



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



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



BORDER EXECUTIVE BOARD



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



COVID-19 Response Weekly Report

03 September 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

Border

Agency	Last Week	This Week	Agency Comment
Two-way QFT with Australia	Testing and vaccination of border workforce	→	<p>MoH</p> <p>Border Worker Testing Register</p> <ul style="list-style-type: none"> As at 1 September 2021, there are 257 Persons Conducting a Business or Undertaking (PCBU) covering 12,868 active workers in the BWTR, 2 more than last week. 6,054 of the active workers are listed as working in MIQF facilities and 6,814 at the air or maritime borders. Of these, 93% have been compliant in meeting their mandatory testing requirements. Of the border workers currently active in the BWTR: <ul style="list-style-type: none"> 88 percent have had two doses of the COVID-19 vaccine 6 percent have had one dose of the COVID-19 vaccine The remaining 7 percent represent workers in the BWTR who have not been vaccinated yet or have not been matched to their vaccination record due to the absence of NHI-matching in the CIR. <p>All border worker monitoring and compliance activity continues as usual during Alert Level 4.</p> <p>Border Worker Saliva Testing National Rollout</p> <ul style="list-style-type: none"> As of 1 September 2021: <ul style="list-style-type: none"> 793 border workers have opted into saliva testing, this is up from 688 last week. 542 of these workers are now undertaking saliva testing, 98% are compliant in meeting their testing requirements of which 63 work in MIQFs and 479 work at the Air or Maritime Borders. 90 percent are compliant with testing requirements (92 percent for MIQFs and 91 percent for Air/Maritime). The five overdue workers in MIQFs are all one day overdue. 60 collection points at 25 sites are in place for saliva testing. 257 border worker saliva test results have been reported by Asia Pacific Healthcare Group (APHG). Sites that have been set up, and have border workers undertaking saliva testing, can continue to do so under Alert Level 4. <p>The Ministry of Health continues to engage with ports and key stakeholders across the country to gain feedback and help inform and refine how we progress rollout.</p>
			<p>MBIE</p> <p>Staff Testing</p> <ul style="list-style-type: none"> Compliance reporting is at 99%, (the same as the previous week), for staff who worked in the week of 23-29 August 2021. 1 percent of workers (65), on site in the week of 23-29 August 2021 are showing in the BWTR as overdue. The Workforce Testing and Vaccination team will be following up with those workers. <p>Vaccinations</p> <ul style="list-style-type: none"> The BWTR shows, of the workforce on site for the week of 23-29 August 2021, 95.8 percent have had two doses of the vaccine, 2 percent had one dose and 2.2 percent have vaccination status 'unknown'. Vaccination assurance follow-ups for those with an 'unknown' status in BWTR in the previous week did not find any incidents of breaches of the vaccination order. However, one breach was identified on the ground. One unvaccinated contractor was incorrectly allowed on site at the Four Points facility on 26 August 2021, to fix a hotel printer. There were no returnees at the hotel at that time, and the contractor was instructed to wear an N95 mask, maintain 2 metres social distancing at all times, hand sanitise and move directly to and from the printer. Staff involved have been reminded of the correct protocols for exceptions for unvaccinated workers coming on site. There were no vaccine exemptions granted this week.
			<p>MBIE</p> <p>Saliva Testing</p> <ul style="list-style-type: none"> Saliva testing is currently operational at Wellington, Rotorua and Hamilton facilities and in Jet Park Auckland. Workers in these facilities have been invited to opt-into the saliva testing regime. Saliva testing is being rolled out at Christchurch facilities from next week. Saliva testing for the two newly established quarantine facilities in Auckland has been prioritised to commence next week.
			<p>MoH</p> <ul style="list-style-type: none"> On 31 August 2021, the Commonwealth Chief Medical Officer extended the pause of green zone flights from New Zealand until 7 September 2021. The DPMC led review on the suspension with Australia has been placed on hold until mid-September whilst responding to the domestic community cases.

Border (Continued)

	Agency	Last Week	This Week	Agency Comment
Two-way QFT Niue	MoH	●	●	<ul style="list-style-type: none"> Flights from New Zealand to Niue remain suspended. s6(a) In the meantime, the Ministry of Health continues to work closely with Niue Health on further readiness work, s6(b)(i)
	MFAT	●	●	<ul style="list-style-type: none"> s6(a) Officials are preparing advice for the Minister for COVID-19 on next steps, s6(a)
Reopening new travel pathways - Pacific Islands	MoH	●	●	<ul style="list-style-type: none"> In response to the community transmission in New Zealand, QFT from New Zealand to the Cook Islands is currently paused until 16 September 2021, with a decision on when it can resume, and under what conditions, still to come. As part of their low tolerance for risk and surveillance approach, the Cook Islands implemented testing of all persons who arrived from New Zealand since 2 August 2021, and retesting of arrivals from 15 and 16 August. As of 23 August 2021, two families were isolating at MIQ after being identified as having visited a location of interest in New Zealand. They were required to remain in isolation until 26 August and 29 August, respectively, based on their exposure dates. Travellers continue to return home with clear communications of the QFT eligibility criteria (must not have been at a location of interest, symptomatic or are awaiting results of a test). As at 31 August, it was estimated that there are 454 travellers remaining in the Cook Islands.
	MFAT	●	●	<ul style="list-style-type: none"> On Wednesday 1 September, the Cabinet Business Committee (CBC) agreed in principle to commence limited one-way quarantine-free travel (QFT) from Vanuatu from 4 October and from Samoa and Tonga from 12 October. This agreement is subject to Cabinet being satisfied that conditions are met by each country and additional health measures in place, being pre-travel vaccination with at least one dose, self-isolation, and testing on days 0 and 5. These QFT initiatives will take a staged approach beginning with a trial of entry for Recognised Seasonal Employer (RSE) workers only from these three countries. A review will be done after one month to consider expansion to other eligible travellers, including from Tokelau. CBC also approved arrangement texts on QFT to New Zealand from Vanuatu and Tonga and agreed to changes to RSE policy settings. s6(a)

Proactively Released

Managed Isolation and Quarantine and Return to the Community

	Agency	Last Week	This Week	Agency Comment
Transmission Prevention	MBIE	●	●	<p><i>Ventilation Systems</i></p> <ul style="list-style-type: none"> The ventilation remediation work has been completed for three facilities. Final signoff is being progressed for one site, three are nearing completion, and 18 more are underway. The ventilation upgrade programme is aiming for completion around the end of 2021, or early 2022. Ventilation remediation work continues with urgency for the remaining facilities. We continue to work with the remaining seven facilities to obtain their ventilation remediation proposals, noting that of these five have already commenced / completed their remediation work, and provided partial or complete retest results. Therefore, we may not get remediation plans from some of those facilities. Remediation work for Grand Mercure (Wellington) is on track to be complete in early-October 2021. Remediation work has now been completed for IBIS Rotorua, Jet Park Hamilton and Holiday Inn. The retest results are being analysed to confirm that MIQ-preferred ventilation conditions have been reached. Last week, the VRAG accepted that the final test results for Jet Park Auckland confirmed that MIQ preferred conditions had been met, and endorsed obtaining final completion signoff for the facility.
	MBIE	●	●	<p><i>Renewing Contracts</i></p> <ul style="list-style-type: none"> Extended terms and conditions have been agreed with 28 facilities. We are still working through the final commercial rates with Jet Park Auckland and Jet Park Hamilton, and some minor clause definitions with Four Points Sheraton. Final dates need to be agreed with Bay Plaza Wellington. We now have signed the legal contract for 26 facilities, with a further one contract currently out for signing. Two are with our legal team for preparation (please note this includes the Ramada extension, signed to cover the pause on QFT). This indicator will remain amber while we finalise the extended terms and conditions with hotels. With the suspension of QFT with Australia, we are retaining the Ramada on standby until 30 September, and then on a rolling monthly basis thereafter.
Place and conditions of stay	MBIE	●	●	<p><i>Fees Collection</i></p> <ul style="list-style-type: none"> Testing of the new backlog solution has been completed, and is in production. We plan to go live on 7 September 2021, starting slowly, to provide an opportunity to iron out any issues identified, before ramping up at a later date. We have had to slow invoicing until we update the system. Ongoing invoicing has slowed over the past fortnight awaiting a system upgrade (release 8), which will include incorporation of critical worker and critical health worker data (currently identified manually). With the backlog solution built, work on the upgrade has commenced. There will be an increase seen this week and next week as some invoices were put through last week with manual identification of critical worker and critical health workers. The credit card payment solution has been delayed. We are currently investigating whether the MIQ website or customer portal could be used to allow credit card payments. <p><i>Debt Recovery</i></p> <ul style="list-style-type: none"> A further 39 overdue invoices worth \$116,000 were sent to Credit Consultants last week. Of the now 279 invoices worth \$877,000 sent to a debt collection agency, \$71,000 (up \$9,000) has been paid (or will be paid through instalment), \$57,000 (up \$10,000) is currently being disputed by customers or has been credited due to an error, and a further \$210,000 requires more detailed tracing, and the remaining debt continues to be a work in progress. The debt management team has been confirmed and announced. Work will now progress to implement ongoing improvement to the systems and process of debt management. The new 30-day payment terms are now in effect and invoices from 4 September will be required to be paid in 30 days. The new debt management process has been drafted and will be sent to the MIQ Steering group for endorsement. This indicator will remain amber while we work through the backlog of invoices, and we continue to make progress on debt recovery.
	MBIE	●	●	<p><i>P2/N95 Mask Implementation</i></p> <ul style="list-style-type: none"> Despite current unprecedented demand for PPE, and freight delays, MIQ and MoH have successfully worked to make P2/N95 masks available to all non-health workers operating in returnee-facing zones in MIQFs across the network from the start of this week (as scheduled). Use of the masks is voluntary but strongly recommended during an interim period, while MBIE completes consultation with employers and unions. Consultation with employers and unions started on 30 August 2021 for a period of two weeks, after which MBIE will make a final decision as to whether use of P2/N95s will become mandatory in the long term. Workers will initially be fit checked only, as we do not yet have the technology in place to undertake fit testing of workers. Wearing a fit checked P2/N95 still provides workers with a significantly higher level of protection against airborne transmission compared to medical masks. <p>We continue to work towards implementation of fit testing of workers from October 2021.</p>
Post-managed isolation processes	MBIE	●	●	<p><i>P2/N95 Mask Implementation</i></p> <ul style="list-style-type: none"> Despite current unprecedented demand for PPE, and freight delays, MIQ and MoH have successfully worked to make P2/N95 masks available to all non-health workers operating in returnee-facing zones in MIQFs across the network from the start of this week (as scheduled). Use of the masks is voluntary but strongly recommended during an interim period, while MBIE completes consultation with employers and unions. Consultation with employers and unions started on 30 August 2021 for a period of two weeks, after which MBIE will make a final decision as to whether use of P2/N95s will become mandatory in the long term. Workers will initially be fit checked only, as we do not yet have the technology in place to undertake fit testing of workers. Wearing a fit checked P2/N95 still provides workers with a significantly higher level of protection against airborne transmission compared to medical masks. <p>We continue to work towards implementation of fit testing of workers from October 2021.</p>

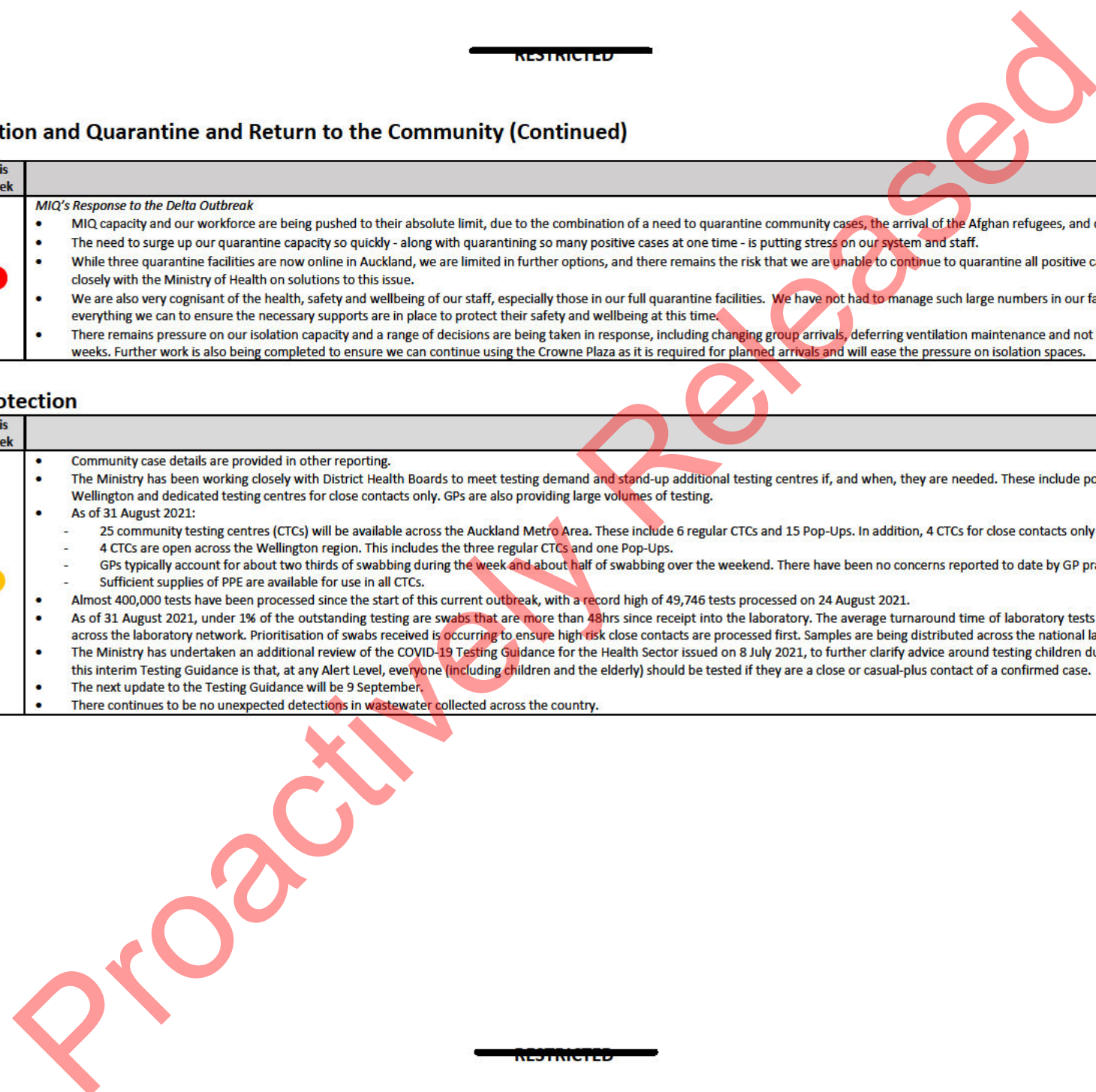
Managed Isolation and Quarantine and Return to the Community (Continued)

Agency	Last Week	This Week	
MBIE		●	<p><i>MIQ's Response to the Delta Outbreak</i></p> <ul style="list-style-type: none"> • MIQ capacity and our workforce are being pushed to their absolute limit, due to the combination of a need to quarantine community cases, the arrival of the Afghan refugees, and ongoing border arrivals. • The need to surge up our quarantine capacity so quickly - along with quarantining so many positive cases at one time - is putting stress on our system and staff. • While three quarantine facilities are now online in Auckland, we are limited in further options, and there remains the risk that we are unable to continue to quarantine all positive cases in our facilities. We are working closely with the Ministry of Health on solutions to this issue. • We are also very cognisant of the health, safety and wellbeing of our staff, especially those in our full quarantine facilities. We have not had to manage such large numbers in our facilities before and are doing everything we can to ensure the necessary supports are in place to protect their safety and wellbeing at this time. • There remains pressure on our isolation capacity and a range of decisions are being taken in response, including changing group arrivals, deferring ventilation maintenance and not releasing vouchers for the coming weeks. Further work is also being completed to ensure we can continue using the Crowne Plaza as it is required for planned arrivals and will ease the pressure on isolation spaces.

Community Protection

Agency	Last Week	This Week	
MoH	●	●	<p>Community case details are provided in other reporting.</p> <ul style="list-style-type: none"> • The Ministry has been working closely with District Health Boards to meet testing demand and stand-up additional testing centres if, and when, they are needed. These include pop-up centres in Auckland, Waikato and Wellington and dedicated testing centres for close contacts only. GPs are also providing large volumes of testing. • As of 31 August 2021: <ul style="list-style-type: none"> - 25 community testing centres (CTCs) will be available across the Auckland Metro Area. These include 6 regular CTCs and 15 Pop-Ups. In addition, 4 CTCs for close contacts only are in operation. - 4 CTCs are open across the Wellington region. This includes the three regular CTCs and one Pop-Ups. - GPs typically account for about two thirds of swabbing during the week and about half of swabbing over the weekend. There have been no concerns reported to date by GP practices regarding swabbing capacity. - Sufficient supplies of PPE are available for use in all CTCs. • Almost 400,000 tests have been processed since the start of this current outbreak, with a record high of 49,746 tests processed on 24 August 2021. • As of 31 August 2021, under 1% of the outstanding testing are swabs that are more than 48hrs since receipt into the laboratory. The average turnaround time of laboratory tests completed on 30 August was 14 hours across the laboratory network. Prioritisation of swabs received is occurring to ensure high risk close contacts are processed first. Samples are being distributed across the national labs network as needed. • The Ministry has undertaken an additional review of the COVID-19 Testing Guidance for the Health Sector issued on 8 July 2021, to further clarify advice around testing children during an outbreak. The major change to this interim Testing Guidance is that, at any Alert Level, everyone (including children and the elderly) should be tested if they are a close or casual-plus contact of a confirmed case. • The next update to the Testing Guidance will be 9 September. • There continues to be no unexpected detections in wastewater collected across the country.

Case investigation, surveillance and testing



Vaccination

Agency	Last Week	This Week	Agency Comment on Status of Focus Area
Implementation and operation MoH	●	●	<ul style="list-style-type: none"> We continue to remain above our vaccination targets, with the most recent data showing that we are delivering at 108% against DHB plans as at 29 August 2021. As of 31 August 2021, 3,502,005 vaccinations have been delivered, including 1,211,861 people who are fully vaccinated. As of 31 August 2021, 12,714 vaccinators have completed COVID-19 vaccinator training and 7,048 vaccinators have actively vaccinated in the programme so far. As of 31 August 2021, Book My Vaccine holds 1,891,471 future bookings at 483 sites. The expected Pfizer delivery of 322,920 doses arrived on 29 August 2021. Everyone aged 12 and over is eligible to book a vaccine as of 1 September 2021. The Ministry continues to work with DHBs and the wider healthcare sector to vaccinate frontline essential services workers as a priority. As per the Vaccinations Order, government employees working at the border had until 26 August 2021 to receive their first dose, and privately employed border workers had until 30 September 2021 to receive their first dose. Record vaccination delivery numbers are putting some pressure on the centrally held supply. The Ministry is developing a plan for how vaccine supply will be managed over the next few weeks. Vaccination sites will be operating under Level 3 and 4 conditions. This means mask wearing and observing physical distancing is essential. People with appointments booked have been advised to attend their appointments unless they are contacted by their DHB.

Resurgence Planning and Response

Agency	Last Week	This Week	Agency Comment on Status of Focus Area
Resurgence planning including DPMC	●	●	<ul style="list-style-type: none"> The team are focused on the response planning and capturing a timeline of activities.
Readiness planning DPMC	●	●	<ul style="list-style-type: none"> As part of the response, there is ongoing capturing of lessons learnt (across MOH and DPMC) that will enable future updates to the National Response Plan and inform the focus of future readiness activities.
MFAT	●	●	<ul style="list-style-type: none"> Regarding the Cook Islands, key agencies (MFAT, MoH, DPMC, MoT) have confirmed a stand-up structure and revised planning assumptions based on the recent NZ outbreak, and continue to work with the Cook Islands on contingency planning. s6(b)(i)
QFT response DPMC	●	●	<ul style="list-style-type: none"> Two weeks into the current outbreak, system pressures are high but within tolerance. Concurrent weather events have been well handled by NEMA and emergency services without compromising the COVID-19 effort.
MBIE	●	●	<p><i>QFT Travel Pause</i></p> <ul style="list-style-type: none"> Border agencies have been working to arrange the resumption of red flights from Australia in September. Air NZ will be the only airline running red flights. A flight from Sydney is planned on 5 September 2021, and there are discussions about a further flight on 19 September 2021, and any other possible flights are continuing. On 28 August 2021, you agreed that the flight on 5 September will only be available for those with approved emergency allocation vouchers or existing offline MIAS allocations. Officials will provide you with additional advice on further red flights for September. Immigration New Zealand are working on changing the immigration instructions, to reflect Cabinet's decision on 23 July 2021. This would create an exception from pre-QFT settings for travellers in Australia who are ordinarily resident in New Zealand, but despite their best efforts and intentions could not secure a flight in the green zone window for the upcoming red flights [CAB-21-MIN-0288 refers]. This will allow more people to apply for emergency or time-sensitive travel allocations who otherwise have no way to return to New Zealand while MIAS bookings are paused, and will allow them to book MIAS vouchers when bookings resume.

2 COVID-19 Insights

2.1 Insight of Note Written by the Department of the Prime Minister and Cabinet

2.1.1 COVID-19 Vaccine Equity

Vaccination against COVID-19 has been a core tool for nations in their responses to the pandemic. Vaccine equity is the fair or impartial distribution of vaccines. The risk of vaccine inequity is a problem that is both global and national in scope as inequity of vaccine access can exist both between and inside nations. This report briefly examines COVID-19 vaccine equity in New Zealand.

Vaccine Equity in New Zealand

Vaccine inequity in New Zealand is closely linked with other forms of inequity as the factors which influence one form of inequity (health, income, education etc) are also often linked to others. This is a similar picture to global vaccine inequity. For example, lower income households usually have less access to health care services due to age, location, and occupational factors. Various factors in the New Zealand context are explored below.

Ethnicity

Māori are the least vaccinated ethnic group in New Zealand (see figure 1) (as at 30 August)¹. This is followed by Pacific peoples. Vaccine inequity in New Zealand for Māori and Pacific peoples has manifested along the same structural lines as other forms of inequality which Māori and Pacific peoples experience, with over-representation in many inter-related negative statistics (incarceration, home ownership, health, life expectancy, and priority groups for vaccination²).³

Figure 1: COVID-19 Vaccination by Ethnic Group

Ethnic group	# people fully vaccinated	# of people (HSU)*	% of ethnic group vaccinated	% of population
Asian	180,105	598,618	30.09%	14.22%
European or other	794,212	2,730,829	29.08%	64.88%
Māori	104,915	571,052	18.37%	13.57%
Pacific Peoples	71,753	286,681	25.03%	6.81%
Unknown	9,715	21,877	44.41%	0.52%
Total	1,160,700	4,209,057		

*HSU = Health Service User

Some of this difference in vaccination rate proportionality is explained by Māori and Pacific populations having a younger age profile than the non-Māori and non-Pacific population. Only 15 percent of the Māori and Pacific populations are aged over 60 years; compared with 30 percent of non-Māori, and non-Pacific populations, and therefore the vaccine rollout which prioritised older people first should have less overall coverage (but paradoxically higher inside the targeted age groups as they are overall smaller due to the noted demographics).⁴

However, as inequity for Māori and Pacific peoples is entrenched⁵ in many of the systems and structures⁶ in New Zealand “the transmission of COVID-19 and associated health impacts are likely to be higher”.^{7 8} For example, many DHBs with pockets of high populations and/or rurality of Māori (Waikato, Lakes, Tairāwhiti, Hawke’s Bay, Mid-Central, Wairarapa, West Coast, Canterbury, Southern) are behind in delivery of the vaccine (as at 22 August).⁹

Age

While elderly peoples were more susceptible to previous strains of COVID-19 there have been increased infection rates and severity¹⁰ among young people (12 – 24 years) with the Delta strain^{11 12} and Māori and Pacific youth are overrepresented in this age group.¹³ Future data will give an indication of uptake amongst the younger population.

Gender

Women, already impacted by existing inequalities,¹⁴ have borne addition financial and caring responsibilities in the pandemic¹⁵ which then limit opportunities to get vaccinated.¹⁶

However, young men are lagging behind in vaccination rates and present more risk due to being less prone to pro-actively seek health care with¹⁷ 260,612¹⁸ more females having been vaccinated than males^{19 20} and the male gender has been associated with increased incidence and case fatality related to COVID-19.²¹

Disability

Data related to vaccination uptake for people with disabilities was unable to be obtained. However, the highest numbers of people with disabilities in New Zealand reside in Auckland and Wellington which is where the current outbreaks are located.²² People with disabilities are also more likely to be poorer, older, experience co-morbidities, female,²³ and have a greater susceptibility to stress in the pandemic due to reduced access to socio-economic resources and social networks.²⁴ A 2021 report by the Ombudsman noted that the restrictions of Alert Levels 3 and 4 in 2020 “exposed, and exacerbated some existing inequities in disabled people’s enjoyment of human rights”.²⁵

Health Conditions

Having pre-existing health conditions (including mental health conditions) dramatically increase the likelihood of serious outcomes if COVID-19 is contracted.²⁶ Māori and Pacific peoples have more health conditions at a younger age but have only received 12% and 5.3% respectively of vaccinations for the under 60 age group (as at 22 August).²⁷

LGBTQI Community

Data related to vaccination uptake for people in the LGBTQI community was unable to be obtained. However, a 2020 report by the NZ Human Rights Commission found that they experience widespread discrimination and harm which can affect access, and willingness to access medical services during lockdown.^{28 29} Overseas studies have found that gay, lesbian and bisexual people have “higher rates of underlying conditions like asthma, cancer and heart disease that put them at higher risk of being hospitalized or dying of COVID-19” and this is especially so when their “status intersects with poverty”.³⁰

Socio-Economic Status

In the 14 days prior to 22 August, approximately 25% of all vaccinations in New Zealand were for people in low income groups.³¹ As this demographic group often encompasses many of the other indicators listed they create a loop which further reinforces other inequities.³² For example, people living in lower income areas have received the least community-based testing facilities and clusters of low income housing, emergency housing motels, apartments, social housing and residential facilities “may be particularly susceptible to undetected transmission of the virus without adequate testing rates.”³³

Digital Access

Providing information about vaccination has been an important aspect of fighting COVID-19. However, inequity in the real world has created digital inequity online with the “digital divide”.^{34 35} This divide includes both reduced access to information technology and the skills to use them. In New Zealand people who have lower incomes or education or are disabled are less likely to be digitally skilled.³⁶ The most obvious indicator of the digital divide in New Zealand has been education³⁷ with 60,000 to 80,000 unconnected households where school children were living identified during the 2020 lockdown.³⁸

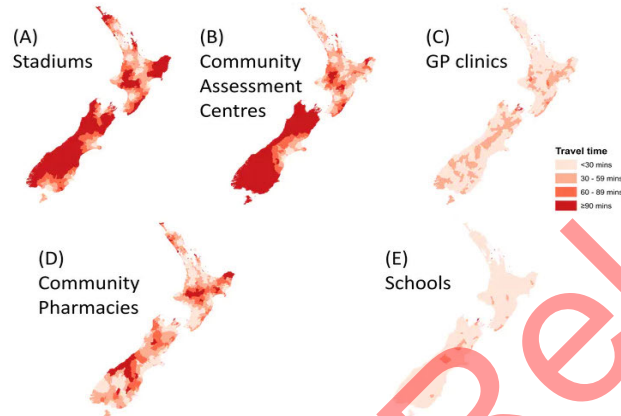
Location

While the current outbreaks are located in major centres, analysis from the University of Waikato has shown that offering vaccinations only at established locations, pop up sites and major businesses would be inequitable as Māori, older people and poorer communities would be “disproportionately affected by distance and travel times from where they live” (see figure 2).³⁹

Figure 2: Time and Distance Barriers to Vaccination

Time and distance are the real barriers

Our analysis shows that offering vaccination at existing health facilities and pop-up sites would be inequitable. Māori, older people and poorer communities would be disproportionately affected by distance and travel times from where they live.



Further, risks of undetected community transmission have been associated with more “built up or crowded living environments, lower socio-economic areas, public transport and poor digital connectivity” and Auckland and Wellington both have large populations which fall into this category.⁴⁰

Thank you to the Ministry of Health for contributions to this insights report

Proactively Released

3 Ministry of Health



3.1 Items to Note/Updates

3.1.1 COVID-19 Health and Wellbeing Survey

This item informs you about the reintroduction of the COVID-19 Health and Wellbeing Survey.

The face-to-face New Zealand Health Survey has been paused because of the COVID-19 Alert Level 4 restrictions. However, the Ministry of Health re-started the COVID-19 Health and Wellbeing Survey on 19 August 2021.

The COVID-19 Health and Wellbeing Survey collects information about how people are being affected by COVID-19, including questions about people's mental health, family wellbeing, worries relating to COVID-19, understanding of, and compliance with, the alert level rules, and the financial impacts of COVID-19.

Every day nearly 300 people, aged 15 years and above, will complete a ten to fifteen minute phone interview.

The COVID-19 Health and Wellbeing Survey also ran between March and September 2020. As in 2020, weekly results from the survey will be published on the Ministry of Health's website when they are available.

Next steps

The results of the first COVID-19 Health and Wellbeing Survey are expected to be published on the Ministry of Health's website on 2 or 3 September 2021.

The COVID-19 Health and Wellbeing Survey will continue until the New Zealand Health Survey resumes, once we move down to at least Alert Level 2 across the country.

3.1.2 Update on COVID-19-related reviews

The Ministry of Health is committed to identifying lessons to inform our process of continuous improvement. This item provides an overview of reviews that are currently going through agency consultation, as well as reviews that are identified for scoping in the coming weeks.

Current reviews that are progressing through the final stages of consultation are:

- *Internal review of the June Sydney to Wellington Traveller Case 2021:* This review focuses on the key strengths and possible areas for improvement in relation to the public health incident response to a New South Wales COVID-19 positive case in the Wellington community. It makes six recommendations to improve future responses to border incursions and quarantine free travel arrangements.
- *Internal review of the August Rio De La Plata Tauranga Mariner Incident 2021:* This review focuses on the key strengths and possible areas for improvement in relation to the public health incident response to COVID-19 positive mariners on a cargo ship in Tauranga. It makes four recommendations to improve future responses to maritime incidents. The New Zealand Customs Service has undertaken its own review of the Customs-led operational response, which will be provided to you alongside the Ministry of Health led review. Both reviews will be consulted on with Maritime New Zealand and the Border Executive Board.

The Ministry of Health has identified two further system-wide incidents that will be scoped for review in the coming weeks:

- A joint review with the New Zealand Customs Service, of the maritime incidents that have occurred since July 2021, including the Rio De La Plata, MV Mattina, MV playa Zahara and Viking Bay.

- A joint review with the Ministry of Business, Innovation and Employment, of the recent managed isolation facility transmission events at the Crowne Plaza, Jet Park and SO Hotel managed isolation and quarantine facilities.

Both reviews will be system-wide, with the intention to streamline any systematic issues or areas for improvement, in-light of contextual changes, including the Delta variant and learnings that we have identified from the international landscape (including Australia).

In addition to the four reviews outlined above, the Ministry of Health will also undertake a review of the Auckland August 2021 outbreak, which was associated with the Delta variant. This will be scoped and commissioned once the response has been concluded, so that we do not add unnecessary pressure to the response and its workforce, which remains critical in keeping our communities safe. This is in-line with our usual process.

Next steps

You can expect to receive the reviews of the June Sydney to Wellington traveller incident and the Rio De La Plata incident in the week commencing 6 September 2021.

The dates for the upcoming reviews, which are yet to be undertaken, are not confirmed due to the current response priorities, however we will update you on timing once this has been agreed.

While we are not undertaking a formal review of the Auckland August 2021 outbreak until the response has concluded, we are identifying and recording the key lessons as we go. These will inform the Ministerial report-back, on reconnecting New Zealanders with the world.

Pending your agreement, the reviews outlined in this item will be made publicly available via the Ministry of Health's website. We will provide accompanying communications packs to support you with this decision.

3.2 Policy/Programme Updates

3.2.1 COVID-19 Vaccine and Immunisation Programme

As at 11.59 pm on 31 August 2021, 3,502,005 vaccinations have been delivered, including 1,211,861 people who are fully vaccinated. Of those fully vaccinated, nine percent are Māori, six percent are Pasifika, and 16 percent are Asian.

The COVID-19 Vaccine and Immunisation Programme has reached the milestone of administering three million doses.

208,854 Māori have received their first dose of the COVID-19 vaccine, which represents nine percent of the total population who have received their first dose as at 31 August 2021.

546 sites were active as at 31 August 2021.

The production plan for the next seven days is 307,236 for doses across New Zealand.

Vaccinations under Alert Level 3 and 4

Vaccination sites continue to operate under Level 3 and 4 conditions. This means mask wearing and observing physical distancing is required.

People are encouraged to attend their booking unless contacted by their DHB.

Vaccinations of essential workers

The Ministry of Health continues to work with district health boards (DHBs) and the wider healthcare sector to vaccinate frontline essential services workers as a priority.

Vaccinations of border workers

Under the amended Vaccinations Order, government employees working at the border had until 26 August 2021 to receive their first dose, and privately employed border workers had until 30 September 2021 to receive their first dose.

As at 25 August 2021, 92 percent of the 12,487 active border workers on the Border Worker Testing Register have had at least one vaccination and 78 percent of the total 2,787 port workers showing as active, have now received at least one dose.

Border workers who remain unvaccinated after the requirements come into effect, will need to discuss options with their employer. They will not be able to continue working in a high-risk border environment until they are vaccinated.

Workforce

As of 31 August 2021, 12,714 vaccinators have completed COVID-19 vaccinator training and 6,380 vaccinators have actively vaccinated in the programme so far.

The Ministry of Health is now authorising new vaccinators with the new dedicated vaccinator authorisation processing team of five people. The Vaccinator Workforce Project has supported the development of a new tactical vaccinator SharePoint solution, that is being used to authorise the new vaccinators. The solution was developed with advice from the Crown Law Office.

Group 4 rollout

Everyone aged 12 and over is now eligible to book a vaccination appointment as of 1 September 2021.

Book My Vaccine

As of 31 August 2021, Book My Vaccine holds 1,891,471 future bookings at 483 sites.

Supply

The expected Pfizer delivery of 322,920 doses arrived on 29 August 2021.

Equity

All vaccination sites are expected to meet accessibility standard NZS4121, as well as provide a range of services that meet the needs of their community.

On 26 August 2021 a “drive-thru” clinic was held for those who attended the Assembly of God church service on 15 August 2021.

Pacific providers are looking to ramp up vaccination sites across South Auckland. Pacific provider, SouthSeas, launched a Pacific 0800 21 12 21 vaccine booking line for the Auckland region on 21 August 2021.

Post vaccine symptom check

On 26 August 2021, the COVID-19 Vaccine and Immunisation Programme, launched a mobile phone-based survey that asks approximately ten percent of people who were vaccinated if they had any reactions to the vaccine. Individuals that answer ‘yes’ are asked to complete a short survey. This is in addition to the reporting done by the Centre for Adverse Reactions Monitoring and serves as a more proactive way to collect additional data about reactions to the Pfizer vaccine specifically.

General practice and pharmacy rollout

As at 22 August 2021, there were 519 active primary care sites in the Programme. This is a combination of primary health organisations, general practices, pharmacies, and hauora and Pacific peoples providers.

New Zealand support for vaccine rollout in the Pacific

Tokelau, Niue and the Cook Islands have completed their vaccination rollout to their eligible populations, with strong levels of coverage (99 percent and 97 percent respectively).

Following Cabinet’s decision, Tokelau, Niue and the Cook Islands have confirmed they would like to commence vaccinating their 12 to 15-year-old cohort. Planning commenced from 30 August 2021 to prepare for rolling out Pfizer to their younger populations.

New Zealand is working closely with Samoa, Tonga and Fiji on their plans to vaccinate their 12 to 17-year-old cohort using the Pfizer vaccine.

3.3 Technical Advisory Group: Update

The COVID-19 Vaccine Technical Advisory Group (CVTAG) is scheduled to meet on 31 August 2021 and an update will be provided in a future Weekly Report.

The COVID-19 Technical Advisory Group (TAG) did not meet in the week commencing 23 August 2021. The next TAG meeting is scheduled for 17 September 2021 and an update will be provided in a future Weekly Report.

3.4 Upcoming Publications

Title	Date	Context	ELT contact
Publication: Getting through Together	TBC	The National Ethics Advisory Committee’s publication Getting Through Together considers the ethical issues that may arise during any pandemic. The emphasis is on using shared ethical principles so people can care for themselves, their whānau and their neighbours, and make decisions. This is updated from the 2007 version.	Clare Perry, Deputy Director-General, Health System Improvement and Innovation, s9(2)(a)

4 Managed Isolation and Quarantine Weekly Report

4.1 Top Items to Note

4.1.1 MIQ's response to the Delta outbreak

MIQ is continuing to actively support the response to the community outbreak whenever we can.

Three quarantine facilities are now in place in Auckland, and we are working closely with the Ministry of Health and the respective AOG team on further options, should we not be able to continue to take all community cases into our facilities. We are continuing to look at all options for further quarantine capacity, but it is proving far more problematic.

Managing the cumulative events of the community outbreak, NSW returnees, Afghanistan arrivals and general returnees is pushing our system and our staff to its limits.

Since its inception, MIQ had supported the quarantine of 1,200 cases from the border predominately in Jet Park Quarantine Facility and this facility had never operated at over 50% capacity. We are now supporting the quarantine of over 600 community cases at one time in full facilities. This is putting our processes under stress increasing the risk to our workforce, those in quarantine, and our community. We are working closely with all our employers and partners to ensure this is done as safely as possible with all necessary support and resource being provided.

The health, wellbeing and safety of our staff is front-of-mind and we know that staff are worried about working in these new environments. We are offering the necessary support but concerns remain about fatigue and errors which may occur under these difficult situations. The messages of thanks for their work from yourself and the Prime Minister are appreciated.

Isolation capacity is also heavily stretched due to these cumulative events. Decisions to change group arrivals, not release additional vouchers and deferring maintenance at one facility has helped. We are conducting a MIQ TAG and operational review of the Crown Plaza to provide you with advice to confirm its use. This large and well-performing facility is critical to our operations, and will enable us to continue to also support the isolation of community close contacts who cannot safely isolate at home, as well as planned cohort arrivals.

We continue to make operational decisions to respond to this situation and are keeping your office updated on these changes as they occur.

4.1.2 Support for Pacific communities in MIQ

Due to the community outbreak, we are currently supporting the quarantine of a large number of Pacific People with COVID-19. While it did take some time to adjust, as we surged our support to taking in all community cases, we are now much more responsive to the Pacific community's specific needs.

Translation Services

In order to support Pacific communities in MIQ facilities, the three Auckland MIFs have translators on site.

- At Jet Park, Counties Manukau DHB have provided a Samoan Chief from the community. He has been inducted and has been on site for the last week, from 9am to 7pm. Feedback suggests that his services have been extremely helpful. In rare circumstances outside of those hours where translation is needed, hotel staff who speak Samoan have also been used. Additionally, there are four Tongan nurses, who have also been used as translators as required.
- At Novotel Ibis, there is a Samoan translator on site, and we have provided contact for Tongan translators.
- Holiday Inn has access to TransNational – our translating agency who has supported them through group arrivals, and who have vaccinated translators.

Community Cases Pack

We have made a new version of the Welcome Pack for community cases, working with Pacific agencies to incorporate advice on Pacific wellbeing providers in the wellbeing section. An English version is now being printed, and will be delivered by Thursday. MIQ facilities have the file available to print for any arrivals tomorrow, to meet demand until Thursday. The Welcome Pack is also being translated into Tongan and Samoan.

Other Translations

Arrival letters, regular posters, signage, and ventilation signs are now available in Samoan and Tongan. We have put together a key messages document that is being translated into ten Pacific languages. This will be circulated to Pacific media and community organisations.

Engagement with the Ministry for Pacific Peoples (MPP)

MBIE has engaged with MPP, and will share the translated key messages document for use across their channels. We are also looking at options to see how we can leverage MPP's community zoom hui.

Provision of Tailored Menus and Bottled Water

Our hotel staff have also worked hard to adjust their food menus accordingly and bottled water is being provided, after concerns were raised about drinking the tap water from the bathrooms. We will continue to adjust how we support all returnees and positive cases in our facilities during these stressful times.

4.1.3 MIQ's role in Afghan repatriation

MBIE (MIQ) is closely engaged with the AOG response to the evacuation of New Zealanders and refugees from Afghanistan. INZ staff have developed a six-phase process plan for the Afghan repatriation mission, to which the MIQ team contributes to phases 3 (transfer from third country to New Zealand) and 4 (MIQ).

While under stress, the MIF portfolio has been managed to cater for both the current community outbreak and the Afghan returnees. The Naumi MIF is being used to house the first three or four groups, with work underway to identify a suitable MIF for following groups. To the extent practicable, the intent is to accommodate evacuees in discrete facilities to minimise the impact on other international arrivals and to allow for efficiency in the provision of health and cultural support. Provision is also being made for a number of smaller groups that are unable to be evacuated on organised flights, and are now scattered around the region. They are likely to arrive on an ad hoc basis via commercial air.

Planning for the Managed Isolation of the 80+ government agency staff who have deployed in support of this mission, is now well advanced.

Details on the first three groups of arrivals were provided in last week's Weekly Report.

The fourth group comprising 147 returnees arrived on 28 August 2021. 146 have been inducted into Naumi MIF and one returnee (a woman requiring oxygen) remains in Auckland City hospital.

The fifth group comprising of 163 returnees are scheduled to arrive into Auckland in the early hours of 1 September 2021. They are likely to be accommodated at the Naumi MIF.

The ADF conduct COVID testing of all outbound passengers.

4.2 Operational Update

4.2.1 Capacity Update

As at 1 September 2021, a total of 31,207 rooms since early March have been released for the period of June - late November 2021.

From early March 2021 to present, 111,281 returnees have secured a date to return home during the period of March - late November 2021.

Returnees from over 180 countries have successfully secured a voucher to travel during this period.

As at 8am, 1 September 2021, there is no current availability on MIAS, as the suspension on releasing MIAS vouchers is in place.

4.2.2 Ventilation Update

Ventilation remediation work continues with urgency for the remaining facilities, in parallel with deploying air filtration units for the remaining eight facilities common spaces and quarantine rooms. The converting of additional facilities to quarantine, and reducing the available stock of rooms available for returnees, is likely to have an impact on the progress of the ventilation remediation work. That relies, for most facilities, on a percentage of their rooms being unoccupied during a cohort intake, and being available for remediation work.

Remediation work has now been completed for IBIS Rotorua, Jet Park Hamilton and Holiday Inn, and the retest results are with our independent HVAC engineer to confirm that MIQ preferred conditions of negative pressure in the rooms has been met.

We received two further remediation proposals in the last week leaving a further seven outstanding, noting that five of these facilities have already commenced/completed their remediation work, and provided partial or complete retest results.

Remediation work for Grand Mercure (Wellington) is on track to be completed in early October. HEPA-only air filtration units were installed in a further 20 rooms last week, and there is now a unit in all of the 30 rooms that are available for occupation while the remediation work is in progress.

An additional two remediation proposals were reviewed by the MIQ Ventilation Remediation Advisory Group (VRAG) last week, bringing the total reviewed to date to 21.

Jet Park Auckland has completed their remediation work and re-testing. Following confirmation from our independent HVAC engineer that MIQ preferred conditions had been met, the final test results we presented to the VRAG, who endorsed the remediation work being fully complete. Final signoff for the site is to now be obtained.

The common space air filtration units were delivered last week to the remaining eight facilities, and maintenance staff at each facility are in the process of installing them.

Air filtration units for Quarantine rooms were delivered to Novotel/IBIS Ellerslie and Holiday Inn late last week and over the weekend, with the aim being to install them in rooms in advance of them being occupied by infected community cases.

4.2.3 Vaccination of frontline staff update

For workers on site for the week 23-29 August 2021, BWTR shows that 95.8% had two doses of the vaccine, 2% had one dose and the remaining 2.2% (97 workers) had vaccine status 'unknown'.

Of the 97 workers with an 'unknown' vaccination status, 63 still require an NHI match. The Workforce Testing team is investigating the remaining 34 workers to confirm vaccination status.

Vaccination assurance follow-ups for those with an 'unknown' status in BWTR in the previous week did not find any instances of breaches of the vaccination order.

Of the 22 workers who were NHI-matched but showing vaccination status 'unknown' in the 16-22 August 2021 weekly report:

- 7 have been confirmed as being compliant with the vaccine order.
- 13 are compliant, but have been passed to MoH for investigation as potential NHI issues.
- 2 were incorrect sign-ins.

Vaccination assurance follow-ups for those with an 'unknown' status in BWTR in the previous week did not find any incidents of breaches of the vaccination order. However, one breach was identified on the ground.

One unvaccinated contractor was incorrectly allowed on site at the Four Points facility on 26 August 2021, to fix a hotel printer.

There were no returnees at the hotel at that time, and the contractor was instructed to wear an N95 mask, maintain 2 metres at all times, hand sanitise and move directly to and from the printer. Staff involved have been reminded of the correct protocols for exceptions for unvaccinated workers coming on site.

4.2.4 Staff testing update

Reporting from BWTR shows that 4,505 people undertook work in our facilities last week, and the table below shows how many of those workers were compliant with the Testing Order, were overdue for a test or still needed to be NHI-matched.

This week we saw a continued high level of compliance (99%).

Workers on site 23 –29 August 2021	Total	Percentage of total NHI-matched workers on site
Compliant NHI-matched workers	4,505	99%
Overdue NHI-matched workers	65	1%
Need NHI-match	63	
Workers on site	4,505	

Of the 65 overdue, 39 of those are less than 4 days overdue, 15 are 4-10 days overdue and 11 are 11+ days overdue. The Workforce Testing and Vaccination team will be following up with these workers to make sure they get tested as required.

Of the 63 that still need an NHI-match, 40 were created in BWTR in the last 7 days.

11 workers were previously reported as '11+ days overdue' in the report for the week 16-22 August 2021. We have confirmed 5 of them have been swabbed, two others are compliant but have been referred to MOH due to a possible NHI-matching issue, 2 have been instructed to be swabbed, and 1 has been escalated to MOH due to ongoing non-compliance.

4.2.5 Saliva Testing Update

MIQ workers at Jet Park Auckland and workers at Wellington, Rotorua, and two of the three Hamilton facilities are now able to undertake saliva testing.

As of 31 August 2021, 71 MIQ workers are opted-in, across the eight sites that are currently operational.

PCBUs have been sent information on saliva testing, to invite their workers in our six Canterbury facilities to opt-in to saliva testing. The phased roll out in Canterbury will occur during the weeks commencing 6 and 13 September 2021.

We have now prioritised the saliva testing roll out to our Auckland quarantine facility workers, to start from next week. The remaining Auckland facilities will then be set up with saliva testing progressively through September to early October 2021.

4.2.6 Ombudsman Update

We received three Ombudsman notifications this week:

- One concerning an emergency allocation decline decision.
- One fee waiver investigation.
- One isolation exemption information request.

As of 30 August 2021, we have ten open cases, and two cases were closed this week.

OPCAT: we have received the final report for the Distinction Hamilton, and proactively provided an update regarding accommodation for evacuees from Afghanistan, and changes to our facilities arising from the community outbreak.

4.3 Large Group Arrivals Update

4.3.1 Summary of approved group arrivals as at 31 August 2021 (to December 2021)

Group	Date of Arrival	Allocation Approved	Final number of rooms allocated	Comments
RSE	10 Sept 2021 (Flight 5 deferred)	150	0	RSE flight 5 has been deferred, with the understanding that this flight will now become a QFT flight, and discussions are underway to defer flight 6 (27 September 2021). If this occurs, the final RSE flight will be from the Solomon Islands in early December (date tbc). Due to this, the MIFs are being used for general returnee infill.
	27 Sept	150	116 (150 pax) TBC	
Construction Accord	Aug 2021	60	11 (14 pax)	August: Arrivals are between 10-26 August and include one family of 5.
	Sept 2021	60	40 (45 pax)	Arrivals are spread across the whole month. An additional 7 pax were scheduled to travel from Australia – while they were offered priority for flights and vouchers, they have all subsequently pulled out.
	Early Nov	60	TBC	
	Early Dec	60	TBC	
Netball – English Roses	27 Aug 2021	30	22	22 members of the English Roses netball team arrived into Christchurch on August 27. The exemption to train was signed on August 17 (before lockdown) and has been suspended while New Zealand is in Level 3 / 4. While off-site training will not be possible, officials are investigating potential on-site training options that comply with alert level 3.
Refugees – Intake 2	30 Aug 2021	2	2 (2 pax)	s9(2)(a)
Afghanistan Evacuees	23 Aug 2021	-	36	A total of 230 pax have arrived in New Zealand so far, as a part of Afghan Evacuee Operations. Translation and welfare support services have been implemented, including the use of advanced psychological support over the phone. s9(2)(a) The last large group arrival is due 1 September 2021, estimated to be 163 pax (plus 18 NZDF staff, 1 health official, and 2 NZ Immigration staff). The remaining evacuees will arrive as individuals or in small groups, and will be managed via the usual refugee process.
	24 Aug 2021	-	3	
	26 Aug 2021	-	45	
	28 Aug 2021	-	146	
	01 Sept 2021	-	163 (TBC)	
Paralympic athletes	Sep 2021	100	2	There are 71 returnees who have booked their spaces via the online public system in addition to two using the group allocation, making a total of 73. Returnees include athletes, management and support staff. The first returnees arrived on 29 August 2021, the final returnee will land on 7 September 2021. ARIQ have completed detailed planning to ensure those with increased needs are well cared for in MIQ, including those who have booked MIAS vouchers.
Fishers	14 Sep 2021	450	60	Planning is underway for 450 fishers arriving September to November under the border exception, along with up to 105 fishers under a Critical Worker Visa via MIAS. All will be single occupancy. All 450 pax will be based in Christchurch for their managed isolation. Planning will ensure that they are in MIFs that can accommodate their complex needs.
	4 Oct 2021		31	
	21 Sep 2021		100	
	4 Oct 2021		31	
	5 Oct 2021		30	
	6 Oct 2021		30	
	26 Oct 2021		100	
	7 Nov 2021		1	
	9 Nov 2021		67	
NZTE	Early Nov	25	TBC	A trial monthly allocation for exporters, administered by NZTE.
	Early Dec	25	TBC	
EXPO	7 Oct	72	22	Expo has released 12 spaces from 7 October 2021 and 18 spaces from 24 October 2021, reducing the number of rooms by 30.
	24 Oct		20	
	Late Nov		TBC	
All Blacks	Late Nov	65	TBC	
Black Ferns	Late Nov	65	TBC	Standard returnees – not requiring training exemption.

BlackCaps	Late Nov	24	TBC	
NZDF	4 Oct	5	5	
	11 Oct	15	12	
	20 Oct	15	15	
	23 Oct	50	50	
	Early Dec	76	TBC	
Cricket- BlackCaps & Bangladesh	Early Dec	68	TBC	Both teams will be seeking a training exemption. Engagement has begun between regions to start formulating the plan for managing two sports teams at one time.
Antarctic Programme	17 Sep	200	200	These arrivals are for the combined US Antarctic Programme (USAP) as well as the Italian, French, German and Korean programme. They have been kept in managed isolation facilities in Christchurch, due to the fact they are all arriving in military charters directly into Christchurch.
	18 Sep	39	39	
	21 Sep	1	1	
	27 Sep	145	145	
	28 Sep	27	27	
	4 Oct	45	45	
	6 Oct	17	17	
	9 Oct	10	10	
	10 Oct	13	13	
	11 Oct	201	201	
	18 Oct	42	42	
	25 Oct	20	20	
	29 Oct	3	3	
	3 Nov	22	22	
	12 Nov	7	7	
15 Nov	138	138		
19 Nov	42	42		
20 Nov	19	19		
20 Dec	65	65		

4.3.2 Time Sensitive Travel

The Time Sensitive Travel window for arrivals in November and December 2021 opened to applications on 17 August 2021. To date, 48 applications have been received for 80 allocations. Demand is expected to be higher than the allocation, in part due to the limited release of vouchers for November and no release of vouchers for December.

1.1 Upcoming Communications Issues and Activities

4.3.3 As at 1 September 2021

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
Daily 11am	Daily update on capacity numbers and facilities	MIQ	Uploaded to media centre on MIQ website at 1pm.	Y
3 September	New, wider Emergency Allocation criteria are live on website	MIQ	Proactive material uploaded on website, and on social media.	N
September	Groups information released on MIQ website	MIQ	Updated on website.	N
5 September	Red Flight for people with Emergency Allocation from Australia	MoT/DPMC/MIQ	Reactive communications.	N
Late September - TBC	Maori King opens ISO Accor paintings exhibition in Hamilton	MIQ	Proactive communications.	

4.4 Fees

4.4.1 Invoicing

The table below shows the number of invoices issued up to 29 August 2021. Invoices have various repayment terms depending on whether they are a sports group (10 days), critical worker (30 days), or standard returnee/maritime crew/aircrew (90 days).

Grouping	Invoices issued (net of credit notes)	Paid	Issued not due	Issued over due	Invoices issued (\$)	Paid (\$)	Issued not due (\$)	Issued overdue (\$)	90+ days overdue	90+ days overdue (\$)
Groups/ Temp Visa	3,511	1,186	2,312	13	\$38,307,938	\$23,317,915	\$14,133,446	\$856,557	1	\$7,056
Maritime	429	279	117	33	\$2,140,297	\$1,342,740	\$691,410	\$106,416	15	\$37,965
Aircrew	204	145	0	59	\$1,088,205	\$818,039	\$0	\$270,166	20	\$186,023
Other	22,106	12,263	6,389	3,475	\$75,481,753	\$44,106,557	\$20,397,347	\$10,977,849	1,479	\$4,843,772
Total	26,250	13,873	8,798	3,580	\$117,018,193	\$69,584,981	\$35,222,203	\$12,211,009	1,515	\$5,074,815

*Groups has only previously included sports groups, critical workers and critical Health Workers. However, going forward this now includes temporary visa holders as this aligns more to the categorisation of Critical workers - i.e. they use the same fee charging structure.

Note: the '90+ days Overdue' column represents the number of invoices from the 'Issued overdue' column that have been outstanding for 90+ days.

4.4.2 Weekly Average Invoicing and Debt Recovery %

The table below reflects the weekly average of invoicing, from 11 August 2020.

Recent Weeks	Average invoicing per week (\$)
Past week	3,609,405
2-4 weeks	2,616,851
5-8 weeks	3,681,593
9+ weeks	1,737,221

4.4.3 Waivers

The table below breaks down the waiver application information between 11 August 2020 and 29 August 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.

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
9322	2902	6420	817	5603	87	4807	730	796

4.5 Emergency Allocation Applications

4,884 applications have been processed since 30 October 2020. 380 applications were received in the week ending 29 August 2021, and 205 applications were processed.

From the applications processed in the week ending 29 August 2021, 58% were approved.

Emergency Allocation Applications	Weekly Totals	Year to Date Totals
	23 August 2021 – 29 August 2021	30 October 2020 to 22 August 2021
Approved	119	2622
Declined	86	2262
Applications processed	205	4884

* These figures only include completed applications, with all supporting evidence, which were received within the required timeframes, which have been decided by a decision marker.

Total Rooms Approved Under Emergency Allocation		129
Rooms allocated in MIAS		112
Cancelled by the applicant		0
Awaiting flight details or MIAS registrations from the applicants to complete the room allocation process		17

4.6 Resolutions Update

Data from the Complaints and Feedback Customer Management System for the week 24 August to 30 August 2021 is as follows:

Week 17 August to 23 August	Received	Active Cases	Resolved
Complaints	134	46	132
Improvements	2	0	2
Compliments	5	0	5
Queries	9	1	8
Ombudsman	5	10	3
Parliamentary/OIA	0	0	0
Other	0	1	0
Total	155	58	150

The average number of complaints received each week since the start of MIQ is 128. For the last four weeks, the average is 216 per week.

This week we have received 155 new cases, and have resolved 150 cases.

We continue to respond to a high number of complaints which required more than one response to support them with their current situation. These complaints are difficult to manage as we are unable to provide the resolution that they are seeking – a voucher for their planned travel to New Zealand. We are also seeing a return of abusive communications and difficult complaints from returnees at Managed Isolation facilities.



5 Border Executive Board Report

5.1 Key Issues Considered

5.1.1 Border Executive Board Meeting

The Board met on 1 September 2021, virtually, in recognition of the COVID-19 alert levels.

The border continues to be represented at various COVID-19 resurgence meetings including the National Response Leadership Team.

The Board discussed the status of the BEB Systems Improvements Programme and the impact of the Traveller Health Declaration System (THDS), which supports the Reconnecting New Zealanders Programme. It is a challenging environment due to the high volume of work underway across the public service, the interconnectedness of initiatives, and workforce capacity constraints. The Board agreed that several of the Systems Improvements initiatives will actually form part of the THDS programme deliverables, and it makes sense to have them picked up in those workstreams. However, some of the Systems Improvements work (RTT, Project Paheko) will continue under the Systems Improvement stream. The Board requested clarity on the impact on specific Systems Improvements initiatives, as it emerges. The BEB Systems Improvements Programme included:

- Data sharing and privacy
- Digital border
- Integrated targeting
- Health at the Border
- Infrastructure at airports
- Ahumoni Hoahoa (finance)

The Board received an update about the Traveller Health Declaration System initiative. Work is progressing and most project leadership roles have been appointed. There is a capacity constraint with the Programme Manager role under recruitment. As discussed with the BEB Systems Improvements Programme update, the Board recognised the interconnectedness of the work underway and the workforce constraints.

The last two recommendations from the Rapid Review of Border Worker Testing Phase 1 (MIQ workers), were closed. The report will be released to the public and it is intended to include an update on all the recommendations. The Terms of Reference for the Border Workforce Senior Officials Group were approved, noting these will be reviewed again before the end of 2021 to reflect the changing environment.

The Board approved the Border Executive Board Annual Report 2020/21 performance story. The Board is required under the Public Finance Act 1989 to publish its own performance story. The New Zealand Customs Service will report on the Board's financial and appropriation performance, which is administered via Vote Customs. The Annual Report will be published within the Customs Annual Report, as it is the servicing department. The Chair will oversee completion of the Annual Report for publication.

The Board discussed the COVID-19 response activity, acknowledging the impact and practicality of having an ongoing resurgence capacity and enduring health presence at the border; particularly workforce capacity. The discussion will be revisited post resurgence and include exploring what could be learnt from how the Ministry for Primary Industries prepares and responds to outbreaks.

5.1.1 Future Borders Sprint process

The first 'Showcase' for the Future Borders Project Sprint was held on 25 August 2021. This provided the Chief Executive sponsors with an early view on the approach to the project, the risks and interdependencies, and the opportunity for input and feedback.

The project is focused on Step 3 of “Reconnecting New Zealanders to the World”. Step 3 is a phased implementation of three new pathways into New Zealand. The pathways reflect risk - low risk, medium risk, and high risk. The Future Borders focus is specifically on the phased implementation of the medium risk pathway - for vaccinated travellers from medium risk countries, with modified isolation requirements. A testing regime remains in place under this Step, countries will be regularly assessed for risk, and alert levels and public health measures will still be in place.

Chief Executive sponsors were supportive of the approach taken at this early stage, particularly how key Government decisions that will inform operational solutions were laid out. This approach set out key interventions along a continuum ranging from low risk to high risk– effectively presenting a “mix and match” approach to the component parts within various scenarios. This is being further developed.

The next showcase is scheduled for 8 September 2021. Moving forward, the Future Borders Project Sprint will focus on:

- Developing hypothetical solutions to medium risk pathway challenges based on key factors including operational feasibility, complexity, cost, risk tolerance and the traveller experience
- Reviewing global best practice in key areas
- Understanding and engaging with parallel work across government and industry. Examples include the Traveller Health Declaration System and the Self-Quarantine Pilot
- Understanding decisions that have yet to be taken and formulating credible assumptions so as not to lose momentum.

6 New Zealand Customs Service Weekly Report



6.1 Key Issues Being Considered

Vessel Rio de la Plata

- Customs and the Ministry of Health are progressing their reviews of border agencies' response to the COVID-19 risk which was identified on the Rio de la Plata cargo vessel that had arrived into Tauranga in early August. These reviews will be submitted to the Border Executive Board on 8 September 2021 with advice and recommendations.

Senior Officials Group for Maritime

- A cross agency group of senior officials has been established to guide the work needed in the maritime space and provide Ministers with advice on options to strengthen settings for maritime crew (BEB report 21/035 refers). This group met this week and a progress report will be provided in next week's report, including a date for formal advice.

Pre-Departure Testing

For the period 23 August 2021 to 29 August 2021, there was one warning issued.

- 28 Aug 2021 – passenger warned as laboratory name not shown on PDT documentation.

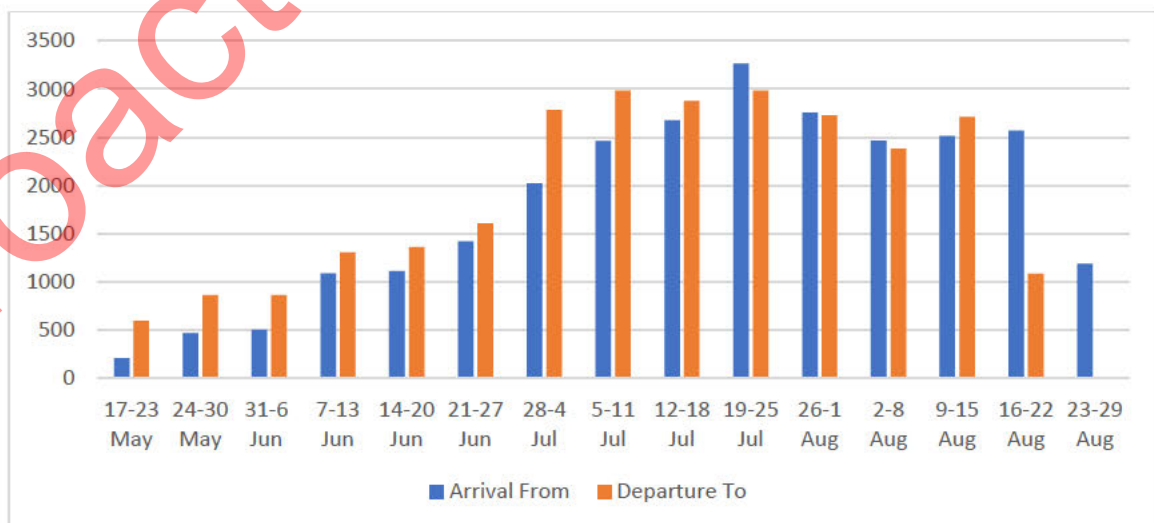
Red flights

	Date	23 Aug	24 Aug	25 Aug	26 Aug	27 Aug	28 Aug	29 Aug	Week Total	%
	Passengers subject to PDT	257	169	175	294	213	393	117	1618	
Primary Actions (Passport Control)	Test Certificate Verified	245	160	166	278	199	234	112	1394	86.0%
	Exemption verified	8	8	8	15	11	157	2	209	13.0%
	Referred to Secondary Area	4	1	1	1	3	2	3	15	1.0%
Secondary Area Actions	Compliant	4	1	1	1	3	1	3	14	94.0%
	Warned	0	0	0	0	0	1	0	1	6.0%
	Infringement	0	0	0	0	0	0	0	0	0
	Prosecution	0	0	0	0	0	0	0	0	0

6.1.1 Passenger Numbers – Cook Islands

On 17 August 2021 the Cook Islands Government suspended inbound passenger travel from New Zealand which has meant no passengers have departed Auckland since 18 August 2021. This suspension of travel has been extended until 13 September 2021.

Effective 30 August 2021, Air New Zealand has reduced its weekly schedule to 2 flights per week.



7 COVID-19 Chief Executives Board

7.1 Items to Note/Updates

No update.

8 COVID-19 Independent Continuous Review, Improvement and Advice Group

8.1 Items to Note/Updates

The COVID-19 Independent Continuous Review, Improvement and Advice Group did not meet this week and are next scheduled to meet on 7 September.

The Group has been involved in several discussions this week. Members met with Gary Knowles, Deputy Chief Executive of the National Emergency Management Agency. The purpose of the meeting was for the Group to explore the emergency management model and how that could inform the structural dimensions of a response to an outbreak. Debbie Ryan met with Sarah Sparks (Chair of the Community Panel) to discuss an embryonic data tool developed through Māori innovation that could be a useful equity data input for decision-making. She also attended the monthly Community Panel meeting to strengthen the connection between the Group and the Panel. Sir Brian Roche and Rob Fyfe, met with Carolyn Tremain to discuss next steps for exploring options for future quarantine facilities. They also met with Roger Dennis (foresight and innovation consultant) and Wendy McGuinness (McGuinness Institute, a non-partisan think tank) on Thursday to discuss strategic ideas and innovations for the future.

9 Strategic COVID-19 Public Health Advisory Group

9.1 Items to Note/Updates

The Strategic COVID-19 Public Health Advisory Group did not meet this week. The next meeting for the Group is scheduled for 8 September, 2021.

10 Business Leaders Forum

10.1 Items to Note/Updates

The Business Leaders' Forum did not meet this week. The next meeting date for the Forum is 3 September, 2021.

11 Community Panel

11.1 Items to Note/Updates

The Community Panel met on 1 September, 2021. The discussion for the Panel focused on opportunities and challenges arising in members' communities from the Alert Level 4 lockdown, the progress and equity of the vaccination programme and members received a short update on the Reconnecting New Zealanders programme. Major themes that arose from the Community Panel meeting included: mental health issues and challenges accessing suitable resources and content across communities, difficulties for different sectors of the community in accessing services through online channels, and various mediums through which DHBs and

the Health system could encourage vaccine uptake. The Panel will be giving feedback on the Reconnecting New Zealanders programme over the next week and the next meeting for the Panel will be in October.

12 Government Modelling Group

12.1 Items to Note/Updates

The Modelling Steering Group has continued to work closely with Te Punaha Matatini on their outbreak modelling to inform the current response. This includes scenarios for projected numbers of cases under different assumptions about the effectiveness of Alert Level 4, and their estimation of the effective reproduction number as the outbreak and response continue. Modelling outputs are informing the public health risk assessments through Ministry of Health colleagues and key results will continue to be included where relevant for Alert Level review Cabinet Papers.

We are mindful of progressing the longer-term modelling work, despite the current outbreak. The next Te Punaha Matatini report on the effectiveness of different border settings for reducing the risk of imported cases is nearly finalised. Beyond this, a significant piece of future work will be exploring different levels of public health functionality and strategies for longer-term COVID-19 management in scenarios with more open borders. This will be conceptually similar to a number of recent international modelling studies, notably the Doherty Institute modelling produced to support of the Australian plan for reopening.

13 Appendix

	Audit summary	Incidents/reviews	IPC Standard Operating Procedures (SOPs), operations frameworks and guidance documents
Managed isolation and quarantine facilities (MIQFs)	<p>Scheduled IPC audit for six Auckland MIQFs postponed. IPC support provided to Auckland MIQFs, which included N95 train the trainer model for N95 mask fit checking, supporting the IPC requirements for set up of Novotel Ellerslie managed isolation facility to quarantine and assisting with IPC concerns and/or issues within Auckland MIQFs</p> <p>Quarterly IPC MIQF audit schedule paused while at Alert Levels 4 and 3. To recommence at Alert Level 2</p>	<p>MIQF practice of accommodating live-in New Zealand Defence Force (NZDF) staff on returnee room floors escalated to Ministry of Health IPC team</p> <p>Interim guidance for requirement for surveillance COVID-19 testing of returnees located on same floor as a day 0/1 or day 3 positive returnee does not include a requirement for NZDF live in staff accommodated on same floor. Escalated to Ministry IPC team</p> <p>MIQF practice of barista and beverage service resulting in multiple daily deliveries to returnee corridors escalated to MoH IPC team</p>	
Airports	No new update		<p>The MoH IPC team has been revising version 1.3 (currently in draft) of the air border IPC guidance for both green and red zones. This review has included feedback from sector stakeholders</p> <p>The revised changes were approved by the IPC sub-Technical Advisory Group (TAG) and were signed off by Clinical Oversight Group (COG) on 25 August 2021 usual IPC governance process The final draft is now being readied for sign-off by the GM Border Operations, aiming for publication early next week</p> <p>Drafted version 1.3. includes:</p> <ul style="list-style-type: none"> - A revision of PPE requirements for airport staff to ensure clarity for the variety of staff roles and tasks and risk mitigations within the airport setting - A review of use of physical barriers such as rigid Perspex sneeze guard screen to protect staff as part of infection prevention measures.
Maritime/Ports	No new updates		<p>Maritime New Zealand has confirmed that the guidance for pilots and other workers boarding an affected ship has been published on its website</p> <p>As the industry regulator, Maritime New Zealand is leading the engagement with the sector to support the recommendations put forward, as below:</p> <p>Pilots aboard an affected ship are now to wear a N2 / P95 particulate respirator and eye protection, in lieu of medical masks, as previously recommended</p> <p>Medical masks for all other workers aboard an affected ship, in lieu of non-medical masks / face coverings</p> <p>Ministry IPC and Border Operations teams have been providing support to Maritime New Zealand to address feedback received in response to the proposed changes and will continue to offer support as needed.</p>

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