



Ref: DOIA 2021-1465

24 March 2021

Craig MacDonell

[fyi-request-14374-27ef5d80@requests.fyi.org.nz](mailto:fyi-request-14374-27ef5d80@requests.fyi.org.nz)

Dear Craig

As you know, the Ministry of Health transferred part of your request to them dated 11 January 2021 on the 9 February 2021 to the Ministry of Building, Innovation and Employment (MBIE), requesting, under the Official Information Act 1982 (the Act), the following information relating to Managed Isolation and Quarantine (MIQ):

*Please provide an explanation of the consultation undertaken with overseas residents around the introduction of the original MIQ allocation system and charges and the additional testing requirements announced for high-risk countries (given the time to implement since the beginning of the pandemic). Please include reference to costs borne by the passenger, as well as the MIQ procedure for changing flights and days of arrival'*

MBIE has considered your request under the provisions of the Act, and can confirm that no consultation was undertaken with overseas residents around the introduction of the original Managed Isolation Allocation System and charges. Therefore we are refusing your request under section 18(e) of the Act as the document alleged to contain the information requested does not exist.

As at 5 March, over 117,585 returnee guests had been through MIQ facilities since March 2020. We ensure that the following website is kept up-to-date with any latest developments:

<https://www.miq.govt.nz/>

<https://www.miq.govt.nz/travel-to-new-zealand/secure-your-place-in-managed-isolation/>

We acknowledge that travelling around the world right now is not simple or easy and we do expect people who intend on travelling to New Zealand to ensure they conduct the relevant research in advance to prepare for their travel.

Since MIAS was introduced, we have made a number of updates and enhancements to the system as we address the changing global situation, user behaviour and changes in requirements. We have also implemented a process of staggering the release of spaces on the site to make them accessible to people in different time zones. Since late January, people in 189 different countries have secured a voucher to travel to New Zealand.

MIAS helps us manage the timing of people entering New Zealand so we can reserve them a space in a managed isolation facility, which is vital to keep them and all New Zealanders safe. A small number of places do become available from time to time if people cancel their vouchers so we recommend people check in regularly to see if space has opened up on their preferred dates.

I trust you find this information helpful, however, you also have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. Information about how to make a complaint is available, at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized initial 'CSJ' followed by a long horizontal line.

**Christina Sophocleous-Jones**  
General Manager National Operations Services  
Managed Isolation and Quarantine (MIQ)