

# Managed Isolation and Quarantine (MIQ) Returnee Experience Survey

Uiui mō te Wheako Noho Taratahi a te Kāwanatanga (MIQ)

August 2021

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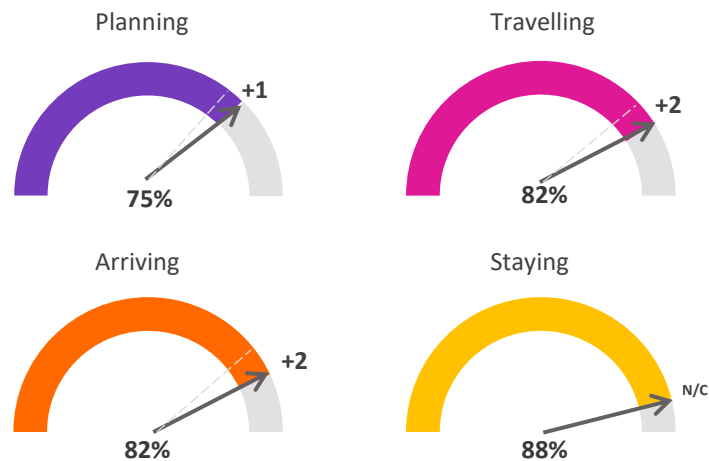
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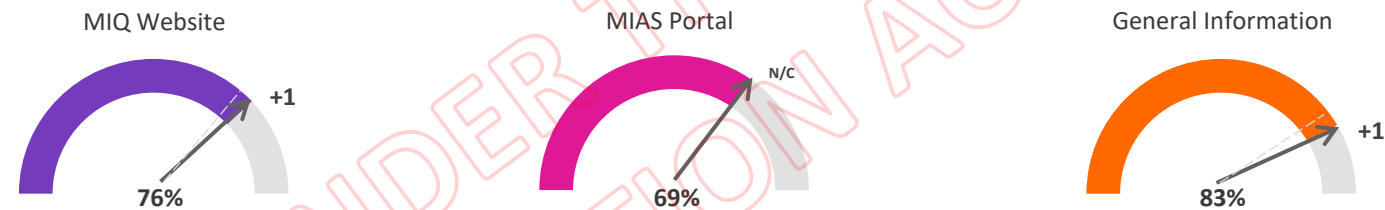
# MIQ Returnee Experience Survey Summary of August 2021

Overall experience satisfaction **77%** ↑ +3 | Response rate **57%** N/C | Responses n=2042 ↓ -604 | Days live: **161**

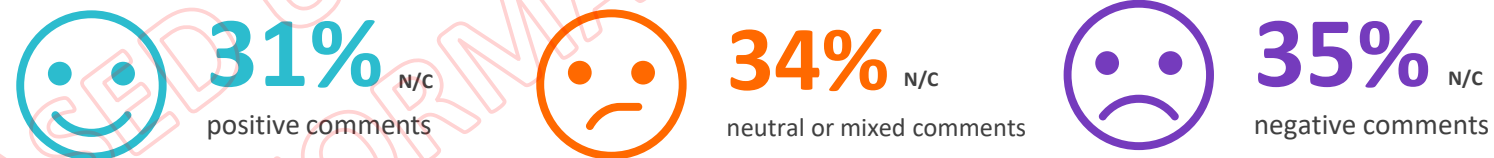
**Satisfaction by Journey Phase**



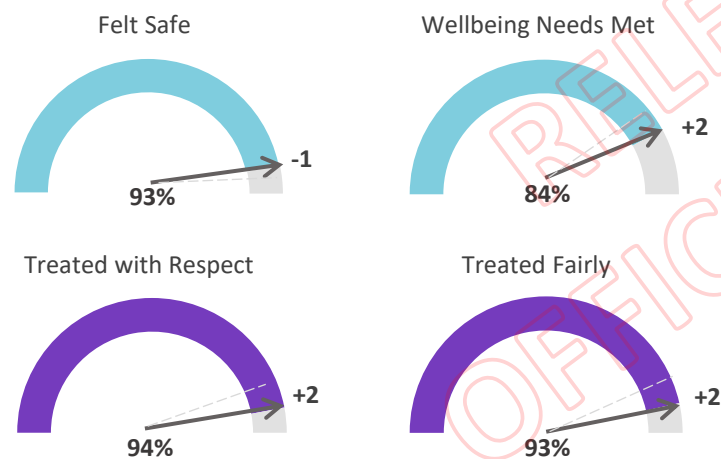
**Satisfaction with Communications**



**Feedback Sentiment**



**Satisfaction of Pastoral Care**



**Voice Analysis**

Top 5 themes – positive comments			Top 5 themes – negative comments			
1	Appreciation	71%	-7 ↓	Fairness and Availability of vouchers	68%	+18 ↑
2	MIQ staff (facility and defence)	59%	-4	Internet quality	54%	+9 ↑
3	Arrival experience	33%	+8 ↑	Thoughts on MIQ website or MIAS	52%	-7 ↓
4	Coordination of MIQ experience	32%	-2	Cost of MIQ	51%	-44 ↓
5	Making the guest experience more comfortable	31%	+2	Being accommodating for families	44%	-6

Denotes results from *previous month*

↑ ↓ Denotes results significantly different to *previous month*

### What we are doing:

- The Senior Insight Analyst has commenced within the Programmes and Change branch this week, who will take the lead on utilisation and analysis of results with other MIQ reports and data sources.
- We are in the process of developing a structured process to feed actionable insights to the relevant business groups, work programme or project owner within MIQ. Insights are currently being fed through project resources and service designers into existing work, and in August the RODs received their first regional level reports for July results. A handful of specific comments have been logged with the complaints team and IT.
- The monthly regional reports provided to the RODs included a high level summary of each facility's performance against the MIQ average and comments from returnees. RODs are working locally to ensure that these reports are only shared where necessary to action improvements, in order to maintain data security and stakeholder relationships. We will develop a quarterly insights report for individual facilities next month.
- We will begin developing a communications report this month to share insights with the Comms team, and to provide useful statistics and verbatim comments that could be used for media responses, website content and other communications material to help tell the MIQ story.
- We are currently in the process of moderating all comments to date before sharing data with the Ministry of Health. This will allow them to assess the data from a specific health lens and act appropriately and in accordance with their priorities. We will include any actions and insights taken by the Ministry in our regular weekly reports.
- In response to some recent feedback via media about the experience for Pacifica returnees, we are reviewing if our survey could be made more available to Pacifica returnees to ensure they can provide feedback of their experience. Pacific returnees make up 3.5% of all respondents to date, so it is quite a small sample size of the total 9529 responses received to date. We expect this is not representative of the number of Pacifica returnees and we may receive a higher response if translation into more languages was added.

### Returnee Feedback:

- There are a lot of comments where people are calling for consideration of less restrictive or shortened stays if they have been vaccinated. This has been fed into the Short/Reduced Stays project via Service Design.
- Insights from this survey are being fed into the MIQ work stream of the reconnect NZ programme via Service Design and project resources.
- Returnees feel that some facilities need improvements on their suitability to accommodate longer term stays, particularly for those experiencing small dark rooms with no windows, no kitchen facilities, difficulty with making exercise bookings, adequate time outdoors, and size of the outdoor space to enable social distancing. Some facilities have bad internet connection leaving returnees with little means of communication.
- Common themes which will be added to quarterly facility reports include:
  - lack of cleanliness at some facilities, with some not being cleaned adequately after the previous occupants, and no self-cleaning equipment such as vacuum cleaners, toilet brush, disinfectant in their room. Linen changes could be more frequent.
  - meals at some facilities are being delivered cold, very late or while returnee is in exercise yard. There are ongoing requests for more nutritionally balanced meals, food that is suitable for children and the elderly, and the availability of food to accommodate those with specific dietary requirements, in particular hotel staff understanding clearly what this means e.g. halal, gluten free, lactose intolerant etc.
  - length of entire travel is exhausting for those on long haul flights, some experiencing a 20-30 hour journey to reach their allocated facility. During this time, there are few toilet stops and little or no food or drinks provided. When returnees finally get to their destination they are immediately restricted to their rooms (for some it's a small dark room) for 24-48 hours and/or have to queue for testing on arrival.
  - Some lack of social distancing of returnees on buses, queuing with fellow travellers to get tested and in exercise yards.
- Overall, whilst staff are very accommodating and generally seen as doing a great job, some returnees have been receiving mixed or conflicting messages and communication across the different agencies within facilities, and with information in the welcome pack. In addition, some travellers had suggested providing the arrival letter or welcome pack while on the flight or in the room, as they had little chance to read and absorb 48 pages of information whilst being transferred – offer a shortened version.

# Feedback sentiment and question ranking

## Feedback Sentiment



31%

positive comments



34%

neutral or mixed comments



35%

negative comments

## Question Ranking

Highest Ranked Questions		Lowest Ranked Questions	
1	Overall, did staff treat you with respect while you were in managed isolation or quarantine? (+2)	94%	I was able to book accommodation on the MIAS close to the time I wanted to travel (N/C) 53%
2	Did you feel safe while in managed isolation or quarantine? (-1)	93%	The Managed Isolation Allocation System was easy to use (+1) 62%
3	Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis? (+5)	93%	The MIQ website was easy to use (+1) 70%

General feedback sentiment remains consistent with that of last month, with just under one third of comments left by respondents being positive (31%).

Also consistent with findings from last month, areas for improvement revolve around ease of technology use – particularly the Managed Isolation Allocation System (MIAS) and MIQ website. It continues to be that roughly half of respondents are unable to book close to the time they want to travel (53% able), with 25% disagreeing or strongly disagreeing that the MIAS is easy to use and slightly fewer disagreeing or strongly disagreeing the MIQ website is easy to use (15%).

August results show respondents rate highly for their treatment by staff while in quarantine or isolation (94%), and for their overall safety (93%), both findings consistent with last month. This month respectful treatment from staff when receiving a positive COVID-19 diagnosis increases by +5 percentage points, coming in as the third highest ranked question.

# Voice analysis and themes

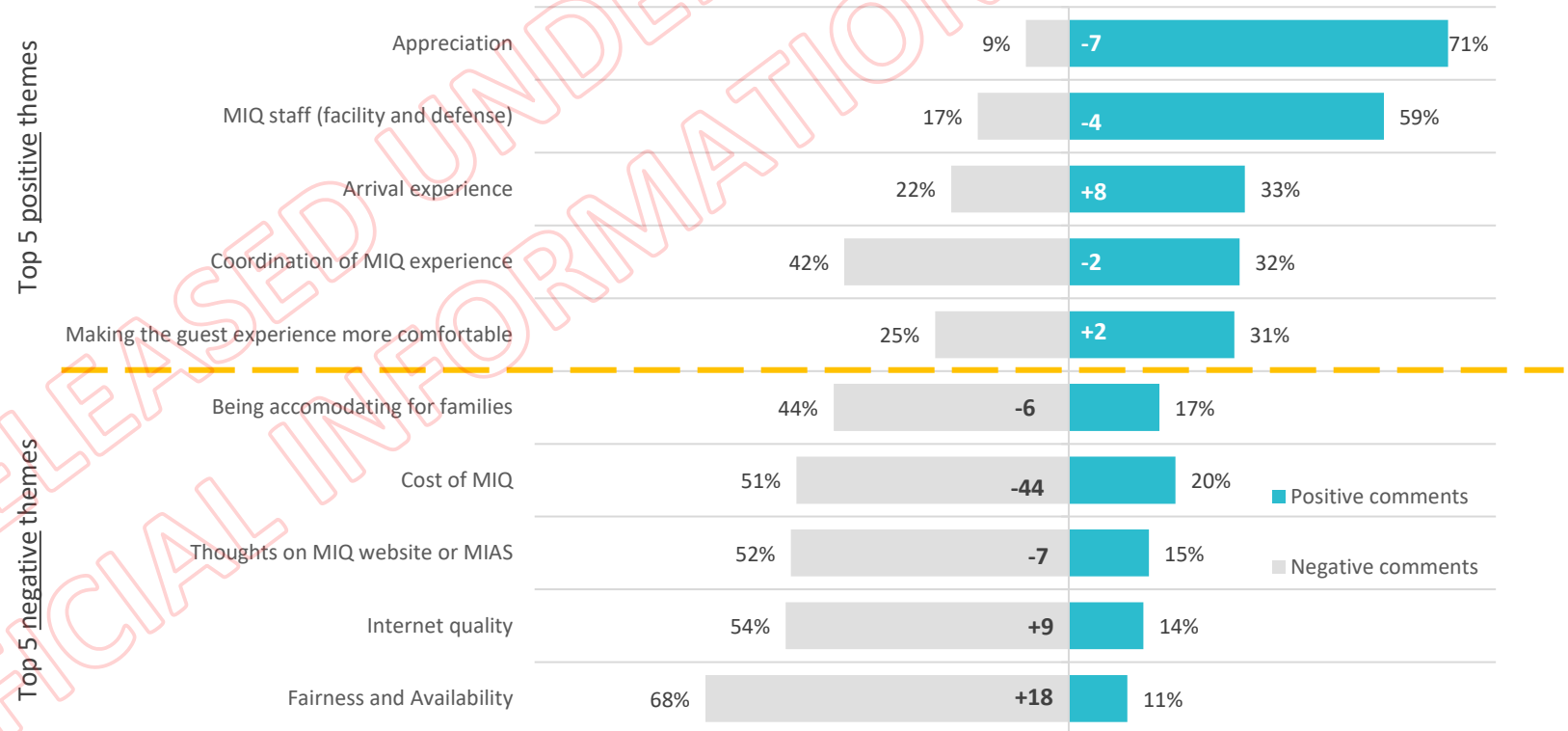
INCREASE IN NEGATIVE FAIRNESS AND AVAILABILITY (+18 PERCENTAGE POINTS) COMPARED TO LAST MONTH

A greater proportion of respondents left negative comments about the fairness and ability to be able to return to New Zealand (+18 percentage points compared to last month), with these comments often also mentioning the MIAS booking system. Some key examples are as follows:

*"It took us months to book our voucher, weeks of refreshing the MIQ page, twitter became our guiding angel. The system needs serious work, as it is EXTREMELY DIFFICULT to get a slot. Expected things to smoothen out as MIQ has been in place for over a year now. It is disappointing to struggle this way to get a flight back...The entire process of reaching NZ cost us over \$14000, this does not include MIQ cost. It's heart breaking that all our savings went into just getting back home."*

*"Honestly, this system is terrible. People spend hours each day trying their luck just to book a spot. The refresh system doesn't work well, the dates are sporadically released with no rhyme or reason and the captcha verification slows the whole booking system. No one will get a spot on their preferred day it is impossible. Grounded kiwis on Facebook provides the best information on how to handle the entire process. Most kiwi citizens/residents/visa holders feel very let down by all of this and minimal attempts are being made to improve the website."*

Top 5 Positive and Negative Themes





## Example comments from top 5 positive themes

*"The nurses and rest of the staff were lovely and went about and beyond. They were so pleasant and made the stay in MIQ much more tolerable.."*

**- MIQ staff**

*"The fluffy blanket in my room made all the difference. True comfort and a real homely touch. Having HDMI cords available for purchase was fantastic. Efficient delivery of exceptionally good barista coffee."*

**- Making the guest experience more comfortable**

*"Everything went very smoothly, and those caring for us were kind and friendly. This made a great difference to what was inevitable an unusual experience. Thank you!"*

**- appreciation**

*"Reception staff were always pleasant, quick to answer the phone, and fulfilled my requests promptly."*

**- MIQ Staff**

*"Those looking after us did everything they could to make our time in MIQ as pleasant as possible. s 9(2)(b)(ii), thank you for all the attention to detail, and individualising care as far as possible."*

**- appreciation**

*"I was especially impressed with arrival. It was very organised and clear, but friendly and welcoming. Being able to get a sim card immediately so I could contact family helped too."*

**- arrival experience**

*"The ability to make our own food choices via QR code was much appreciated and the food was genuinely terrific...Testing was quick and extremely well organised. Thank you to all your amazing and professional nurses. The top luxury of all - and it was a luxury - was being able to order a coffee from the lobby barista every day, which was then delivered outside the room. ...Thank you for your thoughtfulness in this regard. It was a very welcome dose of "normality" whilst here."*

**- coordination of MIQ experience**

*"Arrival procedure was well run and efficient. All staff and guests were very good about wearing masks and properly, also distancing and use of hand sanitiser and following protocol. The facility catered for all needs particularly regarding good nutrition, availability and delivery of housekeeping items. Permitted delivery of non-essential items which included things that are equally important depending on the purpose of entry e.g. we are relocating to NZ and need to collect our pets from their own quarantine so had to purchase dog beds, biscuits etc."*

**- Arrival Experience**

*"helpful and great staff. I like that there is daily health checks. Overall, the system is superb.."*

**- Coordination of MIQ experience**

*"The arrival process was very clear and well directed. It would have been helpful in the welcome pack to have a simple table/directory of extension numbers for hotel contacts"*

**- Arrival Experience**

*"The staff support MiQ are amazing. I can't express how grateful we are to have been welcomed home by a staff that were full of smiles and warmth. From the bus driver and reception staff to nurses and MoD team - everyone we've met has been exceptional and kind and we can't thank them enough for what they do to bring kiwis like us home."*

**- MIQ staff**

Example comments from top 5 negative themes

"My travel agent booked flights for me that I never ended up using because of lack of information given about how quickly spots would fill causing a lot of stress and almost getting stuck in the USA due to not getting a spot and having to spend an extra \$4500 on flights though Singapore to get home. Now I have nothing to my name and have lost more than just time trying to get home. I almost lost my job I spent 20+ hours refreshing the website to finally get a spot."

- - **Fairness and Availability**

"After traveling 30 hours with two small children by myself, I was upset to learn that we would be put on a bus and traveling to Rotorua. My 2 year old got car sick, and the bus driver didn't even let us off for fresh air (we were making a stop for a toilet break and snack, and the bus in front of us hadn't left yet, even though we had already been traveling with them on the plane, I could not understand why my child couldn't get fresh air). After finally arriving at the hotel, we waited on the bus for a further 70 mins while others checked in. At this point, my daughter had been sick two times, and we still weren't allowed off the bus. I was shocked that we weren't given a chance to get off sooner and that there had been zero communication during this extended wait time. There were 4 buses that were arriving, and it seemed that the staff were not prepared for that many."

- **being accommodating for families**

"The costs for the MIQ were not totally described. Not specific enough to cover all scenarios."

- **cost of MIQ**

"I would like MIQ to include a credit card as a payment method for stay expenses. I have money in my overseas bank account, but I can't transfer money to my NZ bank account unless I go through the procedure directly there. I can't believe you can't receive by credit card in the EFTPOS society of NZ. Carrying cash is dangerous."

- **cost of MIQ**

"The MIAS system to obtain a MIQ booking was very difficult to use. The information needed to be re-entered countless times in order to obtain a slot in MIQ. This system would be improved by submitting a request and notifying people that they have a slot in the order of the requests - this would be a fairer system."

- **thoughts on MIQ website or MIAS**

"The internet at the Ibis was poor. I'm surprised I'm even able to do this survey. I lost two weeks of work not being able to have sufficient internet connection. If people are going to be locked in a hotel room for 24 hours a day, the internet NEEDS to work. It sounds like a terrible first world problem, but for paying \$5,000 for a two-star hotel, I would expect the internet to work sufficiently."

- **internet quality**

"The MIQ booking system needs to be overhauled. It is not fit for purpose. It is unfair and unrealistic to expect people to cooperate with a booking system that offers nothing in the way of certainty. It does not allow for planning or preparation to return to New Zealand. People spend months trying to secure an MIQ voucher. This is unacceptable."

- **thoughts on MIQ website or MIAS**

"So many kiwis stranded. You should priorities them. You guys canceled so many emergency applications when most of them are actually human rights."

- **Fairness and Availability**

"The childrens menu started out very dire and not nutritionally well planned. However, halfway through our stay, we received the new week's menu which had been revamped and was MUCH better. Please keep up the changes that were made. Children cannot exist healthily on Mac&Cheese and Nuggets alone!"

- **Being accommodating for families**

"It should not be a lottery to get back into your own Country. Its not about the 14 days or the cost. Its about the agony, stress and mental health issues you are creating by limiting availability to MIQ"

- **thoughts on MIQ website or MIAS**

"MIQ Allocation booking needs a major upgrade for the huge amount of Kiwis stuck overseas trying to get home."

- - **Fairness and Availability**

# Respondent profile

CHANGES IN GROUP COMPOSITION, AGE GROUP AND ETHNICITY AMONGST RETURNEES COMPARED TO LAST MONTH

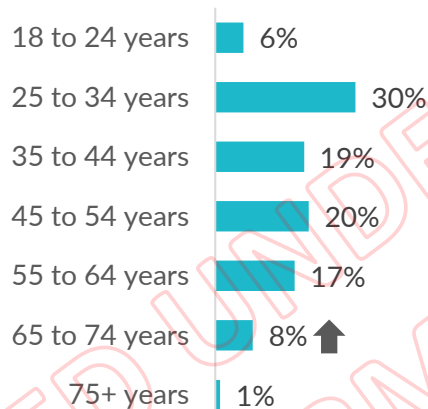
While group travel size for August remains consistent with that of July, there are significant changes amongst other demographics compared to last month.

The proportions of returnees aged 25-34 years and 65-74 years has increased compared to July, as the proportion of those who identify as Indian (+5 percentage point increase). There was a decrease in returnees who identify as Chinese compared to July (+3 percentage point decrease).

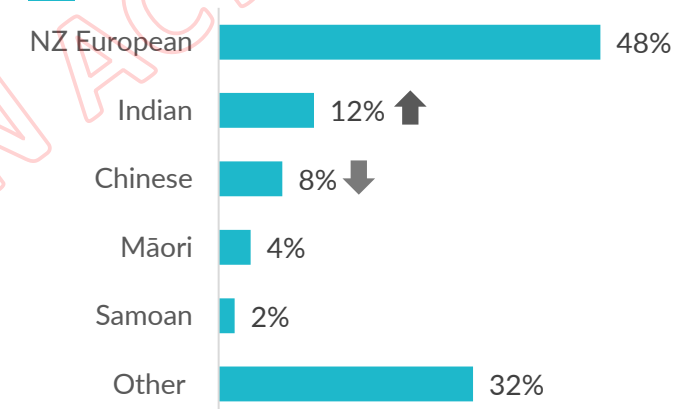
The proportion of those who stayed with their partner in managed isolation or quarantine has increased from 72% in July to 77% in August, though the proportion of respondents staying with their child/ren has decreased from 53% in July to 45% in August.



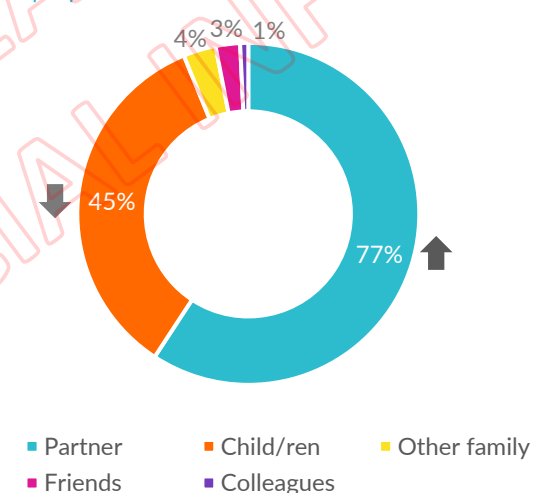
## Age Group



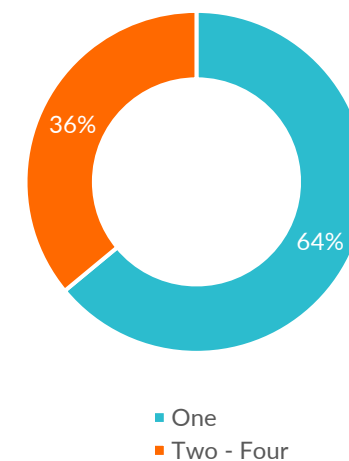
## Ethnicity



## Group Composition



## Group Travel Size



↑↓ Denotes results significantly different to *previous month*