



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI



Briefing for Incoming Minister COVID-19 Response: Managed Isolation and Quarantine (MIQ)

November 2020



MBIE Karakia

Tāwhia tō mana kia mau, kia māia

Ka huri taku aro ki te pae kahurangi,
kei reira te oranga mōku

Mā mahi tahi, ka ora, ka puāwai

Ā mātau mahi katoa, ka pono, ka tika

TIHEI MAURI ORA

TRANSLATION:

Retain and hold fast to your mana, be bold, be brave

We turn our attention to the future, that's where the opportunities lie

By working together we will flourish and achieve greatness

Taking responsibility to commit to doing things right

TIHEI MAURI ORA

MĀIA
BOLD & BRAVE

**PAE
KAHURANGI**
BUILD OUR FUTURE

MAHI TAHI
BETTER TOGETHER

**PONO
ME TE TIKA**
OWN IT

Contents

1. MIQ overview	4
Purpose	4
Key messages.....	4
Background.....	7
Legal framework for MIQ	9
Current border settings and risk assessment as determined by the Ministry of Health	11
The MIQ operating model	13
2. MIQ responsibilities	16
3. Major links with other portfolios	17
4. MIQ customer journey and support functions	19
Before coming to New Zealand	19
Entering MIQ.....	23
Staying in MIQ	26
Leaving MIQ.....	29
MIQ overarching functions.....	31
5. Immediate priorities and next steps.....	33
6. How MBIE assists you.....	35
Key people – MIQ Leadership.....	35
Annexes.....	38
Annex 1: Funds and appropriations.....	39
Annex 2: Large group and class exceptions.....	40
Annex 3: Legislative Framework	41
Annex 4: MIQ facility locations	43

1. MIQ overview

Purpose

This briefing provides you with information about Managed Isolation and Quarantine (MIQ) which sits within the COVID-19 Response portfolio, including the MIQ operating model, key policy and operational settings, the customer journey through MIQ, and the relationship with other portfolios. The briefing identifies immediate challenges and risks for MIQ and key strategic areas where further work or decisions may be required.

Key messages

- MIQ plays a central role in preventing COVID-19 from entering the community across the border. Since April 2020, over 63,000 people have stayed in MIQ. This includes managing over 260 imported COVID-19 cases and 200 cases from the community.¹
- All people arriving in New Zealand by air are required to stay in MIQ facilities for at least 14 days with very limited exceptions. This is required by Orders made under the COVID-19 Public Health Response Act 2020.
- The current operational capacity of MIQ is 6,261.² There are 32 MIQ facilities located in Auckland, Hamilton, Rotorua, Wellington and Christchurch. The model is constrained by the type of facilities used and health system capacity, which limits its scalability.
- In June 2020, Cabinet agreed that overall responsibility for MIQ would be transferred to MBIE to support the transition to a sustainable operating model. An enhanced MIQ operating model has been implemented, s 9(2)(g)(i)
- MIQ is facing immediate funding challenges. Current allocated funding is projected to run out in December 2020. s 9(2)(g)(i)
- Though MBIE has primary responsibility for MIQ, we rely on several other agencies to support MIQ operations (including Ministry of Health, District Health Boards, New Zealand Defence Force, New Zealand Police, and Aviation Security Service).
- MIQ has few direct levers to manage demand for spaces in MIQ as this is largely determined by broader immigration and public health settings. The Managed Isolation Allocation System (MIAS) will help address this by managing the flow of people.

¹ Period 10 April – 28 October 2020

² Operational capacity refers to the number of people we can isolate in facilities at one time, taking into account rooms for cleaning, quarantine, air crew, transit passengers, deportees and a contingency to cover emergencies.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

s 9(2)(g)(i)

The text 's 9(2)(g)(i)' is followed by three horizontal grey bars that redact the content of the document. The first bar is the longest, the second is slightly shorter, and the third is the shortest.

MANAGED ISOLATION
AND QUARANTINE

Key facts and figures

CURRENT CAPACITY



6,261
operational capacity*

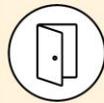


32 facilities



5 regional
locations

PEOPLE MANAGED THROUGH MIQ



63,273
returnees

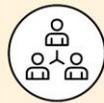


268 imported
COVID-19 cases



200
community cases

OPERATIONS



More than
4,000 staff

THE MANAGED ISOLATION ALLOCATION SYSTEM (MIAS)



27,018
allocations secured



17,769
vouchers



38,926
registrations

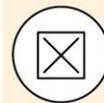
EXEMPTIONS



2,560
applications received



345
approved



1,370
declined

FEES



1,264
invoices sent



404
waivers approved



78 invoices paid
\$246,621
recovered

Note: All data is dated 28 October 2020 except for Fees which is 18 October 2020; Effective capacity is the number of people we can isolate in facilities at one time, taking into account rooms for cleaning, quarantine, air crew, transit passengers, deportees and a contingency to cover emergencies; MIAS is only accepting bookings for the next three months (approximately to the end of January 2021).

Background

A strong MIQ system helps keep New Zealand free from COVID-19

MIQ is a public health intervention, playing a central role in New Zealand's COVID-19 elimination strategy by preventing community transmission of imported COVID-19 cases. MIQ is a complex system of accommodation facilities, personnel, information systems, and testing regimes that enable positive COVID-19 cases to be detected early after arrival to New Zealand and to be isolated from the community.

Some form of MIQ system will likely need to be maintained at least until borders can fully reopen. s 9(2)(g)(i)

MIQ was established at pace to protect New Zealand

The operational arrangements for MIQ were stood up urgently as part of the emergency all-of-government response to COVID-19. Initially, a temporary facility was established at Whangaparaoa to support the repatriation of people from Wuhan in February 2020. This experience informed the standing up and building requirements for facilities established later.

In the early days of New Zealand's COVID-19 response, international travellers were asked to self-isolate. On 9 April 2020, the Director-General of Health issued an Order (then under section 70 of the Health Act 1956) requiring all people entering New Zealand by air to enter MIQ. Facilities to accommodate international travellers were identified and operationalised with very short notice and with basic standard operating practices.

Responsibility for managing international arrivals through MIQ was initially shared across a number of government agencies operating under the national leadership of the Operations Command Centre in the Department of the Prime Minister and Cabinet. The operation was, and still is, coordinated locally through regional isolation and quarantine command centres (known as RIQCCs).

A mix of public sector agencies (Ministry of Health (MOH), District Health Boards (DHBs), New Zealand Defence Force (NZDF), Aviation Security Service (AvSec), New Zealand Customs Service (Customs) and Immigration New Zealand) and contracted service providers (management, security and food services) supported the management of the sites and provision of wrap-around health and welfare services for people during their stay. Hotels have been key partners since April, with individual contracts put in place by MOH as additional supply was required.

Key challenges included the risk that demand would outstrip the supply of places in MIQ and the inability to predict the day-to-day demand for MIQ. Government used a range of short-term levers to address these challenges which included limiting capacity on incoming flights and re-directing or rescheduling flights.

s 9(2)(g)(i)

... and is evolving in order to operate more sustainably in the longer-term.

While the emergency arrangements operated well in an uncertain and challenging environment, the MIQ system needed to move to a model that would support New Zealand's border response in the medium-term.

Since May 2020, Cabinet has taken steps to transition MIQ to a more sustainable operating model, and to improve the overall management of flow across the border and demand for MIQ places. This included decisions to:

- Appoint the Minister for COVID-19 Response as the Minister responsible for MIQ (previously the Minister of Housing)
- Designate MBIE as the lead agency for MIQ
- Provide further funding for MIQ arrangements (firstly under Vote Health, now under Vote Housing)
- Establish an online allocation system to better manage the flow of people into MIQ, and
- Implement a user-pays model to recover some of the costs of MIQ.

While operational responsibility has now transferred to MBIE, MIQ relies on, and will likely always rely on, the support of multiple agencies to ensure the effective operation of the MIQ system.

As MIQ is first and foremost a public health intervention, close coordination with the Health portfolio is essential. MOH plays a central role in setting key standards (eg infection prevention and control standards and isolation and testing requirements) and providing the public health advice that underpins everything we do. MIQ also relies on the broader health system (including MOH, DHBs, Public Health Units and other health service providers) to provide wrap around health services for people in MIQ. The Minister of Health is responsible for a range of public health decisions, including the signing of Orders under the COVID-19 Act (for example, Alert Level Orders, and Orders requiring managed isolation for people travelling to New Zealand).

There are also significant interdependencies between MIQ and the Defence, Immigration, Transport, Customs, Police and Economic Development agencies and portfolios.

The next phase for MIQ is to fine tune the existing system and address immediate pressures

The two main challenges and opportunities to improve MIQ settings are fine tuning the existing system to minimise risk and optimise the flow of people, and predicting and adapting capacity to meet changing demand and changing requirements.

The MIQ system was developed at pace to support repatriation and immediate needs. Our understanding of virus transmission, risk profiles, the needs of people presenting to facilities, and best practice for managing risk is constantly evolving. The challenge is to **continuously adapt our existing MIQ system to minimise the risk of COVID-19 transmission** as new information and techniques are identified (domestically and internationally).

Optimising our usage of existing MIQ capacity involves improving both our understanding of flows, the interface with immigration processes and our ability to manage operational risk.

The situation is dynamic and therefore difficult to accurately predict. Looking forward, we need to be ready for a range of scenarios impacting inflows that could occur. These include:

- Safe travel zones with low risk countries or earlier than anticipated roll out of effective vaccines, significantly reduces the need for MIQ capacity. Unused capacity could be used to allow more people from other parts of the world to enter or be taken offline.
- COVID-19 risks continue into 2022, for example safe travel zones do not eventuate and effective vaccine roll out takes longer than anticipated, and high demand on existing MIQ capacity persists.
- Safe travel zones are established but close again at short notice, or a resurgence of community cases puts strain on MIQ capacity.

Adapting to a decrease in demand can be relatively easily managed through scheduling of contracts and exit clauses in place with hotel providers. Adapting to meet increased demand is more difficult given limits on the scalability of the existing model. Innovative approaches would be required. The main opportunities to increase supply, while mitigating risk, involve exploring a more sophisticated risk-based approach to using MIQ facilities, and use of innovation to enhance existing MIQ service delivery. Over time this could reduce some of the impediments created by the current system while keeping the management of public health risk at the heart of the MIQ model.

Legal framework for MIQ

The COVID-19 Public Health Response Act 2020 (the COVID-19 Act) provides that orders can be made for the purpose of requiring people to “be isolated or quarantined in any specified place or in any specified way.” These orders can be made by the Director-General of Health (for orders with regional effect) or the Minister of Health (for orders with national or regional effect and provided certain conditions are met including consulting with the Director-General).

s 9(2)(f)(iv)

There are three orders which establish the requirement for people entering New Zealand to enter MIQ:

- **COVID-19 Public Health Response (Air Border) Order (No 2) 2020 (Air Border Order)** – requires air arrivals to report for medical testing, enter MIQ and sets out MIQ requirements for transit passengers and air crew.
- **COVID-19 Public Health Response (Marine Border) Order (No 2) 2020 (Maritime Border Order)** – restricts the ships that may enter New Zealand, sets out the isolation and quarantine requirements for maritime arrivals, and enables transfer of maritime crew.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

- **COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 (IQ Order)** – sets out a range of matters including the period of isolation, exception and exemption criteria, and restrictions on entry to a managed isolation facility (MIF).

In August 2020, the Director-General of Health directed Medical Officers of Health to isolate all new confirmed cases of COVID-19 at a location (such as a dedicated facility) determined by the Medical Officer of Health. This direction was made under the Health Act 1956. The direction was renewed by the Director General on 14 October 2020. The renewed direction does not specify an end date unlike the earlier direction.

On 6 September 2020, the COVID-19 Public Health Response (Required Testing) Order 2020 (Testing Order) came into force requiring all workers (including transport drivers) at managed isolation and quarantine facilities (MIQFs) to be tested for COVID-19 at regular intervals.

Subpart 3A of Part 2 of the COVID-19 Act provides the legal basis for MIQ cost-recovery. Regulations for cost-recovery can be made by the relevant Minister after consultation with the Minister of Health. The relevant Minister is defined as the Minister of the Crown who, under the authority of any warrant or with the authority of the Prime Minister, has responsibility for subpart 3A. s 9(2)(f)(iv) The detail of the current MIQ fees regime is set out in the COVID-19 Public Health Response (Managed Isolation and Quarantine Charges) Regulations 2020 (see Annex 3).

The COVID-19 Act also provides that orders can be made requiring people to satisfy certain criteria before entering New Zealand from overseas. This power was used to require people to have secured a voucher in the Managed Isolation Allocation System (MIAS) prior to entering New Zealand. An amendment to the Air Border Order was made to introduce the requirement to have a MIAS voucher, and came into force on 3 November 2020 (previously, having a MIAS voucher was recommended but not mandatory).

It may be possible in the future to use this power to require other criteria to be met, for example, a person to have a negative COVID-19 test before flying to New Zealand. More information about the legislative framework that supports MIQ is in Annex 3.

Impact on rights and freedoms

MIQ engages, or places limitations on, rights guaranteed by the New Zealand Bill of Rights Act 1990 (BORA), including the rights to:

- refuse to undergo medical treatment (s 11)
- freedom of movement, including the right to movement within New Zealand, and the right of citizens to enter New Zealand (s 18(2))
- be secure against unreasonable search and seizure (s 21)
- liberty of the person, which entails the right not to be arbitrarily detained (s 22), and
- the rights of persons detained which includes the right to be treated with humanity and respect for the inherent dignity of the person (s 23).

The right of freedom of movement (s 18 BORA) includes a right for New Zealand citizens to enter New Zealand. Some residence class visa holders, including permanent residents, have the same right under the Immigration Act 2009.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

As well as the requirement to stay in MIQ, rights and freedoms may be impacted by other policy and operational settings (for example, the requirement to pay for MIQ and to have an MIQ voucher before returning to New Zealand). Freedom of movement is also limited as people have restricted ability to move around within a MIF and may be confined to their room, for example, if they are symptomatic.

Any limitations on rights provided for by BORA may be subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society. The cumulative impact the current limitations MIQ places on these rights has been considered justified on the basis that they are necessary and proportionate to protect the public health of New Zealanders against COVID-19. Any changes to MIQ settings, both operational and legal, need to consider the impact they would have on people's rights.

Ongoing monitoring and review will be necessary to ensure that the MIQ system and operating model continue to meet the public health objective and remain justified.

Information sharing and data flows to support MIQ

For MIQ to operate effectively, we need to receive, use and share certain personal information with other government agencies and with other parts of MBIE, and have a clear legal authority for the transfer of this information. For example, the collection and sharing of personal information to ensure accurate system-level reporting of staff testing.

s 9(2)(g)(i)

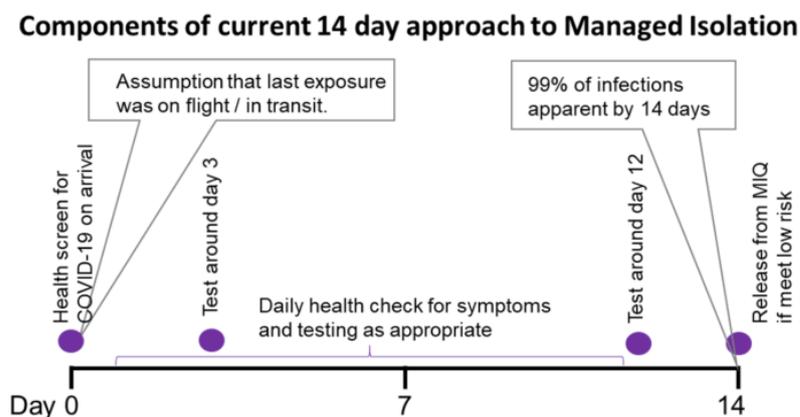
Future work	Proposed timing
s 9(2)(f)(iv)	Next 3 months

Current border settings and risk assessment as determined by the Ministry of Health

At present the risk of COVID-19 entering New Zealand is managed by border controls including a mandatory MIQ period of at least 14 days from the time of arrival for most people. This 14-day period is used as evidence suggests it is the period in which most infections will present (either through symptoms or testing) following exposure (assumed to be while the person was travelling, with day 0 considered to be the day the person arrives in New Zealand).

All arrivals are treated the same regardless of their point of origin, or potential risk profile – ie they must go through 14 days MIQ, unless they are specifically exempted under the legislation (eg foreign diplomats and maritime crew transfers), are able to gain an exemption that permits them to be isolated or quarantined at a place other than a MIQF, or are permitted to leave a facility early on as one of the groups specified in the order (eg medical, transit or exceptional circumstance grounds). If at any time a breakdown in the infection prevention and control measures is detected the traveller's time in MIQ may be restarted at day 0 (eg if

a person breaches their bubble). The health screening and testing regime for MIQ are outlined in the diagram below.⁴



Testing in managed isolation occurs as close as possible to day 3 and day 12. Testing on day 3 is intended to identify people who were infected in the country of origin or in transit, and day 12 testing is used as an assurance mechanism for those who may be incubating for a longer period.

In September 2020, MOH undertook a review of the latest evidence around incubation period, asymptomatic transmission and the sensitivity of testing for COVID-19. They found that the current evidence does not support that the duration of managed isolation or the associated testing protocols should be amended (ie no extension beyond 14 days and no routine testing after leaving MIQFs). This issue was considered by the COVID-19 Technical Advisory Group (TAG) on 2 October 2020. MOH are not currently treating arrivals differently based on their country of origin. s 9(2)(f)(iv)

MIQ facilities and capacity

As at 28 October 2020, MIQ has an operational capacity of 6,261 people in 32 MIQFs.⁵ These facilities are located in Auckland, Hamilton, Rotorua, Wellington and Christchurch. This number is how many people we can isolate in the facilities at one time and takes into account rooms for cleaning, quarantine, air crew, transit passengers, deportees and a contingency to cover emergencies. To date, most people entering MIQ have been returning New Zealand citizens and residents.

The MIQ system currently relies on high specification hotels. Facilities to date have been selected on the basis of being able to meet three criteria:

- Adherence to infection prevention and control standards.
- Ability to provide an appropriate standard of care and accommodate large numbers of people in the same facility.

⁴ Source: Ministry of Health, October 2020

⁵ Separate training facilities have also been stood up for elite sports teams. An exemption from the Minister of Health was obtained to allow the Australian national rugby team to train at a separate training facility while in managed isolation. This model is being applied to other sporting codes such as netball and cricket.

- Economies of scale for, and proximity to, wraparound, health, welfare and security services.

Key constraints on expanding MIQ capacity include the capacity of the health system to respond to potential outbreaks at the same time as providing a healthcare workforce for the MIQ system, and the availability of hotels that meet requirements, especially in Auckland.

The health workforce model within MIQFs is heavily reliant on nursing staff. Facilities are concentrated around a small number of DHBs. Recruitment of additional staff and improvements to the workforce model are ongoing. However, if a future increase in MIQ capacity is desired, a lead in time will be required to safely scale the health workforce.

MIQ capacity constrains the ability to widen border exception categories. It is likely that pressure will grow to facilitate greater movement of people across the border in coming months. There is also a risk that current capacity could reduce if hotel providers decide not to renew their contracts. This is a greater risk if travel activity increases, for instance due to a Trans-Tasman bubble.

The MIQ operating model

MIQ was established under urgency as part of the all-of-government response to COVID-19. In June 2020, Cabinet agreed that overall responsibility for MIQ (air arrivals) would be transferred to MBIE to support the transition to a sustainable operating model. Customs retains responsibility for managing border processes at the maritime border.

An enhanced MIQ operating model has been implemented, s 9(2)(g)(i) As well as the operation of the facilities, the model provides for a booking and allocation system, processes to consider waivers of fees and exemptions to a full stay in MIQ, and a range of supporting functions.

Delivery of MIQ has a critical dependency on other agencies

The delivery of the MIQ system relies on the support of four other main agencies. In summary:

- **Ministry of Health** is responsible for providing the public health advice that informs the policy and operational settings for MIQ.
- **District Health Boards**, Public Health Units, and the Medical Officers of Health are responsible for COVID-19 testing at the facilities and providing health and wellbeing support.
- **New Zealand Defence Force** is providing personnel to support head office operations, site management and coordination, and site security.
- **New Zealand Police** provide enforcement support at the facilities and respond to incidents as they arise.
- **Aviation Security Service** personnel support NZDF with security at the facilities, and secure the transit of arrivals through air bridges.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

The **Ministry of Social Development, Kāinga Ora, and Oranga Tamariki** provide support services for people in MIQ.

As operational lead, MBIE has overall responsibility and accountability for day-to-day management and operationalisation of the MIQFs. MBIE reports to the Minister for COVID-19 Response, who holds ultimate accountability for the MIQ model.

MBIE also provides a range of functions to support delivery of the MIQ system. These include arranging transport to and from MIQFs, accommodation and food, private security to supplement security provided by NZDF and AvSec, policy development, MIAS, contact centre, fees, exemptions, strategic planning and business systems, communications and stakeholder engagement, quality and assurance, and business support. MBIE will also develop new systems as needed to improve service delivery outcomes, including technology solutions (e.g. Bluetooth contact tracing trial).

Cross-sector governance is also in place, led by the Chief Executive of MBIE, to support the establishment and ongoing cross-agency delivery of MIQ. A Memorandum of Understanding between the relevant agencies is in development.

The benefit of this model is that MIQ can leverage the capabilities and resources of each agency to deliver an effective MIQ service. For example, underutilised AvSec staff have been redeployed to assist with security at MIQFs and secure the transit of arrivals through air bridges.

s 9(2)(f)(iv)

Funding is needed to ensure MIQ operations past December 2020

Current MIQ allocated funding is expected to last until December 2020. Additional funding is needed to ensure the ongoing delivery of services based on the current settings.

To date, MBIE has been appropriated \$252 million for MIQ this financial year (refer Annex One). Of this, \$221.3 million is the expected Crown expenditure for direct costs for MIQFs, such as hotels and transport. \$10.7 million has been allocated to allow for the accounting recognition required for the fees regime (deferred payment balances, concessionary loan valuations and impairments). The remaining \$20 million is for transition, establishment and ongoing operating costs for MBIE to deliver the MIQ function. Based on forecast occupancy and current immigration settings, the funding will be exhausted by the end of December 2020.

s 9(2)(f)(iv)

MBIE has also suffered a decline in third party revenue which will limit its ability to absorb new functions and costs and maintain its overall financial sustainability. Pre-COVID, 50% of

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

MBIE's departmental revenue was from third-party sources. The remainder is Crown revenue. Third-party revenue has dropped to 37% this year, principally as a result of a significant fall in revenue from immigration fees. While revenue has decreased, our workload has remained at similar levels due to regulatory requirements and new activity (border exemptions process for example). In the absence of new Crown funding, the current shortfall will need to be funded through changes in service levels or investment across MBIE.

COVID has had a structural impact on MBIE's funding. s 9(2)(g)(i)

Departmental funding covers a number of portfolios, making a cross-portfolio approach to prioritisation essential. However, there are limits to our ability to re-prioritise as third party funding can only be used for the purpose that it was collected – for example revenue from the building levy can only be used to fund activities under the Building Act.

Uncertainty around our third-party revenue is forecast to remain for the next few years. Looking ahead, a more sustainable funding model, which facilitates greater cross-portfolio prioritisation, will be required to maintain existing services and ensure that MBIE can continue to contribute effectively to the COVID response and recovery.

2. MIQ responsibilities

The Minister for COVID-19 Response is the lead Minister for the operation of COVID-19 related quarantine and managed isolation arrangements. Responsibilities include:

- Operational management of the quarantine and managed isolation services, and
- Developing a sustainable, scalable and user pays model for isolation of arrivals to New Zealand.

We expect that the Prime Minister will set out further expectations for the role through the letter of delegations.

s 9(2)(f)(iv)



3. Major links with other portfolios

The Minister for COVID-19 Response is required to work closely with other portfolios to ensure that the Government’s strategy for COVID-19 and objectives for MIQ are achieved. As MIQ has few direct levers to manage supply and demand for MIQ spaces, coordination and engagement across portfolios, in particular Health and Immigration, is important to ensure that interdependencies and implications for MIQ are visible and well managed.

You are likely to be a key member of Ministerial groups overseeing the Government response to COVID-19 and management of the border as part of that response. MIQ will support you in your role on any relevant Cabinet Committees and Ministerial groups.



Restricting international mobility carries economic, cultural and social trade-offs

Over the next 12-18 months, the interface between the MIQ, immigration, employment and economic development portfolios around border issues and exemptions will play a key role in New Zealand’s social and economic recovery.

The MIQ system is a fundamental impediment to people flows into New Zealand. Graph One highlights the reduction in passenger volumes into New Zealand since border restrictions were introduced. Monthly inflows were previously over 1 million people per month. Current MIQ capacity supports monthly inflows of around 15,000 people.

From an economic perspective, restricted international mobility has significantly impacted:

- Demand for some sectors such as tourism and international education.
- Access to labour in sectors reliant on temporary migrant workers to fill skill shortages, and/or specialised skills (eg in primary, IT and infrastructure).

Graph One: Passenger volumes into New Zealand from 2018 to 2020



Restricted international mobility also impacts New Zealand’s cultural and social connectedness with the rest of the world. This is amplified by New Zealand’s large diaspora (14% living overseas compared to the United Kingdom’s 7% and the United States’ 0.5%). For example, previously simple acts of travelling to New Zealand to attend family events and tangi are now more complicated and more expensive.

The negative impacts of restricted international mobility are unavoidable in the short term. However, longer term there are opportunities being considered within the economic development and immigration portfolios to ‘reset’ the post-COVID-19 economy away from a volume-based growth model towards a high value, high quality employment and low emission society. For example, pursuing high skilled migrants who can enhance firm innovation and productivity, and adjusting the approach to labour supply where industries are heavily reliant on low-skilled migrant labour. Restricted international mobility adds impetus to this shift.

4. MIQ customer journey and support functions

To provide you with information on the different functions within the MIQ operating model, we have structured this section around the MIQ customer journey to help illustrate the broad range of support MIQ provides for people entering MIQ (refer to the chart on page 20).



Before coming to New Zealand

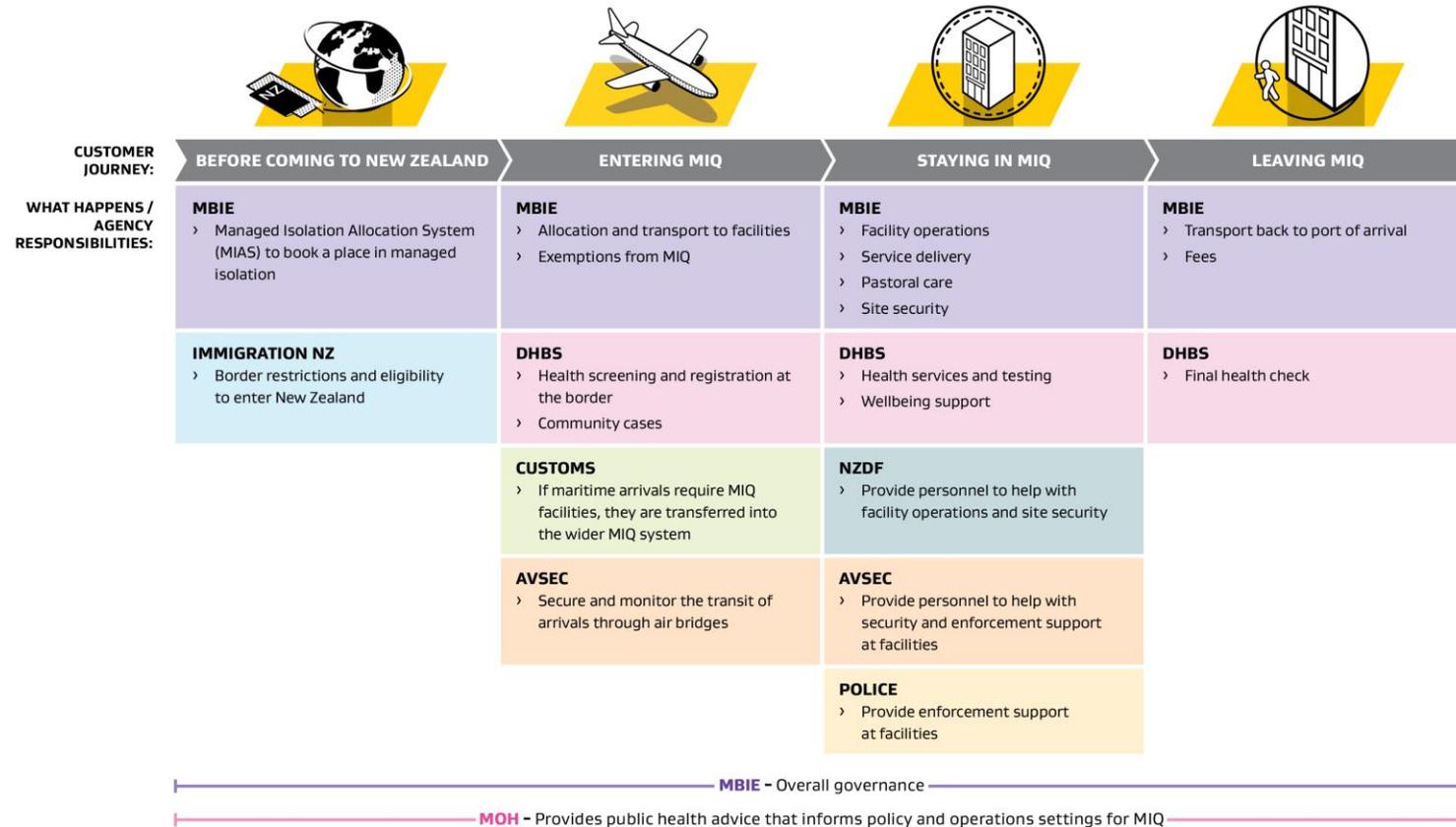
Eligibility to enter New Zealand

On 19 March 2020, Cabinet agreed to restrict entry to New Zealand for all persons from other countries to reduce the risk of importing COVID-19. Border exemptions and exceptions are available for the circumstances set out below. These reflect the rights of citizens and permanent residents to return to New Zealand, and broader humanitarian, social and economic considerations.

Border exemptions – categories or people who are exempt from the border restrictions. In addition to New Zealand citizens and residents, this group includes:	Border exceptions - categories of non-New Zealanders that can be approved case-by-case to come to New Zealand, including:
<ul style="list-style-type: none"> • Partners, guardians and children of a citizen or resident, if ordinarily resident in New Zealand, travelling with the person, or have a visa based on that relationship. • Australian citizens and permanent residents who are ordinarily resident in New Zealand. • Diplomatic and consular personnel. • People described in Regulation 25 of the Immigration (Visa, Entry Permission, and Related Matters) Regulations 2010 – this includes air crew, cargo ship crew, members of foreign armed forces travelling on military craft, people travelling from Antarctica. 	<ul style="list-style-type: none"> • People travelling for humanitarian reasons. • Citizens of Samoa and Tonga for essential travel to New Zealand. • Temporary visa holders normally resident in New Zealand with strong connection to New Zealand. • Partners or dependents of temporary work or visa holders who normally live in New Zealand. • Replacement cargo ship crew arriving by air. • Marine crew arriving by the maritime border. • Essential health workers, their partners and dependents. • Other critical workers, their partners and dependents.

MANAGED ISOLATION
AND QUARANTINE

MIQ Customer Journey and Support Functions



Critical workers, large groups and class exceptions

The rate at which people can enter New Zealand is currently limited by the availability of places in MIQs. There is significant demand to bring in non-New Zealanders, including critical workers and people ordinarily resident in New Zealand. The critical worker border exception allows certain people or groups into New Zealand based on their unique skills, economic benefit or participation in government-approved events or programmes. The ability for these people to enter into New Zealand in a timely way relies in part on our ability to accommodate them in MIQ.

In September 2020, a Ministerial Group was established to consider proposals for class exceptions for groups of critical workers where there is a workforce need, as well as new border exception categories for other groups (eg international students, cultural or sporting groups). The Ministerial Group was led by the Minister of Immigration, and comprised the Ministers of Housing, Health, Internal Affairs and the Minister for Economic Development. Annex 2 contains information about class exception decisions and planned arrivals.

s 9(2)(f)(iv)

Considerable lead time is usually required to plan for a large group’s arrival, especially where the group has non-standard or bespoke requirements. Sports groups can be particularly labour-intensive if they need to be accommodated in larger bubble sizes, require special training facilities to be procured and designated as MIFs, and additional service provision or amendments to standard operating procedures to meet any bespoke needs. MIQ works closely with MOH and the relevant DHB on these arrangements to ensure infection prevention and control requirements remain robust.

Future work	Proposed timing
We are exploring options for how to manage large groups more efficiently through MIQ	Next 3 months

Managed Isolation Allocation System (MIAS)

On 1 July 2020, Cabinet agreed to put in place an online allocation system that would apply to all people coming into New Zealand by air (other than people who are exempt), including a legal requirement on all passengers to have a pre-booked place in a MIF before entering New Zealand by air, unless exempt.

MIAS is a web-based platform that manages the flow of New Zealand citizens, residents and visa holders coming into MIQ and enables a more efficient allocation of people into MIFs. It is one of the few tools MIQ has to manage demand for MIQ spaces against available capacity.

MIAS went live on 5 October 2020, allowing most people to be able to voluntarily confirm their place in MIQ online. From 3 November 2020, travellers are now legally required to have

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

a MIAS voucher before flying if they are arriving in New Zealand, following an amendment to the Air Border Order.

Currently MIAS allocates all available spaces on a 'first-come first-served' basis. MIAS was designed, built and implemented at pace to meet the immediate need to manage demand, and so it was not built with the advanced functionality required to be able to prioritise the allocation of spaces in MIFs to certain cohorts over others (eg allocating spaces for New Zealanders over non-New Zealanders).

A lack of prioritisation functionality risks limiting New Zealanders' right to return to New Zealand (under BORA and the Immigration Act). To mitigate this risk, a proportion of places in MIQ has been placed offline to be allocated based on urgency, need and immigration status (known as 'special allocation').

We understand that the Government intends to enable a 10 percent quota for critical workers in MIQ. We are working on advice on how this can be given effect and balanced against the need to allow New Zealanders to return in a timely way.

Future work	Proposed timing
As a priority, we are working on advice regarding enhancements to MIAS functionality that would mitigate the risk of New Zealanders facing an unjustified delay in entering New Zealand, as more visa holders enter the country.	Next 4 weeks

Safe Travel Zones

The establishment of safe travel zones with low-risk countries has the potential to reduce demand for MIQ spaces as people entering New Zealand from a "safe" country will not be required to enter MIQ. Instead, this capacity could be made available for other people entering New Zealand (eg critical workers, class exception groups), ultimately allowing more people to enter New Zealand.

On 5 May 2020, New Zealand and Australia announced plans to establish a Trans-Tasman Safe Travel Zone, when it is safe to do so. s 6(a)

In October 2020, Australia announced a unilateral initiative to allow quarantine-free entry from New Zealand, operating on a "hotspot" approach. The "hotspot" approach works on defining and managing areas of elevated COVID-19 risk, rather than state-level border closures. New South Wales and Northern Territory joined the initiative and opened their borders to New Zealand on 16 October. Tasmania joined the initiative on 26 October.

s 6(a)

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

New Zealand has had to quickly respond to the unilateral announcement from Australia. We have provided communications to travellers on our website advising of the requirement to enter managed isolation and that they may be liable for fees on their return to New Zealand. Although media has reported that current traveller uptake on this initiative has been limited.

Future work	Proposed timing
We are working to understand the implications of further states/territories unilaterally opening ahead of the Trans-Tasman arrangement coming into force. We are also working to understand the impact of passengers transiting through New Zealand to Australia.	Next 3 months



Entering MIQ

Arriving in New Zealand

On arrival in New Zealand, air border arrivals go through Customs followed by health screening and registration (including the integration of arrivals with the National Health Index). MIQ advises arrivals which region/facility they are going to and organises transport. AvSec staff secure and transit arrivals through air bridges either to facilities in Auckland or to secure domestic transfer arrangements. Arrivals also receive an information pack with more details about their stay.

Management of the maritime border

Customs is responsible for implementing the Maritime Border Order at seaports to reduce the risk of COVID-19 entering New Zealand via the maritime border. The maritime border is currently closed with limited exceptions. Foreign flagged commercial vessels (cargo or fishing) can continue to enter New Zealand, and must give seven days advance notice of arrival (or at last port or departure if less than seven days).

New Zealand flagged small crafts (and foreign flagged small craft with all New Zealand citizen/permanent resident crew) are able to enter New Zealand provided the master is reasonably satisfied that every person on board is either a New Zealand citizen or meets New Zealand's visa requirements. Foreign flagged small craft need to apply for a vessel exemption from the Director-General of Health and may be exempt only if there is a compelling need for the vessel to arrive in New Zealand. Foreign crew/passengers must also have obtained approval from Immigration New Zealand before departing for New Zealand.

All arrivals to New Zealand by sea are required to isolate on board for 14 days, however, the period of 14 days is counted from the last port of departure or the last contact with other people. Arrivals must meet the low-risk indicators decided by a Medical Officer of Health before they can disembark the vessel.

Small craft arriving in New Zealand will be directed by Customs to either Opuia or Auckland (for superyachts) where the passengers can be processed by border agencies and continue their isolation and COVID-19 testing requirements. For small craft that arrive on day 12 of

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

their journey, if the vessel is deemed appropriate, the passengers can continue to self-isolate in a Customs-controlled marina such as Opuā. If the vessel arrives prior to this (or the vessel is not deemed appropriate), the passengers will be transported to a MIF to complete the remainder of their isolation. In these instances, MBIE has responsibility as soon as a person is picked up for transportation to a MIF.

The Maritime Border Order establishes the requirements for maritime crew arriving in and departing New Zealand, either by air or ship. Crew members arriving by air are exempt from isolation if their ship is departing New Zealand to travel outside of New Zealand waters as soon as reasonably practicable.

s 9(2)(f)(iv)

Exemptions from MIQ

The Air Border Order specifies classes of people that are exempt from the requirement to enter MIQ. The groups that are currently exempt from the requirement to enter MIQ are:

- Transit passengers (and foreign aircrew) who are transiting for less than 24 hours and remain airside
- Foreign diplomatic and consular officials
- New Zealand Defence Force personnel
- New Zealand based air crew
- Maritime crew provided they are immediately transferring from the airport to the ship and departing New Zealand.

Under the Isolation and Quarantine Order there are several grounds on which a person can apply to enter, leave, or not enter a MIF. MIQ describes these grounds as 'exemptions'. Exemptions currently available include:

- Transit passengers (between 24 and 72 hours)
- Allocation to another place of isolation or quarantine (eg self-isolation at home)
- Accessing medical services, attending court or moving to another place of isolation or quarantine
- Assisting or accompanying a fellow resident to travel somewhere
- Permission to leave for an exceptional reason
- Joining a vulnerable person, including a child, an elderly person, or a person with a disability, in a MIF.

The Chief Executive of MBIE has responsibility for making exemption decisions. This function has been delegated to the Deputy Chief Executive MIQ and the Head of MIQ. Applications for exemptions are considered on a case-by-case basis according to the criteria set out in the Isolation and Quarantine Order.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

Exemptions as at 28 October 2020					
	Applications made	Approved	Declined	Withdrawn/ not progressed	In progress
Joining someone in a MIF	289	192	21	59	17
Medical Exemptions	337	19	177	104	37
Exceptional Circumstances	1,822	79	1,171	428	144
Transit Passenger	112	55	1	55	1
Total	2,560	345	1,370	646	199

The most common application type is permission to leave for an exceptional circumstance. In those cases, if the reason is considered to be truly exceptional, then an exemption will only be approved where we can be confident that the risk of COVID-19 transmission is very low. To determine whether a person is low-risk, we use a risk assessment tool approved by the Director-General of Health. In special circumstances we also consult a Medical Officer of Health for advice on the person's risk and any conditions required to minimise that risk, and seek advice from a health practitioner on whether the person meets the low risk indicators. In addition, we also consider whether a person will comply with any conditions of the permission to leave.

In the case of medical exemptions (for people wanting to isolate in a place other than a managed isolation and quarantine facility), we undertake an independent medical assessment to ascertain whether the person's medical needs can be met in a MIF. In most cases they can be met, sometimes with additional support organised for the person in conjunction with the RIQCC and MIF.

Exemptions are a high-profile area of MIQ and have been the subject of significant media and public interest. A large proportion of complaints to MIQ and to the Ombudsman are related to the exemption process or decision outcomes. Most applications will not meet the high threshold for approval and this can be very distressing, particularly where people are returning to New Zealand in difficult circumstances (eg to attend a funeral or visit a dying relative).

Steps have been taken to improve the exemptions process. This includes improving the information and advice on the MIQ website for applicants and standardising and clarifying application processes through Standard Operating Procedures, including examples of what circumstances may be considered "exceptional." s 9(2)(f)(iv)

Future work

Proposed timing

We plan on working with MOH to review the exemptions settings for MIQ

Next 3 months

The use of MIQ for community cases

On 3 June 2020, the Cabinet Social Wellbeing Committee (SWC) agreed to the “establishment of managed isolation facilities for all cases, as well as close contacts, who are either unable to isolate or unwilling to do so” [SWC-20-MIN-0062].

In early August 2020, New Zealand had a resurgence of active cases of community transmission of COVID-19 that was largely contained in the Auckland region. On 13 August 2020, the Director-General of Health directed Medical Officers of Health to isolate all new confirmed cases of COVID-19 at a location (such as a dedicated facility) as determined by the Medical Officer of Health. The direction also referred to the expectation that cases would be managed in a safe and secure place to ensure the provision of comprehensive wraparound support services. This direction to isolate new cases was renewed by the Director-General on 14 October 2020. The renewed direction does not specify an end date, unlike the earlier direction.

As per this direction, MOH’s current public health position is that confirmed cases in the community should go to a managed quarantine facility. There is also a provision for cases to be isolated at home in exceptional circumstances, where this is determined appropriate by the Medical Officer of Health. For the most recent outbreak in Auckland in August, confirmed cases were accommodated in both the managed quarantine facility (MQF), Jet Park, and their own homes as directed by a Medical officer of Health.

At present, it is difficult to forecast with any accuracy possible demand from domestically acquired cases. If case numbers were low, accommodating community cases is likely to be manageable within existing contingencies. However, if community transmission were to become more widespread, and the number of domestically acquired cases required to enter MQFs significantly increased, an approach of accommodating all community cases in MQFs is unlikely to be sustainable.

Future work	Proposed timing
s 9(2)(f)(iv)	Next 3 months



Staying in MIQ

Facility operations

MIQF operations is a mixed model. MBIE has overall responsibility but operational delivery is via a mixed agency model involving NZDF, DHB, Police, AvSec and hotel personnel. The operations team is the frontline arm of MIQ and is responsible for the operation of the MIQFs, including the safe end to end management of residents from post customs clearance through

to departure into the community. A significant proportion of MIQ funding supports resourcing for this complex operation. A significant proportion of MIQ activity also happens at a regional and local level to support the facilities to deliver services to residents. RIQCCs are management centres for each region.

Pastoral care

MIQ has a strong desire to provide pastoral care, including culturally appropriate support, to people in facilities. Many arrivals have not been resident in New Zealand for some time and need support to access services such as employment, housing, registering for tax and other key services. This requires a joined-up approach with government agencies (including Ministry of Social Development, Kāinga Ora, and Oranga Tamariki) and with non-governmental organisations (including social services and budgeting).

MIQ is developing a Pastoral Care Strategy and Framework to ensure that MIQ can support a high level of wellbeing for people staying in MIQ. This includes physical, mental, social and cultural wellbeing.

People returning to New Zealand arrive in a range of circumstances and have differing needs and expectations while in MIQ. There is some evidence to suggest that people returning to New Zealand have increasingly complex needs, including mental health and addiction needs. This may be due, in part, to the stressful impact of being in lockdown in overseas locations and the ongoing social and economic impacts of the global pandemic.

There are some cohorts of people entering New Zealand that have distinctive needs requiring additional support and/or separate management to other guests. For example, children that remain unaccompanied during their 14-day stay and people that are deported to New Zealand from overseas.

Compliance and enforcement

Compliance of people in MIQ with infection prevention and control requirements and other rules is essential to ensuring that MIQ fulfils its objective. There is a spectrum of non-compliance from inadvertent to wilful (eg absconding or attempting to abscond).

The general approach to compliance and enforcement is a graduated response model including engaging, informing and educating people on what they need to do in order to be compliant from the time they consider coming to NZ until the time they depart their facility. Enforcement action is a last resort. At all times the minimum amount of enforcement required to ensure compliance will be applied.

The compliance and enforcement system is delivered by a mix of Police, AvSec, NZDF, and private security. Police, AvSec and NZDF have been designated with enforcement powers and, therefore, are designated as Enforcement Officers. This designation provides Enforcement Officers with the power to direct individuals to refrain from activities that contribute to, or are likely to contribute to, the risk of the outbreak or spread of COVID-19.

It is an offence under the COVID-19 Act to intentionally fail to comply with a COVID-19 Order. An offence is punishable by up to 6 months imprisonment or a fine of up to \$4,000. This includes offences for entering or leaving a MIQF without authorisation. Some Orders specify infringement offences punishable by an infringement fee of \$300 or a fine imposed by a court

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

of up to \$1,000 if the infringement is unsuccessfully challenged (eg it is an infringement offence if a worker at a MIF fails, without a reasonable excuse, to report for and complete a COVID-19 test within the required 14 day deadline).

Police are the only Enforcement Officers who have the full suite of enforcement powers, including the power of entry under s 20 of the COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 and the ability to use force. For repeat or serious non-compliance, on-site Police can arrest an individual, charge them and put them before the court. The court can then either bail them with or without conditions back to the MIF, or remand them in custody.

Health services

The health system continues to review and refine the model of care used to support people in MIQ. DHBs are responsible for their populations and the service provision in MIQs shifted from MOH to be DHB-led from August 2020. This allows for stronger integration of care between facilities, community testing regimes, and hospital level care.

Health services provided in MIQs include, but not limited to:

- Infection prevention and control, including audits and training of all staff, to underpin the end to end system
- Daily health checks of residents and staff
- Health, mental wellbeing, and psychological support for people in MIQ
- Access to GP services and essential medications
- COVID-19 testing of people in MIQ and staff at MIQs
- Case management and contact tracing when guests test positive within a facility, and
- Pre-departure health checks for residents.

If a person returns a positive COVID-19 test in a MIF they and their bubble are transported by MIQ to a MQF. The Public Health Units will then conduct contact tracing activities. Jet Park Auckland is the main quarantine facility, however, Wellington and Christchurch have dual-use facilities where people that return a positive test can be separated from other residents.

The health workforce within MIQ includes a mix of registered nurses and healthcare assistants. The MIQ health workforce is a dedicated workforce that does not work at any non-MIQ healthcare facilities without a stand-down period. Healthcare staff can be rostered on across all MIFs to provide flexibility and to ensure all shifts are adequately staffed. Jet Park quarantine facility has its own dedicated workforce that are not rostered to any other facilities.

DHBs have recently recruited additional staff and have introduced rostering and management structures to strengthen the responsiveness of MIQ health services. This addresses earlier concerns about the capacity of the health workforce, however, ongoing work is required to maintain appropriate resourcing. While there is currently a sufficient health workforce at MIQs, any decisions to increase MIQ capacity (eg standing up of a new facility or bespoke facility) must consider the availability of additional health workforce.

Testing of staff and other MIF/MIQ workers

The COVID-19 Public Health Response (COVID-19 Testing) Order 2020 (which commenced 14 August 2020) and the COVID-19 Public Health Response (Required Testing) Order 2020 (which commenced 29 August 2020) both required one-off testing for workers at MIFs and MQFs. Workers who transported people required to be in isolation or quarantine to or from a MIF or MQF were also within the scope of the testing requirements.

It was not until an amendment to the COVID-19 Public Health Response (Required Testing) Order 2020 came into force on 7 September 2020 that these workers became subject to an ongoing requirement to be tested for COVID-19 at regular intervals. Workers at MIFs are tested fortnightly. Workers at MQFs are tested weekly.

s 9(2)(g)(i)

Regular asymptomatic surveillance testing of border workers at MIFs and MQFs is an important part of keeping New Zealand’s borders intact and provides for early warning of weaknesses.

s 9(2)(g)(i)

Future work	Proposed timing
We will provide advice summarising current testing rates, the challenges we have faced in implementation and what we are now putting in place to address those challenges	Next 4 weeks



Leaving MIQ

Leaving MIQ

MBIE is responsible for ensuring that people don’t leave MIQ until they no longer pose a health risk to the community. No person is permitted to leave quarantine or isolation until the Chief Executive of MBIE on the advice of a suitably qualified health practitioner, is satisfied they have met low-risk indicators for having, or transmitting, COVID-19

People are only able to leave MIFs once they:

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

- Have been in managed isolation for at least 14 days, and
- Have tested negative for COVID-19 around day 12 of managed isolation , and
- Have received and passed a health screening check within three hours of their departure time, and
- All members of their bubble satisfy indicators 1-3.

Refusal to undergo testing at day 12 may result in the Medical Officer of Health being unable to approve that the low risk criteria are met at day 14, and thus require an extension of the managed isolation period for up to an additional 14 days (no more than 28 days in total), provided they do not develop symptoms during this time. If a person tests positive at any point during their stay in a MIF they are transferred to a MQF.

People are only able to leave MQFs once they meet the following criteria:

- Have spent at least 14 days in a managed facility (their time in a MIF, if any, will account for this), and
- Have spent at least 10 days in a MQF (or a quarantine zone of a dual-use facility) since testing positive for COVID-19, or since the onset of symptoms (whichever is later), and
- Been 72 hours symptom-free, and
- Received approval from a suitably qualified health practitioner.

Once these criteria are met, MBIE organises transport back to the port of arrival if needed.

Fees for MIQ

On 11 August 2020, the MIQ fees regime came into force to support the financial sustainability of the MIQ system. New Zealanders who enter temporarily, or who leave New Zealand after the regime came into force are now charged. Temporary visa holders will have to pay, unless they left New Zealand on or before 19 March 2020, and were ordinarily resident in New Zealand as of 19 March 2020. All critical workers entering New Zealand are liable for charges.

The fees set out in regulations are:

- \$3,100 for the first or only person in the room
- \$950 for an additional adult in the same room
- \$475 for an additional child (3-17 years) in the same room
- No charge for a child under 3 years old sharing a room.

The fee is based on the lowest accommodation, food and laundry costs for a 14-day stay. The fee was set at this level to avoid over-recovering and to ensure that the fee was not an unjustified limitation on people's right to return to New Zealand protected in BORA.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

When making regulations for cost-recovery, you need to be satisfied that there is the ability to waive fees where payment would cause undue hardship. Applications to waive fees are considered on a case-by-case basis. Waivers are available in cases of undue financial hardship or other special circumstances. Certain classes of people are exempt from charges altogether, for example, people entering New Zealand as part of a medical evacuation, or people entering New Zealand for the first time as a refugee, deportee or returning offender.

People who are required to pay the managed isolation charge will receive an invoice after their departure from managed isolation and will generally have 90 days to pay.

At 18 October 2020, 4,382 rooms were potentially liable to pay charges. Within this, a large number of invoices were still being processed, 404 waivers have been approved and 78 invoices have been paid recovering \$246,621. Given the 90 days to pay, this low number is not unexpected.

Future work	Proposed timing
We are considering changes that could be made to the regulations to improve the fees system s 9(2)(f)(iv)	Next 4 weeks
We plan to review the fees system to make sure it aligns with the Government's objectives and is functioning well.	Next 6 months

MIQ overarching functions

Māori – Crown relations and Treaty of Waitangi implications

MIQ needs to be effective to ensure that Māori are not disproportionately affected by COVID-19 entering the community through the border. We also need to ensure MIQ meets Māori-Crown relationship expectations and Treaty responsibilities, and is guided by Treaty principles particularly tino rangatiratanga (self-determination), active protection, equity and partnership.

Iwi are working with MIQ facilities at the local and regional level. This is an important part of MIQ success and is necessary for continued success in future. Some Iwi have expressed concerns about the lack of engagement on both high level decisions such as where facilities are located, and operational decisions. Some are particularly concerned to ensure the safety of people working in facilities, given the potential for the virus to reach their communities through that route.

MBIE has had introductory meetings with most iwi where MIQ facilities are situated: Waikato Tainui in Hamilton, Te Arawa in Rotorua, and Ngāi Tahu in Christchurch and have been hosted by these respective iwi to welcome extra defence personnel to their rohe. We have not yet met with Ngāti Whatua in Auckland or Te Āti Awa in Wellington. These iwi are priority for our next engagements.

In October 2020, the Minister of Housing met with Te Arawa and agreed to regular engagements s 9(2)(a), and to a regular forum for engagement between iwi officials and MIQ officials. This may be a model that could be considered for key iwi in other areas with MIQ facilities.

Future work	Proposed timing
Further work and analysis on broader Treaty implications of MIQ is needed and we can provide further advice on this.	Next 3 months

Engagement with private sector and key stakeholders

MBIE has received a wide range of approaches from the private sector, iwi, and local government regarding the establishment of new, alternative or bespoke MIFs.

MIQ is engaging with the private sector on current MIQ arrangements. Senior officials from MBIE and MOH engaged with s 9(2)(a) private sector representatives through a workshop on 20 October 2020. At the workshop, industry representatives set out the issues facing their respective sectors and what they consider as missed potential for increased economic growth resulting from the supply constraints under the current MIQ system. Officials discussed current government policy and the rationale behind the current arrangements. Discussion of any policy change options and their relative merits would be the purview of Ministers.

Technology and innovation to support MIQ

Technology and innovation have the potential to enhance our approach to MIQ and improve service delivery. It may also support the future evolution of the MIQ model s 9(2)(f)(iv). However, a coordinated approach is needed to ensure consistency, maximise efficiency and provide full consideration of the benefits and risks associated with technological innovation.

We are currently developing a plan to trial Bluetooth contact tracing technology in a MIF to understand how such technology may assist with rapid and accurate contact-tracing should there be a need. We are working closely with MOH and the Department of Internal Affairs and intend to proceed with the preferred technology provider for their community trial so that we can leverage that experience in our trial.

Future work	Proposed timing
We will report on lessons from the Bluetooth contact tracing trial within MIQ and we are working on developing a more coordinated approach to wider technology and innovation solutions.	Next 3 months

5. Immediate priorities and next steps

s 9(2)(f)(iv)

Next steps and additional advice

Officials will provide you with additional advice on the following topics and have suggested timeframes. Please indicate any variation to what is proposed. We will also discuss with you your priorities for the portfolio and amend the forward work programme based on your priorities and preferred timeframes.

Topic	Additional advice or future work
	Next 4 weeks
	s 9(2)(f)(iv)
MIAS	As a priority, we are working on advice regarding enhancements to MIAS that would mitigate the risk of New Zealanders facing an unjustified delay in entering New Zealand, while facilitating more visa holders to enter the country via MIQ.
Fees	We are considering regulatory changes to improve the fees system s 9(2)(f)(iv)
Testing of MIQ workers	We will provide advice summarising current testing rates, the challenges we have faced in implementation and what we are now putting in place to address those challenges
	Next 3 months
Community cases	s 9(2)(f)(iv)
Large groups	We are exploring options for how to address the issue of managing large groups more efficiently through MIQ

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

Safe travel zones	We are working to understand the implications of further states/territories unilaterally opening ahead of the full Trans-Tasman Bubble arrangement coming into force. We are also working to understand the impact of passengers transiting through New Zealand to Australia.
Information sharing	s 9(2)(f)(iv)
Expanding supply	
Technology	We will report on lessons from the Bluetooth contact tracing trial within MIQ and we are working on developing a more coordinated approach to wider technology and innovation solutions.
Māori-Crown Relations	Further work and analysis on broader Treaty implications of MIQ is needed. We can provide further advice on this.
Exemptions	We plan on reviewing the exemptions regime for MIQ with MOH to identify operational improvements and potential amendments for future Orders
Next 6 months	
Fees	We also plan on reviewing the MIQ fees regime to make sure it aligns with the government's objectives and is functioning well.

6. How MBIE assists you

Key people – MIQ Leadership

Contact	Role	Contact details
<p>Carolyn Tremain</p> 	<p>Chief Executive, Ministry of Business, Innovation and Employment</p>	<p>s 9(2)(a)</p>
<p>Megan Main</p> 	<p>Deputy Chief Executive, Managed Isolation and Quarantine</p>	<p>s 9(2)(a)</p>
<p>Air Commodore Digby Webb</p> 	<p>Head of Managed Isolation and Quarantine Operations</p>	<p>s 9(2)(a)</p>
<p>Andrew Milne</p> 	<p>Assistant Deputy Chief Executive, Managed Isolation and Quarantine</p>	<p>s 9(2)(a)</p>

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

<p>Melleny Black</p> 	<p>General Manager, MIQ Policy</p>	<p>s 9(2)(a)</p>
<p>Stacey Munro-Flynn</p> 	<p>General Manager, Engagement and Service Design</p>	<p>s 9(2)(a)</p>
<p>Group Captain Daniel Hunt</p> 	<p>General Manager, MIQ Regional Operations Delivery</p>	<p>s 9(2)(a)</p>
<p>Christina Sophocleous-Jones</p> 	<p>General Manager, MIQ Operations Services</p>	<p>s 9(2)(a)</p>
<p>Shayne Gray</p> 	<p>GM Service Quality and Assurance</p>	<p>s 9(2)(a)</p>

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

Tess Ahern

Director, MIQ Health Services

s 9(2)(a)



Key People - Ministry of Health

Sue Gordon

Deputy-Chief Executive, Covid-19 Response

s 9(2)(a)

Shona Meyrick

Group Manager, Covid-19 Border and Managed Isolation

Annexes

1. MIQ funds and appropriations
2. Large groups and class exceptions
3. Legislative framework
4. MIQF locations

Annex 1: Funds and appropriations



Annex 2: Large group and class exceptions

Large group arrivals expected in October - November 2020

Group	Number of people	Estimated dates of arrival
Returnees from India – charter flight	Approx. 200	October 2020
West Indies Cricket Team	47	Oct/Nov 2020
New Zealand Cricket Team	9	Mid-November 2020
Pakistan Cricket Team	57	Late November 2020
United States Antarctic Programme	Approx. 100	Late November 2020

Decisions made by Ministerial Group in September 2020

Workforce class exception	Number of people
Veterinarians for large-animal and livestock roles	30
Rural contractors who are agricultural and horticultural mobile plant operators	210
Deep-sea fishing crew members – one-off entry to work on identified fishing ships in New Zealand for up to 6 months	570
PhD and postgraduate international students (plus family members)	250
Essential travellers transiting New Zealand to and from Samoa, Tonga, Cook Islands, Niue, and Tokelau	100

s 9(2)(f)(iv)

Annex 3: Legislative Framework

Legislation	Content	Decision maker
COVID-19 Public Health Response Act 2020	Passed as standalone legislation to provide a different legal framework for responding to COVID-19.	The Minister of Health (or the Director-General of Health in specified circumstances) can make orders under section 11 to give effect to the public health response to COVID-19 in New Zealand.
COVID-19 Public Health Response (Air Border) Order (No 2) 2020	Requires all arrivals to New Zealand by air to undergo medical examination and/or testing for COVID-19 on arrival and commence isolation or quarantine as soon as practicable after arrival. It also requires people arriving at the air border to maintain physical distancing and wear PPE as directed in the airport, and contains provision for certain arrivals to be excluded from these requirements	The Minister of Health has the discretion to exempt people or classes of people from any requirements that are imposed by the Air Border order.
COVID-19 Public Health Response (Marine Border) Order (No 2) 2020 (Maritime Border Order)	Prohibits foreign ships to enter New Zealand, with a range of exceptions. Exceptions include fishing ships, cargo ships and those that have been granted permission if there is a humanitarian reason or a compelling need for the ship to be delivered to a NZ business. It requires most arrivals by sea to have quarantined or isolated on board their ship for at least 14 days since the last port of call or since it last took crew, and requires every person on board the ship to meet the low-risk indicators (including a negative COVID-19 test) before any person may enter the New Zealand community. If persons arriving by sea cannot appropriately isolate or quarantine on board their ship, they will be transferred to a MIQ facility. It outlines the rules for safe crew changes and introduces infringement offences under the COVID-19 Act. If persons arriving by sea cannot appropriately isolate or quarantine on board their ship, they will be transferred to a MIQ facility. It outlines the rules for safe crew changes and introduces infringement offences under the COVID-19 Act.	If a person wishes to depart a vessel, they require the approval of a Medical Officer of Health, and all other persons on board must also meet the low-risk indicators before the person may disembark.

BRIEFING FOR INCOMING MINISTER FOR MANAGED ISOLATION AND QUARANTINE

<p>COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 (IQ Order)</p>	<p>Sets out that all persons in MIQF must be in MIQ for at least 14 days and meet the low-risk indicators (eg have a negative COVID-19 test) before they can leave. It also sets out what is taken into account for a special authorisation to leave isolation or quarantine early. It allows for a caregiver of a vulnerable person to enter a MIQF to provide care.</p> <p>It incorporates (and revokes) the COVID-19 Public Health Response (Security of Managed Isolation and Quarantine Facilities) Order 2020, which restricts entry to MIQ facilities and sets out a risk assessment for those who do unlawfully enter.</p> <p>As the Chief Executive of MBIE is now responsible for the operation of MIQ facilities, the amendments provide further clarity around when decisions should be made based on advice from a health professional or Medical Officer of Health versus when decisions may be operational in nature.</p>	<p>The Chief Executive of MBIE can authorise early exit from MIQF for an exceptional reason.</p>
<p>COVID-19 Public Health Response (Required Testing) Order 2020 (Testing Order)</p>	<p>Requires workers at MIQF, and certain higher-risk workers at Ports of Auckland, the Port of Tauranga and Auckland International Airport to receive routine ongoing tests for COVID-19. Workers who transport people to and from affected ships at the Ports of Auckland and Port of Tauranga are now required to receive ongoing tests as well. Affected ships are ships with a person or people onboard who are required to be in isolation or quarantine under a COVID-19 Order.</p> <p>Testing will not be required at ports and airports if a ship or aircraft has not arrived from a location outside New Zealand for a period of at least 14 consecutive days. Testing will resume when a ship or aircraft arrives from a location outside New Zealand.</p>	
<p>COVID-19 Public Health Response (Managed Isolation and Quarantine Charges) Regulations 2020</p>	<p>Prescribes charges that relate to MIQF costs. Sets out the persons for whom charges are payable, the amount of charges and the persons whom are exempt from charges. It also sets out that people are liable for charges on or after the day they leave MIQ how charges are paid.</p>	<p>The Chief Executive of MBIE may waive charges in case of undue financial hardship or other special circumstances, also refund charges.</p>

Annex 4: MIQF locations

