



18 May 2021

Ref: OIA 2021-2089

S Rasool

Email: [fyi-request-15136-f800b46c@requests.fyi.org.nz](mailto:fyi-request-15136-f800b46c@requests.fyi.org.nz)

Dear S Rasool

On 12 April 2021, you emailed the Ministry of Health (MOH) requesting, under the Official Information Act 1982 (the Act), the following information:

*Under OIA 1982, please confirm the number of NZ citizens as well as the number of NZ non-citizens, i.e. on any type of visa of the forefront Security Staff and Service Workers hired for all MIQ facilities, full-time, part-time and/or casuals. This does not need to include Doctors, Nurses, Defence Forces & Police, as they are public service member and not 'for hire' service members.*

On 19 April 2021, your request was transferred by MOH to the Ministry of Business, Innovation and Employment (the Ministry), which is responsible for the Managed Isolation and Quarantine (MIQ) system. The Ministry took over the running of MIQ from 13 July 2020.

The MIQ security workforce is currently made up of a blend of New Zealand Defence Force, the Aviation Security Service, private security firms, security staff employed directly by hotels and Ministry personnel:

<b>Security workforce (in a 24 hour period)</b>	
New Zealand Defence Force	350 approx. <sup>1</sup>
Private Security Providers (contracted by the Ministry)	297
The Aviation Security Service (AvSec)	77
Hotel Security (contracted via Hotels)	147
Ministry of Business, Innovation and Employment security staff <b>(overall – not across a 24 hour period)</b>	45

The Ministry has been progressively moving to a security workforce that is mostly employed by public service agencies, to reduce the reliance on contracted security personnel in MIQ facilities. The goal is to have about 85 per cent of the security personnel required employed by a public service agency.

The Ministry recently recruited 31 of 32 Operations and Security Managers for MIQ facilities, with part of their responsibilities the day-to-day management of the new Ministry security officer workforce and other security personnel onsite. These roles replace the previously contracted site security managers. In addition, a further 14 security officers have been recruited. These staff, who report directly to the new Operations and Security Managers, have the same duties as contracted Security Guards.

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<sup>1</sup> This number fluctuates due to personnel change and operational need.

In relation to the 45 Ministry staff employed for MIQ security, 37 are New Zealand citizens, a further six are on permanent resident or resident visas, and two have valid work visas.

Recruitment of around 170 further security officers for MIQ facilities is underway, with this occurring progressively by region in the next two months. These staff will replace private security firm personnel.

In respect of security staff and service workers employed directly by private hotels or contracted by private security firms, MIQ does not hold the citizenship status or information related to visas/visas types for their employment. Therefore, this part of your request is refused under section 18(g)(i) of the Act, as:

*the information requested is not held by the department and the person dealing with the request has no grounds for believing that the information is held by another department*

I trust you find the information helpful. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely



**Andrew Milne**  
Associate Deputy Secretary  
Managed Isolation and Quarantine