

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

August 2021

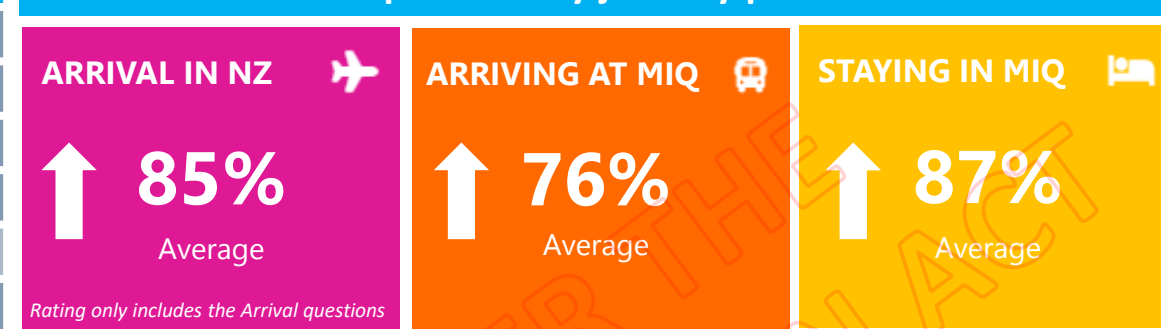
Overall experience* ranking [Responses]

s 9(2)(b)(ii)	↑ 93%
	↑ 77%
	↓ 75%
	↓ 75%
MIQ Average – all sites	↔ 76%
s 9(2)(b)(ii)	↑ 73%
	↓ 71%
	↑ 57%
	↓ 50%

Rating %

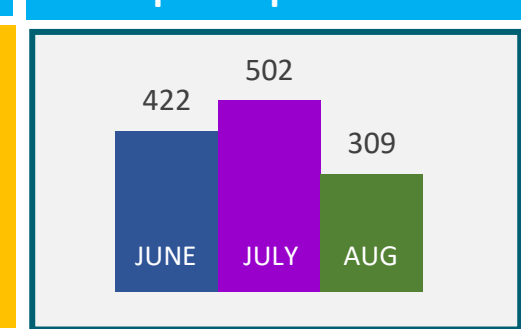
↑	93%
↑	77%
↓	75%
↓	75%
↔	76%
↑	73%
↓	71%
↑	57%
↓	50%

Experience by journey phase



*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.

Response per month



Overall Experience*

Last Month: 66% | Trend: ↑ 13% | Current Month: 79%

Highest¹ Ranked Questions – Central

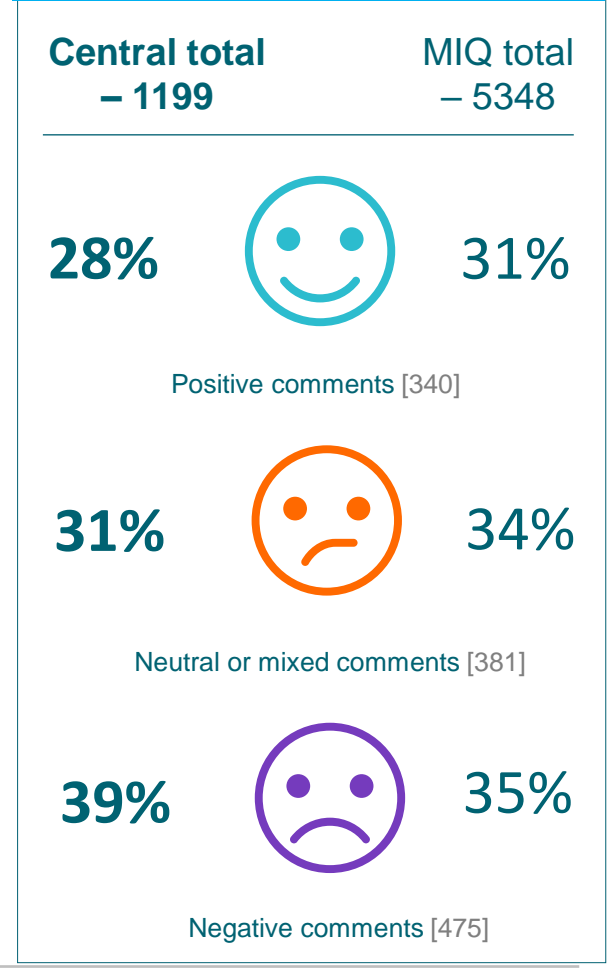
¹ Questions with ratings given by less than 10 respondents are excluded as outliers

Overall, did staff treat you with respect while you were in managed isolation or quarantine? [306]	93%	Was it clear to you why you were placed into quarantine rather than isolation? [16]	100%	Did you feel safe while in managed isolation or quarantine? [304]	92%
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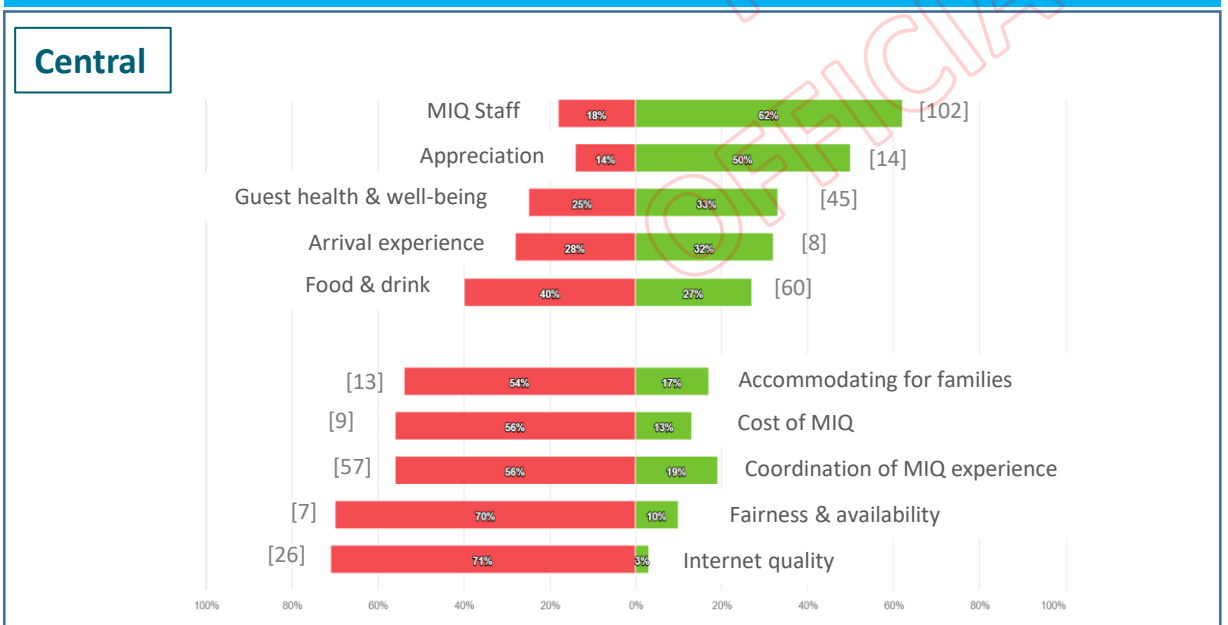
Lowest¹ Ranked Questions – Central

The room was clean [284]	73%	The arrival letter I received at the airport provided useful information [266]	72%	The check-in process at the facility was efficient [308]	69%
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Comments Sentiment



5 most positive & negative themes for overall experience



Summary insights and themes

- Staff generally are continuing to be seen as helpful, friendly, kind and doing a good job. Several comments praise staff for being very accommodating.
- However, returnees felt some facilities were not adequately staffed, with difficulty accessing well-being services, delays responding to individual situations such as requests for crockery, and timing of meal deliveries.
- Comments on food was variable with consistent requests for healthier food options, better catering for children, more awareness of food allergies, and cold meals.
- Returnees with small children experienced long journeys and lengthy wait times at check-in, some rooms and outdoor areas were not appropriate for families.
- Ongoing comments regarding standard of cleanliness of rooms particularly preparing for the next occupants, lack of self-cleaning supplies, linen changes and rubbish removal.

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.

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Central

August 2021

The following represents data collected via the MIQ Experience Survey for returnee stays in August (data captured to 31 August).



“I think that the check in process was well managed albeit taking a long time. After flying for over 30 hours without stopping all you want to do it have a shower and get some sleep. The staff tried their best to make it as quick as possible though and were understanding of the lack of sleep we had all had on the plane.”

“Nurses and health well-being teams seemed to work very closely and were really great here. I felt quite down as I’d just buried my mother overseas and I got good support. Even little things like suggesting a change of rm so I can have sun shine in the window and giving me jigsaws to do and books to read. The little things made a big difference to my mental health during my stay.”

“The food was great! Our family (with two little kids) are all vegetarians and the options were lovely, stellar variety and great taste. It was so great we were allowed to go outside any time, so long as testing and such was not happening at that time! Having two rooms (the bedroom and the lounge/kitchenette) for our family of four was such a relief. And the staff were really so lovely and kind.”

“I was extremely grateful for a quiet room and never looked back... Normally I'm not a worrier and have strong coping mechanisms but Covid and MIQ really put these to the test. The heater in my room and one of the power points don't work but this was fixed by staff who sent up a portable heater and long extension cord. The room has been comfortable and workable. And was very clean from the outset.”



“Overall we didn't feel food was very nutritious which is obviously of concern when travelling with children. Due to lockdown we were unable to supplement our meals from outside. Transport to the hotel was a complete disaster. They checked all the single passengers through customs first, families last... We then had to wait at the rest stop for 20minutes for the first bus to have their break before we were allowed ours. When we arrived at the hotel after a very long journey (25 hour flight and 3± hour bus journey) we were made to wait on the bus whilst the first bus with all the adults checked in. By this point our children were exhausted and very tearful. We feel strongly that families travelling with small children should be prioritised at customs and on any onward journey rather than made to wait.”

“I tried to get some healthier food options for me and my little growing baby... They overloaded us with fruit but veggies were very few and far between. So many carbs as well. The delivery fee for Countdown seemed astronomical after what I'm paying to be in this place. It would be helpful since Countdown is already making the delivery if people could pool together and make one delivery with one \$15 charge. The well being team was difficult to get ahold of and the phone would often just ring and ring or be busy all together. The facility seemed understaffed to meet the needs of the occupants. I know they tried, but it's a very stressful time and not being able to get ahold of the people who are supposed to be helping you is frustrating.”



“More efficient check in for people with babies... Staff were unsure if they could provide high chairs or not. We had no idea what to expect or where we going before arriving in New Zealand, which was very anxiety inducing. The room was filthy. Kitchen was too basic for a family. Nails sticking up out of carpet.”

“When I checked in I told staff that I have a severe coconut allergy. On FOUR different occasions, I was given coconut (thankfully I only consumed the food once, as it was not obvious it contained coconut). I felt the staff did not take my allergy seriously and I was very frustrated and concerned about eating the food given to me at each meal. One mistake is understandable, but for it to happen repeatedly, I did not have confidence in the staff.”

“Kept forgetting to bring meals to my room. Had 4 meals where i was forgotten about.”

“I told every single person I interacted with about my hearing impairment, it was usually shrugged off. Only a very few individuals made sure to accommodate my disability.”

“The teams responsible for delivering food seemed to be oblivious of the of timing exercise breaks. Food is not hot when it reaches the rooms at the best of times. To return from walking in a circle and find that food was delivered during that time is very frustrating. More than once food was delivered more than 20 minutes in advance of the advertised times - 17.35 rather than after 18.00 for example. People out walking from 17.30-18.00 would have no idea that food was outside their room going cold. The other major frustration was that the Wifi system was totally inadequate - clearly not up to handling the traffic generated by lots of people confined to their rooms for 22 hours a day. VERY irritating. Finally, the air conditioning system seemed to be unable to maintain a consistent temperature - needed constant adjustment.”

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	8.3	9.0	8.1	8.3	8.6	8.5	9.1	9.4
After the border screening process it was clear to me where I was going next	7.7	7.9	9.0	7.3	6.8	7.7	7.8	8.2	6.9
The arrival letter I received at the airport provided useful information	7.4	7.2	7.3	6.8	6.8	7.4	7.7	7.5	6.9
Was it clear to you why you were placed into isolation rather than quarantine?	9.2	9.4	9.2	8.0	8.9	9.4	9.4	9.2	8.3
Was it clear to you why you were placed into quarantine rather than isolation?	8.6	10	10	10	10	10	10	10	N/A

* Ratings out of 10 Note, Colour coded ratings have been submitted by less than 5 respondents

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Arriving in Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)							
		The check-in process at the facility was efficient	7.9	7.7	8.5	7.2	4.7	7.0	7.7
Staff were helpful in answering my questions	8.4	8.6	9.2	8.1	7.4	7.6	8.2	8.4	9.4
I received enough information about the facility I was staying in	8.0	8.2	8.5	7.5	6.2	7.7	8.1	7.7	8.4
The rules and expectations for the two weeks of managed isolation or quarantine were clear to me	8.6	8.4	8.5	8.2	7.9	8.3	8.0	8.7	9.4
The room was clean	8.3	8.1	7.9	7.3	6.3	7.2	6.7	8.8	9.4
The room was appropriate for me/my whānau/my family	8.2	8.4	9.2	6.7	5.9	7.9	7.7	8.4	7.2
The Welcome Pack was useful	8.2	7.8	8.3	8.1	6.8	7.8	7.7	7.9	9.1

Staying in Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)							
		During your stay, was it easy to access the information you needed about managed isolation and quarantine (MIQ)?	8.7	8.6	9.5	9.7	7.4	8.5	8.8
Was it easy to understand the information provided by MIQ staff during your stay in managed isolation or quarantine?	8.9	8.7	9.5	9.7	8.1	8.6	9.1	9.7	8.8
Were you given consistent information by MIQ staff during your stay in managed isolation or quarantine?	8.2	8.0	9.7	9.4	7.5	8.0	9.0	9.4	9.4
Overall, did staff treat you fairly while you were in managed isolation or quarantine?	9.3	9.2	10	9.7	8.6	8.9	9.3	9.7	9.4
Overall, did staff treat you with respect while you were in managed isolation or quarantine?	9.4	9.4	10	9.4	8.8	9.3	9.4	9.7	10
Was religious, spiritual or cultural support available when you requested it?	8.0	9.0	10	7.5	6.5	6.0	10	9.7	N/A
Did you feel safe while in managed isolation or quarantine?	8.4	9.3	10	9.4	8.7	9.1	9.3	9.7	10
During your time in MIQ were your health and wellbeing needs well met?	8.4	8.9	9.0	9.1	6.9	8.2	8.3	9.7	9.4
Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis?	N/A	N/A	N/A	N/A	N/A	5.0	10	N/A	N/A
Was your transfer to the quarantine facility well managed?	N/A	N/A	N/A	N/A	5.0	5.0	7.5	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?	N/A	N/A	N/A	N/A	10	N/A	10	N/A	N/A

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* Ratings out of 10