

MIQ Experience Survey

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

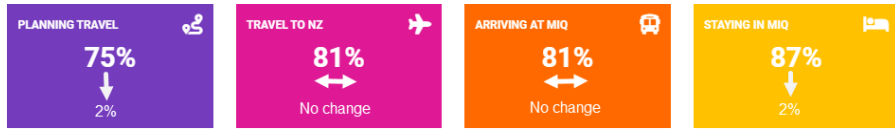
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Overall Experience			Response Rate			Responses			Days Live
Last Month	Trend	Current Month	Last Month	Trend	Current Month	Last Month	Trend	Current Month	
77%	↓ 4%	73%	54%	↓ 3%	51%	2372	↓ 682	1690	99

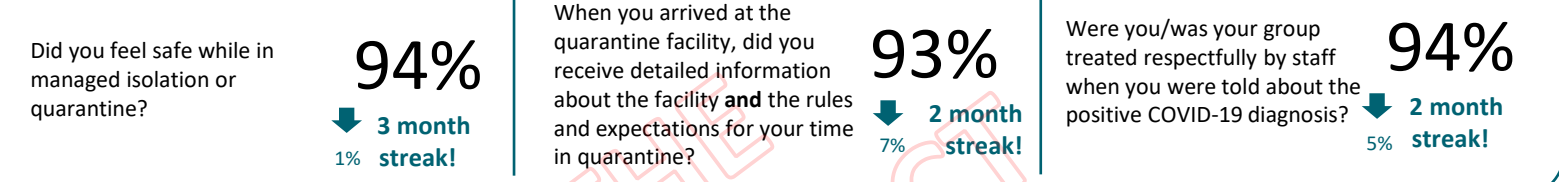
MANAGED ISOLATION AND QUARANTINE

July 2021

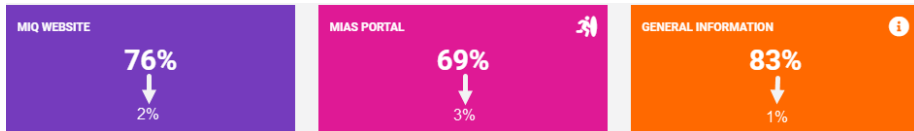
Satisfaction by Journey Phase



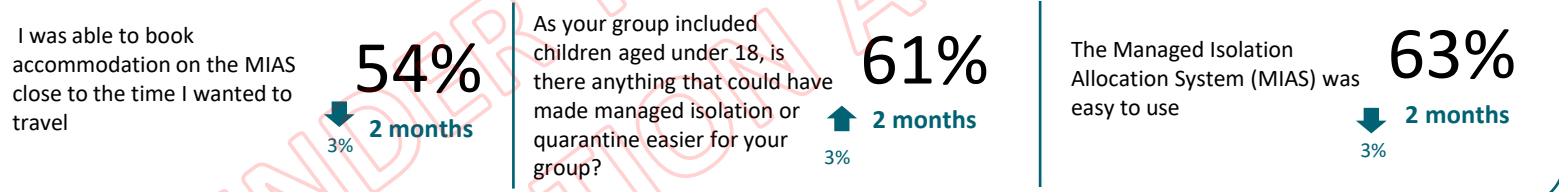
Highest Ranked Questions



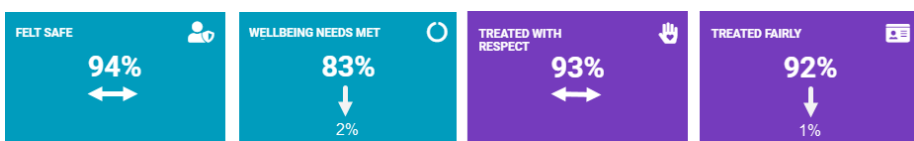
Satisfaction with Communications



Lowest Ranked Questions



Satisfaction of Pastoral Care



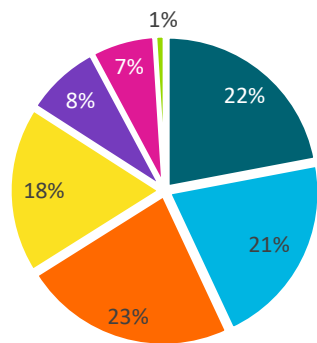
Comments Sentiment – 6,395



Demographics

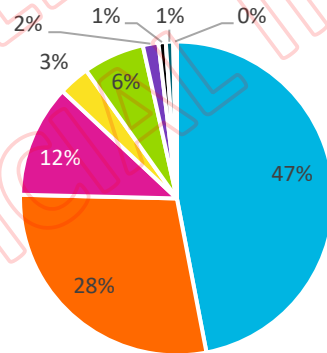
AGE

- 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



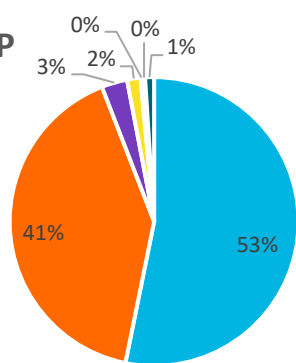
ETHNICITY

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



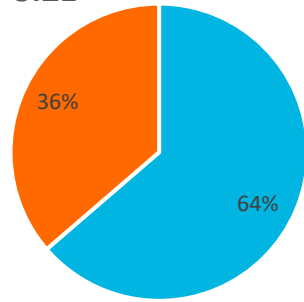
GROUP MAKE UP

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



TRAVEL GROUP SIZE

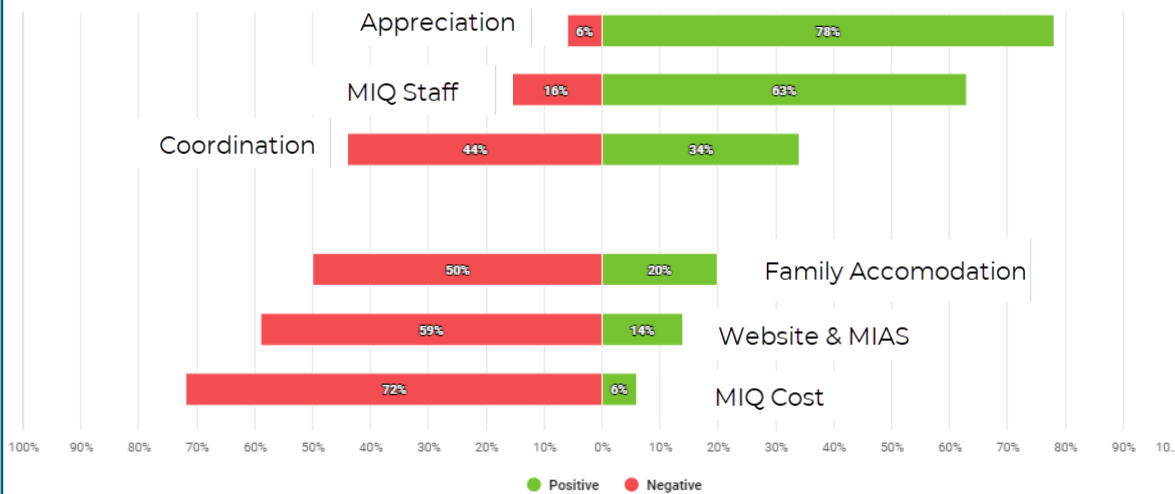
- One
- Two - Four



Summary

- This month we have used the survey results to validate and explore the worker experience journey project that is underway. Quantitative and qualitative data on the MIQ workforce is being captured and we are discovering similarities between the worker experience journey and the returnee experience in Managed Isolation Facilities. There are some areas of the experience which are showing pain points and opportunities for both parties. These insights will be incorporated in the Worker Experience Project.
- Survey responses for returnees continue to tell us that ongoing pain points for returnees are the difficulties in obtaining an accommodation voucher, the usability of the MIAS, the quality of food and travellers who have been vaccinated. Work is underway regarding MIAS, and exploration of Planning and Modelling.
- The July satisfaction results are showing a slight, but consistent downward or same, trend across almost all categories. There is no obvious cause for this trend, but it is currently very minor, so we will continue to monitor.
- During July there were around 600 less responses than June. This relates to cohorting and scheduling rather than a reduction in responses. You will see the response rate is still very good at 51%.

Voice Analysis – Top & Bottom 3 Themes with Sentiment



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.

Top Tips while Staying in MIQ

1. Utilise social media for a better understanding of what to expect. Create a routine each day. Ask the facility for everything as you know don't what they will provide. (e.g. crockery and cutlery was available but only because I asked). Rent a spin bike. Have a support group contacting you throughout the time.
2. Give them a video about the daily routines... what happens EVERY day - phone call for wellbeing - phone call about your room needs (new loo roll) - Daily nurse temperature check - How you can find out the times for exercise - Choosing your meals
3. Perhaps MIQ could join the MIQ Facebook and quarantine pages and actively contribute. Food is plentiful but struggle at times for children. Getting delivery from Countdown is a real god send especially for children.
4. Prepare mentally! Look on it as a break from real life, look on the positive side instead of focusing on any perceived negatives.
5. Work if you can. The time just flies by.

Positive Comments from July:

I was a very nice surprise with the food quality and choices available!! This was the highlight of the 14days. I been looked forward to each meal, everyday. Everything was very delicious and I really appreciated being able chose a healthy meal when I wanted to. And all well presented too! (I received the wrong breakfast 3 times but didn't complain as it was pretty good anyway and believe the staff was busy enough already) The room was nice and spacious and the balcony was such a nice surprise! Thank you

Everything was great. The Defence personnel, the hotel staff and the random NZ Police and servicemen from other policing agencies were fantastic. Everyone is professional, kind, nice, pleasant and helpful. I can not say enough good things about these men and women and the service that was provided. My overall experience under managed isolation has been exceptional.

Staff were amazing at The Facility. We have really enjoyed our time here if that is at all possible in MIQ. Food was amazing and we all got a bit chubby; yard time was brilliant to work off the bellies and breathe in our clean NZ air; staff were always so helpful and kind when we called front desk. We had 5 teenagers and the room set up with our 2 bubbles was perfect.

The whole process starting from the airport to getting to our hotel was incredibly smooth. It was safe, though out and easier than normal travel. When traveling from Auckland to Christchurch, as a family and being pregnant this was no extra stress at all. They looked after families and we were able to get to our hotel quickly. The staff were so organised, instructions clear and there was plenty of food. Our room has been incredible and we have really enjoyed our experience. Cannot fault the process at all and we are incredibly thankful for this!

July Spotlight

Top Insights – Worker Experience deep dive

- The Service Design team is completing an ethnographic deep dive into the worker experience journey as part of the MIQ worker experience project. We are currently in the process of drawing out findings/insights from this research to develop workforce archetypes and an understanding of the motivations and behaviours of our workforce around compliance and the wider impacts of this.
- Some initial insights have identified some themes emerging between the worker experience and returnee experiences in MIQ facilities;
 - i. Differences in MIQ locations – quality, layout, food, rules and management
 - ii. Consistency of staff, clarity of procedures, processes and communication
 - iii. Team and culture at a MIF
- These will be further explored and validated with key insights from the broader MIQ worker experience project that will be used to inform decision making on business process, compliance and technology, workforce strategy and planning, policy change and other in flight projects e.g. reduced stay.

Returnee Comments that support Worker Experience Insights

“I know the difference in qualities. I can not believe that I am paying for the same amount of money for both hotels and quality of everything”

“This was my 6th stay in MIQ. I have watched the erosion of basic liberties eroded ... 23 hrs and 30 mins a day locked in your room is unacceptable”

“Because the hotel is run as an MIQ facility, It seemed to lack the helping kiwi attitudes and hospitality that you look forward to on returning to NZ. Simple requests were met with challenges...at times it feels a bit like a prison.”

“The rules differ from one source to another. The rules on the MIQ website are not the same from the rules given at the hotel”

“Inconsistency among MIQ locations Re: windows, facilities, outdoor time and staff messaging”

“When I first entered the room I was overcome with claustrophobia and anxiety- the hotel could not care less. The nursing staff and Army guys were great, the hotel staff not really interested in us.”

“I would like to thank everyone involved with the MIQ system. It was well managed and people were supportive and kind. I felt safe and was not anxious about catching Covid while I was at MIQ. People followed the processes that were set up which gave me confidence”



Improvement Insights

The following insights are supported by verbatim comments provided by returnees during July

MIAS & Website:

Suggestions included a queued waitlist, notification system, shared tweetbot, aligning MIQ dates with available flights, and improving the link from the MIQ website to the MIAS.

“Flights only landing on certain days in NZ it reduces your choice/chance of lining up flights with the correct arrival date. This has proven possible for people returning from Australia this week, why can't this be rolled out to all returning Kiwis? This would streamline the system and avoid people turning to bots, scripts and unscrupulous traders who promise to book spots for people.”

“Increase the amount of spaces available as we all know the MIQ spaces are being underutilized. I found it very frustrating that I couldn't see the calendar and available spaces once I was granted a MIQ voucher, making it difficult to look for earlier spots.”

Reducing Waste

Provide more nutritional food choices and size options for meals; supply microwaves and crockery for each room because food would often be delivered cold and it is inedible.

“Suggest a choice of sandwiches for lunch instead of full meal. Provide cutlery and tea towels so client can wash them for re-use”

“Speedier deliveries of food as most of mine came up warm / cold and with no where to reheat its wasted food and money.”

Vaccinated Travellers:

Certify travellers that are vaccinated, particularly if they are fully vaccinated and/or from low risk countries. They should have other options available e.g. shorter quarantine period, dedicated hotel, self-isolation or different booking system.

“Allow for home isolation if travellers are fully vaccinated and repeatedly test negative”

“I am also surprised I have not been asked if vaccinated or if I have had COVID. This is valuable information to capture in which to guide and inform decisions”

Arrival Communication & Notifications at Facilities:

Improve communication from airport arrival process through to notifications of changes at facilities, both for groups travelling together and individual circumstances.

“Upon arrival, the process of health screening, immigration, customs/bio security, then which facility we were going to could've been clearer. Also, there was a lot of uncertainty around what would happen to our luggage which was not explained at all”

“I never got my test results and there was a miss communication. I just got a call to say I was moving facilities. I had to press for further information and then they advised I had a positive result. This could have been handled better. Not just so you know we are moving you in an hour!”

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?

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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