

MIQ Returnee Experience Survey

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

Overall Experience

Current Month

83%

Response Rate

Current Month

53%

Responses

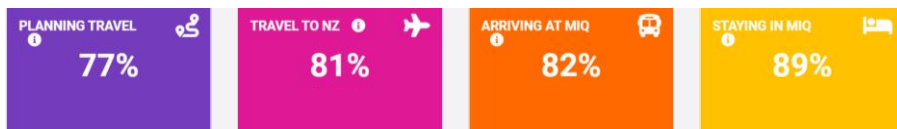
Current Month

1985

MANAGED ISOLATION AND QUARANTINE

May 2021

Satisfaction by Journey Phase



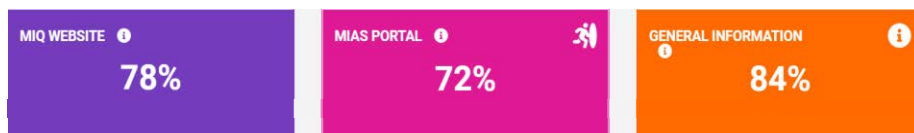
Highest Ranked Questions

Were you/was your group treated respectfully by staff when you were told about the positive COVID-19 diagnosis? **100%**

Did you feel safe while in Managed Isolation or Quarantine? **94%**

Overall, did staff treat you with respect while you were in Managed Isolation or Quarantine? **93%**

Satisfaction with Communications



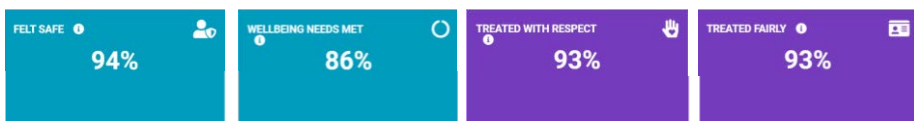
Lowest Ranked Questions

I was able to book accommodation on the MIAS close to the time I wanted to travel **56%**

Transfer to the quarantine facility was well managed **65%**

The Managed Isolation Allocation System was easy to use **69%**

Satisfaction of Pastoral Care



Comments Sentiment – 3,960

% of Positive comments

 **33%**

% of neutral or mixed comments

 **33%**

% of negative comments

 **34%**

Summary

- The survey went live in May 2021 and helps us understand what is working well, and where we could make improvements. The survey asks questions about each stage of the returnee journey, from planning their travel through travel, arrival in New Zealand and their time in the facility itself.
- The views and experiences of people who go through MIQ are important to us. Receiving feedback through the online survey will help us understand what is working well, and where we could make improvements.
- The MIQ Experience Survey is an anonymous survey. Information that could identify individuals is not linked to survey responses and it is not collected or stored as part of the research data. The feedback provided will be combined with other anonymous feedback to produce insights about the overall MIQ experience. The survey response data will be collected, stored securely and only accessed for research and high level reporting purposes.
- If Returnees have questions about the survey or would like help with translating/understanding the questions they can call the MIQ Contact Centre to access the Easy Speak Service, or can access this service directly using the links on the MIQ website.