

MIQ Returnee Experience Survey

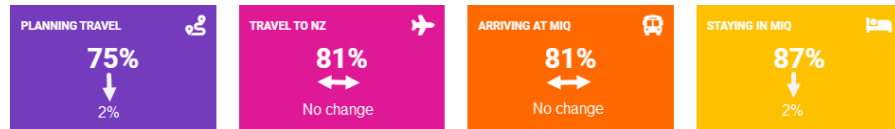
The following represents only data collected via the MIQ Returnee Experience Survey for the month of this report. It is statistical data that is being used to derive insights for the purpose of informing actions for MIQ Service Improvement.

MANAGED ISOLATION AND QUARANTINE

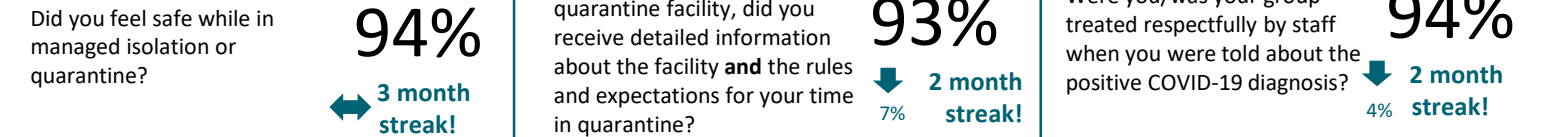
July 2021

Overall Experience			Response Rate			Responses		
Last Month	Trend	Current Month	Last Month	Trend	Current Month	Last Month	Trend	Current Month
81%	↓ 7%	74%	54%	↓ 3%	57%	2372	↑ 59	2431

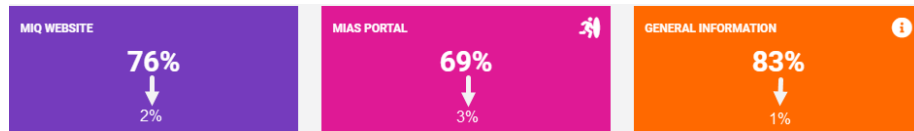
Satisfaction by Journey Phase



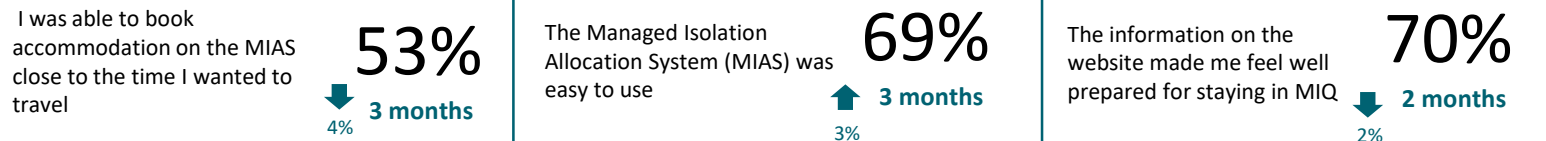
Highest Ranked Questions



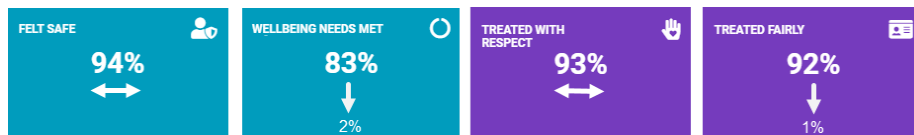
Satisfaction with Communications



Lowest Ranked Questions



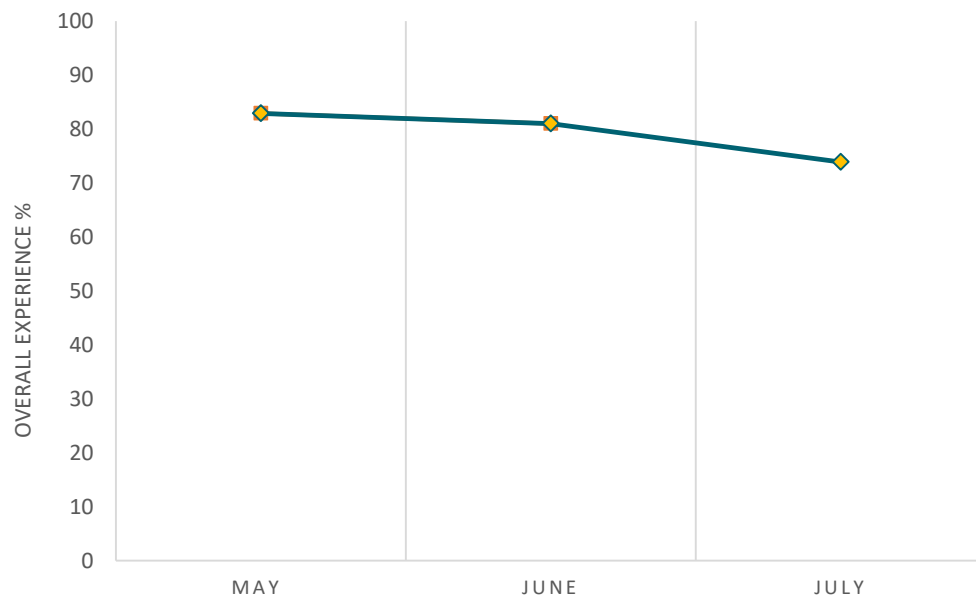
Satisfaction of Pastoral Care



Comments Sentiment – 6,395



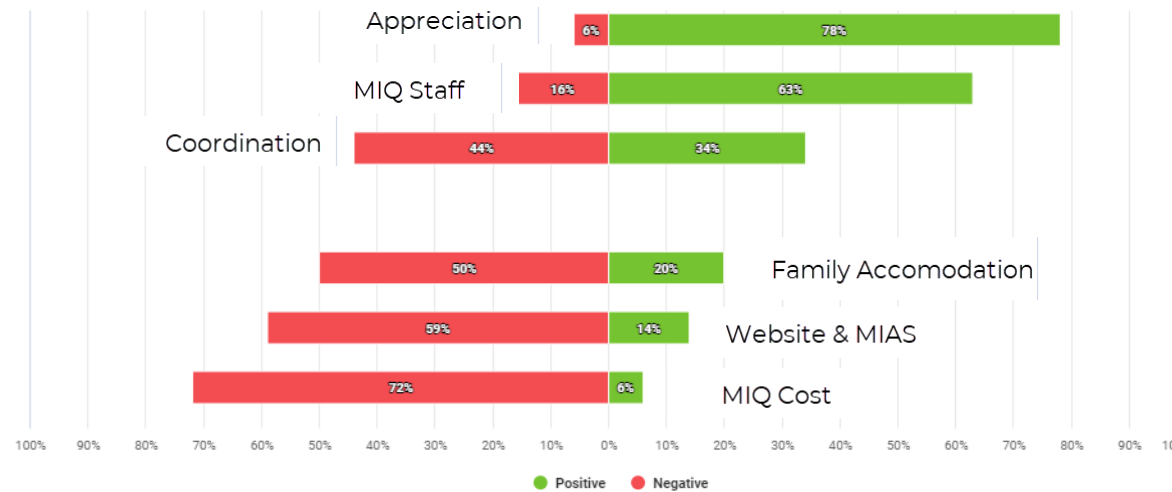
Overall Experience Monthly Trend



Summary

- People staying at MIQ report an overall positive experience, with the overwhelming majority of people staying at MIQ reporting that they feel safe, are being treated well and are well informed about their stay. Some people also tell us that they had difficulties obtaining an accommodation voucher and with the usability of the booking system.
- The response rate is considered very good at 57%.

Voice Analysis – Top & Bottom 3 Themes
with Sentiment



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.

Positive Comments from July:

I was a very nice surprise with the food quality and choices available!! This was the highlight of the 14days. I looked forward to each meal, everyday. Everything was very delicious and I really appreciated being able chose a healthy meal when I wanted to. And well presented too! (I received the wrong breakfast 3 times but didn't complain as it was pretty good anyway and believe the staff was busy enough already.) The room was nice and spacious and the balcony was such a nice surprise! Thank you.

Everything was great. The Defence personnel, the hotel staff and the random NZ Police and service officers from other policing agencies were fantastic. Everyone is professional, kind, nice, pleasant and helpful. I can not say enough good things about these men and women and the service that was provided. My overall experience under managed isolation has been exceptional.

Staff were amazing at the facility. We have really enjoyed our time here if that is at all possible in MIQ. Food was amazing and we all got a bit chubby. Yard time was brilliant to work off the bellies and breathe in our clean NZ air. Staff were always so helpful and kind when we called front desk. We had 5 teenagers and the room set up with our 2 bubbles was perfect.

The whole process starting from the airport to getting to our hotel was incredibly smooth. It was safe, though out and easier than normal travel. When traveling from Auckland to Christchurch, as a family and being pregnant this was no extra stress at all. They looked after families and we were able to get to our hotel quickly. The staff were so organised, instructions clear and there was plenty of food. Our room has been incredible and we have really enjoyed our experience. Cannot fault the process at all and we are incredibly thankful for this!