



BRIEFING

Bookings in MIAS – circumstances where bookings can be amended for name changes or vouchers held where names are not known

Date:	21 April 2021	Priority:	Medium
Security classification:		Tracking number:	2021-2771

Action sought		
	Action sought	Deadline
Hon Chris Hipkins Minister for COVID-19 Response	Agree to allow bookings for vouchers to be amended for name changes, or vouchers to be held where names are not known, for circumstances that meet the criteria outlined in this paper.	30 April 2021

Name	Position	1st contact	
Privacy of natural persons	Policy Manager, Allocation and Supply, MIQ Policy	Privacy of natural persons	✓
	Senior Policy Advisor		

The following departments/agencies have been consulted
Sport NZ and New Zealand Major Events (MBIE)

Minister's office to complete:

- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments



BRIEFING

Bookings in MIAS – circumstances where bookings can be amended for name changes or vouchers held where names are not known

Date:	21 April 2021	Priority:	Medium
Security classification:		Tracking number:	2021-2771

Purpose

Your office has requested advice for a more flexible approach to name change requests for managed isolation vouchers booked via the Managed Isolation Allocation System (MIAS). We seek your approval for criteria to enable a limited number of nationally significant sports or other events to:

- change names on MIAS vouchers; and/or
- have MBIE temporarily hold vouchers where names of travellers are not known.

Executive summary

There are currently very limited circumstances for when MBIE will approve requests to change names on MIAS vouchers. Based on the current policy, six employers are eligible for name changes due to the nature of their work. No other name changes, including for sports and events, are permitted. The policy for name changes was designed to be restrictive to limit the possibility of vouchers being sold.

There is a case for providing some additional flexibility for when name changes are permitted. There are situations where name changes are required after the initial booking despite the best endeavours of organisations to 'plan ahead' and use MIAS, such as player injury in sports teams. A number of sector bodies have also commented that they would like to book using MIAS, but cannot (for legitimate reasons) confirm the names of all people requiring a voucher until closer to the time, such as the Winter Games in Queenstown.

MIAS is the most efficient and fair way to allocate vouchers. As much as possible, we need to ensure we incentivise individuals and groups to use it to limit the number of requests for the manual allocation of vouchers.

This briefing recommends that the current policy be amended to allow MBIE to temporarily hold rooms (subject to final confirmation of names at a later date) or facilitate name changes in limited circumstances. We propose this flexibility is restricted to nationally or internationally significant sporting or other events where there is a strong case that flexibility for the names on bookings is required. The same considerations would apply to employers.

MBIE receives a high number of requests for name changes from a range of individuals and other groups, including returning New Zealanders, which will continue to be declined. This, along with the administrative burden of processing name changes, is why we recommend there continues to be a very high bar for eligibility.

Recommended action

The Ministry of Business, Innovation and Employment recommends that you:

- a **Note** that MBIE has an internal process and criteria for determining whether employers are eligible for name changes on MIAS.

Noted

- b **Note** that in order to ensure major sports teams and organisers of major events continue to use MIAS and avoid seeking 'manual allocations' we recommend officials have the flexibility to:

- change names on a confirmed MIAS vouchers, and/or
- temporarily 'hold' rooms when vouchers are available online but names cannot be confirmed at the time of booking.

Noted

- c **Agree** to allow name changes on MIAS vouchers, or to temporarily 'hold rooms' for persons attending nationally significant sports or other events, either in New Zealand or overseas, that meet either of the following criteria:

i. National interest:

- the returnees are usually based in New Zealand and are returning from representing New Zealand at an international event of national interest; or
- the persons who are visiting New Zealand are essential to holding an event considered to be in the national interest

ii. Economic impact:

- the event held is to support delivery of a major investment (greater than \$100m) and/or a priority in the major events portfolio;
- the event is expected to generate significant economic or employment activity

iii. National security or obligations under international law or international relations:

- the event is considered essential for New Zealand's national security, obligations under international law or international relations.

Agree *Disagree*

- d **Note** the criteria outlined above will also be used for employers organising workforces to ensure consistency across sectors.

Noted

- e **Note** that no date changes will be permitted for sports or events, or for employers.

Noted

- f **Note** that we expect the list of eligible groups to be small and for 2021 the following known events and employers meet the criteria outlined above:

Sports	Black Caps return from Europe tour Winter Games Tall Blacks 2021 FIBA Asia Cup White Ferns return from England Black Caps return from Indian tours Return of teams from Rugby League World Cup
--------	---

	Crankworx Rotorua (mountain bike festival)
Events	Expo 2020 Dubai
Employers	Hutec International XP Relines Tradestaff Webster Drilling Raytheon Technologies

Noted

- g **Note** there could be a number of unknown commercial events such as concerts or other events that may request name changes under the above criteria.

Noted

- h **Note** we will work with Sport New Zealand, New Zealand Major Events, and Ministry for Culture and Heritage to develop a list of eligible sports or other events.

Noted

- i **Agree** that final decisions to approve requests to change names on bookings in MIAS or to 'hold' vouchers will be made by the MBIE Chief Executive's delegate, the General Manager of MIQ National Operations Services.

Agree Disagree

- j **Note** that if you agree to these recommendations officials expect to be able to implement these changes within 2-3 weeks of your decision.

Noted

Privacy of natural persons



Hon Chris Hipkins
Minister for COVID-19 Response

Manager, Allocation and Supply
MIQ Policy, MBIE

21 / 04 / 2021

22 / 04 / 2021

Name changes for MIAS vouchers

The current 'name-change' policy for MIAS vouchers is restricted to a small number of employers

1. There are currently very limited circumstances for when officials facilitate changes to names on MIAS vouchers; almost all requests are declined. The approach has been deliberately restrictive to avoid vouchers being 'traded', and to avoid the high administrative cost of processing changes to vouchers.
2. From 3 March 2021, MBIE has allowed a limited number of 'name change' requests for employers and agencies that need to 'swap out' key personnel. Employers must be approved by MBIE and be undertaking critical work (e.g. providing essential skills to support work in the Pacific). At present six companies are eligible.
3. To be eligible the employer or agency must provide evidence to show:
 - a. that the person is entering New Zealand for work purposes; and
 - b. why the original traveller can no longer travel, and that the new traveller is required to enter New Zealand.
4. The current policy is narrow to ensure a focus on highly skilled essential personnel and does not apply to personal travel, travel agencies, event promoters, or sporting events. The volume of requests for name changes for business or workforce reasons has been manageable to date.
5. Any requests that include dates changes are declined due to the flow on impact on MIQ operational planning.

There is a case for providing some flexibility for name changes on bookings for nationally significant sports and events

6. It is now easier for groups to book using MIAS due to lower demand for vouchers and a longer booking time horizon (up to six months). Event organisers welcomed these changes, but there remain some barriers to the use of MIAS. Event organisers have highlighted the challenge of having to 'lock in' names on vouchers well ahead of time and not being able to change names on MIAS vouchers in the event of unforeseen circumstances.
7. The names of those attending sports or other events may not be confirmed in the early stages of organising the event when vouchers are available and need to be confirmed, or they may be subject to change for a range of reasons including injuries or sickness of key personnel. Some examples include:
 - **NZ Cricket team tour of Europe** – as common with other national teams they are unable to confirm team selections until closer to departure for a range of reasons (including form, injury and availability).
 - **Expo 2020 Dubai** – MFAT are in the recruitment phase at present and while they know numbers and dates of travel they are unable to confirm names until closer to the time of travel.
 - **NZ Winter Games** – the names of participants is not known at this time, but they require confirmation of MIAS vouchers to proceed.

Where possible we should remove barriers to the use of MIAS to limit demand for 'manual allocations'

8. MIAS is the most efficient way to allocate vouchers. As much as possible, we need to ensure we incentivise individuals and groups to use it to limit the number of requests for the manual allocation of vouchers.
9. A number of New Zealand sporting teams are planning to travel offshore for international events later this year. There is also a large cohort representing New Zealand at Expo 2020 in Dubai. The lack of name flexibility on MIAS vouchers has meant these groups have already applied, or are likely to apply, directly to MBIE for the manual allocation of vouchers through the 'Group Allocation' process.
10. The Group allocation process is intended for priority Government groups or groups that require additional support due to their risk profile and/or complex needs. Enabling greater flexibility for name changes, or late confirmation of names for MIAS vouchers, will limit demand on group allocations and free up space for other priority groups.

Recommended approach

The policy to not facilitate name changes for most returnees should remain

11. Overall, we recommend there continues to be a restrictive approach for when changes to names on MIAS are approved. This is important to avoid creating an unmanageable workload for MBIE, and to ensure that MIAS vouchers cannot be inappropriately traded.

Further limited flexibility should be created for significant sporting and other events

12. We consider there is a strong case for greater flexibility in voucher allocations to allow for name changes or an ability to hold rooms (as the names cannot be confirmed at the time of booking) for a small number of significant sports and other events.
13. The criteria for such changes should remain tight to ensure that the ability to change names does not become a substitute for poor logistical planning by sports teams or events managers, where names of persons, particularly support staff, should be known at an earlier time period.

Proposed eligibility criteria

14. We recommend that the following criteria are used to determine whether a sport or other event should have the ability to change names on vouchers or have rooms 'held':
 - a. There is availability in MIAS (**must have**)

AND
 - b. National interest:
 - i. the returnees are usually based in New Zealand returning from representing New Zealand at an international event of national interest; or
 - ii. the persons who are visiting New Zealand are essential to holding an event considered to be in the national interest
AND/OR
 - c. Economic impact:
 - i. the event held is to support delivery of a major investment (greater than \$100m) and/or a priority in the major events portfolio; or

- ii. the event is expected to generate significant economic or employment activity

AND/OR

- d. National security or obligations under international law or international relations:

the event is considered essential for New Zealand's national security, obligations under international law or international relations.

Table 1: Illustrative examples of when a sport or other event will likely be approved or declined using the criteria above (illustrative only)

	Eligible subject to evidence requirements	Not eligible
Sports	<ul style="list-style-type: none"> • NZ national representative teams returning from international competition (eg, Black Caps, White ferns, Silver Ferns) • Winter Games NZ • Crankworx Rotorua (mountain bike festival) 	<ul style="list-style-type: none"> • Provincial/regional rugby, cricket, netball, football teams • Sporting events with low level of public interest
Events	<ul style="list-style-type: none"> • NZ attendance at Expo 2020 Dubai • Rocket lab launch of rockets 	<ul style="list-style-type: none"> • Industry conferences • Trade fairs

- 15. The grounds for considering when attendance at an event is in the national interest is consistent with that used for determining which New Zealanders travelling offshore are eligible for early access to the vaccine [CAB-21-MIN-0082 refers]. The same criteria will be used for employers.

Additional evidence required

- 16. Those requesting a name change or 'room hold' must provide evidence to show:
 - a. that the personnel applying meet at least one part of the agreed criteria outlined in paragraph 19 above, and
 - b. why the names of the personnel were not fully known earlier or were subject to change.
- 17. No date changes will be permitted for sports or events due to the flow on impact on MIQ operational planning.

Known eligible groups

- 18. We expect the list of eligible groups to be small and for 2021 the following known events meet the criteria and are outlined in Table 2 overleaf.

Table 2: Known events that meet the proposed criteria in 2021

Sports	<p>Black Caps return from Europe tour</p> <p>Winter Games</p> <p>Tall Blacks 2021 FIBA Asia Cup</p> <p>White Ferns return from England</p> <p>Black Caps return from Indian tours</p> <p>Return of teams from Rugby League World Cup</p> <p>Toyota Motorsport Racing Series 2022 (some arrivals in December)</p> <p>SailGP round in Christchurch</p> <p>Crankworx Rotorua (mountain bike festival)</p>
Events	<p>Expo 2020 Dubai</p>
Employers	<p>Hutec International</p> <p>XP Relines</p> <p>Tradestaff</p> <p>Webster Drilling</p> <p>Raytheon Technologies</p>

19. There could be unknown commercial events, such as concerts, that may be eligible for name changes based on the above criteria, but the number is likely to be small. We will work with relevant agencies and update this list on a monthly basis.

Decision making process and the role of supporting agencies

20. Under the Public Health Response (Isolation and Quarantine) Order 2020 the Chief Executive of MBIE has the authority to amend any vouchers. This authority provides a basis for the Chief Executive or delegate of the Chief Executive to approve amendments to details on a MIAS voucher.
21. We propose that the General Manager of MIQ National Operations Services be delegated to make decisions on names changes and voucher 'holds'.
22. We recognise that there will be situations where the significance of a sporting or other event is unclear. In such circumstances guidance will be sought from Sport New Zealand, Major Events New Zealand, or the Ministry for Culture and Heritage where applicable.

Next steps and implementation

23. With your agreement, the changes outlined in this paper will be implemented within two to three weeks. We will work with Sport New Zealand, New Zealand Major Events and Ministry

for Culture and Heritage to update the list of those events who are likely to meet the criteria. We do not plan any wider publicity of the change.

24. In situations where we consider a sport, event, business or workforce agency may meet the criteria and requirements we will proactively work with them to explain this process. MBIE is already actively engaging with most of these groups as many have submitted proposals for 'Group Allocations'.