

24 February 2022

Ref: DOIA 2122-1261

Info@data.govt.nz

Dear Info@data.govt.nz,

Thank you for your email of 8 December 2021 through Info@data.govt.nz requesting, under the Official Information Act 1982 (the Act), the following information:

1. *In CSV format, collated responses to the Managed Isolation and Quarantine (MIQ) Experience Survey between May 2021 to the most recent available data, broken down by survey question and month recorded.*
 - a. *Excel rows should include each (non-identifying) question posed to survey respondents.*
 - b. *Excel columns should include number of respondents to corresponding question; average response (for numerically scaled questions, i.e. on a scale of 1-X); Number of respondents who 'strongly agree' (for qualitative multiple choice questions); number of respondents who 'somewhat agree'; number of respondents who 'somewhat disagree'; Number of respondents 'strongly disagree' (for qualitative multiple choice questions).*
 - c. *Include all additional comments provided in open-answer section of survey, anonymized only as strictly necessary to preserve personal data and information of respondents.*
2. *In PDF format, all internal reports from May 2021 to November 2021 that used the aggregate data sourced from the Managed Isolation and Quarantine (MIQ) Experience Survey responses. Including reports which were used to create the monthly infographics of MIQ returnee experience surveys found here: <https://www.miq.govt.nz/being-in-managed-isolation/miq-experience-survey/survey-results/>. Redacted only as is explicitly justified under the Official Information Act of 1982.*

On 21 December 2021 we asked for proof that you were entitled to make a request under the Act. On 24 December you supplied proof that this request came from a New Zealand citizen.

On 21 January 2022 we notified you that we were extending the due date for your response by 20 working days under section 15A(1)(a) of the Act.

Question One

During the period covered by your request, 1 May 2021 to 31 December 2021, we had 13,400 responses to the MIQ Experience Survey.

These responses contain 48,922 comments that need to be moderated and anonymised. It would take us approximately 15 working days to moderate a single month's MIQ Experience Surveys. As such, in total

we estimate that it would take between three and four months to moderate and anonymise the comments that you have requested. Therefore, we refuse Question 1c of your request under section 18(f) of the Act as the information cannot be made available without substantial collation.

However, we have included a copy of the Experience Survey data as per 1a and 1b of your request without the comments field requested in 1c.

Question Two

We used responses to the MIQ Experience Survey to create 13 different reporting documents as listed in the document schedule below.

You will note that the format of the reports has evolved over-time, meaning that you will observe some differences between the various reports.

In the months of August and September 2021, we produced regional reports. These reports are no longer produced as they were considered to offer limited value when compared to the time required to create them.

Please note that some information contained in these reports has been withheld under the following sections of the Act:

- 9(2)(a), to protect the privacy of natural persons; and
- 9(2)(b)(ii), to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Stacey Munro-Flynn', with a stylized flourish at the end.

Stacey Munro-Flynn

General Manager Programmes and Change
Managed Isolation and Quarantine

Document Schedule			
Number	Date	Title	Redaction codes
1	2 June 2021	May MIQ Experience Survey Dashboard	9(2)(b)(ii)
2	2 July 2021	MIQ Experience Survey – June 2021	Nil
3	July 2021	MIQ Experience Survey – July 2021	Nil
4	August 2021	Manged Isolation and Quarantine (MIQ) Returnee Experience Survey Uiuu mō te Wheako Noho Taratahi a te Kāwanatanga (MIQ) August 2021	9(2)(b)(ii)
5	August 2021	MIQ Experience Survey – Regional Report: Central	9(2)(b)(ii)
6	August 2021	MIQ Experience Survey – Regional Report: Christchurch	9(2)(b)(ii)
7	August 2021	MIQ Experience Survey – Regional Report: Auckland	9(2)(b)(ii)
8	September 2021	MIQ Experience Survey – Regional Report: Central	9(2)(b)(ii)
9	September 2021	MIQ Experience Survey – Regional Report: Christchurch	9(2)(b)(ii)
10	September 2021	MIQ Experience Survey – Regional Report: Auckland	9(2)(b)(ii)
11	September 2021	Manged Isolation and Quarantine (MIQ) Returnee Experience Survey Uiuu mō te Wheako Noho Taratahi a te Kāwanatanga (MIQ) September 2021	9(2)(a); 9(2)(b)(ii)
12	October 2021	Manged Isolation and Quarantine (MIQ) Returnee Experience Survey Results and Trends Uiuu mō te Wheako Noho Taratahi a te Kāwanatanga (MIQ) October 2021	9(2)(b)(ii)
13	November 2021	Manged Isolation and Quarantine (MIQ) Returnee Experience Survey Results and Trends Uiuu mō te Wheako Noho Taratahi a te Kāwanatanga (MIQ) November 2021	9(2)(b)(ii)