

# MIQ Experience Survey – Regional Report Central

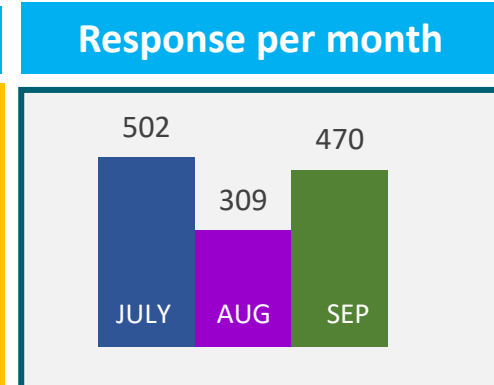
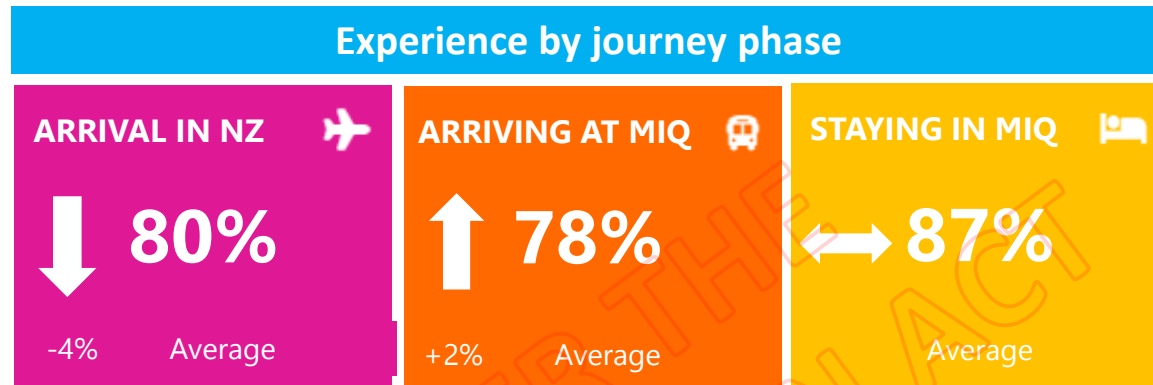
**In Confidence**

Official Information Act 1982 S9(2)(b)(ii) Unwarranted release of this information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information

## MANAGED ISOLATION AND QUARANTINE

September 2021

Overall experience* ranking [Responses]	Rating %
s 9(2)(b)(ii)	↓ (-18%) 75%
	↓ (-3%) 72%
<b>MIQ Average – all sites</b>	<b>↓ (-4%) 72%</b>
s 9(2)(b)(ii)	↓ (-6%) 67%
	↓ (-8%) 63%
	↑ (+12) 62%
	↓ (-1%) 56%
	↓ (-30%) 47%
	↓ (-28%) 47%



\*The overall experience rating is the returnees level of satisfaction (based on Satisfied or Very Satisfied weighting) in MIQ, from planning their travel, using the website, through to completing their stay in a MIQ facility.



### Highest<sup>1</sup> Ranked Questions – Central

<sup>1</sup> Questions with ratings given by less than 10 respondents are excluded as outliers

Overall, did staff treat you fairly while you were in managed isolation or quarantine? [458]

**94%**

Overall, did staff treat you with respect while you were in managed isolation or quarantine? [465]

**93%**

Did you feel safe while in managed isolation or quarantine? [463]

**92%**

### Lowest<sup>1</sup> Ranked Questions – Central

Was religious, spiritual or cultural support available when you requested it [463]

**68%**

The room was clean [435]

**76%**

The check-in process at the facility was efficient [463]

**75%**

### Comments Sentiment

Central total  
1184

MIQ total  
6143

26%



30%

Positive comments [308]

34%



35%

Neutral or mixed comments [401]

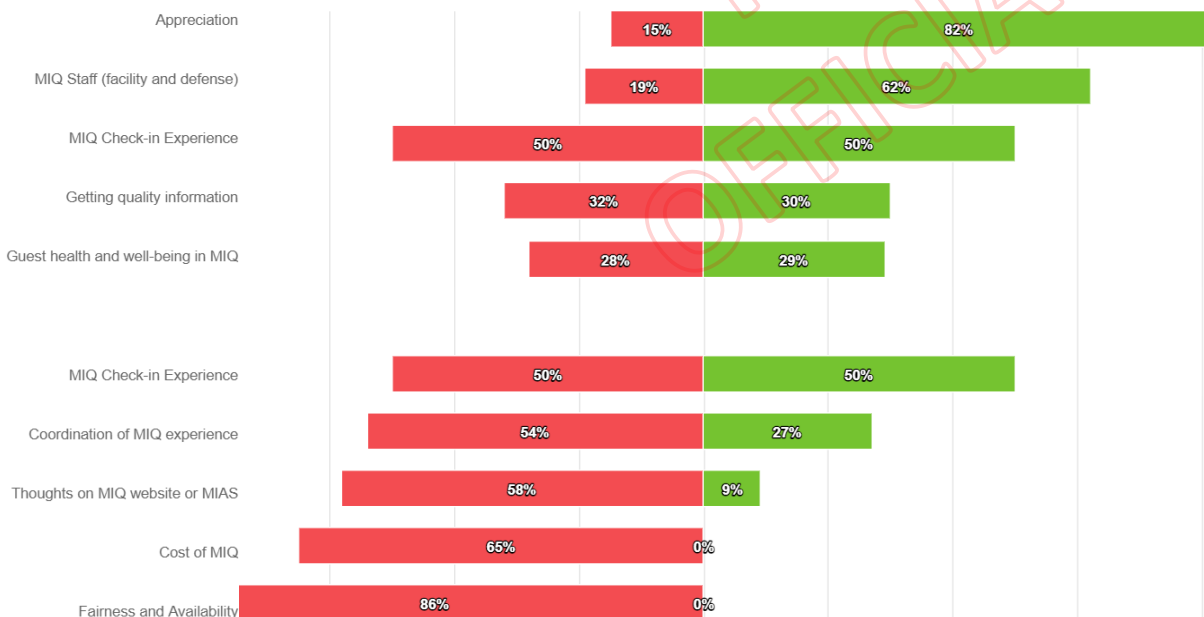
40%



35%

Negative comments [474]

### 5 most positive & negative themes for overall experience



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.

### Summary insights and themes

- There is a significant decline in overall experience in September for Central region. Most of the negative comments and frustration were related to general MIQ booking system, rather than region specific factors, it is clear this is why the overall rating dropped.
- Consistent with previous months comments, returnees are providing feedback about outdoor smoker areas being too close to the exercise areas, the lack of fresh air circulation (closed windows) and dusty ventilation system that causes dry air in the room, small family room size and adults not having separate areas from kids, not enough outdoors time especially for kids, not being able to order food via emails as some returnees have difficulties understanding strong foreign accents during phone orders, not having vacuum cleaner in the rooms, visual kids menu and kid-size face masks and request for more cardboards instead of single-use plastic

# MIQ Experience Survey – Regional Report

## Central



*“The army were absolutely delightful, kind, and compassionate. They were also helpful. One of the guys even went out to buy bubbles for my kids so they'd have something more to do than kicks rocks around the parking lot for our full 20 minute time outside. Front end staff were busy, but always kind and did their best. We felt very safe and well taken care of by them. Nurses became nice after I lodged a complaint about our initial complaint - but it took me making a big stink about having a non-invasive test brought in for my son. We got our blue band on Day 13 and could go outside for an hour!”*

*“I feel I have been very lucky to end up staying in s 9(2)(b)(ii). I am grateful to have a room with a balcony and view of the lake. I am sure this contributes to my overall feeling of well-being. I also appreciate the spacious outdoor area, and the flexibility from staff as they were not strict with time frames. The food was good too.”*

*“I very much appreciated the presence of the wellbeing team. You could tell they truly want the MIQ experience to be as easy as possible. Also the fact they were able to pick up your click and collect and did it so fast was amazing! Oh and the crossword puzzle booklet in the welcome pack was an awesome touch! I'm also very grateful I was able to have an outdoor area (mostly for reading in the sun) even though it would be awesome if it could actually be used for real exercising and not just walking around in circles as I've found exercising in the room without bumping into furniture is extremely challenging.”*



*“It would be useful to all be given a set of cutlery, plate and washing up liquid as would save on all the plastic. Clearer information on food requests as apparently I could have had a choice of salad every day and no one told me until I was out. Being kept inside for first 2 days and not told why.”*

*“The only confusing information to me was what was allowed in the exercise area as I was first told it was meant for exercising but when I went there to exercise I was told the exercise I was doing wasn't allowed and only after asking the well-being team did I understand the new rules around exercising which weren't actually specified anywhere.”*

*“I would urge parents to call reception and request exactly what they need On day one such anti slip shower matt for toddlers, and find out if special kids meals are available as well as fruit and healthy snacks. I would also urge parents to bring kids bowls and cutlery, many bibs, and some basic cleaning tools like a plastic matt to put under toddlers chair to minimize cleaning floor. Then I would advise people to create a routine of having 2 active physical moments per day such as late morning and early evening to keep circulation boosted and mood balanced.”*

*“Even with great staff to manage the process, the 14 day hotel managed isolation process remains a risk to returnees mental health and wellbeing”*



*“The check in experience took very long (over 2 hours) - this was hard after travelling for 30hours”*

*“Sometimes the army details weren't clear when making announcements on the bus, or notifying us over the room phone about things. I think this was due to poor verbal communication skills, so perhaps a written notification about things might be helpful.”*

*“Non invasive tests for children. Not expecting parents to collude in the barbaric practice of pinning their child down to have this swab placed up their noses. Especially when other, more respectful and appropriate tests are widely available and viable. Only allow nurses with pediatric training to test on children. Make a clear and compassionate way forward for children to have their rights respected EVEN WHEN they refuse a test. NEVER take away a child's full right to fresh air and outside time and ensure that every child gets at least 2 hours of outside time each day. Don't believe the antiquated kiwi idea that they have to pull their weight and do their part when all of this is absolutely outside of their control. You can show kindness and compassion to children by keeping their rights front and center in all of this. A kind society would never force the nasalpharyngeal swab up a child's nose. I was absolutely disgusted by the way the nurses treated my son, and the their final insult of putting us into the "isolation category" - whatever that even means. Food at s 9(2)(b)(ii) was abysmal for kids, especially. There were absolutely no kid choices. The menu was set and that was what they got unless I ordered off the adult menu for them ie. curry, lamb rump, etc.”*

*“1. Less waste, especially the food and plastic waste was horrible! 2. The quality of food was questionable. Pre-formed frozen burgers were gross”*

*“Inhuman expecting people to live in such tiny rooms with little exercise for so long.”*

### Arriving in NZ

Question	MIQ AVG	s 9(2)(b)(ii)							
During the border screening process, it was easy to answer the health questions I was asked	8.7	8.5	9.0	8.2	8.5	8.7	8.6	8.6	9.1
After the border screening process it was clear to me where I was going next	7.5	8.0	7.6	7.9	7.0	8.0	7.6	6.1	8.0
The arrival letter I received at the airport provided useful information	7.2	7.2	6.6	7.5	6.2	7.5	7.2	6.4	6.6
Was it clear to you why you were placed into isolation rather than quarantine?	8.8	9.2	7.9	8.8	8.0	8.7	9.4	8.2	9.2
Was it clear to you why you were placed into quarantine rather than isolation?	9.2	10	8.3	10	10	10	10	N/A	10

# MIQ Experience Survey – Regional Report Central

## Arriving at Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)							
<b>Arriving at the managed isolation or quarantine facility (Overall)</b>	<b>8.1</b>	<b>7.8</b>	<b>8.6</b>	<b>7.9</b>	<b>7.2</b>	<b>8.2</b>	<b>7.5</b>	<b>7.6</b>	<b>7.9</b>
The check-in process at the facility was efficient	7.7	7.5	8.9	8.1	6.0	7.8	7.6	6.2	6.0
Staff were helpful in answering my questions	8.4	8.4	9.2	8.3	8.2	8.5	8.1	9.1	8.8
I received enough information about the facility I was staying in	7.9	7.8	8.5	7.9	6.9	8.4	7.5	8.7	7.7
The rules and expectations for the two weeks of managed isolation or quarantine were clear to me	8.5	8.4	8.7	8.2	8.0	8.7	8.2	9.2	8.5
The room was clean	8.3	7.6	8.8	7.8	8.1	7.4	6.8	7.3	8.5
The room was appropriate for me/my whānau/my family	8.1	7.7	8.5	7.2	6.7	8.5	7.0	7.8	9.0
The Welcome Pack was useful	8.0	7.6	8.0	7.6	7.0	8.3	7.3	8.1	7.3

## Staying in Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)							
<b>Staying in managed isolation or quarantine facility (Overall)</b>	<b>8.8</b>	<b>9.0</b>	<b>9.5</b>	<b>9.4</b>	<b>8.1</b>	<b>9.2</b>	<b>8.4</b>	<b>8.5</b>	<b>8.5</b>
During your stay, was it easy to access the information you needed about MIQ?	8.6	8.6	9.2	9.4	7.5	9.1	7.9	8.3	7.9
Was it easy to understand the information provided by MIQ staff during your stay in managed isolation or quarantine?	8.8	8.9	9.4	9.7	7.8	9.3	8.4	9.1	6.5
Were you given consistent information by MIQ staff during your stay in managed isolation or quarantine?	8.2	8.6	9.0	9.5	7.3	8.8	7.7	7.6	6.5
Overall, did staff treat you fairly while you were in managed isolation or quarantine?	9.2	9.6	9.9	9.8	8.9	9.5	9.2	9.4	10
Overall, did staff treat you with respect while you were in managed isolation or quarantine?	9.3	9.6	9.9	9.5	8.9	9.4	9.2	8.5	9.6
Was religious, spiritual or cultural support available when you requested it?	7.5	7.5	10	5.0	5.0	7.5	6.5	10	10
Did you feel safe while in managed isolation or quarantine?	9.2	9.0	10	9.8	9.0	9.3	9.1	8.2	9.6
During your time in MIQ were your health and wellbeing needs well met?	8.2	8.8	9.1	8.8	7.3	8.9	7.8	8.5	9.2
Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis?	9.5	10	10	N/A	10	N/A	10	N/A	N/A
Was your transfer to the quarantine facility well managed?	8.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
When you arrived at the quarantine facility, did you receive detailed information about the facility the rules and expectations for your time in quarantine?	8.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

\* Ratings out of 10

Note, Colour coded ratings have been submitted by less than 5 respondents