

Managed Isolation and Quarantine (MIQ) Experience Survey

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

September 2021

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MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

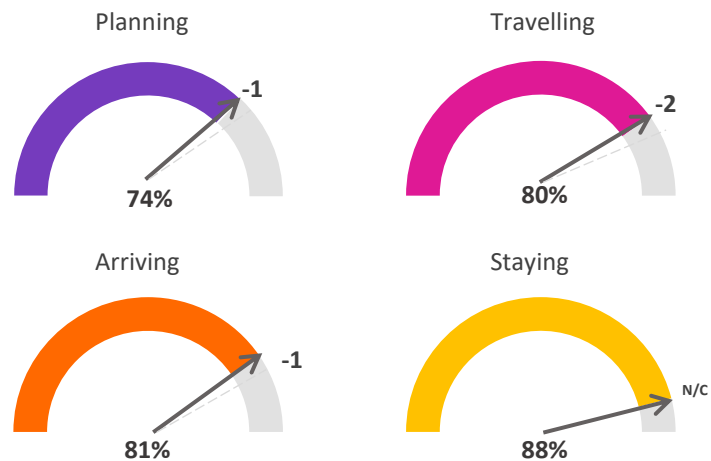
[New Zealand Government](https://www.govt.nz/)

MIQ Experience Survey Summary of September 2021

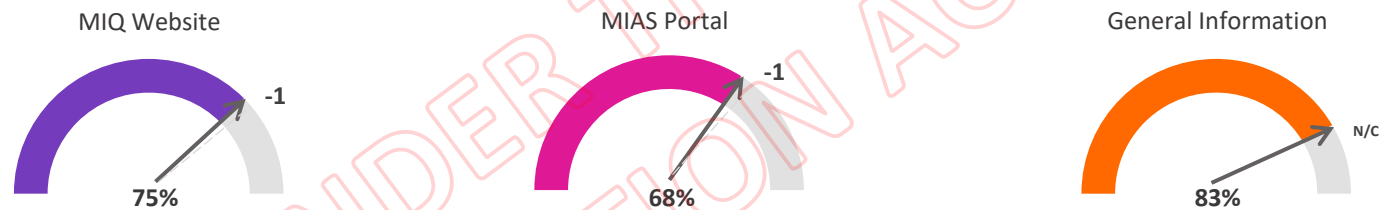
Overall experience satisfaction **74%** ↓ | Response rate **57%** n/c | Responses **n=1339** ↓ -703 | Days live: **191**

-3

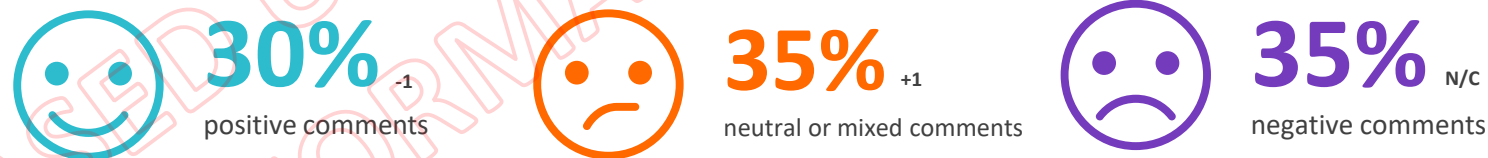
Satisfaction by Journey Phase



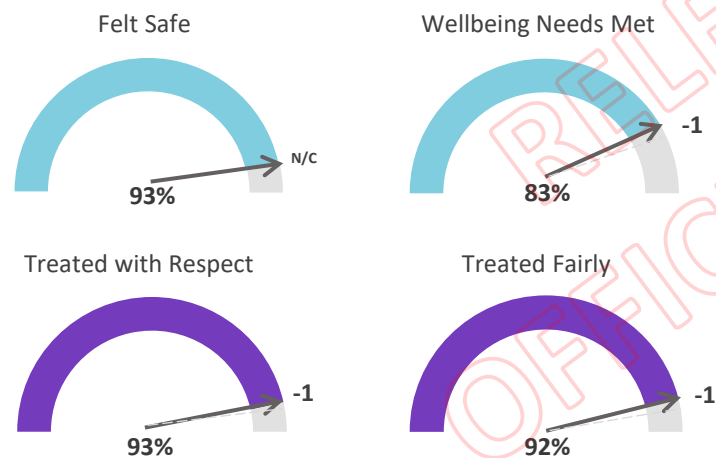
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

Top 5 themes – predominantly positive mentions				Top 5 themes – predominantly negative mentions		
1	Appreciation	79%	+8 ↑	Being accommodating for families	55%	+3
2	MIQ staff (facility and defence)	64%	+5	Thoughts on MIQ website or MIAS	55%	+3
3	MIQ check-in experience	40%	-7	Fairness and availability	50%	-4 ↓
4	Guest health and well-being in MIQ	31%	N/C	Cost of MIQ	48%	-3
5	Food and drink	30%	N/C	Coordination of MIQ experience	44%	+2

Denotes results from *previous month* N/C = no change

↑ ↓ Denotes results significantly different to *previous month*

Summary of key insights of September 2021



Overall experience satisfaction: **74%**

↓ -3



Response rate: **57%**

N/C



Responses n=**1339**

↓ -703



Days live: **191**

What we are doing:

- *Additional data sources* - We have started to include additional data sources into our analysis and insights. These sources are listed on the right. The Facebook group is a private group and is a very active information sharing hub for most returnees. They ask for help and advice from each other on the booking process as well as the whole facilities experiences. After reviewing the group posts, we noticed the most discussed point is the booking system and availability/fairness. We will continue monitoring this page and including relevant insights in this report.
- *Customised data requests* - We are working on raising awareness of the potential benefits of Returnee Experience Survey data. A specific email address for requests for customised data from the survey is now available. This approach will help other teams who need data, but also will help in designing and updating future surveys by determining which kind of insights our key internal customers are looking for.
- *Virtual Lobby* - It is still too early for those returnees who secured a place through the new lobby system to have travelled, therefore we cannot yet assess any improvement from the Virtual Lobby initiative. It is anticipated that insights about whether the Virtual Lobby has made improvements to the booking experience, can be reported in the November - December reports. Meanwhile, we are monitoring comments about Virtual Lobby through the Facebook page.
- *Insights for Returnee & Worker experiences* - We are doing an alignment analysis for Worker (4K comments) and Returnee (30K comments) survey results to capture similarities and differences between the themes and trends. This report will be included as an Appendix to Worker Survey Results paper led by Project Manager s 9(2)(a) which will be presented to MIQLT on 21st October.
- *Home Isolation Pilot* - We have recently provided returnee insights to the Home Isolation Pilot scheme that could address and benefit in this project's service design.
- *Regular Communications report* - We are working on building stronger interconnected teams by approaching our stakeholders to share insights regularly. Currently we are introducing a regular communications report for the Engagement and Communications MIQ team.
- *MOH* - We continue working on processing health related returnee comments to MOH. IDI is currently working with MOH to determine the best way to transfer the data. This will be completed by the end of this month.
- *Targets* - Next month we will revisit the conversation about target ratings for key performance areas within the Returnee Experience Survey.

Additional data sources cited for insights:

- Web statistics
- [MIQ Daily data](#)
- Complaints and Feedback weekly reports
- [Unofficial Facebook page: MIQ: NZ Managed Isolation and Quarantine](#)
- General media news/ articles about returnees MIQ experiences

Returnee Feedback:

- In the month of September, there is a 3% decline in the overall satisfaction figures. MIQ Website and MIAS Portals remained to be the pain points for returnees. Half of the respondents mentioned the *Fairness and Availability* negatively. We think the decrease in the overall satisfaction comes from the returnees' frustration while they were booking a place in the system. As mentioned in the previous slide, we will be able to monitor, measure and analyse the positive effect of *Virtual Lobby* in coming months reports via Fairness and Availability themes.
- We see an increased number of comments mentioning that people who are already vaccinated should be isolated at home rather than in the MIQ facilities. These comments are feeding into the *Home Isolation Plot* project design as respondents are providing numerous valuable suggestions on the process.
- Common themes from last month include; not enough social distancing of returnees in the corridors and stairs, bubble breach in testing queues and in exercise yards. These will also be added to the regional reports. The other negative topic came up around *Privacy*. We will mention this in the regional reports to be cautious around people taking pictures of returnees from distance during their exercise, in open areas and fire exit drills without first seeking permission from returnees present.
- Overall while some of the pain points are not improving, we see a higher level of appreciation from our returnees. *Appreciation* has been the most positive theme in September with 8% increase. This also follows the *MIQ staff (facility and defence)* with 6% increase. Most of the returnees expressed their gratitude and mentioned the *friendliness of the staff*. These two themes were so related to each other meaning most of the appreciation was originating from MIQ staff attitude. Great number of positive comments also refer to their arrival process and treatment.
- However, *Being accommodating for families* theme's negative comments decreased 2%, it is still standing as a pain point with one of the lowest ranked themes. Pastoral Care of Children is an action being addressed through the Children's Programme and will commence before Christmas. Priority one initiatives for the programme relate to legislative compliance activities and clearer Standard Operating Procedures.
- Although half of the respondents complained about *Fairness and Availability*, there is a significant improvement compared to last month's results. Fairness and Availability theme's negative comments decreased significantly – This could link to the new Lobby system and we will continue to monitor this insight.



Group by NZ Watch & Hobby

MIQ: NZ Managed Isolation and Quarantine

Private group · 11.8K members



Joined + Invite

About Discussion Announcements Topics Members Events Media Files

Write something...

Anonymous post Poll Photo/Video

See the latest coronavirus info

When it comes to health, everyone wants reliable, up-to-date information. See the latest updates and answers to questions you may have about coronavirus (COVID-19).

About
Group for people to share information on MIQ in New Zealand.

Private
Only members can see who's in the group and what they post.

Visible
Anyone can find this group.

Auckland, New Zealand

General

s 9(2)(a) 8 October at 12:35

IMPORTANT: Get into the Lobby BEFORE the release starts!

I was collating some of the data from the MIQ releases, and noticed something. The MIQ info gives the number of people in the lobby when the release begins and the total number of people who joined.

If you join BEFORE it the release begins, you get a random position in the queue. If you join AFTER you go to the BACK OF THE QUEUE.

I CANNOT EMPHASISE THIS ENOUGH! If you are not in the lobby on time you have **NO CHANCE** of getting a room.

In every release so far there have been more than 3,000 people who entered AFTER the release began. All of those people had no chance of ever getting a room.

EDITED: To clarify wording.

Release #	Lobby	Joined	Rooms	People
1	27,000	31,900	3,200	5,500
2	26,700	31,319	3,718	6,400
3	25,100	28,406	3,739	6,449

40 112 comments

Like Comment

Top comments

Write a comment...

s 9(2)(a) Does this mean it doesn't work as advertised? I thought the lobby was open for one hour during which your position in the queue was randomized.

Like · Reply · 2 d 3

2 replies

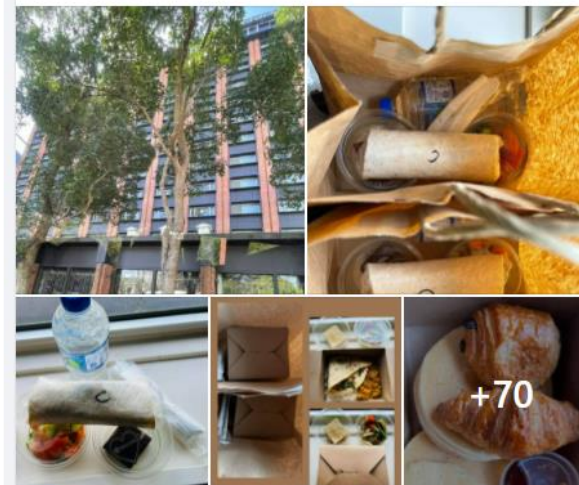
Can you clarify please. I'm confused by the terminology, and I think others might be as well.
For example: ... See more

s 9(2)(a) Yesterday at 08:48 · Auckland

Today is our last day of isolation here in s 9(2)(b)(ii) hotel.. these are some of the meals we had to give you guys an idea.. we had such a great time and entertainment in our 14 days stay..

I hope everyone will get the chance/slot in MIQ.. wishing everyone's safety and good health..

KIA KAHA!



145 60 comments

Like Comment

Top comments

Write a comment...

Watched you all leaving this morning from my 7th floor window. I was smiling for you all. Day 12 for me. waiting the call for my test.

Unofficial Facebook MIQ page - examples

s 9(2)(a) [redacted] 4 October at 02:38

Hey Guys, just got into our MIQ last night and we have been told our newly 1 year old must get nasal swabs tomorrow. We would rather him not, and I thought I had read when booking our MIQ voucher 4 months ago that he wouldn't have too because he was under 3 years or something along those lines. Just wondered if anyone has any knowledge of this change or if anyone has refused it for their baby and if that is even possible. Of course if my partner and I tested positive I would understand the need but just doing it because I feel like it is abit over kill and unnecessary. Especially considering he didn't need any tests to fly home. Feeling a little bit out of control with it all and that we were not fully informed of this. Thanks Amy

12 51 comments

Like Comment

Top comments

Write a comment...

s 9(2)(a) [redacted] Just further reassurance - all ages need to be swabbed but they are very gentle with young children. Definitely talk to the nurse beforehand and explain your worry and I'm sure they will accomodate. Congrats on your MIQ spot!

Like · Reply · 1 d 2

s 9(2)(a) [redacted] When I had miq in may with my little one I asked to speak to a nurse before signing her consent form. I inform them very politely that I will not be retraining my daughter for the test. I'm happy for them to take it but won't assist in holding her down... See more

Like · Reply · 2 d 9

View 21 more comments

s 9(2)(a) [redacted] 4 October at 11:41

My husband and I just completed our MIQ. I wanted to share our experience and some pointers that may help out others. Long post ahead!

We traveled with refrigerated medication (autoinjectors) and had to deal with complex dietary requirements, so I'll talk about that stuff below in addition to the usual things.

- We booked our voucher through the older system (refresh and hope). We got a date, but no direct flights arriving on that day from Singapore, so we had to fly via Seoul. We couldn't get a travel agent in time, so had to book separately for the two legs of the journey (Singapore Airlines then Air New Zealand).
- As we were moving permanently, we shipped a bunch of boxes via UPS to my parents' place. This is usually more affordable if you have a lot of stuff, but not enough for a container, and is generally cheaper than using a moving company. UPS is also quite fast - only took a week. If you're moving your stuff, make sure to follow the procedure on the Customs NZ website so you can avoid paying GST. PM or comment if you want more info on that.
- Excess baggage: because we made two separate bookings, we had to pay a lot extra for excess baggage. Singapore Airlines charges by the kg, Air NZ charges by the bag. We got stung by this (should have sent more via UPS!).
- Checking in at the airport was more or less straightforward. We presented our PCR tests, MIQ voucher, and excess baggage receipts in Singapore and they checked us through all the way to Auckland. In Seoul, they checked the MIQ voucher more thoroughly. No one cared about vaccination status, but this will change soon (if you got vaccinated in Singapore and want to know how to get a certificate, comment or PM me).
- All airports were nearly empty, as were the flights, so that was pleasant. In flight food service was normal, as far as I could tell.
- I travelled with injectable medication (autoinjectors with needles) that needed to be kept chilled. I contacted both Singapore Airlines and Air NZ about it, and they said it was fine to travel with it, but they would take no responsibility for it (won't let you use the airplane fridge, etc), so I purchased a cold medication courier box (around \$65 NZD) from a medical courier company that was delivered to me with already frozen ice packs. They guarantee 2-8°C for up to 72 hours. I had

s 9(2)(a) [redacted] 29 September at 04:38

Kia kaha e te whānau! Things are getting better. As some of you know, I've been watching this queuing system pretty closely. The number of people queuing in room release #1 (of the new system) and release #2 were pretty similar, but by #3, it was down by around 2,000. While there are still new people looking to get home with each week that passes, that's a big step in the right direction. Each time it drops, your odds of getting a spot increase. With new facilities coming on line, that improves things more. It's still tough, for sure, but I just wanted people to know not to give up. What's the old saying? "You gotta be in it to win it"

76 41 comments

Like Comment

View 11 more comments All comments

[redacted] So many people are getting spots in MIQ, but then have to let then go, because there are no flights to get there. It's ridiculous. Lots have just given up trying.

Like · Reply · 1 d 1

1 reply

s 9(2)(a) [redacted] 29 September at 04:38

Wanted to share my experience of playing MIQ lotto last nite and availability. I really need to go home in January but decided if I was lucky enuf to get in and there was a date in late December available I would grab it. Put in my passport number and was in the room no problems. Once the room closed I drew number 2685. Thought I didnt have much of a chance but about 70 minutes later I was head of the queue and into the site. All worked seamlessly. At this point there were a lot of dates still available in October (rough estimate 20 dates) and probably about 10 in early November. Unfortunately for me nothing in Dec or the latter part of November so I logged out to free up my space for the next person. Missed out this time but only because I was being fussy about my dates. Now at least I feel encouraged that it is possible to get a slot.

75 33 comments

Like Comment

View 11 more comments All comments

[redacted] Of course it is possible. So is winning lotto. That could have been your only chance. It is after all a game of chance

Like · Reply · 1 w 1

1 reply

[redacted] And absolutely no chance if not a kiwi. Must be just as many non kiwis who haven't seen family who are NZ permanent residents these past two years

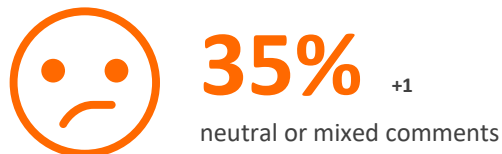
Like · Reply · 1 w

s 9(2)(a) [redacted] Me too, desperate to leave would have taken any date gor 20645! Sucks. Maybe third time lucky.....or maybe not depends on the time, I'll be on a 12 hour shift will!

Like · Reply · 1 w

Feedback sentiment and question ranking

Feedback Sentiment



Question Ranking

	Highest Ranked Questions		Lowest Ranked Questions	
1	Overall, did staff treat you with respect while you were in managed isolation or quarantine? (-1%)	93%	I was able to book accommodation on the MIAS close to the time I wanted to travel (+1%)	54%
2	Did you feel safe while in managed isolation or quarantine? (N/C)	93%	The Managed Isolation Allocation System was easy to use (-2%)	60%
3	Was it clear to you why you were placed in quarantine rather than isolation? (+6%)	93%	The MIQ website was easy to use (-1%)	69%

Sentiment of feedback provided by returnees remains consistent with results from August, with 3 in 10 comments having positive sentiment (30%).

Around half of mentions of thoughts on the MIQ website or MIAS (55%), and of fairness and availability (50%) were negative this month, with returnees expressing frustration throughout the booking / allocation process. Improvements for Returnee experience on Virtual Lobby will be measured and analysed in the coming months.

Low ranking questions remain consistent with last month, highlighting the pain points for those in MIQ: online systems and processes that are yet to meet expectations. These themes are explored further in the following slides with specific feedback examples.

Highest ranked questions in September also remain consistent with last month - a reminder that despite frustrations with getting into a MIQ facility, returnees are being treated with respect by staff while in MIQ, and feel safe while they are there.

Voice analysis and themes

SIGNIFICANT INCREASE IN POSITIVE MENTIONS ABOUT MIQ STAFF (+5% POINTS) COMPARED TO LAST MONTH

A significantly greater proportion of mentions about MIQ staff (+5% points compared to last month) were positive, with these comments often referring to the arrival process as part of an overall great MIQ experience. Some key examples are as follows:

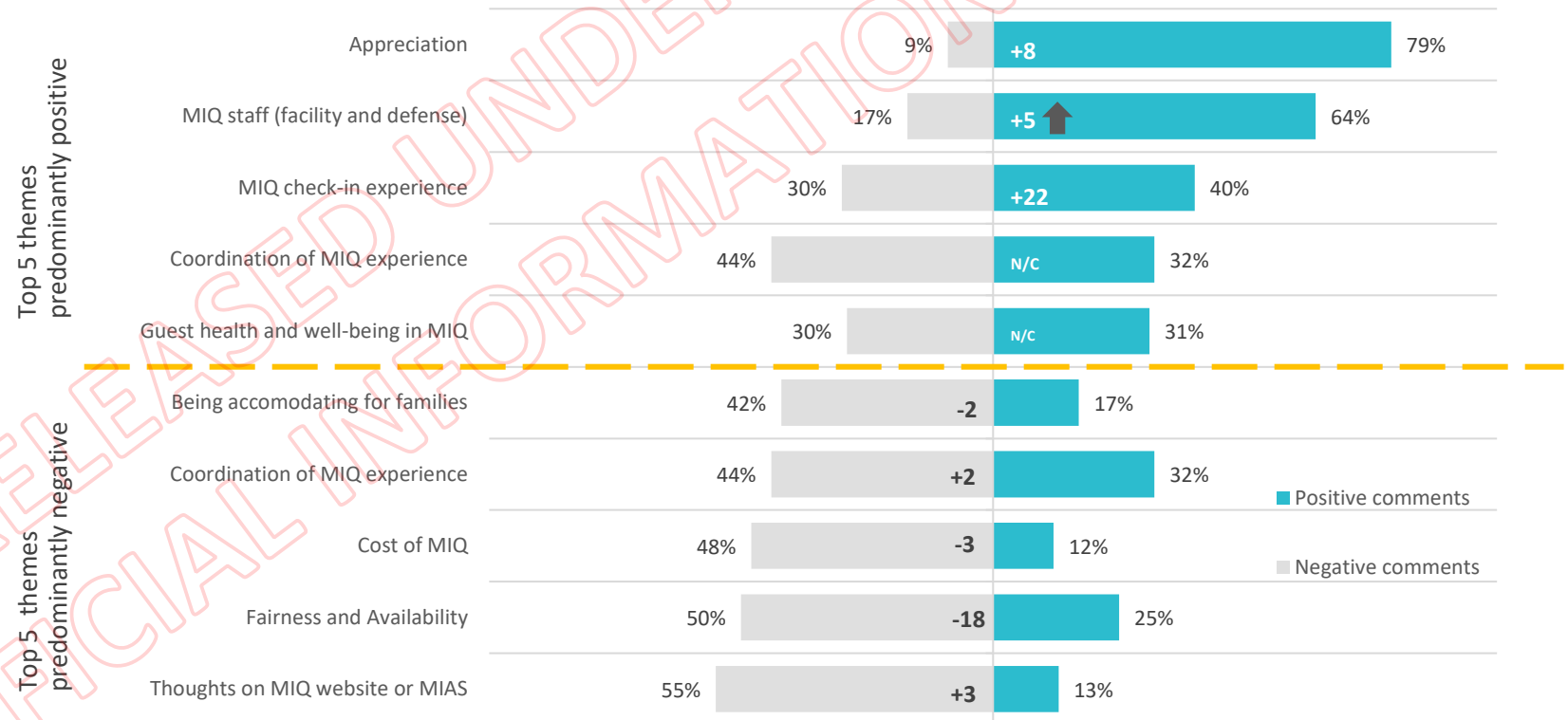
“The army were absolutely delightful, kind, and compassionate. They were also helpful. One of the guys even went out to buy bubbles for my kids so they'd have something more to do than kicks rocks around the parking lot for our full 20-minute time outside. Front end staff were busy, but always kind and did their best. We felt very safe and well taken care of by them.”

-Note, Coordination of MIQ experience theme is mentioned quite frequently in both a positive and negative light at the same time. This could be analysed in few ways. -Experience varies a lot between returnees or facility.

- Elements identified as positive applied to all locations and we are delving into negative experiences to understand what made them so.

-Note, due to low sample size, the increase of +22% points for MIQ check-in is not significant.

Top 5 Predominantly Positive and Negative Themes



N/C = no change

↑↓ Denotes results significantly different to previous month

Example comments from top 5 themes predominantly positive

"I felt very comfortable and easy when staying at the ^{s 9(2)(b)} Hotel. The staff were all very helpful and understanding. Everything was catered to, and all information was readily available at any time of the day from the reception."

- Appreciation

"We got everything we asked for. All the staff were super helpful. We asked for proper plates and bowls - this made a huge difference rather than eaten from plastic tubs at every meal. I would suggest you make people aware this is an option."

- MIQ staff

"The logistics from the airport to the facility, and administration of the facility were remarkable. Having my suitcases delivered within a couple of hours of check-in was impressive. Many thanks to all organisations and individuals involved in MIQ process. Thanks!"

- MIQ check-in experience

"All staff have been lovely, kind, and helpful. They have gone above and beyond to support us with dietary requirements. The nurses have checked in on the pregnancy. The newsletters each day have been excellent - one of the highlights each day. The inspirational quotes at mealtimes are also lovely. Many thanks to the staff here."

- Appreciation

"The facility I am in is absolutely fantastic. The food and staff have been awesome. I could not fault anything. I know others in other MIQ facilities who are not having the same experience, which is very disappointing. Every process has been well explained here, as are the expectations of the 14-day stay."

- Coordination of MIQ experience

"Food and Food choices have been excellent. Kudos to ^{s 9(2)(b)(ii)} chefs. Meals are timely. Testing has been efficient. Daily health checks have been good and easy. Internet Availability excellent."

- Guest health and well-being in MIQ

Example comments from top 5 themes predominantly positive

"I felt very safe, everything was very detailed in procedures. Very clean and efficient."

- Appreciation

"Everything was delivered to the room in a safe manner, and everyone was well spaced apart when allowed outside/in lifts."

- Appreciation

"All staff were brilliant and couldn't have expected better service - even if I was on holiday there! Also, Health and Defence Force all lovely people."

- MIQ staff

"The ^{s 9(2)(b)} staff were fantastic, always cheerful and easy to deal with, and highly responsive to our queries and requests."

- MIQ staff

"Airforce staff operated slick check-in and release. NZDF staff supervising walks and movement around covid tests, arrivals and releases were pleasant and polite."

- MIQ check-in experience

"I think complete process of check-in and staff interaction exercise times have been excellent. Food provided was above average. We are impressed. Thank you."

- MIQ check-in experience

"Well managed and friendly facility. Good processes in place. I did not at any time feel at risk of getting COVID-19."

- Coordination of MIQ experience

"We found the system easy to use and accurate."

- Coordination of MIQ experience

"I felt safe when the nurses took care of me after I fainted and throughout my stay."

- Guest health and well-being in MIQ

"It was clear that our health and safety was paramount."

- Guest health and well-being in MIQ

"Our stay in MIQ has been extremely positive. We are very grateful for the professional and friendly staff that have gone beyond to ensure our comfort during our stay here."

- MIQ staff

"Big shout out to the NZDF, lots of young people doing quite dull jobs and they did it with efficiency and the right amount of humanity. I felt they were there to help rather than guard."

- MIQ staff

Example comments from top 5 themes predominantly negative

"Website needs improving to a fairer system. People with multiple family members can sign up with different passports & have a better chance of getting a MIQ spot allocated. There also needs to be a priority for people traveling for more urgent purposes rather than a holiday. I met multiple people with dual citizenship that were only traveling to NZ for a holiday as they had a NZ passport."

- Thoughts on MIQ website or MIAS

"I was very lucky to be organising a move to NZ six months in advance with no real deadline. If I was a kiwi overseas with a dying relative or an urgent reason for travel, I would be utterly disgusted with the allocation system. It is a disgusting way to treat your own citizens. Shameful."

- Fairness and availability

"I had no toothpaste and could only get it via a delivery from the local supermarket which has a min \$50 spend requirement. I had to buy stuff I didn't need so I could get toothpaste. All up it cost \$65 including delivery cost. Some basic products like that should be made available for purchase through the MIQ facility."

- Cost of MIQ

"Apart from not having enough spaces. The other thing was emergency allocation - it took a long time to hear back, and it was frustrating not having anybody to speak to about my application (generic advice on the phone given) and I didn't get replies to my emails."

- Thoughts on MIQ website or MIAS

"It took over 8 hours to get from airport to hotel. My 2 small children were starving, all we were given was snack packs, for an almost 4 year old and 1 year old. The one year old can't eat nuts and Chocolate all day. I had to breastfeed my 4 year old. She cried on the bus because she needed to poo and couldn't go anywhere. I put a nappy on her to poo and she was crying mummy please no I need a toilet. This whole process made me furious."

- Being accommodating for families

"Encourage more virtual interaction between people in facilities. I know of other facilities that did zoom quizzes and sessions like that. They should also look to use less plastic. The amount of waste I had each day was crazy. MIQ should look to partner with companies like Neon, Netflix, Les Mill on Demand, etc."

- Coordination of MIQ experience

Example comments from top 5 themes predominantly negative

"Just the booking of MIQ slots - I spent weeks trying, was VERY lucky I was awake (3am where I was) when the last big batch was release in early July. Its a traumatic thing and there are lots of people who have been trying for months."

- Thoughts on MIQ website or MIAS

"If one has a voucher and circumstances change and departure requires to be delayed. You give up a spot you should automatically be able to take a latter spot."

- Thoughts on MIQ website or MIAS

"The MIQ website allocation process is terrible, stressful and not transparent at all. It took a full 6 weeks to get a spot, with laptop on 12 hours a day."

- Fairness and availability

"I was lucky enough to book in May for return in September and back then there were lots of rooms and dates to choose from. However, I feel very sad and heartbroken for all the Kiwis out there in the world stuck with no help or support."

- Fairness and availability

"I think it's better to charge according to returnees purpose in NZ. It would be better if the charge for isolation can be cheaper for students. It's hard for students to afford."

- Cost of MIQ

"Not sure how it works or what to do for exemption of payment."

- Cost of MIQ

"Interconnecting rooms. And slightly gentler last swab. All 3 children had the same nurse and while I came away saying it was gentle, all 3 children had watery eyes and a bad experience from having had many tests before."

- Being accommodating for families

"We were travelling with 2 children (9 and 11), it was very late when we arrived and we'd been travelling for nearly 30 hours, it would have been appreciated if families could have been checked in first."

- Being accommodating for families

"14 days is mentally & physically a long haul. Something needs to change. We were lucky to get our MIQ spot while so many cannot. I am fully vaccinated and have had eight negative COVID-19 tests in the last two months and yet still have to be locked in this cell for two full weeks."

- Coordination of MIQ experience

"It will be better if all check-in process can be done using app or online."

- Coordination of MIQ experience

"The entire process is a complete joke, at least 80-90% of the people in my bubble were vaccinated and within under a week I had been tested 3 times with a negative covid result, proving I don't have the virus and should be allowed back into society."

- Coordination of MIQ experience

"There has to be a system with a waiting list. It's insane to have to sit and refresh the browser. The system now is awful."

- Thoughts on MIQ website or MIAS