



Terms of Reference

REVIEW OF MANAGED SELF ISOLATION AND QUARANTINE

To	Tony Millar, CDRE, RNZN	Date	18 June 2020
From	Mike Bush, Planning and Operations Lead		

Background and Context

1. The Managed Isolation and Quarantine (MIQ) work stream was set up as part of the Operations Centre (OC) within the COVID-19 All of Government (AoG) Response.
2. The MIQ work stream's purpose is to ensure that, following Border processing, all international arrivals into New Zealand are triaged and placed into a managed isolation or quarantine facility dependent upon results of a health assessment.

Review

3. The COVID-19 AoG Operations Command leadership believe it is timely to initiate a review of the MIQ's operational end to end process.
4. The main objective of this piece of work is to review the current MIQ end to end process, to identify and understand current and emerging risks and to inform any change required to the system to ensure that it is robust. This approach is expected to strengthen the existing system to reduce risk and ensure the safety of New Zealand and New Zealanders from COVID-19.
5. The COVID-19 AoG Operations Command Leadership have engaged Commodore Tony Millar, Deputy National Commissioner, Corrections Andy Milne and Senior Sergeant Kathryn Gibson to conduct the review. The review team is to examine the end-to-end management of the Isolation and Quarantine system (The System) including but not limited to:
 - The processes from embarkation to New Zealand through to the exit from a managed isolation or quarantine facility
 - The induction process of travellers into the System once customs, immigration and MPI formalities have been completed;
 - The operating practice in place to ensure appropriate distancing with in the facilities;

IN CONFIDENCE


- Arrangements for exercise;
 - General security and safety of travellers;
 - The provision of health services;
 - The management of staff and traveller wellbeing and fatigue;
 - All written and oral briefing materials, and standard operating procedures;
 - Arrangements for the management of people deported from Australia (s501);
 - Standardisation of procedures, including Testing and Health and Safety procedures;
 - The usefulness and accurate compilation of any documentation or other records;
 - Acquisition of accommodation;
 - Appropriateness of staffing levels;
 - Any opportunities that would improve the system; and
 - Any other subject that the Review team wish to examine.
6. We note that the Ministry of Health will continue to review current policy settings, operating systems and processes relating to MIQ, Testing and Exemptions.
7. We also note that the Ministry of Business Innovation and Employment (MBIE) will continue to review policy settings in relation to MIQ.

Process

8. In carrying out this review, the review team will follow the below process:
- **Understand Phase**
 - Items outlined in Para 5
 - Review all current process documentation including the suitability of the legal arrangements, relevant Legislation and Policy settings
 - Identify a current breakdown of total personnel numbers within the MIQ system
 - Interview key personnel and guests
 - Visit Managed Isolation and Quarantine Facilities
 - **Recommendation Phase**
 - Identify key risks and opportunities
 - Recommend improvements to systems and process

Reporting and Deliverables

9. The review is expected to take 72 hours from commencement on 19 June 2020.
10. The team will provide a verbal report back to Air Commodore Darryn (Digby) Webb and Mike Bush during the morning of 21 June 2020.
11. Following the verbal report back a short written report back will be provided for consideration by 23 June 2020.

NOTED	
	
To signatory's name	U. J. Zuck
Job title	OP's HEAD ACC
Date:	19/6/2020