



AIDE MEMOIRE

Minister of COVID-19 Response Satisfaction in MIQ Policy Advice

Date:	16 September 2021	Priority:	Medium
Security classification:		Tracking number:	2122-0990

Information for Minister(s)

Hon Chris Hipkins
Minister for COVID-19 Response

Contact for telephone discussion (if required)

Name	Position	Telephone	1st contact
Kara Isaac	GM – MIQ Policy		Privacy of natural persons
Ingrid Harder	Director Office of DCE, MIQ		✓

The following departments/agencies have been consulted

Ministry of Business, Innovation and Employment

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 Withdrawn |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



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Purpose

This survey asks for your feedback on the policy advice, both written and oral, you have received in the last six months from the Ministry of Business, Innovation and Employment (Managed Isolation and Quarantine) in the MIQ portfolio.

Ingrid Harder
Director – Office of the Deputy Secretary
MIQ, MBIE

16.09.2021



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

**MANAGED
ISOLATION AND
QUARANTINE
(MIQ)**

Six-Monthly Ministerial Policy Satisfaction Questionnaire – Managed Isolation and Quarantine

**Portfolio: COVID-19 Response
January – June 2021**

1. Ministerial policy satisfaction survey

Purpose

This survey is scheduled to occur twice a year and asks for your feedback on the policy advice, both written and oral, you have received in the last six months from the Ministry of Business, Innovation and Employment (Managed Isolation and Quarantine) in the COVID-19 Response portfolio.

It will take about 5 to 10 minutes to complete.

How the results will be used

Your feedback will help MIQ better serve you in the future.

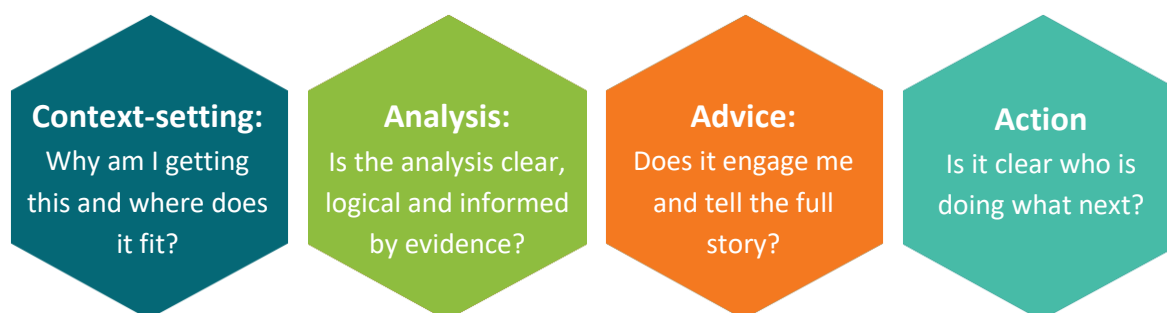
Your responses to questions 1, 3, 5 and 6 will also be combined from both surveys at year-end and used to calculate a Ministerial satisfaction score to be included in MBIE's information for the Estimates and Annual Report.

Note: MBIE has set annual measures in the Estimates of Appropriation to meet an average satisfaction score of 4 out of 5 in each portfolio and Vote. This reflects an expectation that the Ministry is meeting your expectations for policy advice, at minimum, 'most of the time'.

This is part of MBIE's commitment to be transparent and accountable for our policy performance.

What is quality policy advice?

The policy advice you receive should support you to make a fully informed decision, or take the next steps, by answering the following questions:



General Satisfaction

1

Thinking about your interactions with MIQ over the last six months in the COVID-19 Response portfolio, how often did each of the following occur?

	Never	Some of the time	About half the time	Most of the time	Always
I was engaged early enough in the policy process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I was engaged in a way that reflects how I like to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
My feedback was taken on board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I was able to access relevant expertise on the issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I received advice that demonstrates an understanding of my priorities and context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I received advice within the agreed timeframes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

2

Please add any comments or suggestions on how MIQ could improve the support provided to you as Minister, or examples of what has worked well that should be continued.

Given the complexity and challenges faced by MIQ, I think they are doing well.

Quality of policy advice

3

Thinking about the policy advice you have received from MIQ over the last six months in the COVID-19 Response portfolio, how often did the advice:

	Never	Some of the time	About half the time	Most of the time	Always
Clearly explain the problem or opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Make relevant connections with other portfolios and address any issues that arise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Clearly explain the rationale for intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Demonstrate that appropriate stakeholder engagement strategies were used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Demonstrate how relevant research, evidence, and insights informed the advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Provide the advice you need to hear and not only what you want to hear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Enable a clear and informed decision to be made, or next steps to be taken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Consider the longer term implications for New Zealand as applicable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Communicate in a clear, concise and coherent manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Adequately consider how the policy will be implemented and will work in practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Explain how the policy will be monitored or evaluated to check that it works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

4

Please add any comments or suggestions on what MIQ could improve the quality of its policy advice in the COVID-19 Response portfolio, or examples of what has worked well that should be continued.

I've appreciated the concise nature of MIQ related advice. Thank you!

Overall performance

5

I have confidence in the policy advice in the COVID-19 Response portfolio provided by MIQ:

Never	Some of the time	About half the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

6

I have trust in the officials I engage with from MIQ about the COVID-19 Response portfolio:

Never	Some of the time	About half the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

7

What is one thing that MIQ could do better in the COVID-19 Response portfolio?

Keep up the good work!