

MIQ Experience Survey

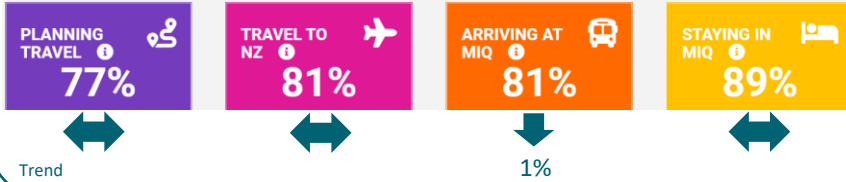
The following represents only data collected via the MIQ Experience Survey as at the date of this report. It is statistical data that is being used to derive insights for the purpose of informing actions for MIQ Service Improvement.

Overall Experience			Response Rate			Responses			Days Live
Last Month	Trend	Current Month	Last Month	Trend	Current Month	Last Month	Trend	Current Month	
76.9%	↑.1%	77%	53%	↓7%	46%	1985	↓510	1475*	99

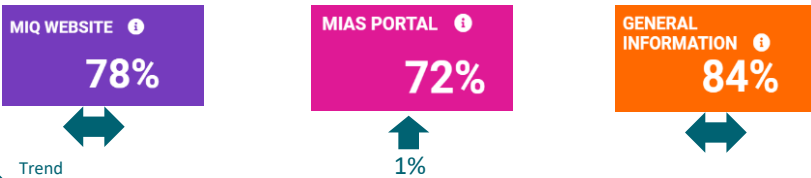
MANAGED ISOLATION AND QUARANTINE

As at Friday 2 July 2021

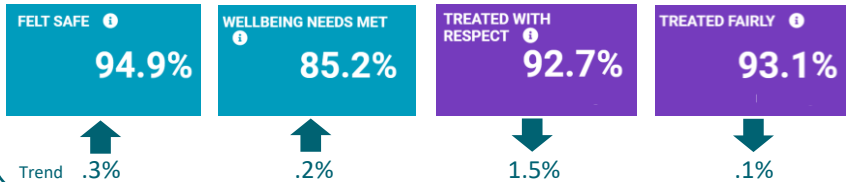
Satisfaction by Journey Phase



Satisfaction with Communications



Satisfaction of Pastoral Care



Highest Ranked Questions

When you arrived at the quarantine facility, did you receive detailed information about the facility and the rules and expectations for your time in quarantine? **100%** 'NEW' Top 3

Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis? **98%** 'NEW' Top 3

Did you feel safe while in managed isolation or quarantine? **95%** ↑ 2 month streak!

Lowest Ranked Questions

I was able to book accommodation on the MIAS close to the time I wanted to travel? **58%** ↑ 2 months

As your group included children aged under 18, is there anything that could have made managed isolation or quarantine easier for your group? **60%** ↓ 2 months

The Managed Isolation Allocation System (MIAS) was easy to use **68%** ↓ 2 months

Comments

% of Positive comments



% of neutral or mixed comments



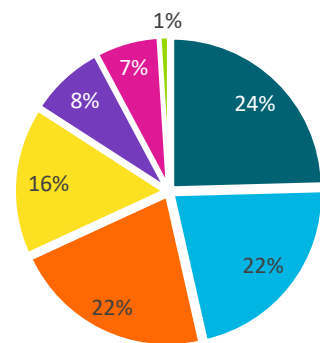
% of negative comments



Demographics

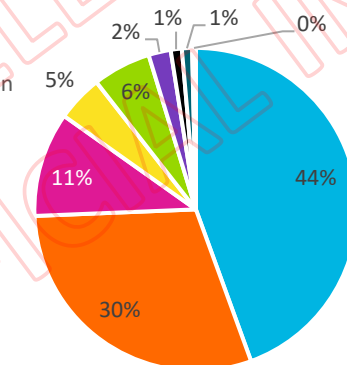
AGE

- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 18 to 24 years
- 65 to 74 years
- 75 years or over



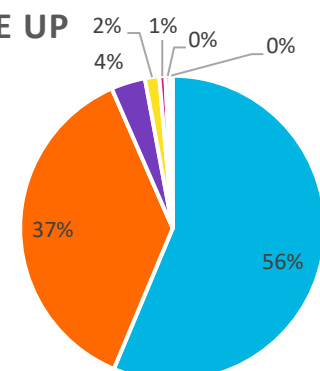
ETHNICITY

- New Zealand European
- Other ethnicity
- Chinese
- Māori
- Indian
- Samoan
- Tongan
- Australian
- Cooks Island Māori



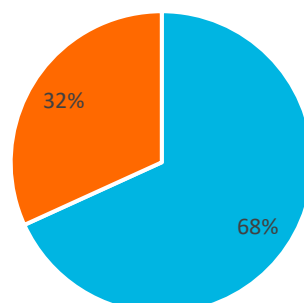
GROUP MAKE UP

- Partner
- Child/ren
- Other family
- Friends
- Colleagues
- Other
- Other child/ren



TRAVEL GROUP SIZE

- One
- Two - Four



Summary

- This month we can begin to have more confidence in the information reported through the survey. We have now received over 4600 responses since the survey commenced, allowing us to paint a more comprehensive picture and rule out anomalies caused by low numbers of responses distorting percentages.
- Survey responses continue to tell us that the most significant pain points for returnees are the difficulties in obtaining an accommodation voucher, and the usability of the MIAS. Service Design has been engaging with the National Planning team about Cohorting and planning, and will discuss further with the Business Owner over the coming month.
- There are a lot of comments where people are calling for consideration of less restrictive or shortening stays if they have been vaccinated. Work is underway to refresh Short Stays.

* There may be additional responses from people who have not yet responded to the survey, but who were invited in June.

Top Insights actioned this month

- There is a substantial programme of work underway relating to Children In MIQ including unaccompanied minors. Insights from the survey have been fed into the Programme Lead, and have assisted in correlating real-time customer experiences with the information received from every MIQF. There is further opportunities for using the data when the new Programme Manager commences next week.
- A review of the MIQ website has been conducted focussing on opportunities to improve data architecture and make it easier for returnees to access the information they require. Recommendations made in this review align to the survey with returnees feeling like the content of the website is good, however it could be made easier to access by reviewing navigation. This work is in progress with Digital Channels and MIQ Comms.
- Policy has requested access to returnee feedback in relation to their work about behavioural insights for returnees around risk management while in a MIF, Covid Act fees review work, and general information for informing Policy development.
- Cohorting has been implemented for just over a month now, and we have received positive feedback about this change in approach from returnees. Any comments provided relating to cohorting are being fed through to National Planning via Service Design.

Voice Analysis and Themes

The Cemplicity Portal allows us to automate theming of qualitative data. The technology called 'Voice' recognises key words or themes that we have set, analyses the comment and assigns a positive, neutral or mixed, or negative sentiment.



CONFIDENTIAL

Comments

Following is a sample of verbatim comments provided by returnees over the past 30 days.

For discussion: We will look at this in the live Survey Portal during a demonstration on Wednesday.

What does it mean?

Some measures provided on the Dashboard are results from individual questions, and some are made up from aggregated responses to numerous questions. Following lists the survey questions make up the scores on the Dashboard.

Satisfaction by Journey Phase

Planning Travel

- I was able to find the information I needed on the MIQ website
- The information was written and presented in a way that was easy to understand
- The MIQ website was easy to use
- The website clearly described the MIQ process for people entering New Zealand
- The information on the website made me feel well prepared for staying in MIQ
- There was enough information to help me understand what would be expected of me in MIQ
- The information was available in my preferred language
- The Managed Isolation Allocation System was easy to use
- The information on the MIA system was written and presented in a way that was easy to understand
- Once I received my voucher I knew what the next steps were in the process

Arriving at MIQ

- The check-in process at the facility was efficient
- Staff were helpful in answering my questions
- I received enough information about the facility I was staying in
- The rules and expectations for the two weeks of managed isolation or quarantine were clear to me, e.g. social distancing rules
- The room was clean
- The room was appropriate for me/my whānau/my family
- The Welcome Pack was useful

Satisfaction with Communications

MIQ Website

- I was able to find the information I needed on the MIQ website
- The information was written and presented in a way that was easy to understand
- The MIQ website was easy to use
- The website clearly described the MIQ process for people entering New Zealand
- The information on the website made me feel well prepared for staying in MIQ
- There was enough information to help me understand what would be expected of me in MIQ
- The information was available in my preferred language

MIAS Portal

- The Managed Isolation Allocation System was easy to use
- The information on the MIA system was written and presented in a way that was easy to understand
- I was able to book accommodation on the MIAS close to the time I wanted to travel
- I felt that the information I entered into the MIAS would be kept safe and secure
- Once I received my voucher I knew what the next steps were in the process

Satisfaction of Pastoral Care

Felt Safe

Did you feel safe while in managed isolation or quarantine?

Wellbeing Needs Met

During your time in MIQ were your health and wellbeing needs well met?

Treated with Respect

Overall, did staff treat you with respect while you were in managed isolation or quarantine?

Treated Fairly

Overall, did staff treat you fairly while you were in managed isolation or quarantine?

CONFIDENTIAL

Travel to NZ

- The information on the MIQ website prepared me for travelling to and arriving in New Zealand
- There were no issues when I presented my accommodation voucher to the airline at check-in
- During the border screening process, it was easy to answer the health questions I was asked
- After the border screening process it was clear to me where I was going next
- The arrival letter I received at the airport provided useful information

Staying at MIQ

- During your stay in managed isolation or quarantine, was it easy for you to access information you needed about MIQ?
- Was it easy to understand the information provided by MIQ staff during your stay in managed isolation or quarantine?
- Given consistent information by MIQ staff during your stay in managed isolation or quarantine?
- Overall, did you/ your group feel you were treated with kindness and respect while you were in managed isolation or quarantine?
- Given that your group included children aged under 18, is there anything that could have made MIQ easier for your group?
- Was religious, spiritual or cultural support available when it was requested?
- During your time in MIQ were your health and well-being needs well met?
- Did you feel safe while in managed isolation?
- Were you treated respectfully by staff when you were told about the positive COVID-19 diagnosis?
- How well was your transfer to the quarantine facility managed?
- Did you receive a new briefing/comprehensive information on arrival at the quarantine facility?

General Information

- The information on the MIQ website prepared me for travelling to and arriving in New Zealand
- There were no issues when I presented my accommodation voucher to the airline at check-in
- During the border screening process, it was easy to answer the health questions I was asked
- After the border screening process it was clear to me where I was going next
- The arrival letter I received at the airport provided useful information
- Staff were helpful in answering my questions
- I received enough information about the facility I was staying in
- The rules and expectations for the two weeks of managed isolation or quarantine were clear to me, e.g. social distancing rules
- The Welcome Pack was useful
- During your stay in managed isolation or quarantine, was it easy for you to access information you needed about MIQ?
- Was it easy to understand the information provided by MIQ staff during your stay in managed isolation or quarantine?
- Given consistent information by MIQ staff during your stay in managed isolation or quarantine?
- Did you receive a new briefing/comprehensive information on arrival at the quarantine facility?

Overall Experience

Thinking about your overall experience of MIQ, from when you were first planning your travel to New Zealand and using the MIQ website through to completing your stay, how satisfied are you with this experience?

Trend key

All trends are against the previous month's results.



Trending up from last month



Trending down from last month



No change from last month