



## Proactive Release

The following documents have been proactively released by the Department of the Prime Minister and Cabinet (DPMC), on behalf of Minister for COVID-19 Response, Hon Dr Ayesha Verrall:

### **COVID-19 Response Weekly Reports - August 2022**

The following documents have been included in this release:

**Title of paper:** COVID-19 Response Weekly Report 5 August 2022

**Title of paper:** COVID-19 Response Weekly Report 12 August 2022

**Title of paper:** COVID-19 Response Weekly Report 18 August 2022

**Title of paper:** COVID-19 Response Weekly Report 26 August 2022

Some parts of this information release would not be appropriate to release and, if requested, would be withheld under the Official Information Act 1982 (the Act). Where this is the case, the relevant section of the Act that would apply has been identified. Where information has been withheld, no public interest has been identified that would outweigh the reasons for withholding it.

### **Key to redaction codes:**

- Section 9(2)(a), to protect the privacy of natural persons;
- Section 9(2)(f)(iv), to maintain the confidentiality of advice tendered by or to Ministers and officials; and
- Section 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinion.



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI



**DEPARTMENT OF THE  
PRIME MINISTER AND CABINET**  
TE TARI O TE PIRIMIA ME TE KOMITI MATUA



**Te Whatu Ora**  
Health New Zealand



**NEW ZEALAND  
FOREIGN AFFAIRS & TRADE**  
MANATŪ AORERE



**BORDER EXECUTIVE BOARD**

# COVID-19 Response Weekly Report

26 August 2022

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Proactively Released

# 1. Status Summary Updates

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

## Border Workstreams

Agency	Last Week	This Week	Agency Comment
Border Reopening and International Connections			
	BEB		 Maritime border programme <ul style="list-style-type: none"><li>The Maritime Border Programme Status is amber due to remaining legislative decisions required for implementation of New Zealand Traveller Declaration for this year's cruise season.</li></ul>
Pacific Travel			
	MFAT		 <ul style="list-style-type: none"><li>Niue eliminated Omicron from the community and the border and has no current COVID-19 cases. As a result, Niue returned to Code Blue on 19 August, the lowest of its COVID-19 alert level system. Since then, all passengers from the 22 August flight returned negative PCR tests. Niue is tweaking some of its current in country settings, including reducing the isolation period for close contacts off flights (from five to three days) and reducing the frequency of testing for close contacts.</li></ul>

## Other Workstreams

All the other workstreams, including the other Border workstreams, Isolation and Quarantine, Community Protection, Vaccination, and System Readiness & Planning are Green.

## 2. Readiness to Respond to New Variants Summary

Agency	Prior Fortnight	Last Fortnight	Milestone	Agency Comment
Te Whatu Ora	●	●	<ul style="list-style-type: none"> <li>August 2022: Report to Health Ministers on health and disability system preparedness, including testing modality and capacity, contact tracing approach, resource requirements.</li> </ul>	<ul style="list-style-type: none"> <li>The timeframe for the report back on health system preparedness for a Variant of Concern due to Health Ministers in August has been extended due to competing priorities and staff illness. This paper is currently being drafted and will be presented to Ministers on 7 September 2022. In the next update the milestone will be amended to reflect the new delivery date. Te Whatu Ora is on track to produce this report by then.</li> </ul>
MBIE, MoH	●	●	<ul style="list-style-type: none"> <li>s9(2)(f)(iv)</li> </ul>	
MBIE, MoH	●	●	<ul style="list-style-type: none"> <li>October 2022: Report to COVID-19 Ministers on potential measures to support improved ventilation.</li> </ul>	<ul style="list-style-type: none"> <li>Officials from the Ministry of Health and Ministry of Business, Innovation and Employment are working together on this report back. It is currently in the fact-finding stage. Planned activity in the next fortnight includes:                             <ul style="list-style-type: none"> <li>engagement with other government agencies</li> <li>mapping out the regulatory systems that potentially have a bearing on ventilation, their purpose, and scope</li> <li>identifying interventions that other countries have put in place specifically to reduce risk of COVID-19 transmission by improving ventilation.</li> </ul> </li> </ul>
DPMC	●	●	<ul style="list-style-type: none"> <li>End-August: Report to PM and Minister for COVID-19 Response on the Readiness Exercise.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
DPMC	●	●	<ul style="list-style-type: none"> <li>CEs provide regular progress reports to COVID-19 Ministers</li> </ul>	<ul style="list-style-type: none"> <li>The COVID-19 Chief Executives Board agreed to regular exercising and reports to the Minister for COVID-19 Response. This will be included in the NMP.</li> <li>The next exercise to be led by the Ministry of Health as lead agency before December 2022.</li> </ul>
DPMC	●	●	<ul style="list-style-type: none"> <li>August 2022: Update National Management Plan (NMP), including high level overview of management of new variants.</li> </ul>	<ul style="list-style-type: none"> <li>The NMP v2.4 catalogue of measures is complete and final revision (v2 5) is underway and on track to be completed by the end of August.</li> <li>The NMP is on track to be complete by the end of September, with regular working group meetings underway.</li> </ul>
DPMC	●	●	<ul style="list-style-type: none"> <li>August 2022: Advice to CAB on whether it is appropriate to revoke the COVID-19 Protection Framework and move to the new strategy.</li> </ul>	<ul style="list-style-type: none"> <li>On track for SWC 31 August.</li> </ul>
MSD	●	●	<ul style="list-style-type: none"> <li>s9(2)(f)(iv)</li> </ul>	

### 3. Insight of Note - Department of the Prime Minister and Cabinet

#### 3.1.1 The COVID-19 False Information Landscape Update – June-August 2022

##### Introduction

The Insights and Reporting Team in DPMC's COVID-19 Group have analysed the COVID-19 false information<sup>1</sup> landscape in New Zealand from June to mid-August 2022. This includes current COVID-19 false information narratives, overarching COVID-19 false information trends, as well as government responses to false information moving forward. This follows the earlier Insight of Note on this topic published in June 2022. Further information on these topics is available upon request.

##### Observed COVID-19 False Information Narratives

###### *Narrative 1: The COVID-19 Vaccine is Unsafe*

A dominant narrative continues to be around the COVID-19 vaccine causing injury and death. Narratives regarding specific side effects were similar to previous months, including claims the vaccine causes cancer, elevated rates of myocarditis, and life-long ailments in children. Content is also circulating around the COVID-19 vaccination causing vaccine-associated enhanced disease (VAED), which is when a vaccine results in a more severe presentation of that disease when infected. While VAED is an acknowledged potential risk for mRNA vaccinations, it has yet to be a confirmed side effect.<sup>2</sup> Similar narratives also continue around the COVID-19 vaccine causing a significant number of deaths. It is claimed that details about vaccine related deaths are not available due to the government refusing to properly investigate. Key sources of these claims include flyers distributed by Voices for Freedom (VFF), as well as online publications from New Zealand Doctors Speaking Out with Science (NZDSOS), conspiracy website Daily Telegraph<sup>3</sup>, Waikanae Watch, and the Hatchard Report.

###### *Narrative 2: COVID-19 Vaccines Are Ineffective*

The President of the United States testing positive for COVID-19 for the second time in two weeks was reported on several online publications as evidence of the inefficacy of COVID-19 vaccinations. Waikanae Watch incorrectly reported this to be a separate infection, presenting it as proof that the vaccine does not prevent infection from COVID-19. Daily Telegraph also published a report implying the inefficiency of the COVID-19 vaccine by writing that despite being vaccinated and boosted for COVID-19 the President tested positive a second time, with cartoon syringes overlaid onto his photo.

###### *Narrative 3: Facial Coverings Are Ineffective in Preventing COVID-19 Infection*

False information around facial coverings being ineffective in preventing COVID-19 infection continues to circulate among a wide variety of platforms. The Unite Against COVID-19 social media channels have seen an increase in negative engagement around New Zealand's continued mask mandates, with some questioning their overall value and efficacy. NZDSOS have also published online articles discrediting public health advice on mask wearing, claiming face coverings increase susceptibility and severity of COVID-19.

###### *Narrative 4: The Government Will Introduce COVID-19 Mandates and Restrictions to Harm Children*

In mid-July 2022 a group made claims that schools would go into a strict 'military style' lockdown after school holidays. This included claims this would grant 'Health Officers' the ability to vaccinate children for COVID-19 without parental consent and allow children to be taken to medical facilities for experimentation. An article from early-August 2022 in the Hatchard Report regarding children being vaccinated without parental consent has also been widely shared and reposted across several false information sources. Additionally, a now removed YouTube video from August 2022 depicted a Sovereign Citizen<sup>4</sup> who was a self-proclaimed 'sheriff' from Manawatu reiterating claims around school lockdowns and threatening to punish or arrest those subjecting children to lockdowns or forcible vaccinations by 'any means'.

<sup>1</sup> For the purpose of this report, the term "false and misleading information" refers to, but is not limited to, misinformation, disinformation, and mal-information.

<sup>2</sup> Medsafe New Zealand. Updated summary of risk management plan for Comirnaty. <https://www.medsafe.govt.nz/COVID-19/Comirnaty-RMP.pdf>. Accessed 18 August 2022.

<sup>3</sup> This is a known false information promoting source in New Zealand, differing from the UK Daily Telegraph.

<sup>4</sup> Sovereign Citizens' (SOVCIT) are members of an international anti-government ideology encouraging their followers to opt out of government rules and regulations.

*Narrative 5: Monkeypox is a Means to Re-Introduce Restrictions and Mandates Similar to COVID-19*

False information around Monkeypox has been published on several platforms, suggesting the disease will result in COVID-19-like restrictions and mandates. In mid-July, NZDSOS published online content indicating that Monkeypox is government propaganda used to induce fear and justify the imposition of public health mandates to control the public. Waikanae Watch has also published online content claiming Monkeypox symptoms are the result of receiving the Pfizer COVID-19 vaccination.

**Overarching COVID-19 False Information Trends**

Though the false information narratives around COVID-19 vary on a month-to-month basis, many overarching trends remain consistent from earlier in 2022. Current COVID-19 false information trends are set out below.

**Mandates and restrictions for COVID-19 continue to be used to push anti-authority rhetoric and agendas.**

This is achieved through false information spread through influencers and people presenting themselves as experts, ensuring content gets disseminated widely, while enhancing the appearance that claims are scientific. False information platforms also continue to exploit missteps and notable COVID-19 related infections happening to influential people and political leaders to push an anti-mandate agenda.

**Overseas events continue to influence the COVID-19 false information landscape in New Zealand.** Most content published in New Zealand's false information ecosystem is taken directly from overseas. New Zealand false information sites repost content from other sites to generate more views. COVID-19 false information is also heavily tied to other topics of misinformation such as foreign elections and broader civil unrest with COVID-19 acting as a key vector to connect ideas.

**Groups spreading COVID-19 false information are increasing in competition with each other and some are exhibiting political ambition.** False information groups have been observed discrediting other known sources of false information, likely to enhance their own legitimacy as a source, and to gain more exposure. VFF is also encouraging its followers to infiltrate decision making positions within government by applying for key roles across various elections, while encouraging them to conceal their affiliation to the group.<sup>5</sup>

**Protest activity in relation to COVID-19 continues to decline as mandates and restrictions have eased across New Zealand, though anti-authority related protest activity persists.** The Freedom and Rights Coalition organised a 'Country in Crisis protest' at the Wellington Parliament buildings on 23 August 2022, led by a prominent figure in the New Zealand false information landscape. While the focus of the protest claimed to be around the rising cost of living, and dissatisfaction with the Labour Government, there were heavy grievances around former COVID-19 health restrictions and mandates.

**Key Responses to COVID-19 False Information**

DPMC's National Security Group is currently providing advice for the Minister for National Security and Intelligence on the long-term response to misinformation and disinformation, with the latest advice provided on 22 July 2022. Key steps to be taken include developing New Zealand's ability to monitor harmful disinformation narratives, building greater community cohesion and awareness around the impact of spreading false information, strengthening community resilience, and promoting credible information.

DPMC's COVID-19 Group Communications and Engagement team continues to work with key agencies to address COVID-19 false information in their response activities.

The Disinformation Assessment and Response Team at the Ministry of Health continues to provide ongoing scanning, reporting, and advice on COVID-19 false information in New Zealand.

New Zealand Police plan to release a strategic assessment in late-September 2022 on social cohesion in relation to impacts on policing. Recommendations will focus on a range of factors that undermine social cohesion, including false information.

*Thank you to the following teams that assisted with this report: the Ministry of Health, the New Zealand Police, and teams within DPMC.*

<sup>5</sup> Stuff, Five candidates with links to anti-vaccination group standing for city council, <https://www.stuff.co.nz/national/129577024/five-candidates-with-links-to-antivaccination-group-standing-for-city-council>, Accessed 18 August 2022.

## 4. Ministry of Health

### 4.1 Programme Update

#### 4.1.1 Technical Advisory Group Updates

##### CV TAG

The COVID-19 Vaccine Technical Advisory Group (CV TAG) met on 16 August 2022 and discussed the following items:

- Request for Advice for 2023 vaccines;
- Novavax in 12 to 17-year-olds;
- boosters in 5 to 11 and 12 to 15-year-olds;
- vaccination in Under 5s; and
- change in Post-vaccine Observation Time and the Detection of Anaphylaxis.

The next CV TAG meeting is scheduled for 13 September 2022.

#### 4.1.2 Communications Issues and Activities

Date	Activity	Lead agency	Comms material	Ministerial Involvement
s9(2)(g) (i)	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Week commencing 29 August	Proactive release of 14 reports into COVID-19 response by Behaviour and Insights team.	Manatū Hauora	News release and reactives	No
Week commencing 29 August	Announcement on Researchers from across New Zealand being given funding from the Ministry of Health to undertake research into the ongoing impacts of COVID-19 and future pandemic responses.	Manatū Hauora	Press release and reactives	Yes, to be confirmed which one

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## 5. Te Whatu Ora

### 5.1 Vaccination Insights

As at 11.59 pm on 23 August, 472,092 second booster doses have been administered, with 38,825 administered in the last seven days. A further 7,263 doses are booked in BookMyVaccine.

#### *Second Booster uptake by age band and ethnicity*

Age Group	Māori	Uptake %	Pacific Peoples	Uptake %	Non-Māori / Non-Pacific	Uptake %	Total	Total uptake %
12-17	s9(2)(a)							
18-34	485		300		5,065		5,850	
35-49	1,423		990		13,611		16,024	
50-64	13,259	21%	6,209	19%	97,652	18.4%	117,120	18.7%
65+	16,636	39.3%	6,493	32.2%	310,508	50.1%	333,637	48.9%
Total	31,805		13,992		426,839		472,636	36.1%

26.9 percent of all eligible Māori and Pacific people aged 50 years and older have received a second booster, an increase from 25.6 percent the previous week. 50.1 percent of non-Māori non-Pacific aged 65 years and older have received a second booster, an increase from 47.9 percent the previous week.

#### **Outreach Campaigns**

For the week 15 to 21 August, 76 national phone campaigns were undertaken to support population uptake on second booster as well as flu vaccinations, with a focus on prioritising eligible Māori and Pacific populations.

In total, 56,077 eligible people were called with around 46.3 percent of people (25,976) answering these calls. Of those who answered, 2.5 percent (650) booked an appointment while 57.4 percent (14,918) advised they do not require assistance as they will attend a walk-in or manage this through their primary health provider. Māori and Pacific peoples were prioritised through their partner call centres. Results have been positive overall with a high connection rate, with good feedback regarding consumer engagement.

#### **Aged Residential Care Facilities**

The second booster roll-out to Aged Residential Care (ARC) facilities is nearing completion with 533 out of 676 facilities (79 percent) having received a visit for the second booster dose. The Health Districts are on track to complete these initial visits by the end of August with follow-up visits for residents recovering from COVID-19 scheduled for September or October.

The Northern Region Health Districts have completed visits to the 205 facilities in the area and join Whanganui as the first Health Districts to complete their roll-outs. Nelson Marlborough and West Coast were due to complete roll-outs this past week, but the final visits had to be rescheduled due to bad weather and flooding.

#### **Communications and Engagement**

As part of the campaign to encourage New Zealanders to be up to date with their vaccinations, a new animated television commercial began airing on 22 August. Elements of the video will be also incorporated into print and digital channels. A toolkit of resources (print and digital) is also being created for stakeholders to use and will be distributed in the week beginning 29 August.

On Monday 29 August, additional television commercials targeting Māori and Pacific audiences will be launched. These have been created by Māori and Pacific creative teams. Toolkits based on these targeted television commercials will also be created for use with those communities.

Weekly direct messaging via SMS, emails and printed letters continues to inform people who become eligible for their second booster.

Te Whatu Ora is arranging presenters to discuss the new campaign and the importance of boosters at regular meetings with key health sector groups such as the pharmacy sector and the Royal New Zealand College of General Practitioners.

An innovative digital tool was launched on 25 August, which will enable people to identify where they are at in their COVID-19 vaccination journey, and whether they are eligible for a further dose(s).

Information about the discontinuation of AstraZeneca on 5 September has been shared on social media. This follows earlier direct contact with people who have received at least one dose of the vaccine to enable them to complete their course if they wish.

Te Whatu Ora is providing support to two National Immunisation Programme senior staff who will appear at a coronial inquest in Dunedin next week.

The Whatu Ora is currently working with Pacific providers to run Tongan vaccination events as part of Tongan Language Week from 4 to 10 September, to help improve uptake across the community.

Complaints to the Advertising Standards Authority's Complaints Board regarding a Te Whatu Ora/Health New Zealand COVID-19 vaccination advertisement were upheld. The advertisement included the text "Protect them for life. Immunise. COVID-19 vaccinations available for tamariki now." The complainants claimed the advertisement was misleading because it implied if you vaccinate your child against COVID-19 this could protect them for the remainder of their lives. The Board's majority decision findings considered the advertisement was likely to mislead or confuse consumers by possibly creating a perception that COVID-19 vaccinations would 'protect you for life'. However, not all board members agreed, noting that complaints about a previous similar related television advertisement promoting vaccinations had not been upheld. The advertisement for which the complaint was upheld concluded on 30 June.

**Incidents**

s9(2)(a)

[Redacted content]

[Redacted content]

[Redacted content]

## **Equity: Māori update**

### *Vaccination events*

Ngāti Hine continue to deliver vaccination services at their site in Kawakawa and outreach services at Whakapara Marae, Pakotai Community Hall, Kororareka Marae, Waikare Kura and Pipiwai Community Hall to ensure whānau are able to access services at a range of locations.

Events held in the last week include:

- Ta Hā Oranga held a Whānau Day at the Wellsford Community Centre on Saturday 20 August where free COVID-19 and influenza vaccinations, tamariki ora checks and immunisations for tamariki aged five years and younger were offered. Five COVID-19 vaccinations were administered, all of which were booster doses.
- Turuki Health Care ran a drive thru vaccination clinic at the Māngere Town Centre on Saturday 20 August. All COVID-19 and influenza vaccinations were offered. Those receiving COVID-19 vaccinations were offered a \$100 Pak n Save voucher upon vaccination and those who received influenza vaccinations were provided with a small gift pack. 128 COVID-19 vaccinations were administered, of which 111 were boosters, 11 were paediatric doses, five were second dose, with one first dose.
- Te Oranganui continue to provide COVID-19 vaccination services at multiple sites and are working in partnership with 'Smear your Mea', a campaign promoting and encouraging wāhine Māori to have cervical screening tests.

Ngāti Porou Hauora will deliver vaccination services at the upcoming National Provincial Competition for Rugby at Whakarau Park.

Muaopoko in the MidCentral District are continuing to provide COVID-19 vaccinations and Measles Mumps and Rubella (MMR) vaccinations. They are also promoting free blood pressure checks for whānau.

Te Hau Ora o Ngāpuhi in partnership with Whakarongorau launched Te Taki o Autahi, a telehealth service, in Waitangi on Saturday 13 August.

### *Engagement*

Te Whānau o Waipareira ran a question-and-answer session at the Te Manawa Library in Westgate on Friday 19 August. Rapid antigen tests, hygiene packs and sanitisers were also given away at the event.

The Equity Regional Account Managers (RAMs) are meeting with Kura Kaupapa Māori, Te Whatu Ora, and Māori health providers in Te Tairāwhiti this week to discuss the Mā te Kōrero Ka Eke strategy.

## **Equity: Pacific Update**

### *Vaccination Events*

Over the weekend three Pacific providers in Tāmaki Mākaurau delivered vaccination events. In East Auckland, Pasefika Family Health Group hosted a walk-in vaccination event at the Ellerslie Leisure Centre in collaboration with the Tokelauan community, who also held a youth rally event to promote active and healthy lifestyles alongside vaccinations. The Southseas Health Group held a drive-through vaccination event at the Avondale Racecourse in West Auckland. The event was held in collaboration with Pacific Church collectives to target church communities and families.

In Waikato, the South Waikato Pacific Community Trust also hosted a walk-in vaccination event in partnership with the Tongan Youth Trust.

In total, 216 COVID-19 vaccinations were administered. Booster doses continue to be the most popular vaccinations received.

### *Engagement*

The National Immunisation Programme Equity Lead continue to engage with Pacific health providers to identify where support is required to strengthen vaccination efforts. Feedback from one provider highlighted a need for better profiling of the services they offer to increase community awareness and engagement.

There has been an increase in the number of Pasifika events targeting youth, and the community groups hosting these events have been working well in collaboration with Pacific health providers to support vaccination pop-ups as part of these events.

Pacific health providers and communities are working to plan events for the upcoming Tongan Language Week celebrations in September. Events will promote vaccinations as part of a holistic approach to health and will emphasise the cultural relevance of health in a holistic sense.

### *Back to the Islands (B2TI) Campaign*

It is week four of the B2TI campaign, which provides a chance to win a free trip to select Pacific Islands as an incentive to receive a COVID-19 vaccination. The campaign leverages off the recent border reopening and entry requirements for Samoa and Tonga and offers those vaccinated the chance to win tickets to Samoa or Tonga. 500 entries for the B2TI campaign were received through vaccination events held over the past weekend.

### *Disability Update*

Applications are set to open for the second round of funding for the COVID-19 Vaccine and Immunisation Peer Support Fund. This fund is a joint initiative between Te Whatu Ora's National Immunisation Programme Equity team and Mental Health and Addictions Directorate. The fund is to enable mental health and Alcohol and Other Drug (AOD) organisations which provide Peer Support services to build capacity and capability to support tāngata whaiora through the COVID-19 vaccine journey, as well as accessing other immunisations and preventative health services. A particular focus of this second round of funding will be addressing gaps in coverage from the first round. One focus will be ensuring several providers in the Te Manawa Taki/Midlands and Far North regions are funded.

## 5.2 Preparing for Future Outbreak Responses at the Border

Te Whatu Ora's National Investigation and Tracing Centre is working with Customs to develop a memorandum of understanding to support contact tracing on international flights for communicable diseases. This will ensure the processes built to support international flight and border contact tracing for COVID-19 can also be used for other infectious diseases which pose a serious threat on arrival at the New Zealand border.

## 5.3 Variants of Concern Surveillance Update

The timeframe for the Te Whatu Ora report back on health system preparedness for a variant of concern [CAB 22-MIN-0223] due to Health Ministers in August has been extended due to competing priorities and staff illness. This paper is currently being drafted and will be presented to Ministers on 7 September 2022.

## 6. Managed Isolation and Quarantine Weekly Report

### 6.1 Operational Update

#### 6.1.1 Invoicing

The table below shows the number of invoices issued as of 21 August 2022.

Invoices have various repayment terms depending on whether they are a sports group (10 days), critical worker (30 days) or standard returnee/maritime crew/aircrew (90 days).

Please note that for all arrivals from 20 August 2021, all invoicing had payment terms of 30 days except for sports groups under Crown Service Agreements who have 10 days.

INVOICES ISSUED 56,364	INVOICES PAID 44,476 (78.91% of invoices issued)	INVOICES ISSUED - NOT YET DUE 114 (0.20% of invoices issued)	INVOICES OVERDUE 8,823 (15.65% of invoices issued)	INVOICES WRITTEN OFF 2,951 invoices (5.24%)
TOTAL VALUE OF INVOICES ISSUED \$215M	PAID (BY VALUE) \$183M 85%	ISSUED - NOT YET DUE (BY VALUE) \$356K 0.17%	INVOICES OVERDUE (BY VALUE) \$21M 9.83%	INVOICES WRITTEN OFF (BY VALUE) \$10.5M 4.88%
<ul style="list-style-type: none"> <li>As previously reported, there are 13,942 unmatched records (including remaining backlog records) in the database from the beginning of invoicing to 28 February 2022 that need to have their liability determined before invoicing.</li> <li>A project team has been established to investigate the most effective way to invoice the unmatched data.</li> <li>Data analytic approaches are underway and manual matching trials have been successfully completed.</li> </ul>			<p style="text-align: center;">↓</p> <p><b>90+ days overdue</b> 5,831 invoices \$16.78M (by value) 7.8% (by value of all invoices issued)</p>	

#### 6.1.2 Debt Recovery

The debt recovery percentage remains at 85 percent, which is against our nominal target recovery of 90 percent.

As of 21 August, 15,148 invoices worth \$45.675m have been passed to our debt partner. In addition:

- \$18.478 has now been paid (Up by \$217K since the prior week);
- An additional \$0.473m of debt is under instalment and is expected to convert to payments received over the coming weeks;
- Of the invoices sent, 541 customers worth \$1.304m have now submitted waiver applications or have said they have submitted waiver applications and while applications are processed, they stay as outstanding debt; and
- There has been a decline in weekly payment volumes as the level of outstanding debt has reduced.

### 6.2 Ombudsman Complaints

As of 21 August, there are 10 active investigations:

- one is on policy advice;
- four are on emergency allocations;
- two are on exemptions from managed isolation;
- one is a declined undue financial hardship fee waiver application;
- one is about facilities; and
- one is the Chief Ombudsman's self-initiated investigation.

To date, 247 investigations have been closed, with the Chief Ombudsman issuing 116 opinions in MBIE's favour and eight final opinions against MBIE.

There are 73 preliminary enquiries. Preliminary enquiries are cases where the Ombudsman requests the file to assess the complaint and determine next steps.

MBIE has received advice from Crown Law in relation to a provisional opinion from the Chief Ombudsman about whether the Mandela Rules applied to MIQ and whether the requirements to isolate if symptomatic in a facility was a breach of the New Zealand Bill of Rights Act. MBIE is concerned about the possible implications if the Chief Ombudsman finalises his view. The Attorney-General has agreed to a limited waiver of privilege to allow the Crown Law advice to be provided to the Chief Ombudsman. The Deputy Secretary has also offered to meet with the Chief Ombudsman to discuss his provisional opinion and MBIE concerns.

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## 7. Border Executive Board Report

### 7.1 Items to Note/Update

#### 7.1.1 Border Executive Board Meeting

The Board met on 24 August 2022, discussing with you the topics of interest relating to the border. s9(2)(f)  
(iv)

You have been briefed on the New Zealand Traveller Declaration and the Board will continue to receive updates from Customs on continuing its use as a digital risk management tool.

#### 7.1.2 Maritime Border Programme Update

With the successful re-opening of the maritime passenger pathway, the Maritime Border Programme has completed tranche 2 of its work. The final (tranche 3) work streams will address the transition to business as usual, updating the regulatory framework and operational co-ordination.

## 8. New Zealand Customs Service Weekly Report



### 8.1 Items to Note/Updates

There are no issues that require your attention.

## 9. COVID-19 Chief Executives Board

The COVID-19 Chief Executives Board (CCB) met on Tuesday 23 August for a readout on a recent COVID-19 cross-agency readiness workshop coordinated by DPMC. The CCB also received updates on the work being done to transition COVID-19 response functions back to line agencies, care in the community, and on the upcoming Cabinet papers on the post-winter strategy and future legislative settings.

## 10. Strategic COVID-19 Public Health Advisory Group

The Strategic COVID-19 Public Health Advisory Group met on Wednesday 24 August for an initial discussion on your written commissioning on vaccination priorities. A key focus of the discussion was how to best utilise modelling to support their advice. The Group also received an update from DPMC on the post-winter strategy and future legislative settings work currently underway. The next meeting of the Group will be in a fortnight.

## 11. Upcoming Cabinet Papers

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Proactively Released