



BORDER EXECUTIVE BOARD

Briefing

Minister's satisfaction survey: 11 January 2021 to 30 June 2021

Date due to MO:	13 July 2021	Action required by:	20 July 2021
Security level:	IN CONFIDENCE	BEB Report:	BEB RPT21/027
To:	Hon Chris Hipkins, Minister for COVID-19 Response		
Copy to:	N/A		

Contact for telephone discussion

Name	Position	Telephone
Christine Stevenson	Chair of the Border Executive Board	s9(2)(a) OIA
Sarah Holland	Interim Executive Director Border Executive Board	s9(2)(a) OIA

Minister's office to complete:

- | | | |
|---|------------------------------------|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Decline | <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 Withdrawn | |

Comment:

Minister's satisfaction survey:

11 January 2021 to 30 June 2021

Security level: ~~IN CONFIDENCE~~ **Date:** 12 July 2021

To: Hon Chris Hipkins, Minister for COVID-19 Response

Purpose of report

1. This report seeks written feedback on your satisfaction with the coordination, information and advice provided by the team supporting the Border Executive Board. A short survey is attached for your completion.
2. Your feedback is sought as part of the 2020/21 performance measure for the Border System Performance appropriation. The result will be included in the annual reporting of the Border System Performance appropriation.
3. A summary of the coordination, information and advice by the Border Executive Board and secretariat team for the period being surveyed is outlined in the briefing.

Recommendations

We recommend you:

- a) **complete** the attached satisfaction survey relating to the period **Yes** **No**
11 January 2021 – 30 June 2021
- b) **indicate** if you would like to discuss the result, or provide feedback, to the **Yes / No**
Chair of the Border Executive Board

s9(2)(a) OIA

s9(2)(a) OIA

Christine Stevenson

Hon Chris Hipkins

Chair of the Border Executive Board

Minister for COVID-19 Response

Date: 14/7/21

Date: 15/7/2021

Minister's satisfaction survey:

11 January 2021 to 30 June 2021

Background

1. The Border System Performance appropriation is intended to support the achievement of an end-to-end border process that integrates health risk management and strategic border system improvements.
2. The appropriation funds a small secretariat team which supports the Border Executive Board. The appropriation is limited to policy and investment advice, and the design and coordination of joint initiatives relating to the border system as a whole.
3. The 2020/21 appropriation contains the performance measure "satisfaction of the Minister for COVID-19 Response with the provision of coordination, information and advice". The standard is: meets expectations.
4. A short survey is attached for your completion for the period 11 January 2021 (when the Border Executive Board was established) and 30 June 2021 (the end of the financial year). The result will be included in the annual reporting of the Border System Performance appropriation.
5. The short survey also provides you with an opportunity to provide additional feedback to the Border Executive Board.
6. It is intended to survey your satisfaction on a six monthly basis (July and January/February).

Summary of Activity between January and 30 June 2021

7. The secretariat team supporting the Border Executive Board (funded by this appropriation) has added value to the border system by taking an all-of-border view and leading in areas that are not the responsibility of any one agency and enabling the system to be greater than the sum of its parts. The team has performed a coordination and facilitation role across agencies, ensured that the right people are involved at the right time, risks are identified and escalated where appropriate and that tasks, including the development of advice, have an agreed owner.
8. The team has:
 - a. Supported the 19 **Border Executive Board meetings** held during the time period being surveyed. These in turn have ensured that advice provided to you reflects an all-of-border system perspective, and assurance that there is an end-to-end border

process that integrates health risk management and strategic border system improvements.

- b. Established a **work programme** (attached at Annex A) to clarify the priorities of the Border Executive Board.
- c. Established two **Deputy Chief Executive coordination groups**. One is focused on COVID-19 and meets weekly, and the other is tasked with achieving the Board’s purpose in terms of system improvements.
- d. Progressed **three independent, external reviews**:

Review	Status
COVID-19 review of border measures – air	Recommendations from October 2020 report implemented during this period
COVID-19 review of border measures – maritime	Underway
COVID-19 rapid review of border worker testing	Tranche 1 MIQ – completed. Implementation plan for recommendations currently being developed Tranche 2 (air and maritime) – timing TBC

- e. Conducted a rapid review of **quarantine free travel (QFT)** with Australia. This was designed to support continuous improvement, particularly around pauses. The team is working with DPMC to inform the wider COVID-19 assurance framework and consolidation of reviews, recommendations, and actions. The Border Executive Board has provided you with briefings and draft Cabinet papers on QFT.
- f. Coordinated, with Transport and Health, phase 2 of mandatory **vaccination of border workers**. A dedicated programme lead has been appointed to ensure coordination, clear roles and responsibilities, and delivery. The Border Executive Board has provided you with briefings about vaccination of the border workforce.
- g. Convened weekly interagency coordination meetings to implement risk mitigations for travellers from **very high risk countries**.
- h. Provided border content for the **COVID-19 Response Weekly Report** that is prepared by the Department of the Prime Minister and Cabinet.
- i. Responded to **requests for information** from your office, such as passenger arrival data and information on passenger travel routes.
- j. Prepared responses to **Official Information Act** requests on your behalf.

k. **Published** the Border Executive Board's terms of reference and operating protocols. There is a section on the Customs website that has information about the Border Executive Board, including publication of the completed independent review.

9. In addition to coordination, information and advice related to COVID-19, the Border Executive Board secretariat has also coordinated activity to support the Border Executive Board's **systems improvement work programme**. Activity has focussed on clarifying scope, establishing good governance practices, identifying critical pathways and interdependencies. The work-streams are:

Work-stream	Sponsored by
Data and privacy	INZ
Digital border	MPI
Integrated targeting	Customs
Health at the border	Health
Infrastructure at airports	Transport
Ahumoni Hoahoa (finance)	Customs

Ministerial Engagement

Meetings

10. In my role as Chair of the Border Executive Board, I have met with you on a weekly basis to discuss the border's contribution to the COVID-19 response.

Reports and Cabinet papers

11. The Border Executive Board provided you with the following draft Cabinet papers and reports:

Report Title	Date
Quarantine free entry to New Zealand from the Cook Islands	January 2021
One-way quarantine-free entry from Niue to New Zealand	February 2021
Operational logistics of the COVID-19 vaccine rollout for border workers	February 2021
Border system performance	March 2021
Safe Travel Initiatives: Australia (Cabinet paper)	March 2021
Two-way Quarantine-Free Travel with the Cook Islands and Niue (Cabinet paper)	March 2021
Quarantine-Free Travel to New Zealand from Niue (Cabinet paper)	March 2021

Report Title	Date
Commencement of Trans-Tasman Quarantine-Free Travel Zone (Cabinet paper)	April 2021
Commencement of two-way-quarantine free travel with the Cook Islands (Cabinet paper)	May 2021
Extending quarantine-free travel to the maritime sector and phasing the resumption of commercial ships, passenger cruises and non-commercial craft	May 2021
COVID-19 vaccination requirements at the border (tranche 2 advice)	May 2021
Implementation of return green flights from Australia (June 2021)	June 2021

12. In addition, the Board has supported agencies to provide advice directly to you from their agency. This has helped ensure agencies are connected and the border sector view is provided, where appropriate.

Next steps

13. The result of your satisfaction with the coordination, information and advice from the Border Executive Board will be included in the annual reporting of the Border System Performance appropriation.
14. You are invited to discuss the satisfaction rating, or provide any other feedback on the performance of the Border Executive Board, with myself as Chair.

ENDS.



BORDER EXECUTIVE BOARD

DCE GROUP – COVID-19

COVID-19: SAFE AND SMART BORDER

BORDER ORDERS

- Air Border Order
 - Travellers from Very High Risk Countries [BEB & MoH]
 - Pre-departure testing [NZCS & MoH]
 - Exceptions & exemptions [MoH]
- Maritime Border Order [NZCS]

RECONNECTING – SAFE AND SMART BORDER

- Quarantine free travel
 - Air [NZCS]
 - Maritime [MoH]
- Travel health pass [NZCS & MoT]
 - *Nau Mai Rā* [MoH]
 - *Reconnecting New Zealanders* [DPMC]
 - *Elimination strategy* [MoH]

BORDER WORKFORCE

- Testing [MoH]
- Vaccination [MoH]

MIQ

- Cohorting arrangements [MBIE]
- Future workforce sourcing strategy [MBIE]
- Medium term approach to MIQ facilities [MBIE]

DCE GROUP - STEWARDSHIP & SYSTEMS IMPROVEMENTS

STEWARDSHIP

GOVERNANCE

STRATEGIC DIRECTION

- Border strategy [BEB]

RISK AND ASSURANCE

- Risk and assurance frameworks [BEB]
- Border system performance measures [BEB]

RISK AND ASSURANCE

- Review of air border measures [BEB]
- Review of maritime border measures [BEB]
- Review of border worker testing [BEB]
- Rapid reviews [BEB]

AHUMONI HOAHOA (FINANCE)

- New requirements for safe & smart border (COVID) [NZCS]
- Financial sustainability (short term) [NZCS]
- Cost recovery of border charges (longer term) [MPI]
- Collective investments [NZCS]

SYSTEMS IMPROVEMENTS

DATA & PRIVACY [NZCS & MBIE]

- Policy & legislative settings for border information sharing
- Information sharing for priority projects
- Future mechanisms to support information sharing

DIGITAL BORDER [MPI, MBIE & NZCS]

- Digital declaration (links to Travel Health Pass)
- Technology and algorithms (RTT x-ray)
- Smart exit gate

INTEGRATED TARGETING [NZCS & MBIE]

- ITOC governance structure
- ITOC as a joint border asset
- Targeting service to support 24/7 operations
- Investigate viability of joint venture model

HEALTH AT THE BORDER [MoH]

- Integrating health intelligence and risk assessment
- Establish a regular function of health at the border
- Ability to escalate health measures
- Integration with Maritime NZ

INFRASTRUCTURE AT AIRPORTS

- Enforceable Regulatory Undertaking [MoT]
- Auckland Airport Expansion [NZCS & MoT]



MINISTERIAL SATISFACTION SURVEY

**Border Executive Board to the Minister for Covid-19 Response
Survey period January to June 2020/21**

Purpose

This survey asks for your feedback on the co-ordination, information and advice you have received from the Border Executive Board in the period 11 January 2021 – 30 June 2021.

This survey will take up to 5 minutes to complete.

How the results will be used

Your feedback will help the Border Executive Board serve you better in the future and for the Board deliver on its purpose.

The response to the overall satisfaction question will be included in the Vote Customs Annual Report for the Border System Performance appropriation.

Questions

Appropriation Measure: Overall Satisfaction

1. Please rate your satisfaction with the provision of co-ordination, information and advice provided by the Border Executive Board from 11 January 2021 – 30 June 2021.

Does not meet expectations	Meets expectations	Meets and sometimes exceeds expectations	Exceeds expectations
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Option to provide any comments to explain rating given:

The BEB is new, and still settling its role within the overall 'system'. It's off to a good start from my perspective.

IN CONFIDENCE

Feedback

2.

I have trust and confidence in the Border Executive Board officials I engage with

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

3.

I have confidence in the information and advice provided by the Border Executive Board

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

4.

What is one thing that the Border Executive Board could do better?

I'm very happy to get pro-active advice. I appreciate the BEB is working under pressure to 'keep up' with new and emerging challenges, but any work to anticipate future needs ahead of time would be very welcome.

5.

Please add any comments on how the Border Executive Board could improve the quality of its co-ordination, information or advice or provide examples of what has worked well that should be continued

Getting the system moving regarding return flights from Victoria several weeks ago took too long. Our recent experience with NSW has been much more satisfactory.

Work on compliance with PDT etc needs to be a priority. I have appreciated the quality of advice recently provided in this space.

I appreciate this is a challenging and evolving situation. Perfection is almost impossible. The team are doing very well in the circumstances.

IN CONFIDENCE