



COVID-19 Response Weekly Report

25 March 2021

Contents

1. Status Summary	3
2. COVID-19 Insights.....	6
2.1 Insights of Note	6
3. Ministry of Health Weekly Report.....	9
3.1 Items to Note/Updates	9
3.2 Technical Advisory Group: Update	9
3.3 Recent Communications Issues and Activities.....	10
4. Managed Isolation and Quarantine Weekly Report	11
4.1 Top Items to Note	11
4.2 Operational update	12
4.3 Policy Update	14
4.4 Large Group Arrivals Update.....	15
4.5 Upcoming Communications Issues and Activities.....	16
4.6 Fees	16
4.7 Emergency Allocation Applications.....	17
4.8 Resolutions Update	19
5. Border Executive Board Report.....	20
5.1 Key Issues Being Considered by the Executive Board.....	20
6. New Zealand Customs Service Weekly Report	21
6.1 Items to Note/Updates	21
7. Upcoming Cabinet Papers	23
8. Official Information Act Requests	24
8.1 Ministry of Health	24
8.2 Managed Isolation and Quarantine	24
8.3 COVID-19 Group.....	29
8.4 New Zealand Customs Service	29
9. Appendix (Dashboards)	30

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

Focus Area	Sub-Focus Area	Last Week	→ This Week	Agency Responsible	Agency Comment on Status
Vaccine and Immunisation Programme	Purchasing and approvals			MoH	<ul style="list-style-type: none"> No barriers anticipated
	Population definition and sequencing			MoH	<ul style="list-style-type: none"> Vaccine rollout plan one pager, illustration of volumes and timing of vaccine rollout, information booklet, and 'sequencing tool' published on the Ministry of Health's website Resourcing constraints are being worked through. The team is currently resourcing up to engage with upcoming cohorts in the sequencing framework
	Distribution and inventory management			MoH	<ul style="list-style-type: none"> Programme focus on developing processes and technology to scale to more sites There are network and scalability challenges. Work is underway to build a more flexible distribution network to enable significant increase in sites and address scalability challenges for the second half of the year
	Health workforce			MoH	<ul style="list-style-type: none"> At the end of 22 March 2021, 1,308 vaccinators have completed vaccine training nationally and 416 vaccinators have been active in the programme
	Provider engagement			MoH	<ul style="list-style-type: none"> Daily engagement with district health boards (DHBs) continues, with regional 'account managers' in place to work through DHB service delivery and logistics plans for vaccinations Engaging with DHBs on service delivery models for Tiers 2 and 3 and general population Contracting and funding arrangements are still to be finalised. The next step to progress this is pricing conversations which will be concluded shortly
	Registration, appointment and immunisation			MoH	<ul style="list-style-type: none"> Event design for Phase 2 continues Work continues on national booking system to enable general population onboarding and demand management.
	Post event			MoH	<ul style="list-style-type: none"> Work continues to strengthen and develop long-term pharmacovigilance solution uplift as programme scales
Elimination Strategy	Keep it out			MoH	<ul style="list-style-type: none"> Workforce remains under significant pressure, work ongoing with DHBs to support Timeframes, scope and complexity of QFTZ has required extensive reallocation of resource
	Prepare for it			MoH	<ul style="list-style-type: none"> No barriers anticipated Reviews, modelling and scenario planning conducted to support continuous improvement
	Stamp it out			MoH	<ul style="list-style-type: none"> No barriers anticipated Technology program aligning to enhance contact tracing and support QFTZ
	Manage the impact			MoH	<ul style="list-style-type: none"> No barriers anticipated to broader programme Risks related to vaccine program outlined above

Focus Area	Sub-Focus Area	Last Week	This Week	Agency Responsible	Agency Comment on Status
MIQ Workforce	Administering vaccinations to MIQ frontline staff	●	●	MBIE MIQ	<ul style="list-style-type: none"> The vaccination of the MIQ workforce continues to progress as expected, with the second round of doses for staff underway, having started last week It is difficult to determine who has not received a vaccination. Work is underway to determine how to measure un-vaccinated staff across the workforce Vaccination of workforce household close contacts has continued. More information is included in the report
	Staff testing	-	●	MBIE MIQ	<ul style="list-style-type: none"> We have identified issues with the quality of our staff testing data, either missing or having incorrect information recorded An internal review identified key areas, for both MBIE and MoH, in order to improve the staff testing data A dedicated team is being established to manage the issues with recruitment underway to fill these roles. We are expecting to have the team on board by 1 Apr 2021
Operations	Capacity	●	●	MBIE MIQ	<ul style="list-style-type: none"> As at 23 Mar 2021, we are projecting a peak usage of 4,296 rooms for the fortnight More information on MIAS voucher release is included in the report Scheduled facility maintenance will reduce MIQ operational capacity over the next six months, as previously reported
	Install enhanced security technologies	●	●	MBIE MIQ	<ul style="list-style-type: none"> 25 of 32 sites are complete (representing 72% of room capacity) and installation at all remaining sites are in-flight, with three of the seven remaining sites expected to be completed this week The 25 sites completed represent 78% of sites (two of the three largest sites are still to be completed) Remaining sites are currently on track for completion in Mar 2021 (subject to delivery of equipment from overseas and accessibility to sites)
	Renewing contracts	●	●	MBIE MIQ	<ul style="list-style-type: none"> Initial contract discussions held with all 32 hotel providers All providers have received their formal contract extension notices Vaccination clauses have been drafted for inclusion in the hotel amendment agreements and are currently with Crown Law for review
Large Group Arrivals	Olympians/Paralympians	●	●	MBIE MIQ	<ul style="list-style-type: none"> As previously reported, Sport NZ is seeking confirmation of allocation for players going offshore for qualifiers and the team returning from the Games The proposal will be considered at next Border Exceptions Minister's Meeting (Date TBD) Groups will return from the Games from late July through to early Sept 2021. In addition, groups will be returning from qualifiers in the lead up to the Games from April until June 2021
Future Planning	Quarantine Free Travel	-	●	MBIE MIQ	<ul style="list-style-type: none"> MIQ is contributing to an interagency process to enable Quarantine-Free Travel (QFT) to New Zealand from Australia (in addition to Cook Island and Niue). Timelines have been fluid, but officials have been advised to work to commence QFT in April 2021 More information is included in the report

Focus	Sub-Focus Area	Last Week	This Week	Agency Responsible	Agency Comment on Status
Safe Travel Zones	Cook Islands travel bubble (two way)	●	●	MFAT	<ul style="list-style-type: none"> • s7(b)(ii) • On 22 March, Cabinet instructed officials to continue to work towards two-way quarantine-free travel, to support the health-health work programme March to May, and report back to Cabinet in May on the feasibility of commencing two-way quarantine-free travel before the end of the second quarter of 2021. • The switch from 'amber' to 'green' could occur towards the end of the health-health work programme (which will run March to May 2021) when the extent of progress can be assessed and further decisions have been taken on the timeline for the vaccine roll-out in the Cook Islands. • Cook Islands Prime Minister Mark Brown is visiting New Zealand this week. The next steps towards commencement of two-way QFT, and the intersection with vaccine roll-out, are expected to be a major topic in his discussions with Prime Minister Ardern.
	Niue travel bubble (one-way)	●	●	MFAT	<ul style="list-style-type: none"> • One-way QFT from Niue to New Zealand commenced on Friday 19 March 2021, with the first flight taking place on 24 March.
	Niue travel bubble (two-way)	-	●	MFAT	<ul style="list-style-type: none"> • s7(b)(ii) • The timing of the switch from 'amber' to 'green' will be able to be better assessed following a technical visit to Niue by officials and further decisions have been taken on the timeline for the vaccine roll-out in Niue.
	Trans Tasman travel bubble	●	●	MFAT	<ul style="list-style-type: none"> • On 22 March, Cabinet agreed in principle that two-way quarantine-free travel (QFT) with Australia could commence in April 2021. Commencement will be subject to the completion of necessary readiness work (including the finalisation of the response framework, engagement with airlines and airports, ensuring regulatory mechanisms are in place, and the resolution of technical issues such as transit passengers, MIQ fees, and contact-tracing of travellers from Australia) as well as a health assessment from the Director-General of Health. Officials will report back to Cabinet on readiness for commencement on 6 April. • The switch from 'amber' to 'green' can occur after a) Cabinet considers officials' report on the readiness work-streams listed above on 6 April, and b) the Director-General of Health provides an assessment that it is safe to commence two-way QFT with Australia (expected to occur shortly before commencement). • On 25 March, MoH officials will provide you with a Health Report on rapid antigen testing at airports

2. COVID-19 Insights

2.1 Insights of Note

2.1.1 Vaccination Progress by Nation

Vaccination roll out has begun for many countries around the world. The figures below show countries with the highest rates of vaccine doses administered per 100 people. This counts individual doses and does not equal the total number of people vaccinated as some vaccines require additional doses. The chart shows the top 10 nations, as well as Australia and New Zealand.¹ Future reporting could cover topics such as the number of people fully vaccinated by nation, the proportion of population vaccinated by nation, and the COVAX roll-out.

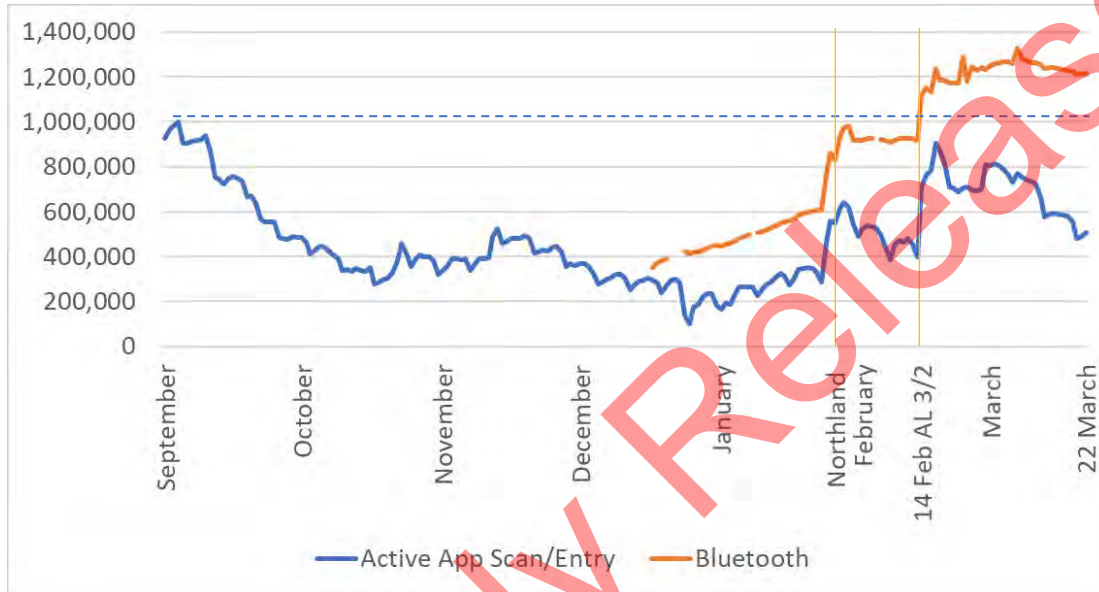


¹ Our World in Data. <https://ourworldindata.org/grapher/covid-vaccination-doses-per-capita?tab=chart&stackMode=absolute&time=2021-02-27..latest&country=BHR%7ECHL%7EDNK%7EFRA%7EISR%7ESRB%7ETUR%7EARE%7EUSA%7EGBR%7ENZL%7EAUS®ion=World> (Accessed 25 Mar 2021).

2.1.2 COVID Tracer App Usage

Active COVID Tracer app usage has declined since the start of the month, and peak app usage following community cases is lower than previous peaks following community cases. As at 22 March 2021, approximately 10% of the New Zealand population were active users of the app and approximately 24% were using the Bluetooth functionality.^{2 3} The number of active users of the app is fewer than the peak in September following the August Auckland resurgence, and there have been lower peaks following the Northland, and 14 February cases. Since then the number of active users has started to decline. Bluetooth use, whilst higher than active use, has plateaued.

Figure 3: COVID Tracer App Usage



² Population. Stats NZ. Estimated resident population as at 31 December 2020. <https://www.stats.govt.nz/topics/population> (Accessed 23 March 2021).

³ NZ COVID Tracer usage 2021-03-25. Ministry of Health. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-data-and-statistics/covid-19-nz-covid-tracer-app-data> (Accessed 25 March 2021). Note that Bluetooth tracing numbers are a reflection of the number of devices checking for keys that have been uploaded, and some Android devices only check for keys when the app is started up either because the user opens it or because a location alert is issued. This is one of the reasons for sharp spikes in the Bluetooth tracing numbers.

2.1.3 International Flights

The number of international flights into New Zealand have significantly decreased since COVID-19 was detected. Analysis of international flights into Auckland in February shows a 74% decrease, from 2,241 in February 2020, to 590 in 2021.⁴ Moreover, most international flights were passenger flights, whereas now they are largely freight.

Figures 4 & 5: International Flights into Auckland



⁴ Most international flights into New Zealand prior to COVID-19 came through Auckland (approximately 70%). It is anticipated that national data will be available after Easter, as well as projections. Airways, personal communication (25 March 2021).

3. Ministry of Health Weekly Report

3.1 Items to Note/Updates

3.1.1 COVID-19 Vaccine and Immunisation Programme

Phase 1 vaccine rollout

As at 24 March 2021, 37,602 people have received their first dose of the vaccine and 7,358 are fully vaccinated, for a total of 44,960 immunisation events so far. Of those vaccinated, ten percent are Māori, nine percent are Pacific, and 19 percent are Asian. On 24 March 2021, 3,457 doses were administered at 44 vaccination sites operating.

Last week, DHBs provided their rollout plans to the end of March 2021, and this week are submitting plans to the end of April 2021 in line with the modelling to ramp up locations and move through the sequencing framework.

Technology

Work continues on ensuring that the national booking system and other supporting technology are ready for the Phase 2 rollout.

Workforce

The demand for vaccinators continues to grow as roll-out progresses. Several initiatives are underway to increase the size of this workforce, including:

- Reviewing how the workforce 'surge' database can be better utilised to better 'screen' those on the database and enable DHBs to more readily locate suitable candidates.
- Investigating further opportunities to generate new interest from potential vaccinators. The Ministry of Health is actively working with other organisations where staff are already able to vaccinate (such as ambulance services) and to also consider non-registered and non-regulated workforces (such as the New Zealand Defence Force).

Distribution and inventory management

The Ministry of Health is working to engage with DHBs to iterate the current distribution model and develop a flexible 'hub and spoke' model. The objective is to be able to respond quickly to variations in demand for the vaccine, service all vaccination site models, and maximise vaccine availability to support widespread uptake.

This model will involve establishing local hubs within DHBs that will manage flow and provide 'live' reporting. Contracts will be required for storage and transport in areas where no local hub can be established.

Next steps

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

3.2 Technical Advisory Group: Update

The Technical Advisory Group (TAG) met on 19 March 2021 and discussed the current progress with the vaccination roll out. No recommendations were made.

The COVID-19 Vaccine Technical Advisory Group (CVTAG) met on 23 March 2021. We will provide the update next week as part of our scheduled reporting.

3.3 Recent Communications Issues and Activities

As at 23 March 2021

Date	Activity	Lead agency	Comms material	Ministerial involvement
23 Mar 21	Medical device recall (Dedicated Infusion Sets for BD Alaris™ Pumps (GP, VP, CC and SE, inclusive of the Nexus GP), and Non-Dedicated Infusion sets and accessories)	Health	Updates to sector supply chain personnel Key messages Reactive media lines FAQs	No
6 Apr 21	Trans-tasman quarantine free travel commencement date announcement	Prime Minister's Office (with input from Health)	Key messages, press release, Q&A and talking points will be provided once policy and operational details have been finalised	Yes

Proactively Released

4. Managed Isolation and Quarantine Weekly Report

4.1 Top Items to Note

4.1.1 Response to recent cases

- In relation to the recent cases in the Grand Millennium and Grand Mercure we are updating the office regularly on emerging developments and our response.

4.1.2 Quarantine Free Travel

- Critical work for MIQ to operationalise QFT is underway and is on track. Work includes:
 - Advice on how to operationalise additional 500 MIQ rooms being set aside for QFT and respond to changing risk profile within MIFs.
 - Developing an MBIE incident management response in case risk increases within the Zone.
 - Developing a process to support travellers with vouchers that are no longer required or whose flights are changed due to the creation of the QFT.
 - Implementing regulation change to MIQ fees to support creation of QFT.
 - Supporting AOG communications process and FAQs for website.

4.1.3 Auckland International Airport

- MIQ remains in discussions with Auckland International Airport and border agency stakeholders regarding the Terminal B and off-site remote baggage facility (RBF).
- Numerous trials have been conducted thus far. MIQ and MoH have raised concerns around dwell times in buses and processing passenger baggage.
- NZ Customs Service is taking the lead on discussions to reduce the extended processing time down to a mutually acceptable level. All stakeholders committed to refining the process to a target of QFT from mid-April.

4.1.4 Vaccinations update

- The vaccination of the MIQ workforce continues to progress as expected.
- System and process limitations are still preventing a large number of vaccination records being linked to an employer, so it is challenging to understand where uptake is low across the system – we are working with the Ministry of Health to get the records linked so we are able to identify our workforce uptake.
- The second round of doses commenced last week for the MIQ workforce (MoH led). In addition, the vaccination of workforce close contacts is underway. For MIQ workers, there will be a focus at the second vaccination appointment on capturing household contacts information with a view to increasing uptake.
- The information pack for employers to provide guidance on managing their relations with staff has been released. Additional communications to support the Employment Relations work is under final review.

4.2 Operational update

4.2.1 Capacity update

- A total of 30,850 rooms have now been released for Apr-Jul 2021, over the past 8 weeks (since late Jan 2021).
- This equates to over 50,000 returnees across the period of Apr-Jul 2021.
- Returnees from 189 countries successfully secured a voucher to travel during this period.
- A further top-up of 1,996 rooms across 28 Mar-30 Apr 2021 were released on 23 Mar 2021.
- As at 25 Mar 2021, there were 465 rooms remaining for the period 28 Mar-30 Apr 2021.
- Last week we received a record low number of complaints with regards to the MIAS system due to the voucher releases.

4.2.2 MIQ Facilities Ventilation Review

- Work is underway to assess the ventilation system operations across the portfolio of hotels used as MIQ facilities.
- An onsite inspection programme began on 22 Feb 2021. It is estimated that the programme will take 2-3 months to complete, subject to accessibility to hotels, availability of assessors, etc.
- The review is being carried out in two stages:

Stage 1: Desktop assessments

- MoH led initiative to assess hotel ventilation systems based on system design specifications. The preliminary assessments are largely complete with a range of recommendations identified and being worked through (including some immediate mitigations implemented). One key recommendation was the need to undertake onsite assessments in order to gain a more accurate view of ventilation system operations.

Stage 2: Onsite assessments

- MBIE led initiative with the objective to assess ventilation systems within existing MIQ accommodation to understand the operation of the existing systems and the risks associated with them.
- The ventilation review at the Pullman is complete and remedial work is underway.
- Work is underway at the M Social, with a report back due around 6 Apr 2021.
- The remaining hotels will be assessed in four batches. Information packs have gone out and all are at varying states of commencement.

4.2.3 Hotel negotiations

- We have met with all 32 hotel providers and 27 have indicated they will pay the living wage with the exceptions being s9(2)(b)(ii)
- The majority of hotels will directly pay the living wage and the remaining hotels will pay the existing remuneration rate plus a top up equivalent of the difference in the Living Wage to the staff for the duration of the MIQ contract.
- s9(2)(b)(ii) have agreed to pay their staff \$21.50.

- We can't determine what the hotels pay their staff beyond our contract expiry date, but will strongly encourage hotels to continue to pay the living wage.

4.2.4 Ombudsman visits

- This week the Ombudsman has visited two of the MIFs, the Ramada and Naumi.
- We have not been notified of any serious breaches or incidents and now await the formal report.

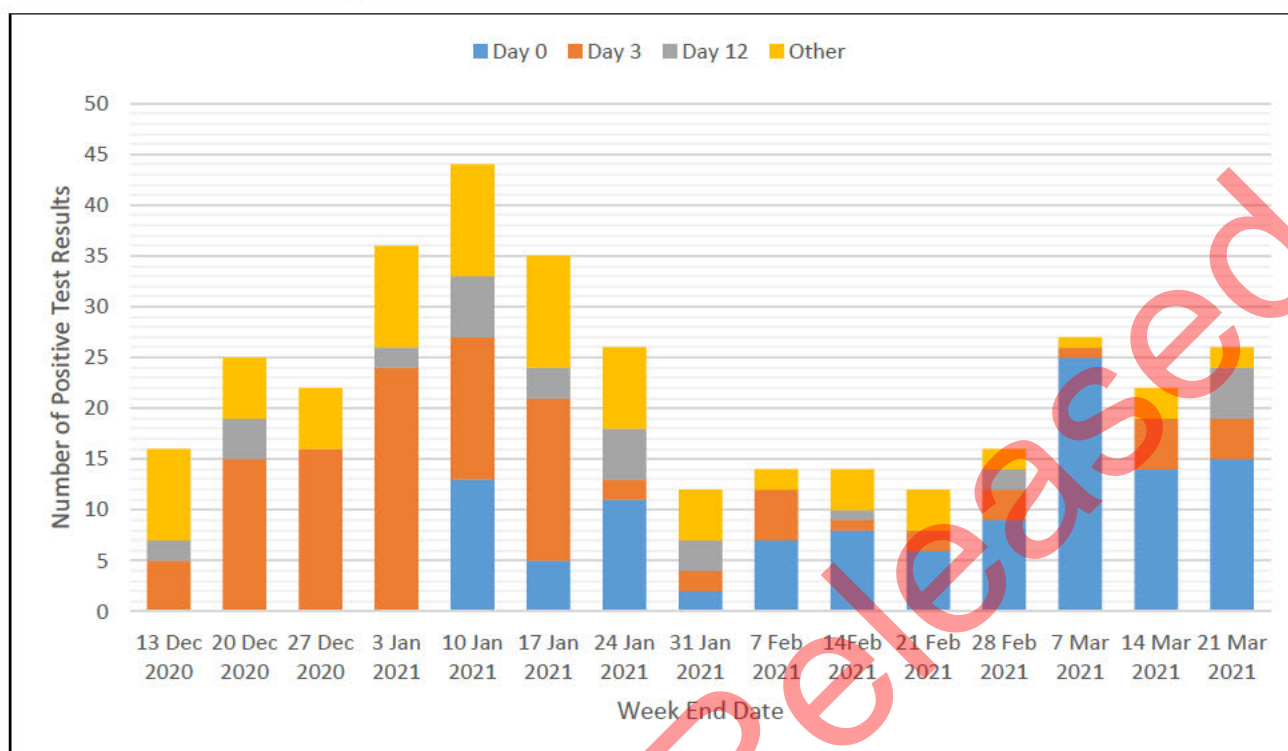
4.2.5 MIQ Facility Maintenance Plan

- The table below shows the maintenance schedule:

Facility	Start Date	End Date	Comments
Naumi Hotel Auckland Airport	1 Apr 2021	20 Jun 2021	Operational capacity reduced by 7 rooms per day over this period, managed internally in consultation with AKRIQ
Distinction Hamilton	8 Apr 2021	17 Apr 2021	
M Social Auckland	16 May 2021	27 Jun 2021	Completed in 3 stages. Each stage will see capacity reduced by approx. 56 rooms for a two week period.
Jet Park Hotel Hamilton	5 Jun 2021	14 Jun 2021	
Jet Park Hotel Auckland Airport	5 Jun 2021	29 Sep 2021	Completed in 4 stages. Each stage will see one block of units being unavailable for a two week period. A block varies between 40 or 74 rooms.
Rydges Auckland	3 Jul 2021	16 Jul 2021	
Four Points by Sheraton Auckland	31 Jul 2021	13 Aug 2021	
Distinction Christchurch	25 Aug 2021	31 Aug 2021	
Waipuna Hotel and Conference Centre	1 Sep 2021	7 Sep 2021	

- The Sudima Group have advised that maintenance and compliance can now be managed without taking the facility offline. Sudima Auckland, Rotorua and Christchurch have been removed from the above plan.

4.2.6 Returnee Testing



Source: Ministry of Health Data.

- With the introduction of Day 0 testing, we are able to identify positive cases earlier in the returnee journey.
- Identifying positive cases earlier allows for the removal of the viral load from the system, as returnees will be moved into quarantine, reducing the further risk of transmission.

4.3 Policy Update

Accommodation and charging arrangements for overseas-based aircrew

You recently agreed that separate, direct invoicing arrangements between overseas airlines and managed isolation facilities (MIFs) should be phased out, and that airlines would be required to pay the prescribed fee in the MIQ Charges Regulations for the accommodation of overseas aircrew [briefing 2021-2665 refers]. We will implement this decision by 30 Apr 2021.

We will also transition a MIF in Auckland to be used as a dedicated short-stay facility for overseas aircrew and maritime crew.

Overseas-based air crew laying over in New Zealand must stay in a MIF (usually 14 – 72 hours). Six airlines have separate, direct invoicing arrangements with MIFs reflecting arrangements that predated COVID-19.

Rather than continue to allow aircrew to be accommodated in different MIFs as now, we propose transitioning an Auckland MIF into a dedicated short-stay facility for overseas aircrew and maritime crew. There are advantages to this, including the more efficient use of existing capacity and reduced resource and wrap-around services. This facility would no longer accommodate returnees, but this should not adversely affect overall MIQ capacity.

This will result in a cost increase for airlines and will remove their ability to negotiate competitive rates with hotels and choose where their aircrew will stay. While airlines will be disappointed, our initial discussions with them suggests they can manage this transition.

Further work is also underway, led by the Ministry of Health, relating to isolation arrangements for New Zealand-based aircrew. This work includes assessing the level of risk associated with existing flight routes, as well as the existing arrangements for Air New Zealand crew operating those high-risk routes to self-isolate at the Grand Windsor self-isolation hotel. MBIE has agreed to continue to fund self-isolation arrangements for Air New Zealand aircrew on a temporary basis until 30 Apr 2021. Changes based on public health decisions could have operational implications for MIQ and we are working with the Ministry of Health to explore these.

4.4 Large Group Arrivals Update

Summary of approved group arrivals as at 22 Mar 2021

Group	Date of Arrival	Pax Numbers	Comments
Cricket - Australian Women's	13 Mar 2021	28	The Australian Women's Cricket team are currently completing MIQ in the Chateau on the Park. They have returned negative test results for both their day 0/1 and 3 tests, and are now training offsite. No issues have been raised to date. They are due to depart MIQ on 27 Mar 2021.
Refugees quota re-start - Cohort 1B	16 - 28 Mar 2021	44	The total pax who will arrive for Cohort 1B is 44 pax arriving over 16 – 28 Mar 2021. There were 33 pax who arrived on the 16 Mar 2021, as planned. Two brothers were delayed and are scheduled to arrive on 25 Mar 2021. The 9 pax from Ecuador were scheduled to arrive on the 20 Mar 2021 and are now scheduled to arrive on the 28 Mar 2021
Olympic Athletes	29 Mar - 25 Apr 2021	19	Returnees from Tokyo Olympic qualifying events. Various return dates. Original numbers reduced from 41 due to cancelled events, vouchers secured via MIAS and athlete withdrawal.
Refugees quota re-start - Cohort 2	5 - 9 Apr 2021	70	Arrival and Cohort details to be confirmed.
Rocket Lab	Early May 2021	14	TBC
Refugees quota re-start - Cohort 3	24 - 28 May 2021	70	Arrival and Cohort details to be confirmed.

RSE workers

The final group of RSE workers from Vanuatu departed MIQ on Saturday, 20 Mar 2021. A total of 2,012 workers have entered New Zealand to date. The RSE group was the largest group to enter MIQ to date. While they came from a low-risk country and completed regular MIQ, they presented significant operational challenges. This was primarily due to the scale and tempo of arrivals (approximately 156 individuals every 4 days), high levels of non-English speakers (almost the entire group), low levels of literacy even in their own languages, high proportion of smokers (approximately 80%), and continued last minute changes. These issues put increased pressure on MIF and DHB staff, as well as the planning staff in both the RIQ and MIQ Wellington. Their stay also coincided with the Pullman incident and a community outbreak in Auckland, placing further pressure on the system and our workforce.

MIQ Group Arrivals have commissioned an external lessons learned report to review how the group was managed within MIQ, whether MIQ processes and procedures for the planning and operational delivery can be improved, and what can be done to set us up for success for further groups of this size and complexity.

MPI are in the process of proposing an additional large cohort of RSE workers this year. Given the complexity of the first group, any consideration of subsequent groups should take on board suggested improvements from the review.

4.5 Upcoming Communications Issues and Activities

As at 23 Mar 2021

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
Mar 2021	Pullman report on ventilation	MoH	Reactive information	N
Mar 2021	Desktop survey of all MIF ventilation	MoH	Reactive information	
Mar 2021	CDHB survey of MIF workers underway January – to be released nationally	Canterbury District Health Board		N
23 Mar 2021	Information pack sent to Border worker employers on approach to workers around vaccines	MBIE/MoT/Customs	Pack of information	N
16 Feb – 20 May 2021	Refugees arrive in New Zealand (4 groups arriving)	MIQ	Bespoke group communication (i.e. welcome pack)	N
24 Feb – May 2021	Ruby Jones 'Thanks from Iso' exhibition to be displayed in Beehive (followed by CH, HAM & ROT)	MIQ	Proactive communications and engagement	TBC
24 – 25 Mar 2021	MIQ Fee increase implemented from 25 Mar 2021, changes to process announced 24 Mar 2021	MIQ	Proactive communications and engagement	N
1 Apr 2021	Emergency Allocation changes - TBC	MIQ	Proactive communications and engagement	N
12/13 May 2021	MIQ Senior Leaders Forum	MIQ		Y

4.6 Fees

4.6.1 Invoicing

- The table below shows the number of invoices issued up to 21 Mar 2021. These relate to people who arrived in managed isolation up to 7 Mar 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'.
- We will provide advice on debt recovery on 31 Mar 2021.

	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	Overdue 90+ days
Groups	2,838	35	0	2	33	14	\$8,434,862	19	0	0
Maritime	1,086	222	0	0	222	126	\$538,957	85	11	6
Aircrew	2,022	159	0	2	157	47	\$434,050	106	4	0
All other arrivals	27,325	21,130	2,702	8,895	9,533	3,928	\$14,537,318	4,481	1,124	283
Total	33,271	21,546	2,702	8,899	9,945	4,115	\$23,945,187	4,691	1,139	289

Note: The 'Overdue 90+ days' column represents the number from the 'Overdue' column that have been outstanding for 90 days or more.

4.6.2 Waivers

- The table below breaks down the waiver application information between 11 Aug 2020 and 21 Mar 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 financial hardship applications	Total special circumstances applications	Approved waiver applications		Declined waiver applications	
						Financial Hardship	Special Circumstances	Financial Hardship	Special Circumstances
Total	4,831	242	4,589	557	4,032	74	3,556	483	476

4.7 Emergency Allocation Applications

- 3,088 applications have been processed since 30 Oct 2020.
- 165 applications were received in the week ending 21 Mar 2021 and 132 applications were processed.
- From the applications processed in the week ending 21 Mar 2021, 81% of the applications were approved.

Emergency Allocation Applications	Weekly Totals 15 Mar 2021 to 21 Mar 2021	Year to Date Totals 30 Oct 2020 to 21 Mar 2021
Approved	107	1,682
Declined	25	1,406
Applications processed*	132	3,088

*This number does not reflect applications declined at triage stage, rather incomplete applications, or applications not submitted within 14 days of intended departure.

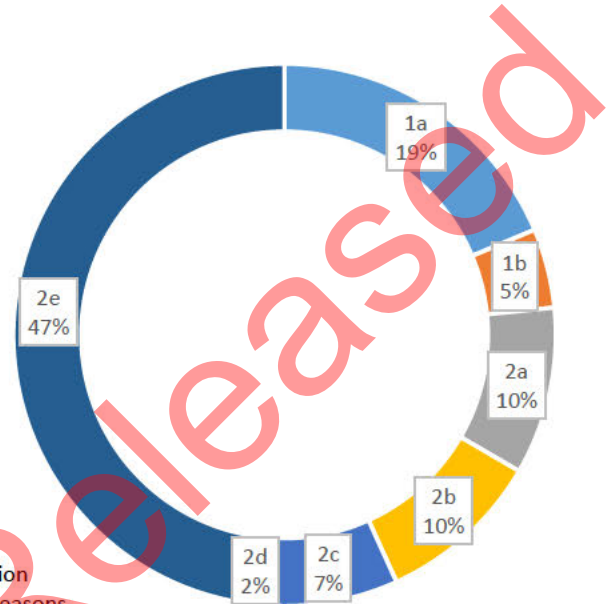
Total Rooms Approved	110
Rooms Allocated in MIAS	86
Cancelled by the applicant	1
Awaiting flight details or MIAS registrations from the applicants to complete the room allocation process	23

Approvals by Category

- The below chart represents the weekly breakdown of approvals by different categories within the emergency allocation process from 14 Dec 2020 to 21 Mar 2021.

Chart 1: 66% of Applications were approved under 2e and 1a

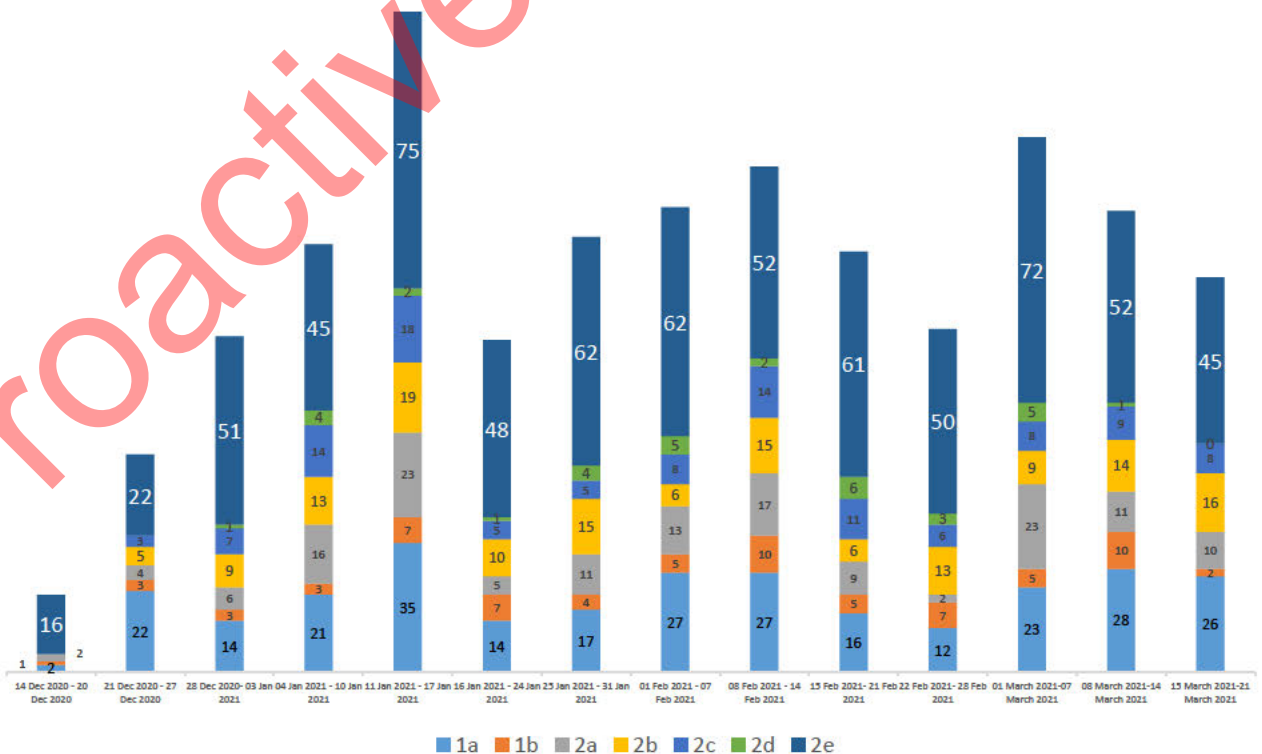
This pie chart represents the total breakdown of approvals by the different categories within emergency allocation from 14 December 2020 to 21 March 2021. MIQ can provide information relating to categories for the time period after 14 December, as this is when reliable data reporting became possible.



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

Chart2: Category 2e and 1a continue to be the most prevalent for applications and approvals.



4.8 Resolutions Update

- Data from the Complaints and Feedback Customer Management System for the week 16 Mar to 22 Mar 2021 is as follows:

Week	Received	Awaiting more information	Processing	Unassigned	Resolved
16 Mar 2021 – 22 Mar 2021					
Complaints	81	13	22	0	112
Improvements	4	0	1	0	3
Compliments	6	0	0	0	6
Total	91	13	23	0	121

- Average number of complaints received each week since the start of MIQ is 115. For the last 4 weeks the average is 145 per week.
- This week we have received 81 new complaints and have resolved 112 complaints. 36% (29 out of 81) of these complaints were regarding MIQ facilities with MIAS/vouchers/special allocations at a record low of 33% (27 out of 81). Complaints about MIAS decreased this week with the release and availability of vouchers.

Proactively Released



5. Border Executive Board Report

5.1 Key Issues Being Considered by the Executive Board

5.1.1 Border Executive Board meeting

The Border Executive Board met on 18 March 2021 and is scheduled to meet next on 1 April 2021.

5.1.2 Other activity

Key activity concerning the Border Executive Board over the past week has been:

- Progress of vaccination of border workers and their household contacts
 - As at 23 Mar 21, 91% of border workers have received their first vaccination and 20% their second
 - Challenges include data management; ease of registering household contacts; expectation management of household contacts waiting for an appointment
 - Leadership provided by the Border Sector Vaccination Working Group, and the role of the Border Executive Board in providing governance was explicitly noted
 - The Border Executive Board is currently providing governance over the vaccination of border workers' household contacts however this will transition to the Ministry of Health at an appropriate time
- Considerations relating to stronger regulatory levers to support the COVID-19 vaccine rollout to border workers
- Trans-Tasman quarantine free travel – advice and preparations, including confirmation that DPMC COVID-19 Group is leading cross-agency communications
- Effectiveness of pre-departure testing – you have received separate advice on this
- An update on the process for developing a blueprint for unlocking the borders and challenges with managing uncertainty around how New Zealand may reconnect with the world
- Confirmation that significant work was underway in relation to the Recognised Seasonal Employer (RSE) scheme.

6. New Zealand Customs Service Weekly Report



6.1 Items to Note/Updates

6.1.1 Maritime Border – s6(c)

- s6(c) On 18 February 2021, the vessel was granted an exemption from the Director-General of Health which allowed it to come to New Zealand under the repair and refit category
- The vessel did not notify Customs of its proposed travel as legislatively required. s6(c)
- On 19 March 2021, s6(c) was escorted by the Customs' vessel *Araia* in to Opua in the Bay of Islands with the two crew transferred to a Managed Isolation Facility in Auckland.
- The crew have now completed the remainder of their isolation period in a Managed Isolation Facility and were transported back to Opua on 23 March 2021 to re-join their vessel
- Customs has no further concerns about the vessel's travel to New Zealand.

Pre-Departure Testing

- For the period 15 Mar 2021 to 21 Mar 2021, three warnings were issued:
 - 16 Mar – Three warnings were issued for passengers arriving without having undertaken Pre-Departure Testing. s9(2)(a)

In each case, the remaining family members had complied with PDT requirements. Customs' interactions with the families indicated that the testing facilities had advised that PDT was not required. All passengers arrived on a flight that was not direct from their initial departure points.

Passengers

	Date	15 Mar	16 Mar	17 Mar	18 Mar	19 Mar	20 Mar	21 Mar	Week Total	%
	Total Passengers	338	459	329	611	403	437	495	3072	
	Passengers subject to PDT	280	279	148	425	268	223	275	1898	61.8%
Primary Actions (Passport Control)	Test Certificate Verified	262	251	136	387	254	206	247	1743	91.8%
	Exemption Verified	4	11	3	27	9	14	14	82	4.3%
	Referred to Secondary Area	14	17	9	11	5	3	14	73	3.9%
Secondary Area Actions	Compliant	14	14	9	11	5	3	14	70	96.0%
	Warned	0	3	0	0	0	0	0	3	4.0%
	Infringement	0	0	0	0	0	0	0	0	0
	Prosecution	0	0	0	0	0	0	0	0	0

Crew:

	Date	15 Mar	16 Mar	17 Mar	18 Mar	19 Mar	20 Mar	21 Mar	Week Total	%
	Total Crew	85	128	97	140	113	124	86	773	
	Crew subject to PDT	36	69	37	51	47	73	23	336	43.5%
Primary Actions (Passport Control)	Test Certificate Verified	36	69	37	51	47	73	23	336	100%
	Exemption Verified	0	0	0	0	0	0	0	0	0
	Referred to Secondary Area	0	0	0	0	0	0	0	0	0
Secondary Area Actions	Compliant	0	0	0	0	0	0	0	0	0
	Warned	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

Proactively Released

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/about-ministry/information-releases/advice-provided-ministers

8. Official Information Act Requests

8.1 Ministry of Health

Date due	Requester	OIA Request	Status
11-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	At Minister's office
23-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	At Minister's office
23-Mar-21	Chris Bishop	Copy of advice referenced in WPQ 197 (2021) and WPQ 198 (2021)	In progress
31-Mar-21	s9(2)(a)	All information in relation to conspiracy theories or misinformation in relation to New Zealand's response to COVID-19	In progress
6-Apr-21	Chris Bishop	A copy of Cabinet Paper "Additional Item: COVID-19 and MIQ: Update" on 26 January 2021	In progress
6-Apr-21	Chris Bishop	Copy of advice referenced in WPQ 3483 (2021)	In progress
7-Apr-21	s9(2)(a)	All correspondence relating to the tender process for saliva testing	In progress
12-Apr-21	s9(2)(a)	Advice to government officials and Cabinet about 14-day quarantine period for air arrivals to New Zealand. Credentials of advisors and all primary and secondary sources of recommendations relating to this	In progress
12-Apr-21	s9(2)(a)	All communication related to the use of the phrase "people who are pregnant" in the vaccine sequencing framework information, provided to media on 10 March	In progress
13-Apr-21	Chris Bishop	Specific list of documents related to COVID-19	In progress
21-Apr-21	s9(2)(a)	Purchase agreement signed by the government with Pfizer BioNTech as discussed in a specific parliament media release	In progress

8.2 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
23 Oct 20	s9(2)(a)	MIQ infection prevention audit report, docs, etc. re staff testing, ops, etc	Minister's office
10 Nov 20	s9(2)(a)	All concerns / issues raised by MBIE regarding the proposed COVID-Card	Approved

Date due	Requestor	OIA Request	Status
14 Dec 20	s9(2)(a)	Correspondence with INZ re applications by athlete/sporting organisations	Minister's office
23 Dec 20	s9(2)(a)	Complaints lodged by residents of managed isolation facilities	Under review
25 Jan 21	Dr Shane Reti (MP)	Pre-flight testing for returnees to NZ, specifically regards Russian seamen	Gathering Information
1 Feb 21	s9(2)(a)	Number gone through managed isolation and number of who have paid	Under review
1 Feb 21	s9(2)(a)	Number gone through managed isolation and number of who have paid	Under review
2 Mar 21	s9(2)(a)	Further questions in response to 2021-2022 re: MIQ spaces for America's Cup	Approved
9 Mar 21	s9(2)(a)	Copy of application made by Stamford Plaza hotel to be MIQ facility	Decision on request sent
12 Mar 21	s9(2)(a)	How many complaints about MIAS system to MIQ	Minister's office
15 Mar 21	s9(2)(a)	Questions relating to MIQ exemptions between 01/03/20 and 03/01/21	Minister's office
18 Mar 21	s9(2)(a)	Subsequent advice from meetings with iwi about MIQ facilities	Decision on request sent
23 Mar 21	s9(2)(a)	Cost of keeping Aussie woman in MIQ for 28 days due to refusal of test	Under review
23 Mar 21	s9(2)(a)	MIQ info re extended stays due to refused test	Under review
23 Mar 21	s9(2)(a)	Breakdown of MIQ paid vs not paid & comparison of cost vs. money collected	Under review
24 Mar 21	s9(2)(a)	All Memos etc re advice to MIQ for controls around guest interactions	Gathering information
24 Mar 21	s9(2)(a)	Over the past 12 months, how many people have arrived into MIQ from Aussie?	Gathering information
24 Mar 21	s9(2)(a)	Explanation of consultation with overseas residents re MIQ allocation	Under review
24 Mar 21	s9(2)(a)	Stamford Hotel occupancy rate as MIQ facility, and revenue	Under review
25 Mar 21	s9(2)(a)	Complaint about Managed Isolation and Quarantine	Scoping
25 Mar 21	s9(2)(a)	Amount paid by returnees/amount owed/amount overdue for stays at MIQ	Gathering information
25 Mar 21	s9(2)(a)	No. of returnees billed more than once for MIQ stays	Gathering information

Date due	Requestor	OIA Request	Status
25 Mar 21	s9(2)(a)	All docs re COVID contact tracing card trial at Bay Plaza in Welly 7/12/20	Gathering information
29 Mar 21	s9(2)(a)	Documents about the 7 January incident at the Grand Millennium MIQ	Minister's office
29 Mar 21	s9(2)(a)	Encounter between a hotel staff member at the Millenium Hotel & a guest	Minister's office
29 Mar 21	s9(2)(a)	Corr etc re 'Bedroom encounter' MIQ staff/returnee incident incl. notes	Minister's office
29 Mar 21	s9(2)(a)	Complaints at MIQ - Workers who has been dismissed and reasons at MIQ	Under review
29 Mar 21	s9(2)(a)	Docs etc re face mask correspondence re MIQ staff 'Bedroom encounter'	Minister's office
29 Mar 21	s9(2)(a)	MIQ H&S policies and plans, hazard Identification & H&S Reporting	Drafting
30 Mar 21	s9(2)(a)	Why has MIQ costs for temporary visa holders been increased	Under review
30 Mar 21	s	A price breakdown of all services involved in the \$5520 fee for border MIQ	Under review
30 Mar 21	s9(2)(a)	Number of workers currently under contract working in MIQ	Under review
30 Mar 21	s9(2)(a)	Risk management programme for each and every premis used for MIQ	Scoping
30 Mar 21	s9(2)(a)	Pullman report: Govts plan to avoid hiding evidence of fixable problems	Scoping
30 Mar 21	@AllCultsAreBad	Correspondence relating to granting The Wiggles spots in MIQ	Under review
31 Mar 21	s9(2)(a)	Covid 19 positive numbers for arrivals each month into NZ MIQ	Gathering information
31 Mar 21	s9(2)	Propaganda that returnees see inside MIQ facilities	Gathering information
31 Mar 21	s9(2)(a)	Has this lady paid for all 28 days of the cost of her being in MIQ?	Drafting
31 Mar 21	s9(2)	Decision makers decisions on complaint CAF-002761-G1C1	Under review
31 Mar 21	s9(2)(a)	Correspondence to grant The Wiggles MIQ spots	Under review
1 Apr 21	s9(2)(a)	Info relating to Christchurch Regional Isolation and Quarantine centre	New item
1 Apr 21	s9(2)(a)	Information regarding Australia lady who is MIQ Mecure Wellington	Drafting
1 Apr 21	s9(2)(a)	Confirmation letter of son's MIQ dates/hotel & destination once departed	Gathering information

Date due	Requestor	OIA Request	Status
1 Apr 21	s9(How many people entered MIQ and have not been released back into society	Minister's office
1 Apr 21	s9(2)(a)	Family and domestic violence incidents that has occurred at MIQ	Under review
1 Apr 21	Chris Bishop	All documents relating to Trev Pontings declined then accepted application	Drafting
6 Apr 21	s9(2)(a)	query on MIQ welcome pack, non english guests, translated signage/translato	Gathering information
6 Apr 21	s9(2)(a)	Documents about Tom Abercrombie and other families MIQ exemption request	Drafting
7 Apr 21	s9(2)(a)	Info re Emergency MIQ placement, escape attempts & stats	Gathering information
7 Apr 21	s9(2)(a)	Review of lack of high/low risk MIQ seperation & timeframe of public state?	Scoping
7 Apr 21	s9(2)(a)	Fees & payment records for MIQ, waivers & instalment plans	New item
7 Apr 21	s9(2)(a)	all info re MIQ officials ministerials advice on 570 fishing crew exemption	Drafting
8 Apr 21	s9(2)(a)	Info RE establishing purpose-built quarantine facility in New Zealand	Drafting
8 Apr 21	s9(2)	query on confirmation of free MIQ stay if leaving within the 90 day period	New item
8 Apr 21	s9(2)(a)	conseq of privacy breach of priv info with sent MIQ emails to wrong applica	Gathering information
8 Apr 21	s9(2)(a)	corr. and query regarding COVID card trial in MIQ cost	Gathering information
8 Apr 21	s9(2)(a)	Questions related to billing of MIQ spaces	Gathering information
9 Apr 21	s9(2)(a)	RE DOIA 2021-0591 Has MBIE now established min NBS for MIQFs? etc	Under review
9 Apr 21	s9(2)(a)	Info given by MIQ staff to Lucina Baulch during MIQ stay	Scoping
9 Apr 21	Chris Bishop	Green MP Mr Ricardo Menendez March MIQ application	Gathering information
9 Apr 21	s9(2)(a)	MP's return to New Zealand through the MIQ system	Gathering information
9 Apr 21	s9(2)(a)	Documents relating to the MIQ emergency application for Trevor Ponting	Drafting
12 Apr 21	s9(2)(a)	corr. reviews on MIQ to stop progrmrs from booking vouchers for other ppl	Gathering information
12 Apr 21	s9(2)(a)	Info between the wiggles an event managers for entering MIQ	Under review

Date due	Requestor	OIA Request	Status
12 Apr 21	s9(2)(a)	Correspondence from Jan Logie to MBIE relating to Ricardo Menéndez March	Under review
13 Apr 21	s9(2)(a)	NZers returning from Australia last 6 months who tested positive for COVID	Scoping
13 Apr 21	s9(2)(a)	Request for no. of overseas scanners that arrived in 2020	Scoping
13 Apr 21	s9(2)(a)	Arrivals at MIQ by country and number testing positive from 1/8/20 - 1/2/21	Under review
13 Apr 21	s9(2)(a)	MIQ - exemptions under Category Class 2C for returning NZ citizens	Gathering information
13 Apr 21	s9(2)(a)	Comms and information between Maritime and MBIE	Drafting
13 Apr 21	s9(2)(a)	MIQ - Exemptions for emergency allocations for citizens returning home	Gathering information
14 Apr 21	s9(2)(a)	Maritime capacity as per MNZ maritime industry update #69	New item
14 Apr 21	s9(2)(a)	Criteria for MIQ waiver application	Scoping
14 Apr 21	s9(2)(a)	NZ citizen and resident seafarers and MIQ emergency allocations	Scoping
14 Apr 21	s9(2)(a)	Visa types/numbers coming into NZ via Managed Isolation Allocation System	Scoping
14 Apr 21	s9(2)(a)	Expansions of MIQ facilities for reports to officials, Ministers & studies	Scoping
16 Apr 21	s9(2)(a)	Data management plan for MIQ	Scoping
19 Apr 21	s9(2)(a)	Analysis on MIQ decision to only open up spaces three months out	Scoping
19 Apr 21	s9(2)(a)	What qualifies for 'Seriously ill' & Waiver assessment & checklist form	Drafting
20 Apr 21	s9(2)(a)	How many stayed in NZ MIQ & now in system w/ Aussie passports or are aussie	Gathering information
20 Apr 21	s9(2)(a)	Transcript of 7/01/21 Grand Millenium incident & corr etc ricardo march MIQ	Under review
20 Apr 21	s9(2)(a)	Recent audit of Bay Plaza Hotel for Fitness of Purpose for use as MIQ	Drafting
20 Apr 21	s9(2)(a)	Reasons why Ms Lucinda Baulch is being unlawfully detained at MIQ	Drafting
20 Apr 21	s9(2)(a)	What advice was given/research conducted regards alternative MIQ options	Drafting
22 Apr 21	s9(2)(a)	All 2020 corr with SeaLord, Independent fisheries & Maruha Nichiro	Gathering information
3 May 21	s9(2)(a)	MP Menendez-March's application for MIQ and his partners visa application	Drafting
11 May 21	s9(2)(a)	Identity of certain NZDF staff at an MIQ facility	Scoping
11 May 21	s9(2)(a)	Info relating to the MIQ Allocation System	Gathering information
11 May 21	s9(2)(a)	MIQ hotel(s) allocated to the passengers arriving off flights into Auckland	Drafting
11 May 21	s9(2)(a)	Info relating to MIQ spots available over past 3 months	Gathering information

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8.3 COVID-19 Group

Date due	Requestor	OIA Request	Status
26 Mar 21	s9(Evidence that lockdown measures save lives.	Drafting
29 Mar 21	s9(2)	Documentation pertaining to the COVID-19 response and recovery efforts that your organisation has been involved in, in 2020.	Drafting
8 April 21	s9(Information regarding the establishment, leadership and mandate of the COVID-19 Response Unit. Also the Terms of Reference of the Roche/Simpson Review.	QA
8 April 21	s9(Advice and reports concerning the possibility of undetected community transmission of Covid-19 in New Zealand since February 2020.	Scoping
9 April 21	s9(Documents and communications that have contributed to the recent policy decision for Auckland to be placed at Alert Level 3 and New Zealand at Alert Level 2.	Scoping
13/04/2021	s9(2)	All advice that Cabinet received before 11 March 2021 about options and recommendations for prioritising groups and populations for the COVID-19 vaccine rollout	Scoping
14/04/2021	s9	Copies of COVID-19 weekly update reporting and response related Cabinet papers.	Drafting
14/04/2021	Unknown	Cabinet paper relating to the February decision to change Alert Levels, Cabinet's resurgence response plan, and contemporaneous weekly reporting.	Drafting
14/04/2021	s9(Advice given to government when Cabinet met on Friday March 12th pertaining to the decision to go from Level two to Level one.	Scoping
22/04/2021	s9(Information relating to development of the Government's COVID-19 strategy.	Drafting

8.4 New Zealand Customs Service

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

Date due	Requestor	OIA Request	Status
8 Mar 21	s9(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".	Drafting
8 Mar 21	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 effectall communications between Customs and the company Xerra Earth Observation Institute since the beginning of October 2020.	Drafting
19 Apr 21	s9(Requests information regarding the vaccination of Customs staff and contractors against COVID-19.	In progress