



Proactive Release

The following documents have been proactively released by the Department of the Prime Minister and Cabinet (DPMC), on behalf of Minister for COVID-19 Response, Hon Dr Ayesha Verrall:

COVID-19 Response Weekly Reports - September 2022

The following documents have been included in this release:

Title of paper: COVID-19 Response Weekly Report 2 September 2022

Title of paper: COVID-19 Response Weekly Report 9 September 2022

Title of paper: COVID-19 Response Weekly Report 16 September 2022

Title of paper: COVID-19 Response Weekly Report 23 September 2022

Title of paper: COVID-19 Response Weekly Report 30 September 2022

Some parts of this information release would not be appropriate to release and, if requested, would be withheld under the Official Information Act 1982 (the Act). Where this is the case, the relevant section of the Act that would apply has been identified. Where information has been withheld, no public interest has been identified that would outweigh the reasons for withholding it.

Key to redaction codes:

- Section 6(a), to protect the security or defence of New Zealand or the international relations of the Government of New Zealand;
- Section 9(2)(a), to protect the privacy of individuals;
- Section 9(2)(f)(iv), to maintain the confidentiality of advice tendered by or to Ministers and officials; and
- Section 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinion.

~~RESTRICTED~~



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI



DEPARTMENT OF THE
PRIME MINISTER AND CABINET
TE TARI O TE PIRIMIA ME TE KOMITI MATUA



Te Whatu Ora
Health New Zealand



NEW ZEALAND
FOREIGN AFFAIRS & TRADE
MANATŪ AORERE



BORDER EXECUTIVE BOARD

COVID-19 Response Weekly Report




9 September 2022

~~RESTRICTED~~





Contents

1. Status Summary Updates.....	2
2. Readiness to Respond to New Variants Summary.....	4
3. Insight of Note - Department of the Prime Minister and Cabinet	5
4. Ministry of Health	7
4.1 Programme Update.....	7
5. Te Whatu Ora.....	8
5.1 Items to Note/Updates	8
5.2 Equity	9
6. Managed Isolation and Quarantine Weekly Report	11
6.1 Operational Update	11
6.2 Ombudsman Complaints.....	11
7. Border Executive Board Report	12
7.1 Items to Note/Update.....	12
8. New Zealand Customs Service Weekly Report	12
8.1 Items to Note/Updates	12
9. COVID-19 Chief Executives Board	12
10. Strategic COVID-19 Public Health Advisory Group.....	12
11. Upcoming Cabinet Papers.....	13

1. Status Summary Updates

Key		
Symbol	Colour	Meaning
	Green	On track, no roadblocks, no significant delays anticipated
	Amber	Slow progression, some delays, some roadblocks present
	Red	Not progressing, on hold, significant delays

Border Workstreams

	Agency	Last Week → This Week		Agency Comment
		Last Week	This Week	
Border Reopening and International Connections	BEB			Maritime border programme <ul style="list-style-type: none"> The pending changes to the Maritime Border Order will resolve the remaining questions about introducing the New Zealand Traveller Declaration for this year's cruise season. Other areas of the programme work plan are in green status.
	MFAT			<ul style="list-style-type: none"> Tuvalu: The Government of Tuvalu announced a phased border reopening plan for the next seven months, with the number of quarantine days (currently three in Suva, 14 in Funafuti) gradually reducing to only three days in Funafuti by December 2022. S6(a) Niue: There are currently 11 active cases of COVID-19 in Niue, following the arrival of the weekly passenger flight from Auckland on Tuesday 30 August. Republic of the Marshall Islands : Borders reopened on 8 September 2022. Travellers must be fully vaccinated against COVID-19 and undertake testing on arrival.

Community Protection

Agency	Last Week	This Week	Agency Comment
Surveillance and Testing Te Whatu Ora			<ul style="list-style-type: none"> s9(2)(g)(i)
	●*	●	<p><i>Context</i></p> <ul style="list-style-type: none"> As part of surveillance activity, Te Whatu Ora closely monitors the WGS process for positive PCR samples across the border, hospitals and community settings. With current numbers of arrivals, a sample of 300 provides a 95% assurance of picking up at least one copy of a variant, assuming a prevalence of 1% for that variant. The larger the sample size, the earlier a variant can be detected with greater accuracy. Positive case numbers are trending down across the country leading to fewer samples being available for sequencing. Since the week ending 24 July, the total PCR cases reported have been declining steadily from around 4,000 COVID-19 cases reported per week with a positive PCR test to 1,600 in the week ending 28 August 2022. Te Whatu Ora has proposed shifting to a new community sequencing target to meet surveillance purposes of 500 samples per week. A paper was provided to your office on WGS Reporting (HR 20-221399 refers) on 2 September 2022, proposing this change. To increase the number of community samples available (in addition to what was mentioned above), several steps have been taken, including: <ul style="list-style-type: none"> Sample proportions for assurance of capturing new variants are being reviewed (these revised targets are due by mid-September 22). Where possible, labs are inputting CT values in Éclair database for ESR to request, where this is not possible, a manual process of recording CT value is in place. ESR have been advised to sequence more Imported cases to make up for community shortfall, with every individual border case that meets the CT value, requested. ESR are actively monitoring samples received and contact is made with individual laboratories to explain any discrepancies. <p>* CT value (Cycle Threshold value) is a relative measure of the concentration of a target gene present in a sample. A low CT value indicates a high amount of the gene in a sample, and a high value indicates a low amount.</p> <p><i>Summary of PCR samples received by ESR for WGS for week ending 2 September</i></p> <ul style="list-style-type: none"> ESR requested 787 PCR samples, with 567 samples (72%) sequenced. This includes: <ul style="list-style-type: none"> 204 (26%) samples from imported cases; 65 (8%) samples from hospital cases; 298 (38%) samples community cases; and 220 (28%) samples that had not been sequenced by the end of the reporting period.

Other Workstreams

All the other workstreams, including the other Border and Community Protection workstreams, Isolation and Quarantine, Vaccination, and System Readiness & Planning are green.

*Note this amber update was incorrectly omitted last week.

2. Readiness to Respond to New Variants Summary

Agency	Prior Fortnight	Last Fortnight	Milestone	Agency Comment
Te Whatu Ora	●	●	<ul style="list-style-type: none"> September 2022: Report to Health Ministers on health and disability system preparedness, including testing modality and capacity, contact tracing approach, resource requirements. 	<ul style="list-style-type: none"> In light of recent requests on some specific items related to the Health System Readiness and Response report, Minister Verrall's office has agreed to a further extension until 14 September for this report to be presented to Ministers. In the next update this milestone will be amended to mid-September 2022
MBIE, MoH	●	●	<ul style="list-style-type: none"> August 2022: Further to the Quarantine and Isolation Capability Readiness Plan completed in July 2022, a report to COVID-19 Ministers on potential measures to support improved further detail of how self-isolation and quarantine of international arrivals as interim measure. 	<ul style="list-style-type: none"> Completed.
MBIE, MoH	●	●	<ul style="list-style-type: none"> s9(2)(f)(iv) 	
DPMC	●	●	<ul style="list-style-type: none"> CEs provide regular progress reports to COVID-19 Ministers 	<ul style="list-style-type: none"> The COVID-19 Chief Executive Board agreed to conduct regular exercises and report to Minister for COVID-19 Response. This will be included in the NMP. The next exercise to be led by the Ministry of Health before December 2022
DPMC	●	●	<ul style="list-style-type: none"> August 2022: Update National Management Plan (NMP), including high level overview of management of new variants. 	<ul style="list-style-type: none"> V2.5 Catalogue of response measures is complete. NMP is on track to be complete by end of September, with regular working group meetings underway. In the next update, this milestone will be amended to late-September 2022.
DPMC	●	●	<ul style="list-style-type: none"> August 2022: Advice to CAB on whether it is appropriate to revoke the COVID-19 Protection Framework and move to the new strategy. 	<ul style="list-style-type: none"> Completed.
MSD	●	●	<ul style="list-style-type: none"> s9(2)(f)(iv) 	

3. Insight of Note - Department of the Prime Minister and Cabinet

3.1.1 Assessing COVID-19 Isolation Compliance

Introduction

The Insights and Reporting Team in DPMC's COVID-19 Group has analysed COVID-19 self-isolation compliance in New Zealand, and the United Kingdom¹ following their change from isolation mandates to recommendations.

- The New Zealand public has reported high levels of fatigue around the COVID-19 pandemic and the government response more generally, with increasing negative and neutral sentiment and decreasing positive sentiment. This may reduce uptake of COVID-19 related health precautions.
- In New Zealand, self-isolation compliance for positive COVID-19 cases has been steadily decreasing since January 2022, though remains above 70% according to survey data.
- After the United Kingdom shifted COVID-19-related self-isolation guidance from a legal requirement to a recommendation in late-February 2022, compliance for self-isolation decreased from 80% to 64% in the first week, and further decreased to 51% after the first month, according to survey data.
- Key factors impacting self-isolation compliance include financial support for missed work, household related support, perceived health risk, and trust in government restrictions.

Self-Isolation Compliance in New Zealand

New Zealanders are experiencing increased levels of negative and neutral sentiment towards the COVID-19 response and a decrease in positive sentiment. Since the start of 2022, The Research Agency Behaviour and Sentiment Tracker Survey (TRA Survey) commissioned by the Department of the Prime Minister and Cabinet has shown the number of surveyed New Zealanders reporting neutral sentiment towards the COVID-19 situation has risen to a new peak of 47% increasing from 40% in January 2022.² These respondents emphasised sentiment that COVID-19 in the community is the new normal, with many moving on from viewing COVID-19 as a primary concern. Thirteen percent of respondents also reported negative sentiment towards the COVID-19 situation, driven largely by feelings of anger and fatigue around restrictions, emphasising the rest of the world had already 'moved on' from COVID-19. Feelings of fatigue around the COVID-19 pandemic have been associated with reduced uptake of protective health measures. s9(2)(f)(iv)

The overall willingness of those that test positive for COVID-19 to comply with self-isolation requirements is declining. The TRA survey indicates that 79% of the public were willing to follow self-isolation requirements in January 2022. s9(2)(f)(iv)

Self-Isolation Compliance in the United Kingdom

Evidence from the United Kingdom showed compliance for COVID-19 related self-isolation dropped significantly when isolation guidelines moved from a legal requirement to a recommendation. Survey data showed that isolation compliance dropped from 80% in early-February 2022, when isolation was a legal requirement, to 64% when isolation become a recommendation in the period after 24 February 2022.⁵ By late-March 2022, 51% of those who tested positive for COVID-19 in the United Kingdom complied with self-isolation recommendations.⁶

¹ The United Kingdom was selected as a comparator country as it is the only OECD country to remove legally mandated self-isolation requirements for those positive for COVID-19. The country also has considerable survey data measuring compliance during the transition from self-isolation as a legal requirement to a recommendation.

² From a sample size of 801 people.

s9(2)(f)(iv)

⁵ Office for National Statistics. Coronavirus and self-isolation after testing positive in England: 28 February to 8 March 2022.

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandselfisolationaftertestingpositiveinengland/28februaryto8march2022>. Accessed 30 August 2022.

⁶ Office for National Statistics. Coronavirus and self-isolation after testing positive in England: 28 February to 8 March 2022.

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandselfisolationaftertestingpositiveinengland/28februaryto8march2022>. Accessed 30 August 2022.

Drivers Of Self-Isolation Compliance

Assurance of income support for missed work is a key factor impacting self-isolation compliance rates.

s9(2)(f)(iv)

Similar compliance trends regarding income support have been identified overseas, with one study from Israel⁹ from February 2020 finding compliance rates for self-isolation dropped from 94% to 57% when compensation for lost wages was removed.¹⁰

Available support during self-isolation to complete key household responsibilities also impacts isolation compliance.

s9(2)(f)(iv)

Data from the United Kingdom shows that 61% of people that left the home during their COVID-19 self-isolation period from 28 March to 2 April 2022 completed household responsibilities. This included buying essential items such as groceries, toiletries, and medicine (31%), or for other essential household responsibilities like taking children to school, or taking someone to hospital (30%).¹¹ People that did not comply with self-isolation were more likely to have a lower level of available support.¹²

There is limited direct evidence on the impact reduced self-isolation times have on compliance levels. Many countries have reduced the length of self-isolation to make it easier for people to comply, citing 'pandemic fatigue' and concerns over public resistance. Though there is limited direct evidence that reduced isolation lengths will improve adherence.¹³

s9(2)(f)(iv)

Higher government trust may result in higher compliance around health guidelines. Research from the University of Auckland has shown that trust in government was associated with greater adherence to COVID-19 guidelines.¹⁵ Across a range of international indexes New Zealand has comparably high levels of trust and confidence in government, with approximately 61% of New Zealanders reporting trust in the public service in a March 2022 survey.^{16 17} This may increase compliance levels for COVID-19 related guidance. In comparison, data from March 2022 shows that trust in the government in the United Kingdom was at 35%.¹⁸ Approximately half of the United Kingdom population reported they did not trust their government which may in-part account for lower compliance rates.

s9(2)(f)(iv)

⁹ Relevant studies beyond the United Kingdom and New Zealand have been included, given the limited information available.

¹⁰ Israel Journal of Health Policy Research. Income assurances are a crucial factor in determining public compliance with self-isolation regulations during the COVID-19 outbreak – cohort study in Israel. <https://ijhpr.biomedcentral.com/articles/10.1186/s13584-020-00418-w>. Accessed 1 September 2022

¹¹ Office for National Statistics. Coronavirus and self-isolation after testing positive in England: 28 February to 8 March 2022.

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandselfisolationaftertestingpositiveinengland/28februaryto8march2022>. Accessed 30 August 2022.

¹² Office for National Statistics. Coronavirus and self-isolation after testing positive in England: 28 February to 8 March 2022.

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/coronavirusandselfisolationaftertestingpositiveinengland/28februaryto8march2022>. Accessed 30 August 2022.

¹³ Nuffield Trust, To solitude: Learning from other countries on how to improve compliance with self-isolation, <https://www.nuffieldtrust.org.uk/news-item/to-solitude-learning-from-other-countries-on-how-to-improve-compliance-with-self-isolation-1>, Accessed 5 September 2022.

¹⁴ s9(2)(f)(iv)

¹⁵ University of Auckland. When trust in government slumps: lessons from pandemic survey. <https://www.auckland.ac.nz/en/news/2022/03/04/trust-in-government.html>. Accessed 6 September 2022.

¹⁶ Public Service Commission, Trust and confidence in the Public Service, <https://www.publicservice.govt.nz/our-work/trust-and-confidence-in-the-public-service/>, Accessed 5 September 2022.

¹⁷ Te Kawa Mataaho – Public Service Commission. Trust and confidence in Public Service. <https://www.publicservice.govt.nz/our-work/trust-and-confidence-in-the-public-service/#:~:text=Across%20a%20range%20of%20international,to%2063%25%20of%20New%20Zealanders..> Accessed 6 September 2022.

¹⁸ Office of National Statistics, Trust in government, UK: 2022,

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/trustinggovernmentuk/2022>, Accessed 5 September.

4. Ministry of Health

4.1 Programme Update

4.1.1 Ongoing COVID-19 Readiness

s9(2)(f)(iv)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4.1.2 Technical Advisory Group: Update

Therapeutics TAG

The COVID-19 Therapeutics Technical Advisory Group (Therapeutics TAG) met on 2 September 2022 and discussed the following items:

- equity considerations;
- five nations meeting summary;
- evusheld update;
- evusheld in the National Immunisation Register (NIR);
- antivirals and renal impairment; and
- guideline update.

The next Therapeutics TAG meeting is scheduled for 30 September 2022.

5. Te Whatu Ora

5.1 Items to Note/Updates

5.1.1 COVID-19 Vaccination Updates

As at 11.59pm 30 August, 503,560 second booster doses have been administered, with 30,825 administered in the last seven days. A further 6,235 doses are booked in BookMyVaccine.

Second Booster Uptake by Age Band and Ethnicity

Age Group	Māori	Uptake %	Pacific Peoples	Uptake %	Non-Māori / Non-Pacific	Uptake %	Total	Total uptake % ¹⁹
12 to 17 ²⁰	s9(2)(a)							
18 to 34	604		357		5,831		6,792	
35 to 49	1,705		1,170		15,603		18,478	
50 to 64	15,739	22.4%	7,333	20.3%	110,145	19.2%	133,217	19.6%
65 and over	18,585	41.9%	7,434	35.1%	337,930	52.9%	363,949	51.7%
Grand total	36,635		16,294		469,512		522,441	37.7%

Approximately 28.6% of all eligible Māori and Pacific people aged 50 years and older have received a second booster, which is an increase from 27.9% the previous week. Roughly 52.9% of non-Māori non-Pacific aged 65 years and older have received a second booster, which is an increase from 50.7% the previous week.

Coronial Inquest

Last week a coronial inquest commenced for a young man whose death was likely caused by vaccine-mediated myocarditis. This case was reviewed and considered by the COVID-19 Vaccine Independent Safety Monitoring Board (CVV-ISMB) in December 2021, with the Board considering that the myocarditis was probably due to the Pfizer COVID-19 vaccine.

The coroner has outlined the purpose of the inquest is to determine whether the provision of information around the vaccine and vaccine event was sufficient for this individual. Two members of the National Immunisation Programme attended the inquest to provide evidence on Tuesday and Wednesday last week. The inquest resumed on Tuesday 6 September with evidence to be provided by Medsafe.

Medsafe Alert Communication for Novavax

On 8 September Medsafe issued an alert communication, advising that it now considers myocarditis and pericarditis may be rare side effects of the Novavax COVID-19 vaccine Nuvaxovid.

The National Immunisation Programme has coordinated with Medsafe to ensure systems and processes are in place, including communications collateral and website content for consumers and vaccinators. The Immunisation Advisory Centre (IMAC) has also updated their information and website content. Vaccination sites, including Health Districts and Primary Care were advised in advance of the announcement.

To date approximately 6,000 doses of the vaccine have been administered in New Zealand, with an average of 50 vaccinations administered per day.

Aged Residential Care Facilities

The second booster roll out to Aged Residential Care (ARC) facilities continues with 553 out of 670 facilities (83%) having received their initial visits. Capital & Coast and Southern Health Districts were previously counting some rest homes in their ARC facility reporting. After removing these, the total facility number has dropped

¹⁹ Uptake percentage has not been captured for those under 50, as it cannot be determined who in those age groups are immunocompromised, and/or healthcare workers as this eligibility criteria cannot be captured in Te Whatu Ora's reporting systems.

²⁰ At times, an authorised prescriber considers the use of vaccine as a first or second booster for a 12-to-17-year-old at high risk of severe health outcomes from COVID-19. This is 'off-label' prescribing of a COVID-19 vaccine under section 25 of the Medicines Act 1981. It requires individual level risk-benefit decision between the individual, their caregiver and their authorised prescriber, with documentation of informed consent recommended and a prescription required to access the vaccine.

from 676 to 670 facilities nationally. COVID-19 outbreaks in ARC facilities continue to cause disruptions with the vaccination rollout, pushing the anticipated completion date to late-September 2022.

Second Boosters

Health Districts continue to mobilise their teams to bring vaccinations to their most vulnerable communities to drive uptake of the second booster. This week 103 additional outreach clinics are planned, ranging from small rural based clinics to large-scale, whanau-centred community events. This activity is supported by central communications as well as local advertising on social media, radio and through community channels.

Communications and Engagement

Beginning the week of 12 September there will be a reduction in the prominence of advertisements promoting second boosters for the foreseeable future, given that New Zealand is now passed the Omicron peak. These advertisements include messaging about the importance of receiving a booster even if you have had COVID-19.

The approach to encourage boosters for Māori as part of the overall campaign has been revised following feedback from partners on the creative form of the targeted advertising. Collateral has been updated for providers to use as part of the local campaign. The programme is also working with Karawhiua to rebrand and use the existing eligibility criteria for Māori audiences.

Direct marketing via SMS, email and posted letters continues weekly to inform people as they become eligible for a second booster. The digital tool provides users with information on their eligibility for a COVID-19 vaccine and has achieved 1.3 million views, with the 50-plus audience reporting the highest levels of engagement.

New flyers, posters and social media tiles promoting boosters have been provided to the health sector and other organisations to use.

Advertising to promote three videos and podcasts produced by Ngāhere Communities aimed at Māori parents about COVID-19 tamariki vaccinations has concluded. More than 63,000 people watched the 30-minute first podcast, with other podcasts also returning viewer numbers in the tens of thousands. Clicks and other metrics were measured across five social media platforms, including TikTok, YouTube, Facebook, Snapchat and Spotify. All metrics were found to be operating above industry benchmarks.

5.2 Equity

Māori Update

Māori health providers continue to run hauora events, where collective aspects of whānau hauora and wellbeing are the focus. Vaccination is one part of these events.

Aotearoa Immunisations Register (AIR) pilot

The National Immunisation Programme has engaged with Māori health providers across the country who are eligible to participate in the Aotearoa Immunisations Register (AIR) pilot project. The aim is to ensure AIR improves access for Māori and Pacific Communities. As part of developing AIR, the project team is looking to test with a few rural Māori and Pacific providers contracted to deliver MMR immunisations. The pilot is scheduled for the end of September.

Pacific Update

A total of 351 COVID-19 and influenza vaccinations were administered to Pacific peoples across the motu over the weekend of 3 to 4 September.

Tongan Language Week

Pacific providers hosting vaccination events scheduled for this coming week will be using Tongan Language Week to promote and advertise their events. They will particularly be targeting the Tongan community through collaborations with churches, Early Childhood Education centres, community, youth and sports groups across the motu.

Regional Community Engagement

An upcoming Tokelau versus Cook Islands rugby league game in Wellington has provided an opportunity for Pacific health providers to work collaboratively with sports clubs to plan a vaccination clinic to be held on-site at the game venue.

The Men's Health Collective and the Hutt City Baptist Church will be hosting events throughout the month promoting good health for Pacific men in the lead up to the Twilight Walk Event at the end of September.

Disability Update

Vaccination Uptake

There has been a small increase in the proportion of disabled children aged 5-11 years receiving Disability Support Services (DSS) funding who are now fully vaccinated for COVID-19. As of 4 September, 30% of this cohort are now fully vaccinated with a further 21% partially vaccinated.

The National Immunisation Programme has reached out to Otago University epidemiologist Dr. Tristram Ingham for expert advice to support embedding strategies and considerations for whānau whaikaha into the Equity vaccination work programmes.

Proactively Released

6. Managed Isolation and Quarantine Weekly Report

6.1 Operational Update

6.1.1 Invoicing

The table below shows the number of invoices issued as of 4 September 2022.

Invoices have various repayment terms depending on whether they are a sports group (10 days), critical worker (30 days) or standard returnee/maritime crew/aircrew (90 days).

Please note that for all arrivals from the 20 August 2021, all invoicing had payment terms of 30 days except for sports groups under Crown Service Agreements who have 10 days.

INVOICES ISSUED	INVOICES PAID	INVOICES ISSUED - NOT YET DUE	INVOICES OVERDUE	INVOICES WRITTEN OFF
56,035	44,651 (79% of invoices issued)	99 (0.1% of invoices issued)	8,334 (15% of invoices issued)	2,951 invoices (5%)
TOTAL VALUE OF INVOICES ISSUED \$215M	PAID (BY VALUE)	ISSUED - NOT YET DUE (BY VALUE)	INVOICES OVERDUE (BY VALUE)	INVOICES WRITTEN OFF (BY VALUE)
	\$183M 85%	\$331K 0.1%	\$19M 10%	\$10.5M 4.8%
MBIE has now completed work on manually matching the 6,697 unmatched records after 25 March 2021. Of these 6,696 records, liability could only be established for 49 records (0.73 percent). This represents an estimated \$150,000 in invoicing revenue. The remainder of records were found not to be liable or to have already paid under consolidated invoicing (usually aircrew or maritime arrivals).			90+ days overdue 6,531 invoices \$18M (by value) 8% (by value of all invoices issued)	

6.1.2 Debt Recovery

The debt recovery percentage is now 86 percent, which is against our nominal target recovery of 90 percent.

As of 4 September, 15,179 invoices worth \$45.8m have been passed to our debt partner. In addition:

- \$18.7m has now been paid (an increase of \$37k);
- A further \$471k of debt is under instalment and is expected to be converted to payments over coming weeks; and
- There are 183 active fee waiver requests, while applications are processed, they are recorded as outstanding debt.

6.2 Ombudsman Complaints

As of 7 September there are seven active investigations:

- one is on policy advice;
- two are on emergency allocations;
- one is on exemptions from managed isolation;
- one is a declined undue financial hardship fee waiver application;
- one is about facilities; and
- one is the Chief Ombudsman's self-initiated investigation.

To date, 258 investigations have been closed, with the Chief Ombudsman issuing 123 opinions in MBIE's favour and eight final opinions against MBIE.

There are 84 preliminary enquiries. Preliminary enquiries are cases where the Ombudsman requests the file to assess the complaint and determine next steps.



7. Border Executive Board Report

This update is provided to you as the responsible Minister for the Border Executive Board.

7.1 Items to Note/Update

7.1.1 Border Executive Board Meeting

The Board met on 7 September 2022 and agreed the continuation and specific report backs for the six border improvement initiatives. Updates were also received regarding:

- foot and mouth disease
- maritime border programme
- all of government COVID-19 system readiness exercise.

8. New Zealand Customs Service Weekly Report



8.1 Items to Note/Updates

There are no issues that require your attention.

9. COVID-19 Chief Executives Board

The COVID-19 Chief Executives Board (CCB) met this week, and received updates on the Epidemic Notice, the COVID-19 system transition, and the Post-Winter Approach Cabinet Paper.

10. Strategic COVID-19 Public Health Advisory Group

The Strategic Public Health Advisory Group (SPHAG) met this week, where they received updates on the Post-Winter Approach, COVID-19 modelling, and the Ministry of Health mortality review.

11. Upcoming Cabinet Papers

s9(2)(f)(iv)

