



## Upcoming inspection by the Chief Ombudsman

### Introduction

The Chief Ombudsman is responsible for inspecting the treatment of people in health and disability places of detention – where people are not free to leave at will. This includes COVID-19 managed isolation and quarantine facilities.

The Chief Ombudsman authorises Inspectors to enter the facility on his behalf to gather information about how the facility is respecting and protecting people’s human rights during their stay.

### What will happen during an inspection

It is anticipated the inspection will take up to two hours, and the Chief Ombudsman’s small team of inspectors will aim to minimise any disruption.

Inspectors will walk through the facility observing how the facility operates. They may knock on some room doors to see what amenities are available and get a better understanding of conditions in the facility.

Inspectors will be following all the health and safety requirements of the facility, including wearing Personal Protective Equipment (PPE).

### How you can inform the inspection

Hearing from people who have been detained in a managed isolation or quarantine facility about the conditions and treatment they experience is an important part of the Chief Ombudsman’s inspection.

Shortly after the inspection, a text and/or email inviting people who were detained in the facility at the time of the inspection to participate in an online survey about their experience will be sent. If anyone staying in the facility at the time of the inspection has not received an invitation and would like to participate in the survey, they can request a link by emailing [MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz). Please use the subject line ‘MIQ survey’.

Inspectors will also be conducting a small number of interviews with people staying in the facility at the time of the inspection, over the telephone or Zoom at a later date. If you would like to be interviewed, please send an email to [MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz) or calling 0800 802 602. Please use the subject line ‘MIQ interview’. Inspectors will endeavour to facilitate interviews with all those who get in touch.

Any information provided to us as part of the inspection will be treated in confidence and stored securely. Individuals will not be identified in any of the Chief Ombudsman’s reports or findings.

Information gathered from the inspection will be used to inform any recommendations the Chief Ombudsman makes to improve conditions and treatment in the facility. He will prepare a report on his inspection of the facility, which may be published.

## **Complaints**

The Ombudsman inspects managed isolation and quarantine facilities to prevent human rights violations occurring. His role for these inspections does not include receiving complaints.

If you have a complaint about a managed isolation or quarantine facility, please contact the Facility Manager or Wellbeing Coordinator. You can also contact the managed isolation and quarantine facility Resolutions Team by filling in an online complaints form or phoning 0800 476 647 (calls are free). More information about the complaints procedure, and the complaints form can be found at <https://www.miq.govt.nz/about/contact-us/complaints-procedure/>.

If you have already done this and you believe you have not been treated fairly by a government agency (such as Ministry of Business, Innovation & Employment or the Ministry of Health), the Chief Ombudsman may be able to assist.

The Chief Ombudsman may also be able to assist if you have applied for an exemption from managed isolation, and you think something has gone wrong with the processing of your application. More information about the Chief Ombudsman's complaints function can be found at <https://www.ombudsman.parliament.nz/what-we-can-help/complaints-about-government-agencies/how-make-complaint>

## **More information**

More information about the Chief Ombudsman's inspections programmes is available on his website (<https://www.ombudsman.parliament.nz/what-we-can-help/monitoring-covid-19-managed-isolation-and-quarantine-facilities>).

If you have any questions about the development of the Chief Ombudsman's managed isolation and quarantine facility inspection programme, please email us ([MIQ@ombudsman.parliament.nz](mailto:MIQ@ombudsman.parliament.nz)). You can also follow us on Facebook (@ombudsmannz).