



COVID-19 Chief Executives Board




# COVID-19 Response Weekly Report























18 March 2021

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# 1. Status Summary

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

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"> <li>Additional agreement with Pfizer for 8.5 million doses announced on Monday 8 March</li> <li>Discussions are underway regarding Pacific permissions and indemnities; a Cabinet paper is planned for April</li> </ul>
	Population definition and sequencing			MoH	<ul style="list-style-type: none"> <li>Sequencing framework agreed at Cabinet on Monday 8 March. Public facing information about the sequencing framework was released on 10 March and additional materials are planned for release this week</li> </ul>
	Distribution and inventory management			MoH	<ul style="list-style-type: none"> <li>The most recent delivery of Pfizer arrived on 16 March and is ready for distribution</li> <li>We continue to run dry-run distribution tests for new DHBs and sites as they come online</li> <li>Programme focus on developing processes and technology to scale to more sites</li> </ul>
	Health workforce			MoH	<ul style="list-style-type: none"> <li>Training is live and learning packages are being sent to vaccinators and administrators</li> <li>As at Wednesday 17 March (data as at 11.59pm 16 March), there are 1,126 available vaccinators and 356 vaccinators have been active in the programme</li> </ul>
	Provider engagement			MoH	<ul style="list-style-type: none"> <li>Daily engagement with DHBs continues, with regional 'account managers' in place to work through DHB service delivery and logistics plans for vaccinations</li> <li>Engaging with DHBs on service delivery models for Tiers 2 and 3 and general population</li> </ul>
	Registration, appointment and immunisation			MoH	<ul style="list-style-type: none"> <li>COVID-19 Immunisation Register (CIR) went live as of 16 February 2021 and is working well</li> <li>Latest updates to CIR went live on 9 March to enable GP notifications, features to support planning for distribution and additional fields for medical events.</li> </ul>
	Post event			MoH	<ul style="list-style-type: none"> <li>Work continues for long-term pharmacovigilance solution uplift as programme scales</li> </ul>
Elimination Strategy	Keep it out			MoH	<ul style="list-style-type: none"> <li>Workforce remains under significant pressure, work ongoing with DHBs to support</li> <li>Constant review required across border settings, as global context evolves</li> <li>Work underway to develop plans to support QFTZ</li> </ul>
	Prepare for it			MoH	<ul style="list-style-type: none"> <li>No barriers anticipated</li> <li>Reviews and scenario planning conducted to support continuous improvement</li> </ul>
	Stamp it out			MoH	<ul style="list-style-type: none"> <li>No barriers anticipated</li> <li>Technology program aligning to enhance contact tracing and support QFTZ</li> </ul>
	Manage the impact			MoH	<ul style="list-style-type: none"> <li>No barriers anticipated to broader programme</li> <li>Risks related to vaccine program outlined above</li> </ul>

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"> <li>The vaccination of the MIQ workforce continues to progress as expected</li> <li>There is still a large number of vaccination records not linked to an employer which means we are unable to determine the actual uptake across the MIQ workforce. We continue to work with MoH to help identify and link these people so we can ensure any remaining people are provided with the opportunity to book in</li> <li>Vaccination of workforce household close contacts has commenced</li> <li>More information is included in the report</li> </ul>
	MIQ security personnel transition to MBIE security workforce	●	●	MBIE MIQ	<ul style="list-style-type: none"> <li>As the transition to an MBIE security workforce continues against plan, reporting will shift to the body of the report by exception</li> </ul>
Operations	Capacity	●	●	MBIE MIQ	<ul style="list-style-type: none"> <li>As at 16 Mar 2021, we are projecting a peak usage of 4,440 rooms for the fortnight.</li> <li>More information on MIAS voucher release is included in the report</li> <li>Scheduled facility maintenance will reduce MIQ operational capacity over the next six months. More information included in the report</li> </ul>
	Install enhanced security technologies	●	●	MBIE MIQ	<ul style="list-style-type: none"> <li>24 of 32 sites are complete (representing 68% of room capacity) and installation at all remaining sites are in-flight (2 additional sites expected to be complete this week)</li> <li>Remaining sites are currently on track for completion in Mar 2021. However an issue was discovered at the Novotel Auckland Airport hotel with the existing cameras not being compatible with the new Milestone CCTV system. This could delay the completion date for this site</li> <li>There may be issues with sourcing equipment from overseas. The risk is being managed by our vendor, s9(2)(b)(ii)</li> </ul>
	Day 11/12 room restrictions	N/A	●	MBIE MIQ	<ul style="list-style-type: none"> <li>Day 11/12 room restrictions were lifted this week. No issues raised</li> <li>We will report by exception in future</li> </ul>
	Renewing contracts	●	●	MBIE MIQ	<ul style="list-style-type: none"> <li>Initial contract discussions held with all 32 hotel providers and all have received their formal contract extension notices</li> </ul>
Large Group Arrivals	Olympians/Paralympians	●	●	MBIE MIQ	<ul style="list-style-type: none"> <li>Sport NZ is seeking confirmation of allocation for players going offshore for qualifiers and the team returning from the Games. They may also seek training while in MIQ, which cannot be confirmed until closer to the arrival</li> <li>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</li> <li>The proposal was considered at the Border Exceptions Meeting on 17 Mar 2021. The Group deferred a decision until the next meeting so that more work can be done on sequencing and scaling.</li> </ul>

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"><li>• s7(b)(ii)</li><li>• This was addressed in a Cabinet paper considered by the Cabinet Social Wellbeing Committee this week and which will be discussed by Cabinet on Monday 22 March. Cabinet will also soon be considering next steps towards vaccine rollout across Polynesia</li><li>• Cook Islands Prime Minister Mark Brown will visit New Zealand next week, and his visit will provide an opportunity to discuss next steps towards commencement of two-way quarantine-free travel</li></ul>
	Niue travel bubble	●	●	MFAT	<ul style="list-style-type: none"><li>• One-way QFT from Niue to New Zealand will commence from Friday 19 March 2021, with the first flight expected on 24 March.</li><li>• s7(b)(ii)</li></ul>
	Trans Tasman travel bubble	●	●	MFAT	<ul style="list-style-type: none"><li>• A Cabinet paper was considered by the Cabinet Social Wellbeing Committee this week and will be discussed by Cabinet on Monday 22 March. It seeks Cabinet approval for officials to work towards commencing two-way QFT with Australia by 9 April through a unilateral decision by New Zealand and to complete the response framework for QFT with Australia</li></ul>

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## 2. Ministry of Health Weekly Report



### 2.1 Items to Note/Updates

#### 2.1.1 COVID-19 Vaccine and Immunisation Programme

##### **Phase 1 vaccine roll-out**

As at 17 March 2021, 26,646 people received their first dose of the vaccine and 515 people have received their second dose. Of those vaccinated, eleven percent are Māori, ten percent are Pacific, and 20 percent are Asian. Vaccinations took place over a total of 56 sites across Northern, Midland, Central and Southern district health boards (DHBs) since the start of the vaccine and immunisation programme.

There was continued effort in the week commencing 15 March 2021 to increase vaccination capacity in South Auckland to vaccinate border workers, their household contacts, and healthcare workers more quickly. Two additional large-scale vaccination centres will open in West and Central Auckland in the coming weeks.

##### **COVID-19 vaccination and immunisation programme team**

There was continued engagement with District Health Boards (DHBs) in the week commencing 15 March 2021 on the service delivery models that are required to support Phase 2 of the immunisation programme, including primary care settings and new community vaccination centres.

##### **Technology**

The second release of the COVID-19 Immunisation Register (CIR) went live on 9 March 2021, enabling general practitioner notifications, features to support planning for distribution, and additional fields for medical events. Future iterations of the CIR will include more customer facing features, so that people can access their personal information and vaccination status.

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

##### **Provision of vaccines to Polynesia**

Individual country planning is underway and a paper on the provision of COVID-19 vaccines to Polynesia is being prepared for April 2021. The paper will provide an update on country readiness for vaccine rollout, identify areas for further support from New Zealand, and seek direction on how the New Zealand Defence Force can support the rollout.

##### **Dose sharing and donations**

Officials are working with vaccine suppliers on an approach to donations to the Pacific and are also continuing discussions with Gavi on the possibility of donating doses to COVAX.

##### **Next steps**

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

## 2.2 Technical Advisory Group: Update

### COVID-19 Vaccine Technical Advisory Group Meeting

The COVID-19 Vaccine Technical Advisory Group (CVTAG) met on 9 March 2021 and agreed to amend its advice on immune checkpoint inhibitors to note that the previous advice of a precaution for patients on these medicines can now be removed.

CVTAG's advice was sought for an out of schedule topic on 12 March 2021. CVTAG provided advice on a briefing that went to the COVID-19 Vaccine and Immunisation Steering Group on 16 March 2021, in relation to the definitions of people with hypertension and obesity within the sequencing framework.

### Technical Advisory Group Meeting

The Technical Advisory Group (TAG) did not meet in the last week. As a result, there are no recommendations or advice to report on this week. TAG is next scheduled to meet on 19 March 2021.

The Ministry of Health will provide you with further updates in the next Weekly Report.

## 2.3 Recent Communications Issues and Activities

As at 15 March 2021

Date	Activity	Lead agency	Comms material	Ministerial involvement
20 Mar 21	Pullman review (independent report into transmission events at MIQ facility)	Health	Comms plan has been drafted Information about the review will be included in stand-up and routine press release FAQs have been provided Report will be published to Ministry of Business, Innovation and Employment and Ministry of Health websites	Yes
Timing TBC (initially scheduled for 16 Mar 21)	Stakeholder communications to border sector in support of upcoming improvements to the COVID-19 Public Health Response (Required Testing) Order	Health	Key messages – about these specific changes and general key messages about testing orders Heads-up advance notice to DHBs / public health units (PHUs) Letter to DHBs/PHUs Letter to border Chief Executives Messages for workers (for the border companies to disseminate) Website edits Media/Minister back pocket talking points	Reactive only

## 3. Managed Isolation and Quarantine Weekly Report



### 3.1 Top Items to Note

#### 3.1.1 Vaccinations update

- MIQ RIQ Leads continue to work closely with DHBs on logistics as the rollout progresses to ensure our workforce are receiving booking invites and are available to attend.
- We received excellent feedback from MIQ workers regarding the additional webinars that have been arranged and supported by health experts to encourage uptake. The first of these has been recorded and has been made available to employers across the border sector.
- 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 this week for MIQ workers. The vaccination of workforce close contacts has commenced as well. Ministry of Health has the lead.
- MBIE Employment Relations will undertake a consultation process with senior union leads on the proposed approach with staff who are unable, or choose not, to be vaccinated - MBIE MIQ will share the approach with Private Sector Partners for feedback.
- The pack for employers to provide guidance on managing their relations with staff is under final review, with release planned for later this week.

#### 3.1.2 Capacity update

##### **Pullman update**

- The Pullman was partially populated (96 returnees in 75 rooms) this week and will remain at no more than 50% capacity until the remedial work is complete.
- There are no issues to report.
- The ventilation remedial plan is on track. The plan has a completion date of 6 to 8 weeks.
- We are managing the loss in capacity between our operational and contingency stock.
- Further reporting on the Pullman will be provided by exception.

##### **Scheduled facility maintenance will reduce MIQ operational capacity over the next six months**

- Twelve properties, which we use as managed isolation and quarantine facilities (7 in Auckland, 2 in Hamilton, 1 in Rotorua and 2 in Christchurch), have been in continuous use for periods between six to eleven months and are now due or overdue for routine building maintenance and compliance checks. Over the next six months, as part of a rolling maintenance schedule, these facilities will each be taken offline for a period (either partially or fully) to enable the property owner or management group to carry out needed repairs, including building warrant of fitness work.
- The maintenance programme will begin in Apr 2021 and conclude by late Sep 2021. While it is being implemented a small reduction in MIQ operational capacity will result. The actual reduction will vary depending on the size of the facilities being taken offline at any point in time, but on average the reduction will equate to approximately 217 fewer rooms per fortnight to allocate.



- Scheduled maintenance considerations have already been factored into the most recent MIAS voucher releases for Apr, May, Jun and Jul 2021. Over the next 6 months, the average total number of rooms available in MIAS will reduce to 4,280 per cycle.
- The scheduled maintenance plan includes two quarantine facilities, Jet Park Auckland Airport and the Sudima, Christchurch. To minimise the impact on our quarantine capacity, Jet Park will only be taken off-line one accommodation block at a time, while in Christchurch a contingency plan for the Sudima outage will be developed, using other facilities which have a dual purpose.
- The maintenance programme does not take into account any work that might need to be undertaken as a result of the current Ventilation Review and where possible this work will be conducted concurrently. Following the outcome of the review more facilities may need to be added to the schedule at a later date. A maintenance programme for the period Sept 21 – Mar 22 will also need to be developed in due course.

#### 3.1.3 Voucher release

- During the period 5-15 Mar 2021, 17,170 vouchers were released in MIAS for the period of Apr 2021 through to end Jul 2021.
- A total of 37,000 returnees booked 20,000 rooms to travel for this period. Room ratio is 1.84 returnees per room.
- Returnees from over 170 countries successfully secured a voucher to travel during this period.
- Further top-ups for Jun and Jul 2021 are underway.

#### 3.1.4 Worksafe Engagement

- Deputy Secretary MIQ, Megan Main, and GM Service Quality and Assurance, Shayne Gray, recently met with the CE Worksafe, Phil Parkes, to discuss general matters related to MIQ worker safety.
- It was a positive meeting with an agreement to continue to meet on a regular basis.

#### 3.1.5 Auckland International Airport

- In preparation for potential quarantine free travel, Auckland International Airport have been trialling an inbound passenger/baggage processing system utilising relocated facility infrastructure and an off-site remote baggage facility (RBF).
- Numerous trials have been conducted thus far. MBIE and MoH have raised concerns around dwell times in buses and processing passenger baggage.
- Process development is on-going across agencies (i.e. Customs, MPI, MBIE) to reduce the extended processing time down to a mutually acceptable level.
- Further discussions with all agencies involved will be held on Friday and next week.

### 3.2 Policy Update

#### **Legislative Authority for Information Sharing (Legally privileged)**

MBIE MIQ and MBIE Immigration New Zealand (INZ) are working with Customs to develop a proposal to include legislative provision for information sharing across select COVID-19 agencies in the COVID-19 Public Health Response Act 2020, to provide a more sound legal footing for sharing information for the purposes of administering the COVID-19 border control and managed isolation systems, and for administering the MIQ charging regime. In developing the advice we are engaging closely with the

Crown Law Office, other agencies, particularly the Ministry of Health and the Ministry of Justice, and the Office of the Privacy Commissioner.

s9(2)(h)

We are continuing to work with Crown Law, the Ministry of Justice, the Chief Government Privacy Officer and the Privacy Commissioner to clarify the extent of these legal risks and alternatives to resolving them, and will incorporate the outcome of these discussions into your upcoming briefing.

### 3.3 Large Group Arrivals Update

*Summary of approved group arrivals as at 16 Mar 2021*

Group	Date of Arrival	Pax Numbers	Comments
Cricket - Australian Women's	13 Mar 2021	28	Training exemption approved. Team arrived 13 Mar 2021 via international charter flight direct into Christchurch.
Refugees quota re-start - Cohort 1B	16 - 20 Mar 2021	44	35 pax scheduled to arrive on 16 Mar 2021. An additional 9 pax are scheduled to arrive on 20 Mar 2021. Cohort to absorb additional 9 pax as emergency cases, accounting for delays from previous cohort.
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 last group of RSE workers will exit MIQ on 20 Mar 2021. No positive COVID-19 test results received. A total of 2,011 of 2,000 projected RSE workers have entered New Zealand for this project. RSE workers by country of origin: 1,166 from Vanuatu, 775 from Samoa, and 70 from Fiji. The total MIQ places utilised to facilitate entry of 2,011 workers equated to 2,025 MIAS vouchers. This total includes rooms unable to be re-allocated due to cancellation/no-show travellers on the day. Death of an RSE worker, understood not to be COVID-19 related, is under coronial investigation.

## Refugees

Cohort 1A departed from MIQ this week. No positive COVID-19 test results received. They were reported as being extremely grateful to be in New Zealand. Experiences from Cohort 1A used to inform operations and interpreter support required for subsequent cohorts.

## Tokyo 2020 Summer Olympic and Paralympic Games

Packages of necessary pre-Games qualification and competition, and overall post-Games delegation returns requiring MIQ places were submitted by Sport New Zealand into the border exemption Senior Officials and Ministerial group process on 8 Mar 2021. Refined at the request of the Minister for Sport and Recreation, the travel results in an expected delegation of 500-600 returning from the Olympics in August, and of 100 from the Paralympics in September. Options are also being explored to develop a phased approach to delegations returns from Japan, including potentially holding athletes in Japan after the Games to support this.

While packages have been submitted, COVID-19 continues to have a significant impact on pre-Games travel, lowering expected MIQ demand. As an example of this, of the 41 athletes needing to enter MIQ in March and April approved for urgent group allocation (Briefing 2021-2573 refers), 19 were ultimately submitted for allocation due to several event cancellations by international sporting federations (in addition some athletes secured places through the latest public release of MIAS vouchers).

### 3.4 Upcoming Communications Issues and Activities

As at 16 Mar 2021

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
Mar 2021	Pullman report	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
16 Mar 2021	Jet Park second vaccine, Brigadier Bliss second vaccine	MIQ/MoH	2pm PR and visuals	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
25 Mar 2021	MIQ Fee increase implemented from 25 Mar 2021	MIQ/Ministry of Education	Proactive communications and engagement	N
1 Apr 2021	Emergency Allocation changes - TBC	MIQ	Proactive communications and engagement	N
TBC	MIQ Senior Leaders Forum	MIQ		Y

### 3.5 Fees

#### 3.5.1 Invoicing

- The table below shows the number of invoices issued up to 14 Mar 2021. These relate to people who arrived in managed isolation up to 28 Feb 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
<b>Groups</b>	2,838	35	0	2	33	14	\$5,614,372	19	0
<b>Maritime</b>	1,051	217	0	0	217	124	\$513,867	82	11
<b>Aircrew</b>	1,991	157	0	70	87	34	\$283,067	49	4
<b>All other arrivals</b>	28,110	21,314	2,669	9,784	8,861	3,740	\$12,273,007	4,288	833
<b>Total</b>	<b>33,990</b>	<b>21,723</b>	<b>2,669</b>	<b>9,856</b>	<b>9,198</b>	<b>3,912</b>	<b>\$18,684,313</b>	<b>4,438</b>	<b>848</b>

#### 3.5.2 Waivers

- The table below breaks down the waiver application information between 11 Aug 2020 and 14 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
<b>Total</b>	<b>4,798</b>	<b>272</b>	<b>4,526</b>	<b>546</b>	<b>3,980</b>	<b>74</b>	<b>3,512</b>	<b>472</b>	<b>468</b>

### 3.6 Emergency Allocation Applications

- 2,957 applications have been processed since 30 Oct 2020.
- 186 applications were received in the week ending 14 Mar 2021 and 150 applications were processed.

- From the applications processed in the week ending 14 Mar 2021, 83% of the applications were approved.

Emergency Allocation Applications	Weekly Totals 8 Mar 2021 to 14 Mar 2021	Year to Date Totals 30 Oct 2020 to 14 Mar 2021
Approved	125	1,575
Declined	25	1,382
Applications processed*	150	2,957

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

<b>Total Rooms Approved</b>	<b>132</b>
Rooms Allocated in MIAS	109
Cancelled by the applicant	2
Awaiting flight details or MIAS registrations from the applicants to complete the room allocation process	21

### 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 14 Mar 2021.

Chart 1: 65% 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 Dec 2020 to 14 Mar 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

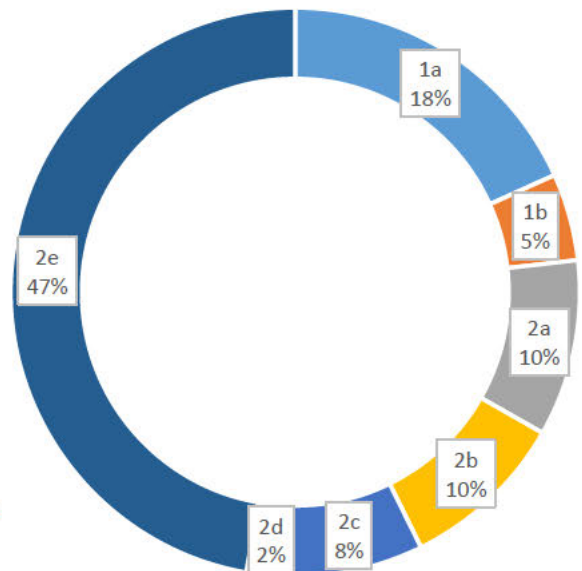


Chart 2: Category 2e and 1a continue to be the most prevalent for applications and approvals.



### 3.7 Resolutions Update

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

Week	Received	Awaiting more information	Processing	Unassigned	Resolved
<b>9 Mar 2021 – 15 Mar 2021</b>					
Complaints	135	36	25	0	168
Improvements	0	0	0	0	0
Compliments	4	0	0	0	4
<b>Total</b>	<b>139</b>	<b>36</b>	<b>25</b>	<b>0</b>	<b>172</b>

- Average number of complaints received each week since the start of MIQ is 115. For the last 4 weeks the average is 163 per week.
- This week we have received 135 new complaints and have resolved 168 complaints. 50% (67 out of 135) of these complaints were regarding MIAS/vouchers/special allocations. Complaints about MIAS decreased this week with the release and availability of vouchers.

## 4. COVID-19 Chief Executives Board Update

### 4.1 Key Issues Being Considered by the COVID-19 Chief Executives Board

#### COVID-19 Chief Executives Board meeting

- At its meeting on 16 March 2021, the COVID-19 Chief Executives Board considered:
  - COVID-19 System Assurance Framework – Matrix
  - COVID-19 Independent Continuous Review, Improvement and Advice Group
  - Vaccination Programme update
    - Programme implementation update
    - Public Communications update
    - Vaccine Programme system integration update
  - Elimination strategy work programme update
  - Communication Strategy Update

The COVID-19 Chief Executives Board is next scheduled to convene on 30 March 2021.

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## 5. Border Executive Board Report



### 5.1 Key Issues Being Considered by the Executive Board

#### Border Executive Board meeting

- At its meeting on 11 March 2021, the Border Executive Board considered:
  - Update on the vaccine rollout to border workers, noting positive uptake with three quarters of the required staff having received their first round of vaccination.
  - Reconnection with the world:
    - Strategic approach to the 'Keep it out' pillar
    - The Ministry of Transport provided an update on the Travel Health Pass work programme.
  - Delivering a digital border. Themes within this are:
    - Targeting and profiling
    - Leveraging real time tomography (RTT) x-ray capability
    - Digital declaration.

The Border Executive Board is next scheduled to convene on 18 March 2021.

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## 6. New Zealand Customs Service Weekly Report



### 6.1 Items to Note/Updates

#### Pre-Departure Testing

- For the period 8 Mar 2021 to 14 Mar 2021, one warning was issued:
  - 10 Mar – Passenger warned as no test type shown on PDT Certificate.

#### Passengers

	Date	8 Mar	9 Mar	10 Mar	11 Mar	12 Mar	13 Mar	14 Mar	Week Total	%
	Total Passengers	351	360	292	480	357	389	422	2651	
	Passengers subject to PDT	259	196	119	296	241	194	237	1542	58.2%
Primary Actions (Passport Control)	Test Certificate Verified	241	181	111	284	225	178	207	1427	92.5%
	Exemption Verified	10	4	4	8	11	10	5	52	3.4%
	Referred to Secondary Area	8	11	4	4	5	6	25	63	4.1%
Secondary Area Actions	Compliant	8	11	3	4	5	6	25	62	98.5%
	Warned	0	0	1	0	0	0	0	1	1.5%
	Infringement	0	0	0	0	0	0	0	0	0
	Prosecution	0	0	0	0	0	0	0	0	0

#### Crew:

	Date	8 Mar	9 Mar	10 Mar	11 Mar	12 Mar	13 Mar	14 Mar	Week Total	%
	Total Crew	92	130	106	150	127	143	92	840	
	Crew subject to PDT	36	63	51	51	47	57	19	324	38.6%
Primary Actions (Passport Control)	Test Certificate Verified	36	63	51	51	47	57	19	324	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

Advice received by the Minister for COVID-19 Response is available through the following links: [covid19.govt.nz/alert-levels-and-updates/proactive-releases/](https://covid19.govt.nz/alert-levels-and-updates/proactive-releases/) and [www.health.govt.nz/about-ministry/information-releases/advice-provided-ministers](https://www.health.govt.nz/about-ministry/information-releases/advice-provided-ministers)

## 10. Official Information Act Requests

### 10.1 Ministry of Health

Date due	Requestor	OIA Request	Status
16-Mar-21	s9(2)	Information about recent changes to WHO criteria for the PCR testing, and copies of any analysis and actions in response. Information about PCR testing methodology. Copies of information given to PCR test recipients Copies of protocol used for testing the Papatoetoe family of three who recently tested positive, their results, and all your email and other correspondence and advice received about options for managing these cases	In progress
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	In progress
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

### 10.2 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	Under review

Date due	Requestor	OIA Request	Status
14 Dec 20	s9(2)(a)	Correspondence with INZ re applications by athlete/sporting organisations	Under review
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	Minister's office
9 Mar 21	s9(2)(a)	Copy of application made by Stamford Plaza hotel to be MIQ facility	Decision on request sent
10 Mar 21	s9(2)(a)	Numbers of nurses, doctors and immigration staff working at MIQ facilities	Minister's office
11 Mar 21	s9(2)(a)	Identity of certain NZDF staff at an MIQ facility	Scoping
11 Mar 21	s9(2)(a)	Information on the 'Who's on Location' MIQ System	Minister's office
12 Mar 21	s9(2)(a)	How many complaints about MIAS system to MIQ	Under review
12 Mar 21	s9(2)(a)	Returning citizens that are seafarers 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
16 Mar 21	s9(2)(a)	MP Menendez-March's application for MIQ and his partners visa application	Gathering information
17 Mar 21	s9(2)	Decision makers decisions on complaint CAF-002761-G1C1	Drafting
17 Mar 21	s9(2)(a)	Report describing the required modifications to the Pullman building	Scoping
18 Mar 21	s9(2)(a)	What qualifies for 'Seriously ill' & Waiver assessment & checklist form	Gathering information
18 Mar 21	s9(2)(a)	Family and domestic violence incidents that has occurred at MIQ	Gathering information
18 Mar 21	s9(2)(a)	Process that guides the allocation of MIQ hotels to particular flights	Minister's office
18 Mar 21	s9(2)(a)	Reasons why Ms Lucinda Baulch is being unlawfully detained at MIQ	Gathering information
18 Mar 21	s9(2)(a)	Subsequent advice from meetings with iwi about MIQ facilities	Gathering information

Date due	Requestor	OIA Request	Status
19 Mar 21	s9(2)(a)	How many stayed in NZ MIQ & now in system w/ Aussie passports or are aussie	Gathering information
19 Mar 21	s9(2)(a)	Transcript of 7/01/21 Grand Millenium incident & corr etc ricardo march MIQ	Gathering information
19 Mar 21	s9(	How many people entered MIQ and have not been released back into society	Gathering information
19 Mar 21	s9(2)(a)	Recent audit of Bay Plaza Hotel for Fitness of Purpose for use as MIQ	New item
22 Mar 21	s9(2)(a)	Confirmation letter of son's MIQ dates/hotel & destination once departed	Gathering information
22 Mar 21	s9(2)(a)	Request for data and figures for no. of people working in MIQ facilities	Drafting
23 Mar 21	s9(2)(a)	Cost of keeping Aussie woman in MIQ for 28 days due to refusal of test	Gathering information
23 Mar 21	s9(2)(a)	MIQ info re extended stays due to refused test	Scoping
23 Mar 21	s9(2)(a)	Breakdown of MIQ paid vs not paid & comparison of cost vs. money collected	Gathering information
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
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

Date due	Requestor	OIA Request	Status
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	New item
30 Mar 21	s	A price breakdown of all services involved in the \$5520 fee for border MIQ	Gathering information
30 Mar 21	s9(2)(a)	Number of workers currently under contract working in MIQ	Drafting
30 Mar 21	s9(2)(a)	Risk management programme for each and every premis used for MIQ	New item
30 Mar 21	s9(2)(a)	Pullman report: Govts plan to avoid hiding evidence of fixable problems	New item
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)(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	Gathering information
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	Scoping
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?	New item
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

Date due	Requestor	OIA Request	Status
8 Apr 21	s9(2)(a)	Info RE establishing purpose-built quarantine facility in New Zealand	Scoping
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	Scoping
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	Scoping
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 progrms from booking vouchers for other ppl	Scoping
12 Apr 21	s9(2)(a)	Info between the wiggles an event managers for entering MIQ	Under review
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)	<b>Request for no. of overseas scanners that arrived in 2020</b>	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
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
11 May 21	s9(2)(a)	Info relating to the MIQ Allocation System	Gathering information

Date due	Requestor	OIA Request	Status
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

### 10.3 COVID-19 Group

Date due	Requestor	OIA Request	Status
16/03/2021	s9(2)	Information regarding 'super-strains' of the COVID-19 virus since November 1, 2020 and the date of this request.	With Minister
19/03/2021	s9(2)	Information relating to the number, cost and salary banding of communications staff, as well as the number of staff involved in processing OIA requests.	QA
19/03/2021	s9(	Information relating to the decision to allow consumption of food and beverage on public transport despite compulsory mask usage.	Drafting
19/03/2021	Bishop	Information relating to predeparture and day-zero/one testing.	Sign Out
23/03/2021	s9(	Information relating to development of the Government's COVID-19 strategy.	Drafting
23/03/2021	s9(	Advice and reports concerning the possibility of undetected community transmission of Covid-19 in New Zealand since February 2020.	Scoping
26/03/2021	s9(	Evidence that lockdown measures save lives.	Drafting
29/03/2021	s9(2)	Documentation pertaining to the COVID-19 response and recovery efforts that your organisation has been involved in, in 2020.	Drafting
29/03/2021	s9(	Documentation relating to the funding of a public communications strategy for COVID-19 vaccinations.	Closed
8/04/2021	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
9/04/2021	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
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

### 10.4 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"><li>• a copy of the Border Executive Board's Terms of Reference</li><li>• a copy of the Venter Consulting report: "Review of COVID-19 Border Measures – Tranche One (Aviation)"</li><li>• 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".</li></ul>	Extended
8 Mar 21	s9(2)(a)	Requests the following: <ul style="list-style-type: none"><li>• various questions regarding the number of private yachts and small craft arriving in New Zealand since the Maritime Border Order (No 2) came into effect</li><li>• all communications between Customs and the company Xerra Earth Observation Institute since the beginning of October 2020.</li></ul>	Extended

Proactively Released