



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

## Proactive Release

The following item has been proactively released by the Rt Hon Jacinda Ardern, Prime Minister:

**CVD Paper: COVID-19: All of Government Plan for Maximising Compliance with Self-Isolation**

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# CVD Paper

## COVID-19: ALL OF GOVERNMENT PLAN FOR MAXIMISING COMPLIANCE WITH SELF-ISOLATION

<b>To</b>	Ad Hoc Cabinet Committee on COVID-19 Response		
<b>From</b>	All of Government Group	<b>Date</b>	<input type="text"/> /03/2020

### Purpose

- 1 This paper provides an overview of the all-of-government approach to maximising compliance with COVID-19, and seeks agreement to this approach.

### Key points

- 1 Work is underway to maximise compliance with self-isolation:
  - 1.1 This includes immediate deployment of operational resource, including monitoring visits;
  - 1.2 Officials are, in parallel, scaling up and strengthening processes and communications across government to maximise compliance with self-compliance.
- 2 For self-isolation to work in New Zealand, it needs to be socially-driven and community-supported. The intent is to manage the welfare of individuals and the overall wellbeing of the country by not spreading COVID-19. In the vast majority of cases, people want to do the right thing, but they need help knowing exactly what to do. Enforcement action should be reserved for what we expect to be the minority of people who refuse to comply with the government's requirement that they self-isolate.
- 3 The all-of-government strategy is set out in **Appendix One** and is based on the following approach to actions over the next month to maximise the contribution of self-isolation to stop the spread of COVID-19:
  - 3.1 inform and educate people on when and how to self-isolate, and monitor their compliance;
  - 3.2 provide support for those people want to self-isolate but need assistance to do so at home;
  - 3.3 manage isolation for those people who are not able to do so for themselves at home; and

- 3.4 enforce quarantine and/or deport those few people who choose not to comply with self-isolation requirements.

### **Agencies are taking immediate action to maximise compliance with self-isolation**

- 4 Work is underway to build capacity and establish processes across all four streams of the strategy: education, support, management and enforcement.
- 5 The nature of self-isolation is such that many people will need help doing the right thing. We have already started to put support in place, such as the financial assistance package announced yesterday. While the government can and will provide assistance, to maximise the effectiveness of self-isolation, this needs to be supported by care within communities. In the event that New Zealand requires large-scale, widespread isolation at home, the role of community support will be vital, as with any other civil defence emergency.
- 6 Where people cannot manage isolation at home, there will need to be more intensive government intervention to manage and monitor their isolation, including in isolation facilities at scale. This is intended for the most vulnerable and higher-risk people. In particular, those who have had direct contact with a confirmed case and/or have needs and circumstances that mean self-isolation at home is not an option. Work is currently underway to identify options and make decisions on appropriate facilities and how these will be managed and funded.
- 7 Enforcement actions that are set out in the strategy will be used as a last resort. The strategy is people-centred; with a focus on educating and supporting people as much as possible and enabling them to comply with the government's request to self-isolate and maximise the effectiveness of these measures from a public health. This is the only way that government will be able to achieve self-isolation at the scale required.
- 8 Publicising enforcement activities can have a helpful deterrent effect. But for self-isolation to be successful in slowing the spread of COVID-19, people need to believe that self-isolation is not something to be feared or avoided, and that they will be supported during the process. As such, officials are working on a people- and welfare-focused communications approach that will support the proposed strategy, including using new technology channels. Immediate improvements to communications material is already underway.

### **The New Zealand Police has started making monitoring visits**

- 9 The New Zealand Police undertook 50 monitoring visits to people in self-isolation on 17 March 2020. Of the 50 locations visited, two people were not home, two people displayed mild symptoms and one person was non-compliant.
- 10 Key feedback received by the New Zealand Police during the initial set of visits was that travellers' experience at the airport needed to be improved to include better and clearer information about what people needed to do. Border officials are currently working on improving the process and communications products for arriving travellers based on this feedback, with changes being implemented from today. Feedback is also being provided to the all-of-government communications

channel so that this is captured in updates to communications material more widely.

- 11 New Zealand Police will be undertaking a further 50 monitoring visits on 18 March and each day thereafter.
- 12 Feedback from these monitoring visits will be used to:
  - 12.1 Make immediate improvements to existing processes; and
  - 12.2 Inform and develop the all-of-government compliance strategy.
- 13 Taking a people-centred approach, the purpose of these initial visits is to check on the welfare of people in self-isolation and identify where people need additional support. Enforcement action would only be taken where there is clear non-compliance. As officials continue to develop the strategy, it is likely that monitoring visits will be undertaken by a wider set of agencies, based on a national or centralised triaging process where Police actions are prioritised for people at highest risk of non-compliance (ie those requiring enforcement).

## **Recommendations**

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It is recommended that the Committee:

- 1 **Note** that Ministers agreed to a package of measures to slow the spread of COVID-19 including direct support to incentivise people to self-isolate and asked for further work on options to enforce self-isolation
- 14 **Agree** the proposed approach to actions over the next month to maximise the contribution of self-isolation to stop the spread of COVID-19:
  - 14.1 inform and educate people on when and how to self-isolate, and monitor their compliance
  - 14.2 provide support for those people want to self-isolate but need assistance to do so at home
  - 14.3 manage isolation for those people who are not able to do so for themselves at home; and
  - 14.4 enforce quarantine and/or deport those few people who choose not to comply with self-isolation requirements
- 15 **Note** that delivering this approach at the required scale needs strong coordination and the diversion of significant resources from across government, including contact centres, staff and facilities
- 16 **Note** that this approach relies on the majority of people complying voluntarily, with government support where needed

## IN CONFIDENCE

- 17 **Note** that for the few people who choose not to comply with isolation requirements, compulsion through enforced quarantine and (for some) detention and deportation is available
- 18 **Note** that where people refuse to comply with the requirement to self-isolate, then:
- 18.1 a medical officer of health may direct quarantine, which can be enforced by Police, and
- 18.2 a breach of such direction is a criminal offence, punishable by up to 6 months imprisonment and a fine not exceeding \$4,000
- 19 **Note** that additionally Cabinet agreed on 16 March 2020 to promulgate new Immigration Instructions and add a condition to temporary class visas to comply with a direction of a medical officer of health which relate to a notifiable or quarantinable disease; people who do not reasonably comply with such directions may be liable for deportation for breaching the conditions of their visa, and may be detained pending deportation, but will have 28 days to appeal their deportation liability
- 20 **Note** that in the interim it is possible to find that there is 'sufficient reason' under section 157 of the Immigration Act 2009 to make people who have refused an instruction from a medical health officer to be liable for deportation
- 21 **Note** that publicity of any enforcement action taken will act as a strong deterrent for non-compliance more widely; however, an overall communications approach that is holistic and people-focused with welfare at its heart represents the most effective way to encourage and motivate people to comply
- 22 **Note** that if it becomes evident that there is widespread non-compliance among visitors (or other temporary visa types), Ministers could consider to exclude these groups from travelling to New Zealand (by designating them as Category 1A); however, traveller numbers are expected to decrease quickly and officials expect the focus of compliance activities to shift to people in New Zealand
- 23 **Note** that agencies will report back to CVD by 25 March 2020 on actions taken over the following week and further refinement to the compliance strategy

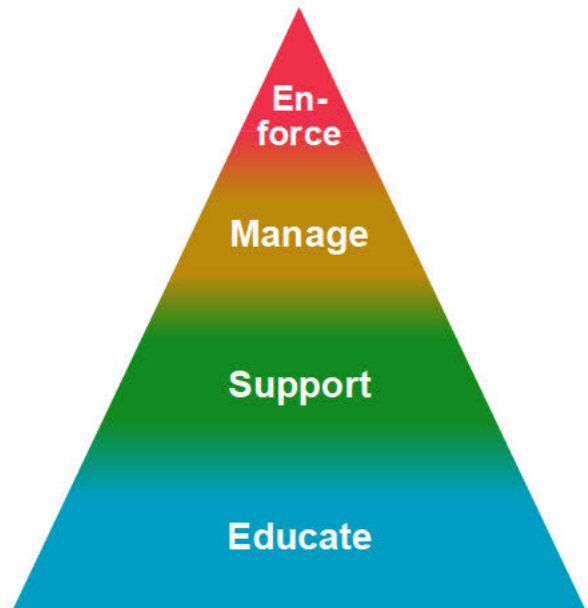
**Appendix One: Maximising compliance with self-isolation to slow the spread of COVID-19**

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# Maximising compliance with self-isolation to slow the spread of COVID-19

Actions being taken across Government

Overview	How we are educating about self-isolation	How we are supporting self-isolation	How we are managing isolation	How we are enforcing isolation
<p><b>Self-isolation is a critical tool to slow and stop the spread of COVID-19 in New Zealand.</b></p>  <p>Most New Zealanders want to comply with self-isolation, and will have the capacity to do so if informed. The state will <b>educate</b>, and do light-touch monitoring for compliance.</p> <p>Many people want to comply, but may need assistance. The state will provide <b>support</b>, bolstered by community assistance.</p> <p>Some want to comply, but are not able to do so (eg if they are homeless or otherwise vulnerable). The state will <b>manage</b> their isolation.</p> <p>Very few will choose not to comply even if they are able. The state will <b>enforce</b> quarantine or deport them.</p>	<ul style="list-style-type: none"> <li>Self-isolation guidance from Ministry of Health, linked to public education campaign</li> <li>Signed arrival card (including COVID-19 questions for health and immigration requirements), with airport signage and verbal warning from Customs Officers</li> <li>Registration and advice through Healthline (but with limited capacity)</li> <li>Spot checks to check in with and support people on people in self-isolation and escalate non-compliance; starting with 50 spot checks a day by Police</li> </ul>	<ul style="list-style-type: none"> <li>Financial support through welfare system (eg emergency grants)</li> <li>Further support being put in place: see parallel paper on welfare support</li> <li>0800 Government helpline (but with limited capacity)</li> <li>People can apply for COVID leave and business support (eg wage subsidies, leave payments)</li> <li>Limited temporary accommodation available, eg through MSD emergency accommodation</li> </ul>	<ul style="list-style-type: none"> <li>If sick, hospital isolation available</li> <li>Quarantine arrangements in place with hotels near entry ports, and used based on risk profiling at arrival (for asymptomatic visitors)</li> </ul>	<ul style="list-style-type: none"> <li>Public can notify non-compliance to contact centres (eg Crimestoppers)</li> <li>Police triage for support or enforcement</li> <li>Medical Officer of Health can require quarantine if they consider measures taken by a person are inadequate</li> <li>Police powers available to ensure compliance with quarantine direction (eg arrest)</li> <li>Breaching quarantine direction is an offence: penalty of up to six months' imprisonment or \$4,000 fine</li> <li>Temporary visa holders can be made liable for deportation and detention (with appeal period)</li> <li>Strong deterrence messaging with publicised, limited use of enforcement</li> </ul>
<b>In place within a week, based on work underway today</b>				
<ul style="list-style-type: none"> <li>Improve and further roll-out guidance and public education campaign</li> <li>Triage/risk assess when people register as self-isolating, and redirect them to appropriate path (eg manage or enforce)</li> <li>Scale up calls to people self-isolating to identify non-compliance or support needs</li> <li>Divert non-health Healthline calls to underutilised government or private sector contact centres</li> <li>Begin app development to relieve contact centre demand, with location functionality</li> <li>Create online self-assessment tool that tells people whether they need to self-isolate</li> </ul>	<ul style="list-style-type: none"> <li>Add capacity to 0800 Government helpline</li> <li>Contact made with community groups to plan for large-scale community support (eg CDEM-style model)</li> <li>Divert resources from other frontline functions to conduct home visits, with ongoing risk assessment to check if redirection to manage or enforce pathways is needed</li> <li>Identify individual and family/whānau support needs, and ensure these are met (eg through agencies/community groups)</li> <li>MBIE's Temporary Accommodation Service could be activated if a state of national or local emergency is declared</li> </ul>	<ul style="list-style-type: none"> <li>Identify isolation facilities for symptomatic visitors (small scale) and New Zealanders (large scale), including repurposed facilities</li> <li>Create plan for large-scale quarantine accommodation for asymptomatic New Zealanders who are high-risk and particularly vulnerable</li> <li>Identify isolation facilities in main centres (eg Whangaparaoa)</li> </ul>	<ul style="list-style-type: none"> <li>Increase capacity for and comms about non-compliance notification lines</li> <li>Triage function in place for notifications to identify highest risk to public health</li> <li>Identify quarantine and isolation facilities if quarantine direction is made but person cannot be quarantined at home</li> <li>Additional enforcement resources authorised by Medical Officer of Health to carry out quarantine directions</li> <li>New temporary entry class visa condition: visa holders must comply with directions of a Medical Officer of Health, or become liable for deportation (with 28-day appeal period)</li> </ul>	
<b>In place within a month, with a plan needed by next week</b>				
<ul style="list-style-type: none"> <li>Broad public education campaign with social/community focus</li> <li>Divert resources from other compliance functions (eg Labour Inspectors, Immigration Officers) to conduct spot checks</li> <li>Train wider government contact centres to scale up Healthline for health and non-health calls</li> <li>App launched and in use, pushing out updated guidance and providing alternate avenue to contact government services</li> </ul>	<ul style="list-style-type: none"> <li>Community support networks established, with potential for large-scale expansion</li> <li>Capacity ready for large scale-up of 0800 Government helpline and any other relevant contact centres</li> <li>Capacity ready to scale up welfare and social support if large-scale isolation necessary</li> </ul>	<ul style="list-style-type: none"> <li>Large-scale voluntary isolation needs to be available for symptomatic New Zealanders who cannot stay at home</li> <li>Large-scale quarantine needs to be available for asymptomatic people unable to do so at home (ie high-risk, vulnerable people)</li> </ul>	<ul style="list-style-type: none"> <li>Set up dedicated notification line for public to notify non-compliance, using resource from another agency, and divert such calls from Crimestoppers etc</li> <li>If there is widespread visitor non-compliance, option to include some/all countries within category 1A (ie may not travel to New Zealand) and refuse entry permission, noting there will be diminished risk of non-compliance as visitor numbers are reducing rapidly</li> </ul>	