(2)(a)	Questions related to billing of MIQ spaces	Scoping

Date due	Requestor	OIA Request	Status
9-Mar-21	s9(2)(a)	MIQ data regards capacity/occupancy as well as special allocation requests	Scoping
9-Mar-21	s9(2)(a)	In depth information relating to the Covid-19 response	Drafting
10-Mar-21	s9(2)(a)	Info relating to Ricardo Menéndez March and MIQ slot	Scoping
10-Mar-21	Chris Bishop	Green MP Mr Ricardo Menendez March MIQ application	Scoping
10-Mar-21	s9(2)(a)	MP's return to New Zealand through the MIQ system	Scoping
10-Mar-21	s9(2)(a)	Numbers of nurses, doctors and immigration staff working at MIQ facilities	Scoping
10-Mar-21	s9(2)(a)	Explanation of consultation with overseas residents re MIQ allocation	Scoping
11-Mar-21	s9(2)(a)	Correspondence from Jan Logie to MBIE relating to Ricardo Menéndez March	Scoping
11-Mar-21	s9(2)(a)	Info relating to the MIQ Allocation System	Scoping
11-Mar-21	s9(2)(a)	listing the MIQ hotels to which passengers arrived on certain flights	Scoping
11-Mar-21	s9(2)(a)	Info relating to MIQ spots available over past 3 months	Scoping
11-Mar-21	s9(2)(a)	List of amendments made to MIQ facilities/hotels paid for by Government	Scoping
11-Mar-21	s9(2)(a)	Information on the 'Who's on Location' MIQ System	Under review
12-Mar-21	s9(2)(a)	MIQ for maritime arrivals; email communications	Scoping
12-Mar-21	s9(2)(a)	How many complaints about MIAS system to MIQ	Scoping
12-Mar-21	s9(2)(a)	MIQ - exemptions under Category Class 2C for returning NZ citizens	Scoping
12-Mar-21	s9(2)(a)	Comms and information between Maritime and MBIE	Scoping
12-Mar-21	s9(2)(a)	MIQ - Exemptions for emergency allocations for citizens returning home	Scoping
12-Mar-21	s9(2)(a)	Info between the wiggles an event managers for entering MIQ	Scoping
12-Mar-21	s9(2)(a)	Returning citizens that are seafarers to MIQ	Scoping
12-Mar-21	s9(2)(a)	Comms between Air NZ and MBIE MIQ - essential workers	Scoping

Date due	Requestor	OIA Request	Status
12-Mar-21	s9(2)(a)	MIQ hotel(s) allocated to the passengers arriving off flights into Auckland	Scoping
12-Mar-21	s9(2)(a)	Numbers regarding Emergency Allocation requests for MIQ	Under review
18-Mar-21	s9(2)(a)	Subsequent advice from meetings with iwi about MIQ facilities.	Gathering information

9.3 COVID-19 Group

Date due	Requestor	OIA Request	Status
27-Dec-20	s9(2)	...all documentation pertaining to the [COVID-19] response and recovery efforts that your organisation has been involved in 2020.	
12-Jan-21	s9(2)	"Re this DJ Macsen video (see link) - was it taxpayer funded? If so, please provide a breakdown of the costs. https://www.newshub.co.nz/home/entertainment/2020/12/ashley-bloomfield-safetymessage-remix-a-hit-at-rhythm-and-vines-festival.html "	Extended
12-Jan-21	s9(2)	All advice, briefings, reports, memos, and emails regarding the Unstoppable Summer: A COVID-19 Public Service Announcement video, between 20 November 2020 and 10 January 2021 · Cost breakdown of the video (including , but not limited to, total cost, production costs, and how much was spent on collaboration with DJ Macsen)	Extended
15-Jan-21	s9(2)	I would like to request, pursuant to the Official Information Act, all documents and communications, provided to and created by the Prime Minister's office, regarding variant or 'super-strains' of the Covid-19 virus since November 1, 2020 and the date of this request.	Requestor has been asked to narrow the scope of his request by 2 February 2021.
21-Jan-21	Bishop	"Under the OIA I seek all briefings received by you since you obtained your Ministerial warrants relating to pre-departure testing for travellers to New Zealand. I also seek briefings relating to your announcements of "Extra (day zero or day one) tests" see https://www.beehive.govt.nz/release/additional-covid-19-tests-returnees-higher-risk-countries "	Drafting extension will completing consultations.
3-Feb-21	s9(2)	"Dear Prime Minister You are reported in today's news as asserting "Getting vaccinated will save lives, and this is the next job of the team of five million." Please would you provide under the OIA a) copies of all evidence and research you have relied on to make this assertion including any information on the vaers website an other Vax injury websites you have considered; b) copies of any information about Vax effectives, safety,vax injury and/ or any uncertainties you or your advisors have been provided with but which have not been factored into your advice to the NZ public; c) any alternatives to mass Vaccination that we considered and information to show why these are not being promoted and d) copies of your draft and final briefing notes on this matter	Shifted to transfer deadline
7-Feb-21	s9(2)(a)	When is New Zealand opening their borders?	Awaiting advice on response from COVID-19

Date due	Requestor	OIA Request	Status
			Response Team. MBIE (INZ) confirmed should not be transferred to them.
8-Feb-21	s9(2)	"I am writing to request the following three items: One: Copies of all COVID-19 Weekly Situation Updates from August to October 2020 inclusive. Two: Copies of all COVID-19 Weekly Monitoring Reports from August to October 2020 inclusive. Three: Copies of these two Cabinet papers and their associated minutes: Cabinet paper #1: "Responding to new cases of COVID-19 in the community" from July 2020 Cabinet paper #2: "Implementing a rapid response to COVID-19 cases in the community and refinements of COVID-19 Alert Level settings" from August 2020	Found proactively released information (2 Cabinet papers and regular updates). Query about items 1 and 2 with COVID-19 Response Team.
9-Feb-21	s9(2)	"I'm making this enquiry to determine the differences between the Covid-19 Response Unit business unit established as a response to the Roche/Simpson report and the earlier Covid-19 Group business unit established 1 July 2020. If you could please help me understand: •The roles and responsibilities of the new unit compared to the old unit •Who the Deputy Chief Executive, COVID-19 Group (established 1 July) reports to and who the leader of the new business unit will report to, or if this will be the same •The terms of reference of the unit established 1 July •The terms of reference of the unit established in response to the Roche/Simpson report	
10-Feb-21	s9(2)(a)	Over the past 12 months, how many people have arrived into MIQ from Australia? And of that number, how many tested positive to COVID-19?	

9.4 New Zealand Customs Service

Date due	Requestor	OIA Request	Status
25-Feb-2021	s9(2)(a)	Requests advice and information sent or received by Customs since 1 January 2020 as reports, briefings, memos, evaluations, assessments, and analysis about: <ul style="list-style-type: none">the effect of COVID-19 on the importation of illicit drugs into New Zealand; andhow transnational organised crime groups are targeting New Zealand's borders following COVID-19.	In progress
8-Mar-2021	s9(2)(a)	Requests the following: <ul style="list-style-type: none">a copy of the Border Executive Board's Terms of Referencea copy of the Venter Consulting report: "Review of COVID-19 Border Measures – Tranche One (Aviation)"documents that explain Customs' strategies to mitigate and respond to "risk at the maritime border of the impending arrival of small craft during the yacht season", attributed to Customs during its interview with	In progress

		the COVID-19 Surveillance Plan and Testing Strategy Group on 1 September 2020.	
8-Mar-2021	s9(2)(a)	Requests the following: <ul style="list-style-type: none">• various questions regarding the number of private yachts and small craft arriving in New Zealand since the Maritime Border Order (No 2) came into effect• all communications between Customs and the company Xerra Earth Observation Institute since the beginning of October 2020.	In progress

Proactively Released