



**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















27 May 2021

Contents

1.	Status Summary	3
2.	COVID-19 Insights.....	7
2.1	Insights of Note.....	7
3.	Ministry of Health Weekly Report.....	9
3.1	Policy/Programme Updates	9
3.2	Technical Advisory Group: Update	11
3.3	33rd Commonwealth Health Ministers Meeting (20-21 May 2021)	11
3.4	Publication of fortnightly COVID-19 Disease Indicator Summary Report	12
3.5	Upcoming Communications Issues and Activities.....	12
4.	Managed Isolation and Quarantine Weekly Report	12
4.1	Top Items to Note	12
4.2	Operational update.....	13
4.3	Policy update.....	14
4.4	Schedule of Reviews.....	15
4.5	Large Group Arrivals Update	17
4.6	Upcoming Communications Issues and Activities.....	19
4.7	Fees.....	20
4.8	Emergency Allocation Applications	21
4.9	Resolutions Update	22
5.	Border Executive Board Report	23
5.1	Key Issues Being Considered by the Board	23
5.2	Upcoming Communication Activities	23
6.	New Zealand Customs Service Weekly Report	24
6.1	Pre-Departure Testing.....	24
7.	New Zealand Customs Service and Ministry of Business Innovation and Employment Update on VHRC.....	25
7.1	Pathways for People out of Very High-Risk Countries to New Zealand	25
8.	COVID-19 Chief Executives Board.....	25
8.1	Items to Note/Updates	25
9.	COVID-19 Independent Continuous Review, Improvement and Advice Group.....	26
9.1	Items to Note/Updates	26
10.	Strategic COVID-19 Public Health Advisory Group	26
10.1	Items to Note/Updates	26
11.	Business Leaders Forum.....	26
11.1	Items to Note/Updates	26
12.	Government Modelling Group	26
12.1	Items to Note/Updates	26
13.	Upcoming Cabinet Papers	28
14.	Official Information Act Requests	28
14.1	Ministry of Health	28
14.2	Managed Isolation and Quarantine	29
14.3	COVID-19 Group.....	31
14.4	New Zealand Customs Service.....	32
14.5	Border Executive Board.....	32
15.	Appendix – Ministry of Health Weekly Updates on Infection Prevention and Control (IPC) at the Border	33

1. Status Summary

Key		
Symbol	Colour	Meaning
	Green	On track, no roadblocks, no significant delays anticipated
	Amber	Slow progression, some delays, some roadblocks present

Focus Area	Sub-Focus Area	Last Week	→ This Week	Agency	Agency Comment on Status
Vaccine and Immunisation Programme	Purchasing and approvals			MoH	<ul style="list-style-type: none"> No barriers anticipated.
	Population definition and sequencing			MoH	<ul style="list-style-type: none"> No barriers anticipated.
	Distribution and inventory management			MoH	<ul style="list-style-type: none"> Programme focus on developing processes and technology to scale to more sites. There are scalability challenges to building a more flexible network which are being addressed via co-design with DHBs. Some improvements have already been made, but area will remain at Amber until plan is finalised, with co-design wrapping up early May and any further technology and process solutions implemented following that. The provider portal is on track for release on 8 June 2021. This will streamline distribution and ordering, provide greater visibility of vaccine supply throughout the country and enable scaling for Group 4.
	Health workforce			MoH	<ul style="list-style-type: none"> At the end of Tuesday 25 May, 6,110 vaccinators have completed vaccine training nationally and 2,280 vaccinators have been active in the programme. There are scalability challenges with the health work force. Work continues to scale this workforce through implementation of improvements to the surge workforce database and developing and enabling a safe and appropriate additional workforce. These actions are on track for scale in June. The amendment to the Medicines Regulations Act 1984 relating to COVID-19 vaccinators was discussed at Cabinet on 24 May. It is expected to be gazetted on 27 May
	Provider engagement			MoH	<ul style="list-style-type: none"> Pricing agreed. DHBs continue to deliver against national plan, with cumulative performance of 108% to the week ending 23 May. DHB plans for the period July to October were received this week with MoH reviews now ongoing. The reviews will focus on volumes, logistics, equity approaches, workforce plans and ability to maintain clinical standards.
	Registration, appointment and immunisation			MoH	<ul style="list-style-type: none"> Work continues on national booking system to enable general population onboarding and demand management. Testing of the National Booking System continues with two DHBs, rollouts to further DHBs will happen over the month of June 2021 with some sites available, with further sites to be made available in July 2021 The new "COVID Population Identification and Registration" system will go-live by the end of May to enable automatic NHI matching for 70% of appointments and greatly streamlining welcoming people at vaccination centres.
	Post event			MoH	<ul style="list-style-type: none"> No barriers anticipated. Process for embedding, tracking and reporting on reviews, recommendations, learning and continuous improvement activities being refined.

Elimination Strategy	Keep it out	●	●	MoH	<ul style="list-style-type: none"> No barriers anticipated. Technology programme aligning to enhance contact tracing and support the quarantine-free travel zone.
	Prepare for it	●	●	MoH	<ul style="list-style-type: none"> No barriers are anticipated to the broader programme. Risks related to the vaccine programme are outlined above.
Focus Area	Sub-Focus Area	Last Week → This Week	Agency	Agency Comment on Status	
Elimination Strategy	Stamp it out	●	●	MoH	<ul style="list-style-type: none"> Workforce remains under significant pressure, work ongoing with DHBs to support. Trans-Tasman and Cook Island QFT have gone live, and lessons are being learned about management of international incidents.
	Manage the impact	●	●	MoH	<ul style="list-style-type: none"> No barriers anticipated. Process for embedding, tracking and reporting on reviews, recommendations, learning and continuous improvement activities being refined.

Focus Area	Sub-Focus Area	Last Week → This Week	Agency	Agency Comment on Status	
MIQ Workforce	Vaccination of MIQ workers	●	●	MBIE MIQ	<ul style="list-style-type: none"> As at 19 May 2021, 92% of the MIQ workforce have received their second COVID-19 vaccine dose. MIQ-issued vaccination certificates continue to be issued periodically as vaccination status data is being updated. This includes reissuing permanent certificates for workers who have now had their second dose. There were no exceptions for unvaccinated workers requested for the last week. Further information is included in the report.
	Staff testing	●	●	MBIE MIQ	<ul style="list-style-type: none"> Compliance was 89% for the week of 17 May through to 23 May 2021. Compliance figures were heavily impacted by the cyber-attack on Waikato DHB (affecting compliance results for the three Hamilton MIQ facilities). If you remove the Hamilton data, then compliance is at 93% for the rest of the country (in line with previous weeks). Workforce advisors continue to proactively follow up on non-compliance with employers. Work is underway to determine the approach to implementing saliva testing
Operations	Ventilation systems	●	●	MBIE MIQ	<ul style="list-style-type: none"> The MBIE-led onsite testing of ventilation systems is complete for 28 of 31 sites, with the remainder to be complete next week. The Ventilation Work Group (VWG) are reviewing the reports. Discussions have commenced with the MIFs to share the findings from the assessments and to seek proposals on what, if any, work will be completed to address the findings. Proposals have been received from three MIFs for ventilation remediation work and these are being reviewed.
	Renewing contracts	●	●	MBIE MIQ	<ul style="list-style-type: none"> Draft extension and amendment agreements have been sent to all hotels for their review. Lower occupancy levels with the hotels has impacted various hotels however the way in which we can address this will be on a case by case basis. The Accor Group and Grand Millennium have advised that they are able to manage the low occupancy through their unoccupied room rate.

	Reducing Transmission risk – Grand Mercure and Grand Millennium	●	●	MBIE MIQ	<ul style="list-style-type: none"> The Grand Mercure and the Grand Millennium remain empty with no further returnees assigned to these hotels until the ventilation reviews are finalised and remediation work is complete. The maintenance work at the Grand Mercure is expected to be finished towards the end of May 2021. The Grand Millennium onsite assessment is complete. MBIE is now awaiting a maintenance proposal from the hotel. The facility has already commenced some ventilation maintenance work and is progressively retesting. Further information is included in the report.
	Transition to cohorting	●	●	MBIE MIQ	<ul style="list-style-type: none"> Cohorting has been fully implemented for scheduled flights, outside of certain exceptions (e.g. diplomats, unaccompanied minors, short-stay mariners). Work is underway to understand implementation and a briefing will be provided in June 2021.
Focus Area	Sub-Focus Area	Last Week	→ This Week	Agency	Agency Comment on Status
Operations	RSE workers	●	●	MBIE MIQ	<ul style="list-style-type: none"> Industry have yet to formally confirm a point of contact for MIQ contracting purposes. They have indicated that a possible counterparty could be a travel agent. MIQ has concerns that this may not be viable as that counterparty may not pass our due diligence test as they will be liable for over \$10 million in fees. MIQ will be unable to recover costs for wasted rooms or wraparound services set up until a contract has been signed. Industry have indicated that they are looking at a 4 July 2021 start date. There are issues with the current proposed flight times as they do not align with the MIQ operational parameters communicated to them. MIQ also has concerns that they may not be able to meet the 4 July 2021 arrival date, which may result in wasted rooms that cannot be cost recovered.
	Fees collection / debt recovery	●	●	MBIE MIQ	<ul style="list-style-type: none"> Work is underway to implement a new system to streamline and improve the invoicing system. The initial phase of the establishment of the system is on track to be completed by 31 May 2021. This includes a data platform to enable matching of data across multiple data sets and the ability to automatically generate a portion of the invoices. No invoices for people who arrived in MIQ from 14 March 2021 are being generated whilst the data is being moved between invoicing platforms. This may generate media interest (as some people will be receiving invoices several months after leaving MIQ). Further information is included in the policy update of the report.

Proactive

Focus	Sub-Focus Area	Last Week	This Week	Agency	Agency Comment on Status
Quarantine Free Travel	Cook Islands quarantine-free travel (two way)	●	●	MFAT	<ul style="list-style-type: none"> The first QFT flight arrived in the Cook Islands on Tuesday 18 May carrying 297 tourists, journalists and the first vaccine doses for the Cook Islands. s7(b)(ii) New Zealand's Response Framework for a COVID-19 outbreak in the Cook Islands or New Zealand has been finalised, although work continues on detailed operational planning for different scenarios. New Zealand and Cook Islands will continue to discuss the operationalisation of our respective response frameworks this week to ensure coherence and consistency.
	Niue quarantine-free travel (two-way)	●	●	MFAT	<ul style="list-style-type: none"> Niue has confirmed their official position that two-way QFT should not commence until at least one month after vaccination roll-out is complete, which is scheduled to commence in June. s7(b)(ii) New Zealand officials will work with Niue on developing a joint plan, similar to work done with the Cook Islands, to progress towards two way-QFT commencement at a time Niue is ready to begin. The timing of the switch from 'amber' to 'green' will be able to be better assessed following these discussions.
	Trans-Tasman quarantine-free travel	●	●	MFAT	<ul style="list-style-type: none"> Officials continue to seek a solution for New Zealand travellers from parts of the Pacific who are unable to transit through Australia due to a lack of "red" trans-Tasman flights. We have registered our position well in the Australian system, and we understand that Australian officials are working on the basis of having a solution to deliver in time for the Prime Ministers' meeting at the end of May.

Proactively Reviewed

2. COVID-19 Insights

2.1 Insights of Note

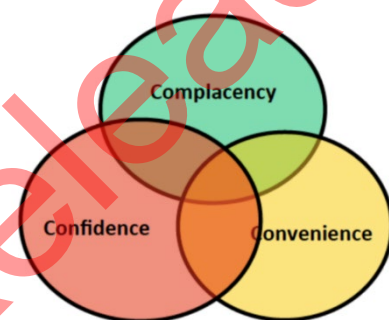
2.1.1 Vaccine Hesitancy and Misinformation

The phenomena of **vaccine hesitancy** has existed since vaccination began. The term was defined in the 2000s and refers to a delay in acceptance, or refusal of vaccines despite availability. It sits on the spectrum between **vaccine acceptance** (people who are willing to be vaccinated) and **vaccine refusal** (those who will not be vaccinated).¹

Vaccine hesitancy has three subcomponents that interrelate but are also separate; vaccine complacency, vaccine confidence, and vaccine convenience, see figure 1.

Vaccine complacency relates to the perceived risk of infectious diseases as being low.

Figure 1 – Model of Vaccine Hesitancy



Vaccine confidence relates to the lack of trust in the vaccine or the institutions that recommend vaccination (e.g. health authorities, governments, or pharmaceutical industry).

Vaccine convenience relates to barriers, which may be real or perceived, in accessing the vaccine.²

Misinformation and disinformation can contribute to the three areas of vaccine hesitancy. The current narratives of COVID-19 misinformation and disinformation in New Zealand are mostly related to vaccine confidence. Many of these narratives are woven into larger themes centred around mistrust of government, elites,³ or international businesses, (often referred to as conspiracy theories);⁴ or concerns about side effects, medical safety, and long-term effects of the vaccine.⁵

Social media platforms (e.g. Facebook and YouTube) are the most common⁶ means of disseminating vaccine misinformation and disinformation in New Zealand.⁷

In New Zealand recent research shows that 46% of people have come across messages encouraging them not to get the COVID-19 vaccine.⁸ 60% of these messages came via Facebook.⁹ This has led to 13% of people identifying as less likely to get the vaccine due to this exposure.¹⁰

¹ World Health Organization, Report of the Sage Working Group on Vaccine Hesitancy - 1 October 2014, https://www.who.int/immunization/sage/meetings/2014/october/1_Report_WORKING_GROUP_vaccine_hesitancy_final.pdf, Accessed 25 May 2021.

² Convenience issues can relate to costs incurred that are not only monetary but also transport, inadequate maternity leave or childcare, multiple competing priorities, inconvenient clinic opening times, service or vaccine cost, or lack of vaccine availability. Language barriers, or disabilities can make it difficult for people to interact with care systems or obtain information, some people may also experience judgment or discrimination from providers. World Health Organization, Report of the Sage Working Group on Vaccine Hesitancy - 1 October 2014, https://www.who.int/immunization/sage/meetings/2014/october/1_Report_WORKING_GROUP_vaccine_hesitancy_final.pdf, Accessed 25 May 2021.

³ US National Library of Medicine, Key Guidelines in Developing a Pre-Emptive COVID-19 Vaccination Uptake Promotion Strategy, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7459701/>, Accessed 27 May 2021.

⁴ Te Punaha Matatini, COVID-19 disinformation in Aotearoa New Zealand social media – 6 September 2020, https://www.tepunahamatatini.ac.nz/2020/09/06/covid-19_disinformation-in-aotearoa-new-zealand-social-media/, Accessed 25 May 2020.

⁵ Virality Project, Virality Project Weekly Briefing #22 – May 18 2021. <https://www.viralityproject.org/weekly-briefings>, Accessed 27 May 2021.

⁶ However, a platform with the most message numbers may not be the most trusted, believed or influential as less prominent platforms can rank higher in these indices (and therefore have a greater overall influence) with a targeted audience. For example a general YouTube misinformation video could be pitched to the general public and not come from a source that is respected by those who are vaccine resistant while a smaller, but more trusted source can exert an influence out of proportion to the scope of its delivery with a message targeted to a specific audience.

⁷ Ministry of Health and Ipsos, COVID Vaccine Tracker: Wave 2 4 May – 9 May 2021, Accessed 25 May 2021.

⁸ Ministry of Health and Ipsos, COVID Vaccine Tracker: Wave 2 4 May – 9 May 2021, Accessed 25 May 2021.

⁹ Ministry of Health and Ipsos, COVID Vaccine Tracker: Wave 2 4 May – 9 May 2021, Accessed 25 May 2021.

¹⁰ Ministry of Health and Ipsos, COVID Vaccine Tracker: Wave 2 4 May – 9 May 2021, Accessed 25 May 2021.

The recent Ministry of Health Horizon poll¹¹ indicates that the main concerns of New Zealanders regarding the COVID-19 vaccine are safety concerns, long-term effects, and side effects;¹² and misinformation can target such concerns.

Misinformation and disinformation must be appropriately targeted. Official engagement can be counterproductive if the message, and those delivering it, are not trusted by the recipients; or the circumstances are not culturally, or socially appropriate.¹³ People who are hesitant to take a vaccine can become **vaccine acceptant** if their issues and concerns regarding vaccination are addressed.

There is ongoing work across government on these topics. Further information is available if required.

This insights section has been compiled by the Insights and Reporting Team in the COVID-19 Group.

Thank you to the Ministry of Health, National Assessments Bureau, and the wider COVID-19 Group for contributions to this insights section.

Proactively Released

¹¹ Ministry of Health, COVID-19: Vaccine research insights, <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-strategy-planning-insights/covid-19-vaccine-research-insights>, Accessed 27 May 2021.

¹² This is consistent with research. Journal of Health Communication, The Persistence of Vaccine Hesitancy: COVID-19 Vaccination Intention in New Zealand, <https://www.tandfonline.com/doi/full/10.1080/10810730.2021.1899346>, Accessed 27 May 2021.

¹³ Royal United Services Institute, Assessing Communications-Based Activities to Prevent and Counter Violent Extremism, <https://rusi.org/commentary/assessing-communications-based-activities-prevent-and-counter-violent-extremism>, Accessed 27 May 2021.

3. Ministry of Health Weekly Report



3.1 Policy/Programme Updates

3.1.1 COVID-19 Vaccine and Immunisation Programme

As at 25 May 2021, 562,149 vaccinations have been delivered, including 191,106 people who are fully vaccinated. Of those fully vaccinated, nine percent are Māori, six percent are Pasifika, and 19 percent are Asian. 108 sites were active on 25 May 2021.

The allocation plan for the next seven days is for 82,679 doses across New Zealand.

General practice and pharmacy rollout

Implementation planning across the entire end to end process is well underway with a tabletop exercise held with the primary care sector this week to discuss milestones and receive feedback. The payments solution is due to be ready at the end of June 2021. DHBs are tasked with engaging primary care providers to ensure access across their area and to assist in vaccination distribution planning.

Office of the Auditor General report

The Office of the Auditor General released its report on preparations for the nationwide rollout of the COVID-19 Vaccine on 18 May 2021. The report made six recommendations. The Ministry of Health has responded to those recommendations and issued a media release and a more detailed response document following the release of the final report. Two of the six recommendations have already been implemented, while four are currently in progress.

Mass vaccination events

The Northern Regional Health Co-ordination Centre is in the planning phase for its first mass vaccination event, which will be held at the Vodafone Events Centre in South Auckland from 2 to 4 July 2021, with a further event planned for late July 2021 to administer the second doses of the vaccine. A mass vaccination event is defined as having 5,000+ throughput per day.

Equity

Māori COVID-19 vaccine rollout delivery and investment

Over 36,387 Māori have received their first dose of the COVID-19 vaccine, which represents 10 percent of the total population who have received their first dose as at 25 May 2021.

The applications to the Ministry of Health's Māori Communications Fund have now closed. Fifty-seven applications were received, representing 140 organisations, requesting a total of \$3,749,500.

Disability

Tātou Whaikaha, the disability advisory group to the programme, met last week. The Group discussed feedback on the workforce programme and reviewed feedback on externally developed training and tools to support individuals with anxiety, phobias and other behaviours which might preclude or reduce likelihood of a safe and effective vaccination experience.

Technology

The new "COVID Population Identification and Registration" system will go-live by the end of May 2021 to enable automatic NHI matching for 70 percent of appointments and greatly streamlining welcoming people at vaccination centres.

The new distribution and inventory system is on track for release on 8 June 2021. This will streamline distribution and ordering, provide greater visibility of vaccine supply throughout the country and enable scaling for Group 4.

The new Centre for Adverse Reaction Monitoring workflow application to assess adverse events following immunisation is on track to automatically match and merge duplicate records and to prioritise reports for

assessment. These new features will dramatically reduce manual effort without jeopardising assessment quality.

The new system “Hands up to join our Vaccination team” is forecast to go-live by early June 2021. This system will make it easier to match potential workforce with providers, making it faster and simpler to scale the workforce.

Workforce

As of 25 May 2021, 6,110 vaccinators have completed COVID-19 vaccinator training and 2,280 vaccinators have actively vaccinated in the programme so far.

On 24 May 2021, Cabinet discussed amendments to the Medicines Regulations Act 1984 in order to enable the creation of the new workforce of COVID-19 vaccinators. The amendments are planned to be gazetted on 27 May 2021.

For every 1.0 FTE administering the vaccine, the programme’s aim is to have three trained COVID-19 vaccinators available. At this stage plans show we will need approximately 6,000 Vaccinators.

Distribution and inventory management

As at end of day 25 May 2021, we have made 849 deliveries to sites across the country. This equates to delivery of 95,844 vials or 575,064 doses.

To mitigate the key risks of the current manual business processes and to enable functions to scale, the Ministry is commissioning two additional salesforce modules – a location module and an order and inventory module – within the COVID Immunisation Register (CIR).

The location module will automate the registering and onboarding of new vaccination sites while the order and inventory module will automate the order fulfilment and inventory management functions to ensure safe and efficient management of the vaccine at scale.

Communications

This week we undertook proactive media to mark the 500,000th vaccination milestone and release of key insights from the latest Horizon research. It has been pleasing to see social media insights indicating that there is a high degree of positive experiences after receiving the vaccine and a lot of praise for the vaccination teams within the community.

Recent activities and engagement with ports

Conversations between the Ministry of Health and unions are helping to identify priority areas for engagement and highlight extremely wide-ranging levels of uptake across different sites.

While being mindful of the individual and collective employment relationships, the Ministry met with unions on Thursday 27 May to canvass concerns and agree to a shared forward plan.

The Ministry is also beginning to explore framing the conversation differently, shifting it from a health-policy and compliance conversation to a commercial one with a vaccinated workforce as a potential commercial advantage. We will continue to refine these strategies. In the meantime, improved measures to address access issues are well underway in key sites as outlined below.

- **Hawkes Bay:** the DHB ran vaccination sites at Napier Port in March 2021 and April 2021 to vaccinate the port workers under a testing order. Any additional port workers are able to be vaccinated at a “The Doctors Napier” clinic which is a practice sub-contracted to provide COVID-19 swabbing and who partnered with HBDHB for the on-port vaccination centre. This clinic is approximately 2km from the port.
- **Southern DHB:** estimate over 80% coverage at clinics for port workers. Household contacts of this cohort were completed at Wakari site (Dunedin) and Murihiku Marae (Invercargill) during the same period. In Southland all port workers have access to public vaccination clinics and are having their vaccines prioritised. South Port (and Tiwai) are 27km from the Victoria Rooms vaccination clinic in Central Invercargill and Port Otago is 13km from the Meridian Mall clinic in central Dunedin.

- **Taranaki DHB:** Port workers are able to ring the DHB booking centre and are a continuing priority for the DHB. Taranaki are currently vaccinating at the DHB site on David Street, New Plymouth which is approximately 3.5 km from the port.
- **Bay of Plenty DHB:** Further engagement and Q&A sessions have been scheduled with the Port of Tauranga for next Friday (4 June), at multiple time slots to cover shift changes. These sessions are being collectively supported by stevedore employers, union reps, and the local DHB clinical team.

Rollout of the vaccine to Polynesia

Cook Islands

Vaccination in the Cook Islands started last week with the first delivery of Pfizer 'Comirnaty' vaccine flown in on Air New Zealand's first two-way 'quarantine-free travel' flight to Rarotonga on 18 May 2021.

Niue

Plans are well under way for Niue to commence its vaccination from 9 June 2021. Formal approval for Pfizer dose donation to Niue is now sought from Vaccine Ministers.

Tokelau

Delivery of vaccine to Tokelau is a difficult logistical exercise. Logistics and planning experts from the New Zealand Defence Force (NZDF) are conducting the tactical planning to explore a number of entry points into Tokelau, such as Samoa, American Samoa and the Cook Islands. This may involve tasking naval and air assets from NZDF to ensure we are able to transport the vaccine to Tokelau.

Next steps

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

3.2 Technical Advisory Group: Update

The COVID-19 Technical Advisory Group (TAG) did not meet in the week commencing 17 May 2021. The next TAG meeting is scheduled for 25 May 2021.

The COVID-19 Vaccine Technical Advisory Group (CVTAG) did not meet in the week commencing 17 May 2021. The next CVTAG meeting is scheduled for 25 May 2021. New Zealand was in listening mode and did not deliver any statements during the meeting.

3.3 33rd Commonwealth Health Ministers Meeting (20-21 May 2021)

This item updates you on the **Commonwealth Health Ministers' Meeting**, which was held on 20 to 21 May 2021. As previously advised, New Zealand was represented by the Ministry of Health (an approach that is consistent with Australia and other countries).

The meeting was chaired by India's Minister for Health and Family Welfare. The theme of the meeting was "*Commonwealth Response to COVID-19: Ensuring Equitable Access to Vaccines and Building Resilience for Health Systems and Emergencies*". During the meeting Fiji provided a statement on behalf of the Pacific region in which it thanked Australia and New Zealand (along with countries who had contributed to COVAX) for their assistance with vaccine supply.

Other notable comments during the meeting were made by Australia and Canada:

- Australia called for countries to work through "globally appropriate multilateral mechanisms" – naming the World Health Organisation (WHO) as the premier vehicle to carry pandemic preparedness programmes forward. (This was in reference to the challenges the Commonwealth has in remaining focused on a role that complements/does not duplicate the WHO. The Ministry supports this comment.)
- Canada spoke on the need to strengthen the International Health Regulations, and said that the "hugely important" International Panel on Pandemic Preparedness and Response would help countries learn the lessons that need to be learned, and try to ensure that this is the last pandemic (the Ministry also supports Canada in this respect).

Overall, the meeting went as planned with no significant issues. s6(a)

Your office has received a copy of the outcomes statement from the meeting.

Next steps

We will provide further information on the meeting if requested. As the Commonwealth Health Ministers Meeting tends to be a low priority for New Zealand, no further substantive engagement is planned.

3.4 Publication of fortnightly COVID-19 Disease Indicator Summary Report

The Ministry of Health plans to release the most recent fortnightly COVID-19 disease indicator summary report (indicator report) on the Ministry's website covering the period 23 April 2021 to 6 May 2021.

The indicator report was developed based on the recommendations in the Rapid Audit of Contact Tracing for COVID-19 in New Zealand. It provides an end-to-end view of the public health response to COVID-19 for cases and close contacts.

Key points of interest for this indicator report are:

- this period involves no community cases and associated contacts. Consequently, all metrics for community cases in this reporting period have no available data
- there were 33 cases in managed isolation and quarantine facilities during this period.

Next steps

The report will be released on the Ministry of Health's website during the week of 24 May 2021.

3.5 Upcoming Communications Issues and Activities

As at 26 May 2021

Date	Activity	Lead agency	Comms material	Ministerial involvement
Week commencing 24 May 2021	Updated testing guidance for border workforce	Health	PR, social media, website content	Optional
Week commencing 24 May 2021	Announcement saliva testing will be rolled out to frontline border workers, less invasive and part of mandatory testing requirement	Health	PR, talking points	Yes
27 May 2021	Release of Managed Isolation and Quarantine (MIQ) reviews	MBIE	Media stand up with Head of MIQ (Megan Main) and Director-General of Health Press release and website content	No

4. Managed Isolation and Quarantine Weekly Report

4.1 Top Items to Note

4.1.1 Staff testing update – compliance statistics for 17-23 May 2021

- As noted in last week's report, following the ransomware attack on the Waikato DHB, there have been delays in swab testing impacting the results of border workers in MIQ. This delay has impacted

this week's compliance figures as Waikato based workers may not have their swab data updated in the Border Worker Testing Register (BWTR).

- Reporting from BWTR shows that 4,432 people undertook work in our facilities last week and of these:
 - 3,901 were compliant with their obligations;
 - 481 were overdue (this figure reduces to 279 if you exclude the data for workers at Hamilton facilities, who may be compliant but due to the ransomware attack on the Waikato DHB that data hasn't uploaded into BWTR yet); and
 - 50 were still to have their NHI-matched with 39 of these workers being set up in the BWTR in the last 7 days.
- Of those that were NHI-matched, 89% were compliant and 11% were overdue. However, if you exclude workers from Hamilton MIQ facilities from this data then compliance for the rest of the country is at 93% and 7% are non-compliant.
- Of the 11% of workers (481) that were non-compliant, the majority (454) have had a previous swab and 27 were recorded as not having had a swab. It is likely that some of them have been swabbed but it is not showing up in BWTR at this time.
- Of the 481 non-compliant workers, 193 are overdue by 6 to 9 days, 164 are overdue by 10+ days.
- Workforce Testing Advisors are now getting more detailed reports showing workers who are non-compliant; it includes detail on what the non-compliance looks like (e.g. overdue swab by number of days, no swab, or no NHI match). This allows the team to prioritise follow ups with employers and PCBUs based on the public health risk. For example, the team are focussing on those workers overdue for a swab by 10+ days, rather than those only 0-2 days overdue (as those workers may have been swabbed but the data is still being uploaded into BWTR).

4.1.2 Vaccination of frontline staff update

- Employers are still working through employment processes with 15 unvaccinated workers, and these workers are not able to work in the MIQF while this process is occurring.
- As at 26 May 2021, 8% of the MIQ Workforce are yet to receive the second dose of the vaccination.
- According to BWTR, the total number of unvaccinated workers on site was 99 (2% of the workforce). Follow up on these records showed that all 99 workers were vaccinated, but NHI matching issues and integration issues between BWTR and CIR mean this data is not being pulled through to BWTR to complete assurance reporting.
- Automated updates into BWTR of Worker Vaccination status are not yet available, requiring manual updates from MoH staff until this functionality is delivered in early June 2021.

4.2 Operational update

4.2.1 Capacity update

- From early March to present, over 76,822 returnees from over 180 countries have secured a voucher to return home during the period of March through to the end of October 2021.
- On 25 May 2021 an initial tranche of 1,400 rooms were released in October 2021.
- As at 8am 26 May 2021, there were over 3,285 rooms available for the period of May through to October 2021, spread across all months.
- In the first 24 hours of availability, 350 rooms were secured in October 2021.
- Our operational capacity is currently 3,527 rooms, due to two facilities being offline and scheduled maintenance.

4.2.2 Ombudsman update

- The response to the Ombudsman's final report for the Four Points Auckland facility was submitted to the Ombudsman on Friday 21 May 2021.
- Responses for the Ombudsman's provisional report for the Commodore Christchurch and Grand Mercure Wellington facilities were submitted to the Ombudsman on Monday 24 May 2021.
- We are preparing the responses to the Ombudsman's provisional reports for the SO Hotel and Novotel Christchurch Airport facilities.

4.2.3 Auckland International Airport terminal upgrade

- The upgrade for the International to Domestic (I2D) gate lounge for MIQ charter flights is on track to be completed on time and within budget on 28 May 2021. The first flight through will be the NZ5 with approximately 125 pax on Monday 31 May 2021.
- The new I2D lounge increases pax numbers on charters from 70 to 135. This means we are able to transfer a higher number of returnees to our regions, further maximising the capacity in these locations.
- A trial for the new I2D liaison service will also start on 31 May 2021. This will involve two Menzies personnel escorting MIQ passengers through Zone B to the I2D gate. This is intended to provide for a much smoother air transfer experience for returnees travelling to Wellington and Christchurch MIFs and mitigate the increased complaints that we have received for this service.
- The baggage reconciliation process to Auckland, Hamilton and Rotorua MIFs is going well with minor refinements being introduced. This new process has greatly reduced the passenger dwell time on buses, which could have been as high as 1.5 – 2 hours sitting static at Auckland Airport while they waited for their bags to be cleared. Instead returnees are able to depart for their MIFs as soon as their coach is full, with their bags to follow for reconciliation at their MIF.

4.3 Policy update

4.3.1 New timeframe to pay MIQ fees – implementation

- On 17 May 2021 you agreed to progress the following changes to the MIQ fees settings [briefing 2021-3261 refers]:
 - a) Reduce the payment period for MIQ invoices from 90 to 30 days
 - b) Enable MBIE to issue invoices any time after a person enters MIQ (under current settings invoices can only be issued on or after the date a person leaves MIQ)
 - c) Enable MBIE to charge fees to families on the basis of their travel group as registered in MIAS, irrespective of how many rooms they occupy
- Decisions (b) and (c) will require amendments to the MIQ Charges Regulations. We will provide you with further advice on the process and timeline for giving effect to these changes by 11 June 2021. The 11 June 2021 briefing will also provide you with recommendations on additional minor and technical changes to support the smooth application and durability of the fees settings.
- Reducing the payment period for MIQ invoices from 90 to 30 days does not require regulatory change. It is an operational decision enacted by the Chief Executive of MBIE.
- We propose that the new 30-day payment timeframe will apply to MIQ invoices issued on or after 1 September 2021. This date has been selected for the following reasons:
 - It will allow MBIE to provide adequate (three months') notice to prospective returnees about how long they will have to pay their MIQ invoices.

- Work is underway to increase the range of payment options available to returnees. A supplier has been engaged to produce a credit card payment platform, and we have also been working to get MIQ set up as an online banking bill payment option. We expect these new payment options to be live by 1 September 2021.
- MBIE is currently progressing work on a new invoicing system that will semi-automate the processes to determine liability and issue invoices. At the same time Immigration New Zealand is providing data that will fill gaps in the information needed to determine fee liability. No invoices for people who arrived in MIQ from 14 March 2021 are being generated whilst the data is being moved between invoicing platforms. The initial phase of the establishment of the system is on track to be completed by 31 May 2021. When invoicing goes back online, it may generate media interest as some people will be receiving invoices several months after leaving MIQ.
- The 1 September 2021 implementation date will allow time for the backlog of older invoices to be cleared (with the original 90 day payment terms).
- We will prepare communications to ensure that there is widespread awareness of the new 30 day invoice payment terms.

4.4 Schedule of Reviews

Review	Date commenced	Expected completion date	Current status	Purpose
Rapid Assessment	February 2021	Complete	Preparing for proactive release – currently scheduled for Thursday 3 Jun 2021	Commissioned by the MBIE Chief Executive to help identify practical recommendations for improvement opportunities across the MIQ system.
Grand Mercure Incident Review	April 2021	Complete	Preparing for proactive release – currently scheduled for Thursday 3 Jun 2021	A joint review after confirmation of a genomic link between returnees at the Grand Mercure Auckland MIF, which indicated in MIF transmission
Grand Millennium Incident Review	April 2021	Complete	Preparing for proactive release – currently scheduled for Thursday 3 Jun 2021	To review the circumstances surrounding two positive cases and determining what, if any, improvements can be made to the MIQ system to reduce the likelihood of cases occurring in MIQ workers in the future.
MIQ First Security Incident Review	April 2021	Complete	Preparing for proactive release – currently scheduled for Thursday 3 Jun 2021	To review the circumstances and actions leading up to the incident and assess the adequacy of First Security's internal processes to ensure that their workers at MIQFs completed their periodic testing regime for COVID-19.
Sudden Death Critical Incident Review	January 2021	June 2021	In progress	To identify any lessons learnt from the response to the death of a guest in a MIF and determine if any changes should be put in place.
Financial Management Review	May 2021	June 2021	In progress	Identify opportunities for improvement in process and procedures for supplier invoicing, review of financial reporting that is currently in place, review of financial delegations framework.

Review	Date commenced	Expected completion date	Current status	Purpose
MIQ Staff Unwell - Health Checks (control hotspot)	May 2021	June 2021	In progress	The purpose of this review is to determine the degree of implementation of published risk, assurance and quality controls and treatments; the capability and effectiveness of the system in ensuring continual application, review and improvement of these controls and treatments for potential improvement of the wider MIQ system integrating continuous improvement and risk-based thinking through evidence-based assurance
MIQ PCBU Health and Safety Obligations Review	April 2021	July 2021	In progress	This review is to identify MBIE's responsibilities as a lead PCBU and assess how well these responsibilities are fulfilled to support other PCBUs meet their health and safety obligations.
Fees and Waiver Review	Scheduled to start June 2021	August 2021	Planning	TBC
MIQ Exemptions Review	Scheduled to start June 2021	August 2021	Planning	This review is to assess consistency, transparency and fairness of the exemptions from managed isolation process for people entering New Zealand.
Onsite Ventilation Assessments	February 2021	<p>Testing: May 2021</p> <p>Programme of work: August 2021</p>	<p>Grand Mercure ventilation maintenance work will be complete end of May 2021.</p> <p>Grand Millennium The MIF is undertaking ventilation maintenance work and retesting in order confirm what further work is required and will be preparing a ventilation maintenance/ remediation proposal (the MIF is aiming to provide the proposal by Friday 28 May 2021).</p> <p>28 of 31 sites have provided full or provisional onsite test results to MBIE.</p> <p>The Ventilation group (VWG) have reviewed the reports for 20 sites and meetings have been held with 10 MIFs to seek remediation proposals. Some facilities have already commenced maintenance work to address initial findings with detailed remediation proposals received for three sites.</p>	A comprehensive understanding of MIQF ventilation systems, remediation work completed (if required) to optimise the performance of the systems and additional operational practices implemented to complement the ventilation system operations.
Information Management Assurance Review	Scheduled to start July 2021	September 2021	Planning	The purpose of the review is to analyse the current information management practices within MIQ.

Review	Date commenced	Expected completion date	Current status	Purpose
Audit NZ Annual Review: Revenue management - focus on MIQ	TBC - Not sure on start date but will coincide with the annual review audit.	30 September 2021	Planning	The audit of MBIE's 2020/21 Annual report by Audit NZ will also cover MIQ. As a new function and revenue stream for the 2020/21 financial year we would expect it to be an area of audit focus.
MIQ Rapid Assessment (Phase 2)	Scheduled to start August 2021	October 2021	Planning	This will be a follow-up review following the MIQ Rapid Assessment which was completed earlier this year.
Rapid review of Border Worker Testing (BEB led)	April 2021	Two-part review. Part one (focused on MIQ) due to be presented to BEB in June. Part two (focused on wider border) still TBC when it will be completed	In progress	To assess the arrangements in place to support compliance with the COVID-19 Public Health Response (Required Testing) Order 2020.
Regular, ongoing reviews				
MoH Infection Prevention Control Audits of MIQ facilities	July 2020	-	Ongoing	The Ministry of Health conducts regular audits into infection prevention and control (IPC) at the managed isolation and quarantine (MIQ) facilities around New Zealand. MIQ facilities are an important part of our border measures to keep COVID-19 out of the community. It's critical to the health of the country that MIQ facilities are well-maintained and any infection brought in by people entering New Zealand cannot spread into the community.
Department of the Prime Minister and Cabinet (DPMC) Systems Assurance Framework	March 2021	-	Ongoing	DPMC are working on a COVID-19 systems assurance framework that will give visibility of the end-to-end COVID-19 response system.
Ombudsman OPCAT Reviews	February 2021	-	Provisional reports received	Aotearoa New Zealand has international human rights obligations under the United Nations Optional Protocol to the Convention against Torture (OPCAT). The purpose is to monitor and carry out such inspections of managed isolation and quarantine facilities to ensure that people are being treated humanely and their human rights are being respected and protected.

4.5 Large Group Arrivals Update

Summary of approved group arrivals as at 25 May 2021

Group	Date of Arrival	Allocation Approved	Final number of rooms allocated	Comments
Refugees – Cohort 3	24 – 28 May 2021	76	76	26 family groups
Olympic athletes	6 May – 1 Jul 2021	157	44	Returnees from Tokyo Olympic qualifying events. Various return dates. 157 allocated, only 62 used. This is due to some obtaining vouchers through MIAS, events being cancelled and athletes choosing not to travel.
NZDF Operation WHIO	4 Jun 2021	45	45	

Group	Date of Arrival	Allocation Approved	Final number of rooms allocated	Comments
RSE	21 Jun 2021 – Mar 2022	150 rolling entry per 16 days	TBC	Total number of workers will depend on agreed start and end dates, noting a reduction in numbers during Oct 2021 due to high demand for group allocations. These RSE arrivals will be accommodated in Hamilton for duration of the arrivals. Industry have indicated that the start date may be 4 July 2021, but this is still to be confirmed.
Rugby	18 June 2021	47	47	Fijian rugby team arriving from multiple locations, will go into Christchurch. Approval for off-site training is underway.
Cricket – Black Caps	18 Jun 2021	11	11	Returning cricketers, no special training requirements.
	26 Jun 2021	22	22	
International Students	2 Jun 2021	100	4	Arriving on commercial flights. MoE have noted that they experienced difficulty in filling up the flights in early June. Significant underutilisation of allocation space. MIQ notified on 24 May 2021 and rooms have been released, but due to close date, there may be rooms wasted.
	9 Jun 2021	100	TBC	
	16 Jun 2021	100	TBC	
	23 Jun 2021	100	TBC	
Construction Accord	Jun 2021	60	0	Have confirmed that they will not use the June 2021 allocation.
	Jul 2021	60	TBC	
	Aug 2021	60	TBC	
	Sep 2021	60	TBC	
Winter Games	19 Jul 2021	30	TBC	
Antarctic USAP	16 Jul 2021	34	TBC	Entering on charter flights direct into Christchurch.
	19 Jul 2021	170	TBC	
Netball	19 Jul 2021	30	TBC	English Roses, planning will begin 1 Jun 2021. This will be the first sports team under the new full cost recovery model.
Returning Olympic Athletes (3 cohorts)	2 Aug 2021	~200	TBC	Athletes, staff and media returning from the Olympics on three charter flights.
	8 Aug 2021	~200	TBC	
	10 Aug 2021	~200	TBC	
Paralympic athletes	Sep 2021	100	TBC	Athletes and management returning from the Paralympics in Tokyo, single cohort.

Time Sensitive Travel

The time sensitive travel allocation went live on 10 May 2021. Applications closed at the end of 19 May 2021. No applications were received for the first round. This is likely due to MIAS availability.

RSE

- The requirement for a single counterparty and single point of contact for invoicing for MIQ has been reiterated to industry. MIQ will work through any details and questions they may have. Formal notification of the point of contact is yet to be received by MIQ. Industry have indicated that a travel agent may be the counterparty. However, MIQ has concerns that the individual will not be able to meet the due diligence test and may not understand that they will be liable for up over \$10 million in fees and additional costs. This may present further issues during negotiations will delay contracting and will mean costs can't be recovered.
- Industry have indicated that the first date of arrival as 4 July 2021, almost two weeks behind the expected schedule as indicated by industry. If this is confirmed, it is likely that two MIFs in Hamilton will not be able to be used with regular returnees and will amount to wasted rooms, which cannot be cost recovered. Further to this, industry have ignored the operational parameters outlined by MIQ in terms of arrival window. There is also no clear single point of coordination at this stage, making communication and planning more difficult. MIQ will continue to work with them to reiterate the reasoning and provide further details where required.
- Operational planning on the ground continues to progress positively, with both Iwi and the local Pasifika health planning well underway.

Russians mariners

- A group of 26 mariners are scheduled to enter MIQ on 2 June 2021. Arrangements are in place for onsite translators to be at the MIF at the cost of the fishing companies. The translator has been fully vaccinated. The fishing companies will work with MIQ Operations to provide services to support where necessary at their own expense. An agreement letter has also been sent to the fishing companies to ensure any additional costs can be recovered if new situations arise.

Fijian rugby team

- Players from the Fijian rugby team are due to enter MIQ on 18 June 2021. Players are coming from the UK, France and Fiji. Those in Europe will congregate in Singapore and get a direct flight to Christchurch from there. The Fijian-based players are still to confirm flight arrangements but are looking at chartering a direct flight into Christchurch and align arrival time as much as possible with the European-based players.
- A public health risk assessment has been completed. Final bubble arrangements are yet to be determined and approved. Planning has been delayed due to the late arrival of information from the group, but no other issues have arisen.

Returning Olympians

- There are on-going issues with returning Olympians currently in MIQ in Christchurch. Returning rowers continue to request that staff provide services outside of SOPs, despite numerous attempts by both MIQ and Sport NZ to communicate reasoning to them. Other issues include large amounts of extra equipment being shipped (from within New Zealand) directly to the MIF without consultation with MIQ or Sport NZ, and members of the organisation (not in the MIF) trying to gain access to the MIF to access it. The extra equipment now has to be stored onsite and is likely to come at an extra charge to MIQ. Sport NZ are actively managing the situation. MIQ Engagement and Communications have been notified and are working on reactive communications if the situation escalates.

Manual allocation

- In the last package, a number of groups were approved through manual allocation. These groups were not groups in the traditional sense, but rather a series of individual travellers all entering New Zealand for a common purpose. These included: returning Olympians, students and the Construction Accord. All of these groups requested high numbers of manual allocation, based on what they communicated was the need. In practice, all groups have only confirmed small numbers and, in one case, have not used their allocation at all. Further, some agencies continue to request that they confirm numbers at the last minute, which means that there is a high chance that those rooms will be wasted with no way for MIQ to recover those costs. MIQ requests that, at a minimum, final names and numbers be received at least 10 working days before travel. This allows for the MIAS team to release the rooms back into the system and sufficient time for a member of the public to be able to feasibly book and undertake all necessary pre-departure requirements (e.g. a COVID-19 test 72 hours before departure). A summary of allocation for these groups is set out below:

Group name	Allocation approved	Final allocation
Returning Olympians	157	44
Students	100 (for 2 June 2021)	4
Construction Accord	60 (for June 2021)	0

4.6 Upcoming Communications Issues and Activities

As at 26 May 2021

Date	Activity	Lead Agency	Comms Material	Ministerial Involvement Y/N
25 May 2021	Saliva testing announcement	MoH	Proactive communications	N
28 May 2021	MIQ/Accor exhibition as PRINZ finalist	Accor	Proactive communications	N
3 June 2021	1pm press conference with Brig Bliss and Dr Bloomfield covering release of 5 x reports <ul style="list-style-type: none"> 4 x reports into COVID-19 cases in workers and returnees at the Grand Millennium and Grand Mercure managed isolation facilities Rapid Assessment Review on MIQ 	MoH/MIQ	Press release, press conference, reports	N
TBC	Staff testing audit	MIQ	Proactive communications	N
Jun 2021	Onsite survey of all MIF ventilation	MoH	Reactive information	N
5 June 2021	All MIQ workers have second vaccine dose	MIQ	Proactive communications	TBC
TBC early/mid-June 2021	Estimates	MoH/MBIE/MIQ	Preparatory communications	Y

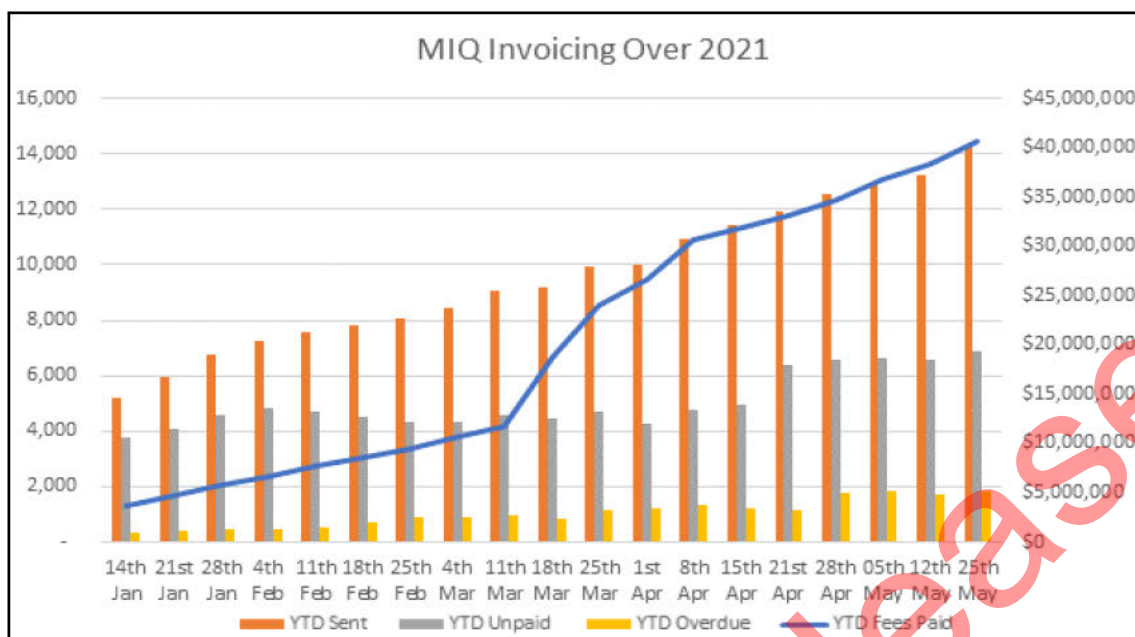
4.7 Fees

4.7.1 Invoicing

- The table below shows the number of invoices issued up to 23 May 2021. These relate to people who arrived in managed isolation up to 2 May 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'.

Groups	People potentially liable for charges	Rooms potentially needing invoice	Waivers approved	Invoices to be confirmed	Invoices sent	Paid #	Paid (\$NZD)	Unpaid 0 – 90 days	Overdue	Overdue 90+ days
Groups	3,058	35	0	0	35	35	\$13,756,659	0	0	0
Maritime	1,478	314	0	0	314	179	\$760,140	113	22	6
Aircrew	2,433	204	0	0	204	102	\$706,516	83	19	4
All other arrivals	37,789	28,560	4,004	10,903	13,653	6,993	\$25,422,274	4,876	1,784	647
Total	44,758	29,113	4,004	10,903	14,206	7,309	\$40,645,590	5,072	1,825	657

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



4.7.2 Waivers

- The table below breaks down the waiver application information between 11 Aug 2020 and 23 May 2021. The numbers below relate to all waiver applications; waivers can be applied for before, during and after an individual has stayed in managed isolation. The 'waivers approved' in the table above are a subset of the total waiver applications which have been approved; they relate to people who have left managed isolation and would otherwise have now been due to receive an invoice

	Waiver applications received	In progress	Total completed	Total financial hardship applications	Total special circumstances applications	Approved waiver applications		Declined waiver applications	
						Financial Hardship	Special Circumstances	Financial Hardship	Special Circumstances
Total	6,685	1,006	5,679	722	4,957	83	4,293	639	664

4.8 Emergency Allocation Applications

- 3,238 applications have been processed since 30 Oct 2020.
- 27 applications were received in the week ending 23 May 2021 and 9 applications were processed.
- From the applications processed in the week ending 23 May 2021, 78% of the applications were approved.

Emergency Allocation Applications	Weekly Totals 17 May 2021 to 23 May 2021	Year to Date Totals 30 Oct 2020 to 16 May 2021
Approved	7	1,798
Declined	2	1,440
Applications processed*	9	3,238

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

Note: Data integration started on 28 Apr 2021 to import and capture manual applications processed between 04 Dec 2020 and 20 Dec 2020. We have imported 163 out of 216 applications.

Total Rooms Approved	7
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Rooms Allocated in MIAS	7
Cancelled by the applicant	0
Awaiting flight details or MIAS registrations from the applicants to complete the room allocation process	0

Approvals by Category

- **New categories came into force after the 1 Apr 2021:**

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

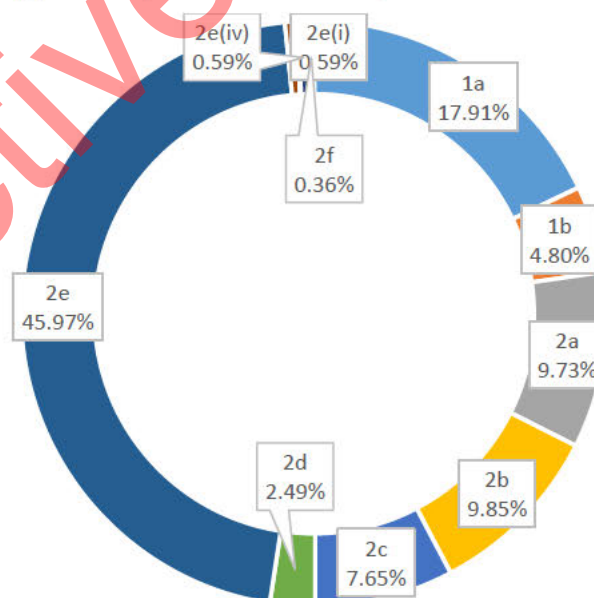
2d - Travel required for National security, interest or law enforcement reasons

2e - NZ citizen or resident categories

- i) Entering New Zealand to visit a close relative living with a terminal illness or end-stage disease (with a life expectancy of six months or less) where timely travel is unlikely to be possible if the person books through MIAS; OR
- ii) Who are living with a terminal illness or end-stage disease (with a life expectancy of six months or less) entering New Zealand to visit a close relative or to reside in New Zealand, where timely travel is unlikely to be possible if the person books through the MIAS system; OR
- iii) Who are living with a terminal illness or end-stage disease (with a life expectancy of six months or less) who have travelled or are travelling to visit a close relative who reside overseas, where timely return is unlikely to be possible if the person books through the MIAS system; OR
- iv) Who have travelled or are travelling to visit a close relative who is living with a terminal illness or end stage disease (with a live expectancy of six months or less) and resides overseas where, timely return travel is unlikely to be possible if the person books through MIAS.

2f - Citizens or residents of Pacific countries requiring access under an official medical treatment scheme to time-critical medical treatment in New Zealand

Chart 1: Breakdown of approvals by the different categories within emergency allocation.



4.9 Resolutions Update

- Data from the Complaints and Feedback Customer Management System for the week 18 May to 24 May 2021 is as follows:

Week	Received	Active Cases	Resolved
18 May 2021 – 24 May 2021			
Complaints	52	32	51
Improvements	0	0	0
Compliments	1	0	1
Queries	2	0	2
Ombudsman	20	19	6
Parliamentary/OIA	1	0	1
Other	1	0	1
Total	77	51	62

- Average number of complaints received each week since the start of MIQ is 104. For the last 4 weeks the average is 62 per week.
- This week we have received 77 new cases and have resolved 62 cases.
- Of these complaints 36% were about facilities, 32% were about fees and charges and we received twice as many complaints about MIAS/vouchers this week increasing from 12% to 23%. Complaints about exemptions and emergency allocation remained low at 6% each.

5. Border Executive Board Report



BORDER EXECUTIVE BOARD

5.1 Key Issues Being Considered by the Board

5.1.1 Border Workforce

- Border employers are following up on the few staff who come under the Vaccinations Order and have not had their second COVID-19 vaccination. These have until the close of 4 June 2021 to receive their second dose or they will not be treated as vaccinated.
- Agencies, including Ministry of Health, continue working closely together to identify and resolve barriers to vaccination.

5.1.2 Travel Health Pass

- Officials working on the Travel Health Pass Work Programme continue to develop advice for Ministers on what would be required to stand up a travel health pass and what options the Government could undertake.
- Last week, the NZ Customs Service led an inter-agency session on the different component parts of the Travel Health Pass work. The interagency group agreed to each component part and who would be the respective lead. During that session, there were also initial discussions on different scenarios for how a travel health pass could be operated.

5.2 Upcoming Communication Activities

Date	Activity	Lead agency	Comms material	Ministerial involvement
31 May 21	Pro-active release of the Review of the COVID-19 Border Measures – Tranche One (Aviation)*	Border Executive Board	Key messages	N

7. New Zealand Customs Service and Ministry of Business Innovation and Employment Update on VHRC

NZ Customs
and MBIE

7.1 Pathways for People out of Very High-Risk Countries to New Zealand

On 24 April 2021, the New Zealand Government announced its' intent to temporarily suspend entry into New Zealand for passengers who have been in **Very High-Risk Countries** ("VHRCs") within the previous 14 days. There are four countries currently on the VHRC list: Brazil, India, Pakistan, and Papua New Guinea.¹⁴

The suspension does not apply to New Zealand citizens and their immediate family; and other exempt persons (those with diplomatic privileges, NZDF members, aircrew, and humanitarian exemptions).¹⁵

Immigration New Zealand has advised that its border staff are enforcing this through airline check in referrals.¹⁶ As regards New Zealand residents, this is implemented by reminding airlines of their obligations as Immigration New Zealand does not have legislative power to prevent New Zealand residents from entering New Zealand.

There are three airlines with connections from VHRCs. Qatar Airways, and Emirates Airlines, carry passengers from India, Pakistan, and Brazil.¹⁷ Singapore Airlines carries passengers from Singapore who may have arrived from Papua New Guinea, with a connection from Air Niugini.¹⁸

The main route to from India to New Zealand¹⁹ is on Qatar Airways via Doha.

The main routes from Brazil to New Zealand are on Qatar Airways, or Emirates, and passengers may be able to get an Electronic System for Travel Authorization (ESTA) to transit through Los Angeles in the United States without a visa; or have a valid United States visa.

The main routes from Pakistan to New Zealand are either Emirates via Dubai; or Qatar Airways via Doha.

The main route from Papua New Guinea to New Zealand is via Singapore Airlines with a connection from Papua New Guinea via Air Niugini.

Qatar Airways²⁰ arrives three times per week (Tuesday, Thursday, and Saturday).

Emirates Airlines²¹ arrives six times per week (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday).

Singapore Airlines²² arrives six times per week (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday).

People from VHRCs could travel to other interim countries prior to departing for New Zealand, which may enable them to travel to New Zealand via different routes. Passengers that may have been in a VHRC but who have travelled to another country prior to departing for New Zealand may not necessarily be captured by airline data as this data is dependent on how that person travelled and/or was ticketed. Examples of this would be if the passenger did not travel by air between some countries before their final point of embarkation or had split ticketing.

8. COVID-19 Chief Executives Board

COVID-19 Chief
Executives Board

8.1 Items to Note/Updates

The COVID-19 Chief Executives Board met on Tuesday 25 May 2021 at the Ministry of Health.

¹⁴ COVID-19 Public Health Response (Air Border) Order (No 2) Amendment Order (No 3) 2021. Accessed 28 May 2021.

¹⁵ COVID-19 Public Health Response (Air Border) Order (No 2) Amendment Order (No 3) 2021. Accessed 28 May 2021.

¹⁶ Personal communication, Senior Advisor, Border Executive Board Secretariat, and Immigration New Zealand National Manager, Border, 27 May 2021.

¹⁷ Personal communication, Senior Advisor, Border Executive Board Secretariat, 27 May 2021.

¹⁸ Personal communication, Senior Advisor, Border Executive Board Secretariat, 27 May 2021.

¹⁹ Emirates flights are suspended up to 14 June.

²⁰ EK448

²¹ QR898

²² SQ297; SQ281; and SQ285.

- Sir Brian Roche and Rob Fyfe provided an update on the work programme of the Independent Continuous Review, Improvement and Advice Group and on the Business Engagement Forum.
- Cheryl Barnes provided an update on the Reconnecting New Zealand Strategy.
- Graham MacLean provided an update on the forward work programme for readiness scenario planning.
- The Immunisation Programme at the Ministry of Health gave the CCB a walk-through of the programme and provided an update.

The next CCB meeting will be held on Tuesday 22 June 2021.

9. COVID-19 Independent Continuous Review, Improvement and Advice Group

Continuous Review,
Improvement and
Advice Group

9.1 Items to Note/Updates

The Group met on Thursday 18 May to fact check and discuss feedback on the COVID-19 Independent Continuous Review, Improvement and Advice Group's draft report on their findings from a review into the Auckland February 2021 outbreak. This report has been received from the Ministry of Health, Te Kawa Mataaho Public Service Commission and the Department of the Prime Minister and Cabinet.

The Group Chair Sir Brian Roche is meeting with the Chief Executive of DPMC and other COVID-19 system Chief Executives on the morning of Friday 29 May.

The Group's draft forward work programme is under active consideration by Sir Brian Roche and the Minister's office.

10. Strategic COVID-19 Public Health Advisory Group

Strategic COVID-19 Public
Health Advisory Group

10.1 Items to Note/Updates

The Strategic COVID-19 public health advisory group will meet on Wednesday 2 June 2021. There are two areas of focus for this meeting:

- Presentation from Rodney Jones (Special Advisory to the Group) on modelling work completed.
- The commissioning from Minister Verrall on the Reconnecting NZ Framework programme of work.

11. Business Leaders Forum

Business Leaders Forum

11.1 Items to Note/Updates

Phil Love, from Business NZ, has been appointed as the Business Liaison to the vaccine programme and commences this week. The Business Leaders' Forum are considering the appropriate next agenda including actions they could take to support the vaccine programme. The next meeting will be in a fortnight (date to be confirmed).

12. Government Modelling Group

Government Modelling
Group

12.1 Items to Note/Updates

Officials have received the final version of TPM's initial report on vaccination modelling. The paper will be published in mid-June and sets out a model structure with some initial results. This will then be adapted and refined through a number of future 'add-on' reports, showing the impact of doing things differently, applying more granularity and varying different assumptions.

Professor Shaun Hendy will present the initial modelling results to a group of Ministers next week and officials on the Modelling Steering Group and Modelling Governance Group are supporting preparations for that session. A DPMC briefing to Ministers will be provided at the end of this week, which will give an update on

the final draft of the initial results, discuss comparability with modelling undertaken by ESR, and outline the key themes for ongoing modelling and analytical work.

The Modelling Steering Group comprises officials of Ministry of Health, DPMC, Treasury, MBIE, StatsNZ and MSD. They work closely with TPM researchers to interpret modelling work and guide future outputs. The Modelling Governance Group provides strategic oversight of the work programme, meeting monthly, and includes Dr Ian Town (Ministry of Health), Professor Dame Juliet Gerrard (PM's Chief Science Advisor) and a number of other senior officials from across the agencies of the Modelling Steering Group.

Proactively Released

13. Upcoming Cabinet Papers

s9(2)(f)(iv)



14. Official Information Act Requests

14.1 Ministry of Health

Date due	Requestor	OIA Request	Status
12 May 21	Chris Bishop	The full Ministry of Health paper dated 26 January 2021 referred to in the House; and any covering report or aide-memories from Ministry officials relating to it; The "several updated delivery schedules from Pfizer" referred to in the House "the model" the government operates to which was referred to in the House.	In progress
24 May 21	Chris Bishop	Information relating to the "very high risk" category of overseas countries.	At Minister's office
25 May 21	s9(2)(a)	Information relating to the COVID card trial.	At Minister's office
27 May 21	s9(2)	Information regarding this fund https://www.beehive.govt.nz/release/300000-students-benefit-free-mental-health-services between specific parties	In progress
28 May 21	s9(2)(a)	Advice given to the Minister/Cabinet on the vaccine rollout.	In progress

31 May 21	Chris Bishop	The "working group review" of the COVIDCard trial; and the "advice on the preliminary findings from the trial" mentioned in response to WPQ 5517 (2021).	At Minister's office
9 Jun 21	s9(2)(a)	Information relating to the "very high risk" category of overseas countries.	In progress
10 Jun 21	Chris Bishop	Advice on maximising the uptake of the BWTR on 26 February 2021	In progress
18 Jun 21	s9(2)(a)	List of, and information about, papers about proof of COVID-19 vaccination, and dates of oral briefings on the subject, from 1 November 2020.	In progress

14.2 Managed Isolation and Quarantine

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

Date due	Requestor	Media/Opposition	OIA Request	Status
1 Sep 20	s9(2)(a)	Not applicable	All docs etc. for MIQ charges policy incl. for treaty obligations & BORA	Overdue
23 Oct 20	s9(2)(a)	Stuff/Dom Post	MIQ infection prevention audit report, docs, etc. re staff testing, ops, etc	Response sent
14 Dec 20	s9(2)(a)	MediaWorks	Correspondence with INZ re applications by athlete/sporting organisations	Under review
23 Dec 20	s9(2)(a)	Stuff	Complaints lodged by residents of managed isolation facilities	Under review
25 Jan 21	Dr Shane Reti (MP)	Opposition	Pre-flight testing for returnees to NZ, specifically regards Russian seamen	Under review
18 Mar 21	s9(2)(a)	NZ Herald	Subsequent advice from meetings with iwi about MIQ facilities	Decision on request sent
29 Mar 21	s9(2)(a)	Newshub	Complaints at MIQ - Workers who has been dismissed and reasons at MIQ	Under review
20 Apr 21	s9(2)(a)	Stuff	What advice was given/research conducted regards alternative MIQ options	Under review
22 Apr 21	s9(2)(a)	Stuff	All 2020 corr. with SeaLord, Independent fisheries & Maruha Nichiro	Under review
27 Apr 21	s9(2)	Not applicable	Info/evidence re decisions to hold MIQ returnee & 6-month baby for test	Response sent
30 Apr 21	s9(2)(a)	Not applicable	Risk management programme for each and every premises used for MIQ	Drafting
30 Apr 21	s9(2)(a)	RNZ	All docs re COVID contact tracing card trial at Bay Plaza in Welly 7/12/20	Decision on request sent
4 May 21	s9(2)(a)	Newshub	Corr. and query regarding COVID card trial in MIQ cost	Decision on request sent
7 May 21	s9(2)(a)	RNZ	Info RE establishing purpose-built quarantine facility in New Zealand	Under review
11 May 21	s9(2)(a)	Not applicable	Identity of certain NZDF staff at an MIQ facility.	Drafting
11 May 21	s9(2)(a)	Not applicable	Info relating to the MIQ Allocation System.	Drafting
13 May 21	s9(2)(a)	Not applicable	Maritime capacity as per MNZ maritime industry update #69.	Minister's office
17 May 21	s9(2)(a)	NZ Herald	Advice to Minister's on current testing rates and addressing challenges.	Gathering information
21 May 21	s9(2)(a)	Not applicable	Expansions of MIQ facilities for reports to officials, Ministers & studies.	Under review

21 May 21	s9(2)(a)	Newshub	Consequence of privacy breach of private info sent with MIQ emails to wrong applicant.	Drafting
24 May 21	s9(2)	Not applicable	Records for security purposes.	Gathering information
24 May 21	s9(2)(a)	Not applicable	Information around Oriental Bay Plaza Wellington requesting no MIQ signs.	Gathering information
25 May 21	s9(2)(a)	Not applicable	Details around any security breaches at MIQ facility on Oriental Parade.	Under review
25 May 21	s9(2)(a)	Not applicable	Numbers of those choosing hospital over MIQ.	Approved
26 May 21	s9(2)(a)	NZ Herald	Copies of the filled health matrixes for declined MIQ exemption request.	Drafting
27 May 21	s9(2)(a)	Not applicable	Request for copy of investigation report of Grand Mercure in March 2021.	Drafting
27 May 21	s9(2)(a)	NZ Herald	Request for paper on assessment of proposals for sport MIQ.	Under review
27 May 21	s9(2)(a)	Stuff	What is the allocated budget for MIQ alterations and minimal close down fee?	Under review
27 May 21	s9(2)(a)	NZ Herald	Query into regulation of border workers and COVID-19 testing requirements.	Under review
28 May 21	Chris Bishop	Opposition	request for all copies of ventilation assessments of all MIQ facilities.	Packaging
1 Jun 21	s9(2)(a)	RNZ	query on no. of MIQ workers made redundant due to refusal of vaccination.	Drafting
1 Jun 21	s9(2)(a)	Stuff	Info relating to Christchurch Regional Isolation and Quarantine centre.	Under review
2 Jun 21	s9(2)(a)	Newshub	RE corr. regarding building of purpose built MIQ facilities, including non-hotels.	Under review
3 Jun 21	s9(2)(a)	Not applicable	RE corr regarding connections between MBIE (MIQ) & Stamford hotel group.	Drafting
3 Jun 21	s9(2)(a)	RNZ	RE statistics on how many security guards work at MIQ fac. & costs.	Under review
4 Jun 21	s9(2)(a)	Not applicable	Breakdown of MIQ returnees by who paid/didn't pay and from what location.	Drafting
4 Jun 21	s9(2)(a)	Not applicable	Directive from the Minister authorising cancellation of MIQ vouchers.	Under review
4 Jun 21	s9(2)(a)	Not applicable	MIQ transport standard operating procedure.	Drafting
4 Jun 21	s9(2)(a)	Not applicable	Outstanding MIQ fees.	Scoping
4 Jun 21	s9(2)(a)	Not applicable	Records about gas meter reading company Arthur D Riley reading meter at MIQ.	Scoping
4 Jun 21	s9(2)(a)	RNZ	Correspondence relating to increase in MIQ fees & data on MIQ fees to date.	Under review
8 Jun 21	s9(2)(a)	Newshub	Unaccompanied minors in managed isolation facilities.	Gathering information
8 Jun 21	Lobby New Zealand	Not applicable	Information on statement that 90% of MIQ staff had their COVID vaccination.	Under review
8 Jun 21	s9(2)(a)	NZ Herald	RE all corr relating to DOIA 2021-1194.	Drafting
10 Jun 21	s9(2)(a)	TVNZ	corr. reviews on MIQ to stop programmes from booking vouchers for other people.	Minister's office
11 Jun 21	Chris Bishop	Opposition	Papers produced for MBIE workshop held on 20/01/21 with MoH/Private Sector.	Gathering information
11 Jun 21	s9(2) art	RNZ	How many frontline workers employment terminated due to no vaccine?	Drafting
11 Jun 21	s9(2)(a)	Newshub	All comms between MBIE and Pullman hotel management Jan 2021-Mar 2021.	Under review
14 Jun 21	s9(2)(a)	TVNZ	Breakdown of declined emergency MIQ spots.	Gathering information

14 Jun 21	s9(2)(a)	Not applicable	Comms etc re Release request of MIQ facilities proposal.	Scoping
16 Jun 21	s9(2)(a)	NZ Herald	Release of document re; Assessment of Proposals for a sport MIQ Facility.	Gathering information
16 Jun 21	s9(2)	Not applicable	Private Security Providers - breakdown of citizens and non-citizens.	Gathering information
17 Jun 21	s9(2)(a)	NZ Herald	MIQ rooms which housed people deported from Australia to NZ since MIQ began.	Scoping
17 Jun 21	s9(2)(a)	RNZ	Documents prepared for Covid-19 Response Minister Chris Hipkins.	Scoping
21 Jun 21	s9(2)(a)	RNZ	Details on MIQ breaches from 14th of June 20 until the 21st of April 21.	Scoping
21 Jun 21	Chris Bishop	Opposition	Surveys done by facilities and DHBs of people who stayed at MIQ.	Minister's office

14.3 COVID-19 Group

Date due	Requestor	OIA Request	Status
29 Ma 20	s9(2)	All documentation pertaining to the COVID-19 response and recovery efforts that your organisation has been involved in 2020.	Drafting
26 May 21	s9(Information relating to the development of the Governments COVID-19 strategy.	QA
26 May 21	s9(2)	Emails, reports or briefing documents which relate to posts on the Unite Against COVID-19 Facebook page concerning Case I, Case J and Case L.	QA
31 May 21	s9(2)	Various details about the 'Unite against Covid-19' tee-shirts.	Drafting
31 May 21	s9(2)	Any and all briefings, reports, emails, or presentations prepared for or to the Director-General, or presented by the Director General of Health Dr Ashley Bloomfield, in relation to conspiracy theories or misinformation in relation to New Zealand's response to COVID-19. I ask that information be included from the last six months.	Sign-out
31 May 21	s9(2)	Transcripts of speeches at the daily briefings from officials. Details on the amount of time COVID-19 advertisements were played each day on TV and radio and the cost of communication consultants and consultancies for the entire period. Meeting notes and memoranda surrounding COVID-19 response.	QA
1 June 21	s9(2)	The four most recent "Weekly Report" documents (as extracted from in this OIA request) delivered to Minister Hipkins.	Scoping
2 June 21	s9(2)	Information relating to the hiring of Topham Guerin.	QA
8 June 21	s9(2)(a)	All advice, communications, materials, cabinet papers and other relevant official information produced between 1 February 2020 and 31 January 2021 relating to the domestic human rights law implications of limiting and/or prohibiting return by New Zealand citizens and permanent residents abroad during the COVID-19 pandemic, both generally and on a case-by-case basis.	Drafting
8 June 21	New Zealand	Advice given to Cabinet by any Ministry and/or public officials on the legitimacy of putting a temporary and/or permanent ban of New Zealand citizens and permanent residents from entering New Zealand from overseas, including from other Nations in the Realms of New Zealand, based on the grounds of Covid-19.	Scoping
8 June 21	s9(2)	All information pertaining to advice received and decision making regarding the recent decision to temporarily suspend incoming arrivals to NZ who have been in India in the last 14 days.	Scoping
9 June 21	s9	When will the borders will be re-opened? Date or an approximate year?	QA
9 June 21	Bishop	Information regarding decisions to restrict entry to New Zealand for people from Very High-Risk Countries.	Scoping
15 June 21	Steve	For the COVID-19 Independent Continuous Review, Improvement and Advice Group meeting minutes, advice provided to the Minister for the Covid-19 Response	Scoping
15 June 2021	s9(2)	Information relating to Managed Quarantine.	Scoping
15 June 2021	s9(Copy of speech notes for Auckland Future Now, Testing and Vaccination information, specific medical information regarding blood clots and overseas medical advice.	Scoping

Date due	Requestor	OIA Request	Status
17 June 2021	s9(2)	All briefings and reports that have been sent to Minister Hipkins or his office from the Independent Advisory Groups, including for the period March 15 until May 19, 2021.	Scoping
21 June 2021	s9(amount spent on advertising to provide any type of information associated with Covid19 from January 2020 to current date.	QA
31 June 2021	s9(2	Any documents, including but not exclusive to briefings, papers, aide memories, weekly bullets and memos, received by the Minister regarding Covid-19 measures, including alert levels and restrictions, and the public's response (including compliance), from January 1, 2021 to March 31, 2021.	QA

14.4 New Zealand Customs Service

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

Date due	Requestor	OIA Request	Status
10 Jun 21	s9(2)	Questions relating to fines for passengers arriving without providing COVID-19 negative tests	In Progress

14.5 Border Executive Board

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

Date due	Requestor	OIA Request	Status
24 Jun 21	s9(2)	A copy of the Border Sector Strategy and the BEB work programme, meetings and copies of all reports submitted to the COVID-19 Response Minister	Scoping

Proactively Released

15. Appendix – Ministry of Health Weekly Updates on Infection Prevention and Control (IPC) at the Border

	Audit summary	Audit high-risk findings, and actions taken to remedy	Incidents/reviews	IPC Standard Operating Procedures (SOPs), operations frameworks and guidance documents
Managed Isolation and Quarantine Facilities (MIQFs)	<ul style="list-style-type: none">• IPC audits of MIQFs are ongoing.• Three Christchurch MIQF audits have been completed this week.• Across these three MIQFs there were no high-risk findings.• An IPC audit of the Managed Isolation Walks (MIW) was conducted on the two MIFs that have MIWs on 17 April 2021.• The MIW IPC Audit identified a total of ten findings:<ul style="list-style-type: none">• Four moderate risk findings related to waste management, IPC principles associated with hand hygiene and PPE use, cleaning staff not having had COVID-19 vaccinations, and daily staff health checks for the cleaning staff.• Six low risk findings related to cohorting bookings, personal items brought to MIW, loading of returnees on the coach, number of security staff supervising MIW activity and staff PPE, coach cleaning processes, and two metre bubble breaches of returnees during the MIW activity).			
Airports				Border Ops is preparing guidance for health teams about whether travellers are required to provide evidence they are exempt from wearing a face covering in airport green zones, and enforcement of the wearing of face coverings. Both are currently unclear.
Maritime/ports				The PPE guidance was reviewed and endorsed by the IPC team. Maritime New Zealand is in the process of posting this document on its website.