



AIDE MEMOIRE

Update on Rapid Assessment

Date:	8 June 2021	Priority:	Medium
Security classification:	In Confidence	Tracking number:	2021-3993

Information for Minister(s)

Hon Chris Hipkins
Minister for COVID-19 Response

Contact for telephone discussion (if required)

Name	Position	Telephone	1st contact
Megan Main	Deputy Secretary, MIQ	Privacy of natural persons	✓
Ingrid Harder	Director of the Office of the Deputy Secretary, MIQ		

The following departments/agencies have been consulted

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Minister's office to complete:

- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments



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Purpose

This aide memoire provides you with further detail on how MIQ is meeting the recommendations made in the Rapid Assessment of MIQ, delivered by Murray Jack and Katherine Corich to MIQ in April 2021. We have also included a formal management response to the Rapid Assessment (Annex One).

Megan Main
Deputy Secretary
Managed Isolation & Quarantine, MBIE

10 / 06 / 2021

Workstream: Operating Model

Report Page #	Internal Rec #	Response	Status	Recommendation	Action Taken
p. 51	RA5	Accepted	Open	Implement the permanent MBIE MIQF leadership structure being trialled in Auckland across all MIQFs.	This is part of the MIQ Regional Operations Structure initiative. RIQCC leads have been appointed and of the lead, assistant and other roles recruitment is underway.
p. 8	RA6	Accepted	Open	Formalise MIQ's information gathering powers in the COVID-19 Health System Response Act and complete and operationalise the Information Sharing MoUs.	Suitable provisions are already available under the Privacy Act. MIQ will address this recommendation by continuing to pursue Memoranda of Understanding with government agencies to enable data sharing.
p. 40	RA30	Accepted	Closed	The assurance team should align resources to implementing only the necessary elements of the framework (for example the risk register) and focus on executing the work programme aligned to the assessment of residual risks and leading high priority reactive risk matters.	A risk, assurance and quality management framework is in place with an agreed maturity roadmap. The Risk and Assurance team prioritises audit findings and recommendations and tracks the closure of these.
p. 17	RA31	Accepted	Closed	Focus the established MIQ, MoH and DHBs oversight group on working to ensure DHB resourcing and service consistency issues are progressed.	There are two groups in place that cover oversight and resourcing service consistency issues. There is an established risk quality and assurance advisory group with MoH and DHB involvement. We continue to review governance arrangements on a regular basis.
p. 17	RA32	Accepted	Closed	Establish single MIQ/MoH Incident Management Teams for issues emanating from the MIQ system, with senior representation from both agencies. The MIQ-TAG team referred to in Issue 3 above is a proven model.	MIQ has worked closely with MOH to ensure there is an integrated response to events with senior representative embedded within each agencies respective Incident Management teams to ensure effective coordination of response activities across the MIQ system. MIQ has also established a new Incident Management capability in its Service Quality and Assurance branch to act as a functional lead for our incident response framework, policies and procedures.
p. 19	RA47	Accepted	Closed	Obtain positive consent from returnees who supply personal information. This would be for nominated information to be used to streamline their arrival and stay in MIQ and protect their well-being.	The positive consent was integrated into the Customer Hub.
p. 22	RA48	Accepted	Closed	Review the voucher application forms and process to ensure positive consent is obtained from returnees for accessing and sharing personal information for the purposes of managing their end-to-end involvement with MIQ and contact tracing.	MIAS Users need to proactively accept the MIAS privacy statement when they register, Connected to above.
p. 15	RA68	Accepted	Open	Continue with the rapid roll-out of the National Planning Function to increase efficiency and eliminate duplication between national operations functions and the RIQCCs. Ensure standard processes, protocols and tools are used across all planning activities, and strive to ensure that there is cultural alignment across teams. Continue national management of responses to Ministers, management of exemptions, group arrivals and emergency allocations. Create a single planning team located across HQ and the RIQCCs.	This is underway and part of the MIQ Regional Operations Structure initiative. A review of MIQ's planning function has been completed and it will have fully transitioned to a National Planning Function by the end of June, which will clarify roles and responsibilities, and reduced duplication.
p. 51	RA69	Accepted	Open	Once recruited, push day-to-day operational issue management down to level three in the organisation structure to enable the leadership team the space to focus on prioritisation, risk management, future planning and performance monitoring of the MIQ operation.	The three Regional Ops Directors are in post and have financial delegations. With Ops and Security Managers also in post and the plan to appoint MBIE MIF managers, most operational decisions will sit at an appropriate level.