

# MIQ Experience Survey – Regional Report

## Auckland

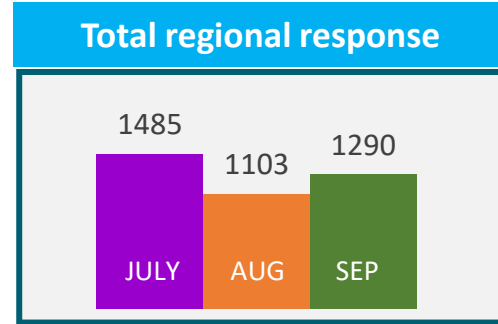
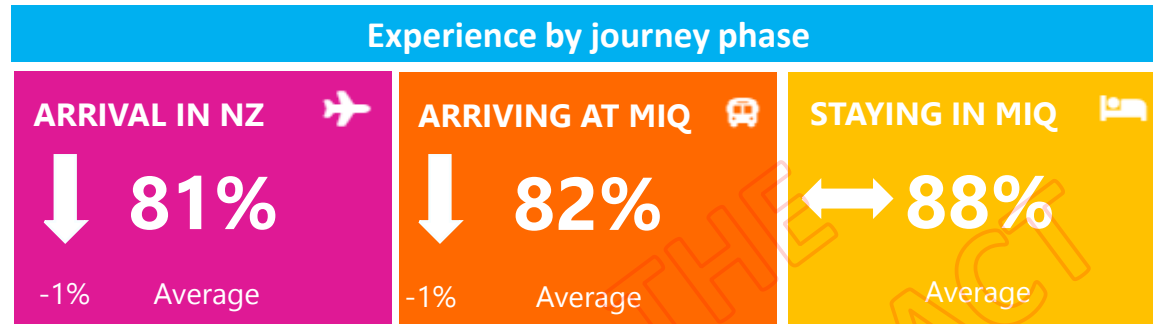
**In Confidence**

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**MANAGED ISOLATION AND QUARANTINE**

September 2021

Overall experience* ranking [responses]	Rating %
s 9(2)(b)(ii)	↑ (+19%) 100%
	↓ (-2%) 86%
	↓ (-3%) 82%
	↑ (+11%) 80%
	↑ (+1%) 81%
	↓ (-1%) 79%
	↑ (+1%) 78%
	↓ (-6%) 74%
	↓ (-4%) 72%
	↓ (-19%) 71%
MIQ Average – all sites s 9(2)(b)(ii)	↓ (-16%) 67%
	↓ (-1%) 67%
	↓ (-33%) 66%
	↓ (-16%) 61%
	↓ (-11%) 58%
	100%*



### Highest<sup>1</sup> Ranked Questions

Overall, did staff treat you with respect while you were in managed isolation or quarantine? [1286]	<b>93%</b>	Overall, did staff treat you fairly while you were in managed isolation or quarantine? [1282]	<b>92%</b>	Did you feel safe while in managed isolation or quarantine? [1292]	<b>92%</b>
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### Lowest<sup>1</sup> Ranked Questions

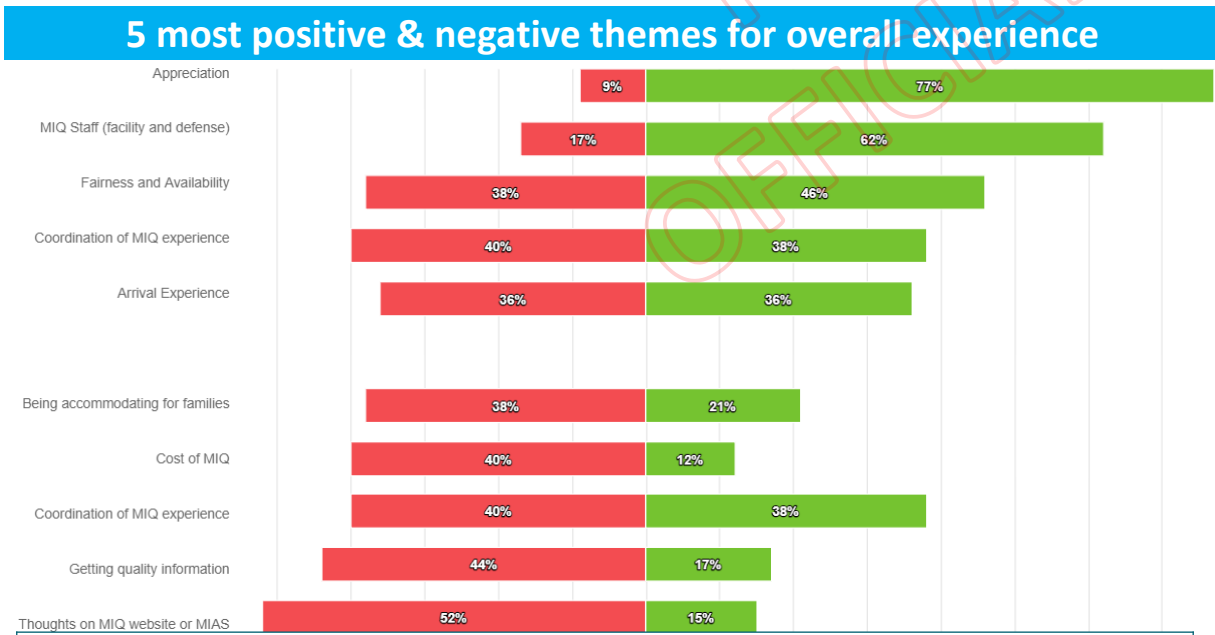
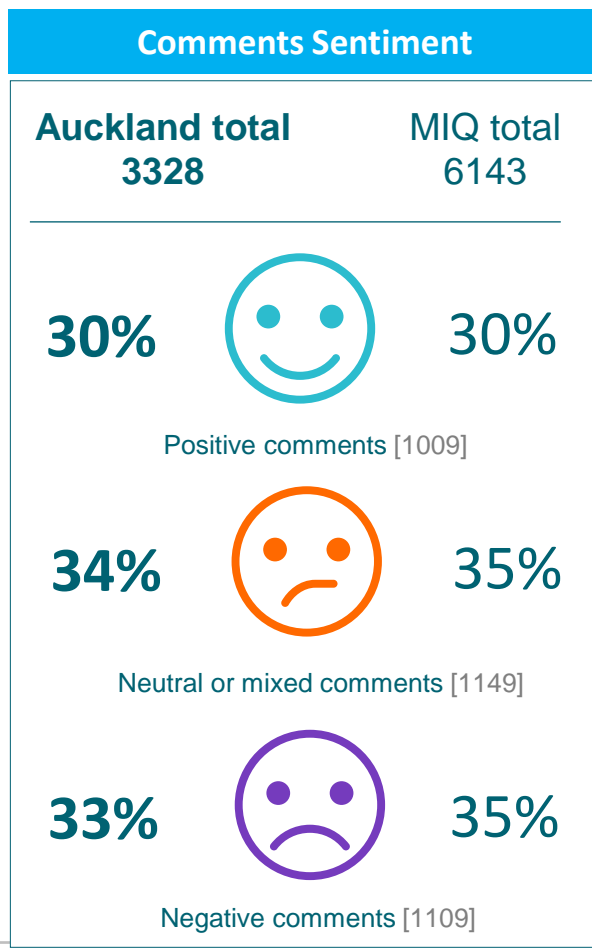
The arrival letter I received at the airport provided useful information [1173]	<b>73%</b>	Was religious, spiritual or cultural support available when you requested it? [1291]	<b>77%</b>	After the border screening process it was clear to me where I was going next [1182]	<b>75%</b>
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<sup>1</sup> Questions with ratings given by less than 50 respondents are excluded as outliers, this is higher than other regions due to the total number of respondents for Auckland.

### Overall Experience\*

Last Month	Trend	Current Month
77%	↓ 3%	74%

\*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.



### Summary insights and themes

Consistent with previous months comments, returnees are providing feedback about:

- outdoor smoker areas being too close to the exercise areas
- the lack of fresh air circulation (closed windows) and dusty ventilation system that causes dry air in the room
- small family room size and adults not having separate areas from kids
- not enough outdoor time especially for kids
- not being able to order food via emails as some returnees have difficulty understanding strong foreign accents during phone orders
- visual kids menu and kid-size face masks are not available
- not having vacuum cleaner in the rooms
- request for more cardboards instead of single-use plastic

PS: For Sep, there is no data from s 9(2)(b)(ii).

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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*“Language support in my hotel is perfect. Cultural needs are well met during the process (especially in terms of foods).”*

*“There were some nice surprises - fun activities for children, and a drink on the final night. These were much appreciated and helped break up the stay.”*

*“It was really wonderful to have a variety of healthy food every day. The QR scanning to order food for the following day worked brilliantly. I also appreciated the daily wellbeing checks from the nurses.”*

*“Every day a nurse would take my temp and ask if I was ok. Which is great but I think the wellbeing could be much better achieved by creating a bit of a daily zoom meeting with people in the hotel to check in and see how everyone is going. I did bingo night which was fab but it was more the connection that I needed with people to see how they are coping. This could be easily achieved. Not everyone wants this but certainly people who are alone or mums with young baby/children might like a chat.”*

*“I am so thankful to the Managed isolation team, the hotel staff and each n every person who is working so hard to make sure that the Managed isolation facility is running smoothly. You guys are doing such n incredible job to keep New Zealand Safe .... Much Love n huge Respect for you guys .... thanks for making our stay comfortable n secure.... Love NZ”*

*“A bigger room for a family really helped! It made the two weeks easier”*

*“Having quizzes and quotations each morning with meals was great. A wider range of quotes would be appreciated. Variety of meals and accomodating allergies and intolerances in the menu served made the stay good.”*



*“Available slots for daily walk that could match our working hours. A bit more flexibility for daily walk for children, to make it enjoyable for them and families in general. Family needs are not really taken in consideration. Because we are working many hours as essential workers during the period on our laptops, the fact we had no proper desk/chairs created neck shoulder tension and reactivated RSI in arm.”*

*“Put it online, instead of or as well as all this paperwork. its much easier to keep up to date or to change as circumstances dictate. If the hotel has smart TVs consider using the TV for information or booking purposes.”*

*“In general, kitchen was helpful to provide purée food for my baby. This is perfect but my baby is only 5 months old, sometimes we get the package purée for 8 months old. And the purée was not mentioned what it’s made, it’s not so good in case the baby has allergy. And I hope the rooms are fairly allocated. Eg, Family get Suite while couple get standard room etc.”*

*“We were overall very pleased with everything. Small things that could be improved would be the amount of plastic waste that was generated e.g. our cereal box and yogurt came needlessly in a plastic tub each day. The children's meals were lacking in variety at times and they would have benefited from more fruit.”*

*“I know this is an isolation facility and so there are lots of things used only once. However, I find the amount of waste produced in MiQ absolutely appalling, and I'm hoping you're looking into ways of recycling plastics, glass and paper, and getting food waste into composts. If laundry can be touched after being 'stood down' for 24 hours, so can waste, and therefore sorting it should be possible.”*

*“I was double vaccinated, tested covid free three times and put in a facility which then got a +ve covid case on my floor. I would of felt much safer from catching covid isolating responsibly in my own home.”*



*“Better information about how the exercise options were booked and where they were would have been useful. Also, booking exercise was overly difficult, hanging on the phone at 6pm to get an outside slot the next day is not ideal.”*

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

*“I would like to request that smokers are completely separated during the walking sessions from non- smokers. It is unpleasant to walk in a smokers area”*

*“Provide more rooms with opening windows - especially when faced with very limited access to outdoor exercise facilities extremely hard to book (find a slot). Don't put people in rooms next to smoking areas - especially not non- smoker s\* \*Luckily this did not happen to me - but smoke was clearly very evident when accessing the outdoor area from inside the corridors - smoke seeping into a room would be a dangerous nightmare.”*

*“found it extremely frustrating that the zone allocated to smoker s is right next to the area that walkers have to walk past on their circuits around the forecourt. The fact that they come outside, remove their masks and blow the smoke from their lungs directly towards us as we walk past is completely wrong and makes a mockery of the rest of us outside keeping our distance from the people in front and having to keep our masks on. Surely there is somewhere around the hotel where smoker s can go so as not to subject people to their breath which when exhaled from a smoker can travel over 12 feet.....”*

*“I think there needs to be more facilities for babies. There needs to be more 'outside time' provided. 30 minutes a day is not enough for most people and it is infuriating when some people are allowed more than one session outside and not others. It is also very unfair. There needs to be better space provided for the 'outside time' too as a small deck looking onto a building site is below par. We should be allowed to have more facilities in rooms such as plates and cutlery that we can reuse rather than using plastic boxes.”*

*“MIQ is a multicultural place. It will be good if they can understand different requirements, specially when providing meals”*



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*“The phone calls are always friendly and chatty. The nurse doing the temperature check at the room door was so lovely.”*

*“Once I arrived everything has been managed fantastically- I am very impressed with my experience on site at this hotel- well done to the army and hotel staff staff - including the chefs, the food has been great”*

*“All safety precautions are taken so everyone is feeling safe”*

*“Once we actually got to the MIQ Facility (in this case the s 9(2)(b)(ii) in Auckland), the hotel, frontline, healthcare, and Defence Force staff were absolutely amazing and they handled us and our queries extremely well. The room was in great condition and the amenities and hotel service was sublime. Was really good and catered to many potential needs while we were doing our two week stay. The food choices were great and they provided healthy options which was awesome.”*

*“We found the whole experience easy and smooth. We were very impressed when we landed at Auckland Airport, how smooth the process was and the same for checking into the hotel. The room we had was amazing, very comfortable and lovely. We would also like to say a big thank you for the food, which was excellent! A big thank you for the F & B department for the fabulous food. We had no need of ordering in anything as the food was so good. We really feel that the whole MIQ experience was very enjoyable, thank you to everyone.”*

*“We had opening windows, grass to walk on each day and a kitchenette to prepare our own food as we only eat a plant basis diet. MIQ meant our needs”*

*“Staff were lovely throughout my two weeks, they could not be faulted at any time!!!”*



*“I wasn't given any information about what the next steps were in the process. I had no idea what would happen once I landed back into New Zealand.”*

*“Easier access to outdoor time and maybe a proper outdoor area would have helped overall mental and health wellbeing. It's hard to be so cooped up for so long. I know s 9(2)(b)(ii) used to do alternate day drives to an allocated outdoor area, which they stopped, but that would have been amazing.”*

*“I think that more could be done to get 100% plastic free for the food to the room. Some meals were brought in card board which was great. However, I think all food should be brought in compostable containers or you should arrange for recycling. Alternatively, you could ask people to clean the plastic and put them in a different colour bag. The sheer scale of the operation and how much plastic that will be going in to landfill is very sad. I think with a little nudge and a bit of innovation this could be done relatively easily in this day and age.”*

*“Maybe mental health questions - how are you feeling in yourself? But some people wouldn't want that. I was grieving so it was hard some days. We were given a list of people to phone but that is so impersonal. Having a wellbeing person to contact at the hotel might be good. An advocate”*

*“I think there was minor confusion over the time at which you could call to book your slots on the deck. One person said from 12 am and then we got a letter to clear up confusion to say it was 6 pm. However, overall everything is super clear, staff are amazing and it is super organised. One thing I would say is to think about having a rule about people walking as couples in the exercise time. It is fine to walk as a couple when you are both parallel and at least 2 metres behind but when faster couples pass and they do not go single file, some people come at a distance that does not always feel safe . This happened rarely but did happen. On very rare occasions you do see staff members at less than 2 metres distance from each other”*



*“access to fresh air (no opening windows and 30 min walk a day max) and sun (most outdoor walks in shade) was insufficient for wellbeing and health. we were very concerned about parents managing small children in these conditions. at the limit of basic human right for children, while most staff were helpful and polite, one, in particular, was very unpleasant which made things unsettling. We noted other people felt similarly”*

*“I complained about a wheezy chest due to dust allergies (the room was very dusty due to nearby building) - no arrangement could be made to assist other than a cloth for surface cleaning and a dustpan and b room . I feel that especially with no table to eat at and with children, it is unhygeinic to expect a family to occupy a room for 14days with no option of vacuuming.”*

*“Clearly Identified I had a peanut allergy. Although not life threatening still they kitchen served me a meal with peanuts in it one night. Only realised half way through. Worst night ever. Called the Nurse and they didn't seem to care apart from request a new meal for me. Very poor”*

*“MIQ experience severely impacted my mental health I felt depressed and anxious by the end of the experience. The room that I was allocated had no open window nor balcony. This sense of enclosure was the main driver for my heightened anxiety and depression.”*

*“Access to the outdoors was a big issue at s 9(2)(b)(ii). With babies there are limited times you can walk as you have to work around nails and bedtime, families should get first choice on slots before others who can be more flexible. The first come first serve booking system was stressful.... First it was at midnight, then 6 pm when families are doing dinner and bed time. One day I called at 7pm and the only walking slot I could get was 6.40am. the families room is a big empty room. Could they paint a maze on the floor? the terrace walking area is boring for kids - could they paint a trail on the ground or at least some pretty patterns to make it more friendly for kids? I was provided the wrong learning pack for my son, he's 19 months and first we got one for 5 yr old, then one for 7 yr old. I would have loved some bubbles for my son too.”*

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This report represents data collected via the MIQ Experience Survey for returnee stays in September (data captured to 30/09/21)

### 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	8.6	8.7	8.6	8.7	8.6	8.8	8.7	8.6	8.8	9.1	8.7	8.7	8.7
After the border screening process it was clear to me where I was going next	7.5	7.5	7.4	7.9	7.4	8.2	10	7.8	7.2	7.4	7.9	7.0	7.4	7.2	8.6	10
The arrival letter I received at the airport provided useful information	7.2	7.3	7.1	7.4	6.9	7.8	3.8	7.7	7.1	7.3	7.1	7.2	7.3	7.5	7.5	10
Was it clear to you why you were placed into isolation rather than quarantine?	8.8	8.3	8.0	9.4	8.5	7.1	6.7	8.9	9.0	9.2	9.7	9.1	8.8	9.1	9.5	10
Was it clear to you why you were placed into quarantine rather than isolation?	9.2	8.9	10	9.5	7.0	10	N/A	10	9.4	10	10	10	10	10	N/A	10

### Arriving at Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)														
		<b>Arriving at the managed isolation/quarantine facility (Overall)</b>	<b>8.1</b>	<b>7.9</b>	<b>8.7</b>	<b>8.2</b>	<b>8.1</b>	<b>8.6</b>	<b>8.4</b>	<b>8.5</b>	<b>8.1</b>	<b>8.0</b>	<b>8.6</b>	<b>8.2</b>	<b>8.2</b>	<b>7.9</b>
The check-in process at the facility was efficient	7.7	7.7	8.6	7.8	8.3	8.3	8.3	8.6	7.6	6.6	8.5	7.7	8.1	7.9	8.3	10
Staff were helpful in answering my questions	8.4	8.2	8.5	8.3	8.4	8.9	9.2	8.8	8.4	8.4	8.5	8.6	8.5	7.8	9.4	10
I received enough information about the facility I was staying in	7.9	7.5	8.4	8.0	7.9	7.1	8.3	8.0	7.8	7.8	8.6	8.6	8.3	7.5	8.6	10
The rules and expectations for the two weeks of managed isolation or quarantine were clear to me	8.5	8.2	8.8	8.6	8.4	7.9	7.5	8.8	8.5	8.5	8.8	8.9	8.4	8.7	9.0	10
The room was clean	8.3	8.2	9.0	8.5	8.5	9.1	7.5	9.0	8.3	8.6	9.1	7.6	8.5	8.1	8.2	10
The room was appropriate for me/my whānau/my family	8.1	8.0	8.9	8.4	7.6	8.6	8.3	8.0	8.0	8.3	8.7	8.6	8.2	7.1	8.8	10
The Welcome Pack was useful	8.0	7.7	8.7	8.4	7.9	8.6	9.2	8.2	8.0	8.0	8.5	8.3	7.8	8.3	8.9	10

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### Staying in Managed Isolation or Quarantine

Question	MIQ AVG	s 9(2)(b)(ii)														
Staying in managed isolation or quarantine facility	8.8	8.5	8.9	8.9	8.3	9.6	8.2	8.2	8.7	9.0	8.9	9.1	8.7	8.1	9.2	10
During your stay, was it easy to access the information you needed about managed isolation and quarantine (MIQ)?	8.6	8.2	8.4	8.6	8.2	9.5	10	10	8.7	9.1	8.8	9.0	8.5	8.4	9.0	10
Was it easy to understand the information provided by MIQ staff during your stay in managed isolation or quarantine?	8.8	8.5	8.7	8.7	8.3	10	7.5	7.5	8.8	9.0	9.1	9.4	8.9	8.6	8.6	10
Were you given consistent information by MIQ staff during your stay in managed isolation or quarantine?	8.2	7.8	8.0	8.3	7.8	8.0	8.3	8.3	8.3	8.3	8.3	8.7	8.3	7.8	9.0	10
Overall, did staff treat you fairly while you were in managed isolation or quarantine?	9.2	9.0	9.3	9.3	8.7	10	10	10	9.2	9.5	9.3	9.5	9.3	8.6	9.6	10
Overall, did staff treat you with respect while you were in managed isolation or quarantine?	9.3	9.3	9.3	9.5	8.9	10	8.3	8.3	9.2	9.6	9.1	9.4	9.3	8.3	9.8	10
Was religious, spiritual or cultural support available when you requested it?	7.5	7.1	10	8.0	7.9	10	N/A	N/A	6.3	8.6	8.2	6.7	7.1	8.5	9.4	10
Did you feel safe while in managed isolation or quarantine?	9.2	8.8	9.3	9.5	8.9	9.5	8.3	8.3	9.2	9.2	9.7	9.1	9.3	9.0	9.1	10
During your time in MIQ were your health and wellbeing needs well met?	8.2	7.8	8.9	8.8	7.6	9.5	8.3	8.3	7.8	8.9	8.3	8.6	7.8	7.1	9.4	10
Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis?	9.5	10	N/A	10	10	10	N/A	N/A	N/A	6.7	N/A	10	10	N/A	10	10
Was your transfer to the quarantine facility well managed?	8.1	N/A	N/A	10	10	10	N/A	N/A	5.0	N/A	N/A	N/A	N/A	N/A	N/A	10
When you arrived at the quarantine facility, did you receive detailed information about the facility the rules and expectations for your time in quarantine?	8.9	N/A	N/A	10	10	9.0	10	10	10	N/A	N/A	N/A	N/A	N/A	N/A	10