

This document answers frequently asked questions about the move to Alert Level 4 for New Zealand.

This information applies from 24 August 2021 – 5.30pm

Information can be used for any government, agency, local government or relevant sector and business communications. This is a living document that will be updated frequently. Information that changes or is added between versions will be highlighted. New sections and changes to messages are in yellow.

Please ensure you are using the most up to date version.

This version was current at 5.30pm (NZT) 24 August 2021.

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Alert Level information

Q. What is happening?

Alert Level 4 settings have been extended until 11.59pm, Friday 27 August for all of New Zealand, and until Tuesday 31 August for Auckland.

On Friday, 27 August, the settings will be reviewed for the rest of New Zealand. The Auckland settings will be reviewed on Monday, 30 August.

The first positive case of COVID-19 was identified on Tuesday 17 August. At 11.59pm that day, the country moved quickly to an Alert Level 4 lockdown.

A full week on from detection of the initial community case in Auckland, there are now 148 community cases, the majority are in Auckland, with only 10 out of the 148 identified cases in Wellington.

The decision to continue Alert Level 4 for all New Zealand was made because we don't yet know the spread of the virus amongst the contacts – 14,000 have been identified. Further wastewater testing results, contact tracing and case information is still to come, and public health authorities are not yet confident there is no virus elsewhere in New Zealand.

Q. Why is this happening?

The Delta variant has changed how we respond to outbreaks. It is more transmissible and difficult to control by testing and contact tracing alone. That's why New Zealand's move into an immediate lockdown was so important, and why the safest option for us right now is to remain in Alert Level 4 for longer.

There are over 14,000 contacts and almost 300 locations of interest, including a number of high-risk locations of interest, likely to have been attended by people who have since travelled across New Zealand.

Authorities believe at least another seven days in Auckland are needed to ensure the virus has not spread further after people returned home.

For further updates, please refer the [Ministry of Health website](#).

Q. What is happening to the confirmed COVID-19 cases?

All confirmed cases have or are being transferred safely to a managed isolation facility, under strict infection prevention and control procedures, including the use of full PPE.

Of the 31 Managed Isolation and Quarantine Facilities, one of these (Jet Park in Auckland) is a dedicated quarantine facility. There are a further four facilities in Wellington and Christchurch that are 'dual-use' facilities.

With the dual-use facilities, the quarantine zone(s) of the facility are kept separate from the managed isolation zones, such as a separate quarantine floor or wing of a building.

Q. What determines the changes to Alert Levels?

Decisions about the Alert Level 4 status across New Zealand will be determined based on the most up-to-date public health assessment available at the time.

There are eight factors that guide decisions on the appropriate Alert Level settings for New Zealand. This includes:

1. The source of cases (noting new variants of concern), and the number and geographical distribution;
2. The length of time the virus has been in the community and the potential for undetected transmission
3. The containment of the cases/clusters
4. The capacity and capability of our public health systems (including surveillance and contact tracing systems)
5. Evidence of the effects of the measures on the economy and society
6. Evidence of the impacts of the measures for at-risk populations
7. Public attitudes towards the measures and the extent to which people and businesses understand, accept and abide by them; and
8. Our ability to implement restrictions.

Until a decision is made, we remain at Alert Level 4 everywhere, and trust people to stay home, stay safe and get tested.

Locations of interest and testing

Q. Where can I find out about locations of interest?

Locations of interest are constantly being updated and a list is available on the Ministry of Health website [here](#).

It is critical that people moving around in public spaces during Alert Level 4 frequently check [locations of interest](#).

This includes Alert Level 4 workers checking locations of interest they may work in or have visited, for example supermarket workers, healthcare workers, transport operators, etc.

This is to help stop the spread of the virus further.

Q. What do I do if I visited a location of interest?

If you have visited any of the locations of interest during the relevant times, you should immediately isolate at your home or accommodation and call Healthline for advice about getting a test. Isolation, in this instance means all household members need to isolate with the person who has visited a location of interest.

By calling Healthline for advice on testing, people who have been at locations of interest at relevant times are logged into the contact tracing system. This means their swab can be tracked and processed faster by the laboratories.

When people go for a test, they are asked to wear a mask, scan in to the QR codes located on site and if possible take their NHI number with them. This is likely to speed up the process.

People can find their NHI number on a hospital letter, a prescription or prescription receipt. The Ministry of Health has also established a new 0800 number to find out your NHI number - 0800 855 066. For up-to-date information on all testing locations, please visit www.healthpoint.co.nz/covid-19/.

There is a [Section 70 notice](#) in place that puts a legal requirement on all people who were at locations of interest at the relevant times to get tested. Failure to comply can result in a fine of up to \$4,000 or imprisonment for up to 6 months.

Q. I haven't been to a location of interest, but I live in the same household as someone who has. What should I do?

The entire household must isolate or quarantine together in your usual place of residence (which for visitors, includes accommodation), except as required to report and have a test. You need to do this until the person who was at a location of

interest has received a negative Day 5 test, or until after an earlier negative test, if contact between you and the person who visited the location of interest has stopped.

There is a [Section 70 notice](#) in place that puts a legal requirement on all people who live in the same household as a person who visited locations of interest at the relevant times to get tested. Failure to comply can result in a fine of up to \$4,000 or imprisonment for up to 6 months.

Everyone in the bubble should isolate at home together and not leave the house, not even to grocery shop, get medications or exercise, this is critical to prevent further spreading of the virus. This means getting someone outside of their household bubble to contact-less deliver essentials such as groceries or medications to their home.

There is financial support available to anyone isolating in the circumstances described above, who is unable to work from home, these are:

Leave Support Scheme (LSS)

Leave Support Scheme provides Alert Level 4 businesses with a two-week lump sum payment so they can keep paying workers who must self-isolate because they either have COVID-19 or are in a household of a known COVID-19 case, and can't work from home. This payment has recently increased to align with the Wages Subsidy Scheme (WSS) and is also \$600 per full-time worker, \$359 per part-time worker, per week.

To apply you must have employees (or be a self-employed person) who either:

- are sick with COVID-19 and must self-isolate until a doctor tells them they can leave isolation
- are identified as someone who has been in close contact with someone who has COVID-19 and have been told to self-isolate for a period by a health official through the National Contact Tracing process
- are the parent or caregiver of a dependant who has been told to self-isolate for a period by a doctor or health official through the National Contact Tracing process and the dependant needs support to do so safely
- have been directed to self-isolate, or are the parent or caregiver of a dependant who has been directed to self-isolate, by a Medical Officer of Health in accordance with the Health Act 1956
- are considered 'higher risk' if they contract COVID-19 and a doctor has told them to self-isolate while there's active community transmission, or

- have household members who are considered 'higher risk' if they contract COVID-19 and a medical practitioner has told them to self-isolate, to reduce the risk of transmitting the virus to vulnerable household members.

Short Term Absence Payment (STAP)

Businesses operating at Alert Level 4 can apply for the Short-Term Absence Payment on behalf of employees if they've been advised that their employee or a self-employed person, is:

- staying home while waiting for a COVID-19 test result, in accordance with [public health guidance](#), or are
- the parent or caregiver of a dependant who is staying home while waiting for their COVID-19 test results, in accordance with public health guidance, and the dependant needs support to do so safely, or are
- a household member or secondary contact (as described in [public health guidance](#)) of someone who is a close contact of a person with COVID-19, and the worker has been advised to stay at home while waiting for the close contact's test results.

This is a one-off payment of \$359 to employees that are unable to work from home, but are unable to go into work because they are isolating while waiting on the results of a COVID-19 test.

Q. I haven't been to a location of interest, but I have been in contact (not household) with someone who has been to a location of interest, what should I do?

Please stay home in Alert Level 4 and monitor yourself for symptoms. If you do get symptoms call your doctor or Healthline for advice about getting a tested.

Contact Tracing and Testing

Q. What are Health Officials doing about following up on the growing number of contacts?

Public health staff across New Zealand are now engaged in contact tracing work, with focus on higher risk locations.

The number of contacts of cases are expected to grow as we learn more from the interviews of cases.

The Ministry of Health has activated its planned additional capacity in contact tracing – within the Ministry and across other public health units around the country to assist with this critical task.

Q. Where is the testing taking place?

For up-to-date information on all testing locations, please visit the [Healthpoint website](#).

Health authorities urge people to only get a test if you are a contact, have visited a location of interest at the specific date(s) and time(s), or have cold and flu symptoms. It is imperative authorities can prioritise testing for these groups.

Q. What should people do while they are waiting for a COVID-19 test result?

It is very important that anyone who has symptoms, has been at a location of interest, is a contact or who has had a COVID-19 test isolates at home until they receive a negative result. Anyone in these groups should be self-isolating and not leaving the house for any reason until a negative test result is received or until cleared by public health staff. This includes not visiting supermarkets, pharmacies or vaccination centres.

After having a test, people need to go straight home.

Record keeping

Q. What is happening?

Recording keeping will become a requirement for people aged 12 and over at all Alert Levels at busy places and events so contact tracing can happen quickly and may help prevent Alert level shifts and future lockdowns. This requirement is for businesses and locations to take steps to ensure a record is kept.

Q: Where will this apply?

Places where it will be mandatory to ensure records are kept will include: cafes, restaurants, bars, casinos and concerts, aged care, healthcare facilities (excluding patients), barbers, exercise facilities, nightclubs, libraries, courts, local and central government agencies, and social services providers with customer service counters.

Places where it will not be mandatory to ensure records are kept include:

- Public transport and public transport departure points
- Domestic flights
- In taxis and rideshares
- Schools and universities
- Retail, such as supermarkets, malls, indoor markets, takeaways
- Staff in hospitality venues, massage parlours, beauticians, barbers, hairdressers.
- Businesses that have other systems in place such as swipe card or booking systems which are sufficient for record keeping.

Q. Why is this happening?

This will ensure at all Alert Levels that close-contact businesses and locations which are allowed to be open, and which are at higher-risk of transmission of COVID-19 occurring when there are cases in the community, have good systems in place enable people to record their visit. Good record keeping supports faster communication with those who are identified as contacts of a positive case.

Q. When will this come into effect?

Once we next change Alert Levels, mandatory record keeping will become a requirement one week later. This will give relevant businesses and locations adequate time to ensure they have systems and processes in place to ensure customers/visitors can record their visit.

Q. Who is responsible?

The obligation to meet record keeping requirements sits with the person responsible for the business or location. This person is responsible for having systems and processes to ensure, as far as is reasonably practicable, that a customer or visitor makes a record.

Q. How is this different from current settings?

Currently the only record keeping requirement is for businesses in limited scenarios at Alert Level 3 to have systems and processes to ensure – as far as is reasonably practicable – that a record is kept, and for attendees at social gatherings at all Alert Levels.

Q. Why does this apply to some businesses/locations, but not others?

While record keeping is encouraged everywhere, and all businesses are required to display QR codes, some businesses are not covered by the mandatory record-keeping requirements. These businesses may already have other measures in place, or the requirements would be too onerous.

Authorities want to ensure record keeping in locations where mask wearing is not practical, e.g. bars and restaurants, and at large events and gatherings of people.

Q. What do businesses, locations need to do?

Relevant businesses and locations will be responsible for having systems and processes in place to ensure, as far as is reasonably practicable, that customers or visitors make a record. There will be guidance developed to support businesses to comply with the new requirements.

Q: What does it mean to 'record a visit'?

This can be done by scanning QR codes with the COVID-19 Tracer App or making a manual record, either by providing details using the method available when at a

business or location which may including writing your details down. You also can keep your manual record of where you have been and when, either in the COVID-19 Tracer App or by keeping a list elsewhere. Ideally you would keep a digital copy of this list to ensure you have a backup. If your business/location has controlled access or booking systems that meet the record-keeping requirements, that will also be sufficient.

Q. What is the best way to record visits?

Using the COVID-19 Tracer app is best. This is particularly valuable for when contact tracing needs to occur as it provides accurate locations and timings for visits and helps speed up contact tracing efforts. Remember from now on, scan in wherever you go. Out and about? Before you walk through the door. Don't forget to scan in. It's a simple action that could make a massive difference.

Q. Are people scanning in normally?

New Zealanders are scanning in, just not enough of us. This is one of the reasons we are strengthening our record-keeping requirements.

Q. How will businesses be supported to implement this?

Relevant businesses and locations have a week from a change in Alert Levels to ensure they meet record keeping requirements. Engagement is being undertaken with the business community and will continue to take place to ensure businesses are supported to rollout record keeping requirements.

Q. Do businesses and locations need to display QR codes for scanning?

Yes, this is a legal requirement under the COVID-19 Public Health Response (Alert Level Requirements) Order (No 9) 2021. There are some exemptions including public transport providers and transport terminals such as airports and bus stations.

Q. How long do businesses need to keep a record of someone visiting them for?

The Office of the Privacy Commissioner provides guidance on how long businesses should keep the information in their COVID-19 guest register for and advises on methods on how to keep this information private e.g. using a ballot box to keep personal information secure and private.

More guidance will become available on the Unite Against COVID-19 website.

Q. Will my information be kept private?

If you are visiting somewhere and manually recording your visit, the businesses or location must comply with the Privacy Act 2020 and take reasonable steps to ensure your information is kept private and stored securely. Businesses and locations are advised to use methods like a ballot box to collect people's information for contact

tracing purposes. This avoids other people from seeing it unlike on a list which includes multiple people's contact details.

Q. What enforcement will be in place?

If a person responsible for a business or location has failed to meet record keeping requirements they are committing an offence and may be liable to conviction and/or a fine not exceeding \$4,000 or term of imprisonment of up to 6 months. Failing to display a QR code will continue to be an infringement offence carrying an infringement fee of \$300 or court imposed fine not exceeding \$1,000.

Q: Where business can get advice on privacy requirements?

Privacy guidance is available on the Privacy Commissioner's website. MBIE and DPMC are working on guidance to publish on the specific requirements.

Q: Are hotels/AirBnB's included?

The accommodation sector, including hotels and AirBnBs, will already have in place sufficient record keeping to enable contact tracing.

Q: What if a customer or guest refuses?

There will be no explicit obligation on the person responsible for the place or gathering to ensure that people are making a record. The obligation on businesses is to have systems and processes in place to ensure (as far as reasonably practicable) that customers or visitors make a record.

Businesses will not be required or expected to turn people away who may refuse to make a record of their visit, particularly if the person becomes aggressive or abusive. This will be at the discretion of the business. Guidance will be made available on the Unite Against COVID-19 website to support businesses' compliance.

Q: What kinds of events do these requirements apply to?

Both commercial, ticketed events and gatherings such as weddings are included in the requirements

What you need to do in Alert Level 4

At Alert Level 4, there are golden rules we all need to follow to keep ourselves and each other safe.

Stay within your immediate household bubble. Extended bubbles are allowed where there is shared care and custody arrangements or if you live alone. Once you go into a bubble you must stay in it and others cannot join.

If you feel unwell you must immediately self-isolate from others in your bubble and call your doctor or Healthline on 0800 358 5453 about getting tested.

Wear a face covering and **keep 2m apart from other people at all times while in public**. This includes when undertaking physical exercise in your neighbourhood, visiting the supermarket or pharmacy, service stations and other businesses, urgent medical care or getting a test.

Keep on **scanning QR codes** wherever you go.

Wash and sanitise hands often, especially when you've been outside your bubble.

See the [United Against COVID-19 website](#) for further information on what Alert Level 4 means for you.

Q. How can older people get support during Alert Level 4?

Advice for older people and their family and whanau is available at the Ministry of Health website. Anyone can call Age Concern New Zealand on 0800 65 2 105 to get advice and support.

Mental Health and Wellbeing

New Zealand's return to Alert Level 4 can be an unsettling time, and this uncertainty can have an impact on mental health.

It's important to remember that our approach has worked to date. We have stamped out COVID-19 before and we can do it again.

This is an uncertain time and many people may be anxious as a result. Please take advantage of free tools and resources available to support your mental wellbeing.

Q. What resources are available for adults?

You can call or text 1737: free call to talk to someone trained to help.

Call your GP: Your local GP is still working over phone and video consultations. Call your local GP practice that can provide advice on how to get help to support your mental wellbeing during Alert Level 4.

There are also many organisations and services doing great work to support people's mental wellbeing through COVID-19. Some useful resources include:

- [Guidance to support workplace wellbeing during COVID-19](#)
- Le Va's [#catchyourself suite of practical resources](#) and information on how to manage through the impacts of COVID-19
- Advice for [wellbeing for Māori and Pasifika](#) available on the [depression.or.nz](#) website.
- Te Pou's range of [COVID-19 resources](#).

The range of other free tools and resources are listed on the [Ministry of Health website](#).

Q. What resources are available for teens and young people?

There is dedicated support available to help support the mental wellbeing of our rangatahi. A range of online and digital self-help tools and resources are available:

- [SPARX](#) is a computerised self-help programme intended to help people aged 12-19 who may be feeling down
- [Mental Wealth](#) by Le Va provides online resources to help young people look after their mental health, and includes online counselling
- [The Lowdown](#) provides videos and articles about anxiety and depression and also includes support through a free 24/7 helpline, text and webchat
- [Aroha](#) is a chatbot to help young people cope with stress
- [Youthline](#) provides support for young people via the free call service, text and webchat
- [Melon Health](#) provides online tools and resources to help people manage stressful times, and also has an app available for download
- [Sparklers](#) is a free online toolkit of wellbeing activities for tamariki Years 1 to 8.
- [1737](#) is a free service for any New Zealander, including young people, that may be feeling down, anxious, a bit overwhelmed or just need to chat to someone. People can call or text for free 24/7.

There is also information on the COVID-19 website for adults, about how to help [keep children safe and reassured](#).

For further information about services and support, please refer to the information contained at the end of this document.

Face covering use

The COVID-19 Public Health Response (Alert Level Requirements) Order (No 9) Amendment Order 2021 has now been notified in the Gazette and published to [legislation.govt.nz](#)

Q. Is face covering use compulsory?

Given the contagious nature of the Delta variant, from 11.59pm Wednesday 18 August, it is [mandatory](#) for everyone aged 12 and over to wear a face covering when visiting any business or service currently open at Alert Level 4. Wearing a face covering is about keeping yourself and others safe.

Police will be taking an education-first approach around the requirement to wear a face covering at Alert Level 4 services such as supermarkets and pharmacies. Enforcement action will be taken where necessary for the safety of everyone.

Q. What about when I'm out exercising?

When out-and-about more generally during Alert Level 4, you are encouraged to wear a face covering whenever you leave the house. This is not mandatory when walking or exercising, but strongly recommended, especially if you are likely to come into close proximity with others, as this risks breaking your personal or household bubble. If you are exercising and not wearing a mask, keep 2 metres distance from others.

Q. Is it mandatory for staff in the businesses or services operating at Alert Level 4?

Face coverings are [mandatory](#) for both customers and staff at supermarkets, pharmacies, healthcare facilities, service stations and when waiting for and on public transport. Passengers and drivers of taxis and ride shares must also wear a face covering. This is about ensuring those workers are protected and ensuring those who visit are too.

Q. Is anyone exempt from wearing a face covering?

Some people cannot wear a mask for genuine reasons. For example, people who have a disability or health condition may not be able to wear a face covering safely or comfortably. If you cannot wear one, you can get an exemption card. You can show your exemption card when needed, for example to a bus driver.

You can request a card from the Disabled Persons Assembly NZ by contacting them on 04 801 9100 or at info@dpa.org.nz

Current exemptions for face coverings remain, including (but not limited to) for people under the age of 12 or with physical or mental illness or conditions or disability that makes wearing a face covering unsuitable.

Q. What enforcement will be in place?

Existing enforcement options including infringement notices will apply to the additional locations face coverings are now required. Any non-compliance should be reported to Police via 105.

Shopping and Services at Alert Level 4

Q. What shopping and services are available at Alert Level 4?

The United Against COVID-19 website provides information on shopping and services available while under Alert Level 4, [here](#).

Q. What about online shopping. Can I still use that?

At Alert Level 4, some retail stores can sell essential non-food consumer products. These include items to help you work or study from home, items to help you remain healthy and safe while staying in your bubble - for example, bedding, whiteware or appliances, medicinal and hygiene products or items that help you stay connected with family and whānau.

All orders will be contactless, including payment and delivery.

Q. What goods are considered essential non-food consumer products.

Essential non-food consumer products mean products that are necessary during the duration of Alert Level 4 for people to:

- remain healthy and safe while isolating
- work or study from home
- stay in communication with whānau and friends and remain up to date with news and health information.

Q. What categories are there for essential non-food consumer products?

Categories include:

- Necessary clothing, footwear and bedding
- Urgently required whiteware and appliances: such as fridges, heaters, washing machines and dryers, vacuum cleaners, fans and dehumidifiers
- Urgently required cooking, cleaning and laundry equipment
- Medicinal and hygiene products: such as medication, PPE, first aid products, soaps, shampoos, moisturisers and hand sanitisers
- Urgently required items for transport maintenance: such as bike and automotive parts and repair kits
- Materials for urgent home repair
- Urgently required communication devices: such as mobile phones, computer equipment, modems and internet equipment, televisions and radios
- Urgently required educational materials and books
- Urgently required home office equipment

Q. What categories are considered non-essential?

Categories include:

- Exercise, sporting and outdoor recreation equipment: such as weights, indoor training machines, sports rackets and balls, and pool products
- Entertainment and hobby products: such as gaming consoles, knitting wool, trampolines and swings
- Beauty products: such as make-up

More detailed information can be found through MBIE's Business website, [here](#).

Q. I can't pick up food/supplies – how can I access essential items?

People who are sick or cannot leave home to buy food or essential supplies can ask friends, whānau or delivery drivers to drop off goods and groceries. At Alert Level 4, all deliveries must be contactless.

Many local supermarkets and dairies are delivering groceries or offer click and collect. Some supermarkets have reserved some priority slots for people who need to use online shopping.

After receiving delivered groceries, wash or sanitise hands after putting groceries away.

For people delivering food for a neighbour, friend or family member, remember to stay 2 metres apart and wear a face covering if physical distancing is difficult.

If alternative arrangements cannot be made through family, friends and neighbours, people can also still access assistance through Work and Income or through their local food bank. For urgent situations, such as needing food within the next 24-48 hours, contact a local food bank. [Find food banks and other food assistance services across New Zealand.](#)

The Ministry of Social Development is working closely with social service providers across the country, including foodbanks, to ensure they're able to get food out to vulnerable whānau and communities.

Civil Defence Emergency Management groups are aware they will have a role to play in delivering food, and have activated their systems to provide this support.

Q. Do I need to stock up on essentials when I shop at the supermarket?

NO

- Please do not panic buy or stockpile – take only what you need and be fair to others.

- There is enough food and other grocery items for everyone. It can take time for our supermarket workers to restock shelves if people have bought a lot of one product.
- We are keeping a close eye on supermarket supplies, to make sure people are able to get what they need, and that prices stay within the range of what is expected.
- Some supermarkets may be closed – either because staff are needed to ensure other stores can remain open or because a deep clean is needed following a store being identified as a location of interest.
- Before you go shopping, check that your local supermarket is open. Stores are working to ensure real time information about closures is provided on websites.

Further supermarket messaging:

- We urge shoppers to be patient and be kind to staff, security and other shoppers.
- When you go shopping, please follow the rules in place to ensure you, staff and other shoppers are safe.
- This includes wearing a face covering and maintaining physical distance with others. These are legal requirements.
- If you are healthy, please consider going to the supermarket to shop instead of doing it online. This will leave delivery slots free for people who need them most.
- If you do shop in person, please go alone if you can. This means the number of people in-store or queueing at any one time is kept to a minimum.
- Where possible, customers should use contactless payments such as payWave to reduce contact between customers and staff.

Doing Business at Alert Level 4

Rules for operating businesses at Alert 4 can be found on MBIE's Business website [here](#).

Q: What businesses are Alert Level 4 services?

These are a number of business and organisations vital to providing goods, services and keeping us safe.

The latest on Alert Level 4 businesses and services, and information about how you can support your workers can be found on the Unite Against COVID-19 website [here](#).

Q. Can I use the same reference number I received last time, to operate my business under Alert Level 4?

Although MPI ran an essential service register last time the country was under Alert Level 4, they are not doing that this time.

Instead, businesses need to check whether they meet the definition of an Alert Level 4 business or service by checking the Business.govt.nz website, [here](#).

The responsibility for complying with the rules for operating at Alert Level 4 lies with businesses and individuals.

Q. What financial support is available for businesses affected by the Alert Level 4?

There are various COVID-19 financial support schemes available to businesses under Alert Level 4, depending on your situation.

Note that businesses can apply for the Resurgence Support Payment at the same time as the Wage Subsidy Scheme.

Q. What is the Wage Subsidy Scheme and when can I apply?

Applications for the Wage Subsidy Scheme open nationally from **9am on Friday 20 August 2021**, with applications initially open for two weeks. You can apply to contribute to the wages of your employees, or yourself, if you are self-employed, over the next two-week period.

You can apply on the Work and Income website, [here](#), and find more detailed information on eligibility criteria.

The Wage Subsidy August 2021 is a payment to support employers, so they can continue to pay employees and protect jobs for businesses affected by the move to Alert Level 4 on 17 August 2021.

The Wage Subsidy will be available to eligible businesses, organisations and the self-employed impacted by the move to Alert Level 4 on 17 August 2021.

To reflect higher wage costs since the scheme was first used in March 2020 the payments have been increased to:

- \$600 per week per full-time employee
- \$359 per week per part-time employee.

Q. What is the Resurgence Support Payment and when can I apply?

Applications for the alert level increase announced on 17 August will open at **8am on Tuesday 24 August 2021**. You'll be able to apply on the Inland Revenue website, [here](#).

The Resurgence Support Payment (RSP) is a payment to help support viable and ongoing businesses or organisations due to a COVID-19 alert level increase to level 2 or higher. If your business or organisation is facing a reduction in revenue due to an alert level increase, you may be eligible for the RSP.

A business or organisation must have experienced at least a 30% drop in revenue or a 30% decline in capital-raising ability over a 7-day period, due to the increased COVID-19 alert level (subject to all other criteria being met). This decrease in revenue or capital-raising ability is compared with a typical 7-day revenue period in the 6 weeks prior to the increase from Alert Level 1.

When the RSP is activated, eligible businesses and organisations can apply to receive the lesser of:

- \$1,500 plus \$400 per full-time equivalent (FTE) employee, up to a maximum of 50 FTEs
- four times (4x) the actual revenue decline experienced by the applicant.

Q. What about the Leave Support Scheme. Is that still available?

Yes. If you, or your staff have been told by a health official to self-isolate and cannot work from home, you can apply for the COVID-19 Leave Support Scheme.

The COVID-19 Leave Support Scheme provides a payment to businesses to pay their workers who meet certain health criteria, eg they have COVID-19. This is also available if you're self-employed.

This support will be paid as a lump sum covering two weeks (you can reapply if required) of \$585.50 per week for full-time workers and \$350 per week for part-time workers. From 24 August 2021, the payment will increase to \$600 per week for full-time workers and \$359 per week for part-time workers.

You can apply for the Leave Support Scheme on the Work and Income website, [here](#).

Q. What other support is available?

Other support includes Short-term Absence Payment, Small Business Cash Flow Loan Scheme and Tax and ACC support. Detailed information is available at MBIE's Business website, [here](#).

Tenancy at Alert Level 4

Q: Can I move house?

At Alert Level 4, everyone must stay in their current place of residence where possible. People can only move to a new house if required to do so by court order or if they need to use a temporary or emergency home. For example, if they need care while sick or to seek refuge from family violence.

Q: My tenancy is ending. What do I do?

If a tenancy is due to end during the Alert Level 4 period, tenants are advised to talk to their landlord or tenant about extending the tenancy until the Alert Level changes.

Tenants and landlords who have signed new tenancy agreements that are due to start during Alert Level 4 should talk to each other to reach an agreement. For example, you may agree to postpone the start date of the tenancy so the tenant doesn't have to pay rent before they are able to move in.

Tenants who are between tenancies and have nowhere to stay should call Work and Income on 0800 559 009. They may be able to help with emergency housing or other accommodation.

Q: What about rent increases?

Tenants may experience financial stress during Alert Level 4 if they can't work. Landlords should discuss any planned rent increases with their tenants and consider postponing rent increases if possible.

Q: Can property inspections/maintenance work still be carried out at Alert Level 4?

Landlords must not visit their tenants or carry out in-person inspections during Alert Level 4. They can carry out a virtual inspection, with agreement from their tenants.

For maintenance, at Alert Level 4 you can hire a tradesperson to carry out repairs if there is an immediate risk to health and safety.

Non-urgent repairs and maintenance can't happen during Alert Level 4.

Q: What if I'm involved in a dispute?

During Alert Level 4 there will be no face-to-face hearings. Where possible, hearings will take place over teleconference. If this is not possible, the hearing will be rescheduled.

If you have a hearing scheduled during COVID-19 Alert Level 4, the Ministry of Justice will be in contact, by phone, email or text, to let you know what this means for you.

Vaccination

Q. What is happening with the vaccine rollout?

We want everyone who has a booking in the system to get vaccinated. The vaccine rollout was initially paused to reduce movement and allow DHBs to adjust their procedures for Alert Level 4 conditions.

Vaccination sites are operating again from 8.00am Thursday 19 August. There will need to be adjustments to some bookings to allow for social distancing at the vaccination sites. DHBs are taking a phased approach to reopening with sites resuming vaccinations as soon as they have all necessary safety protocols in place.

In the case of an extended period of Alert Level 4, the vaccination programme has designed a number of contingencies to allow vaccination to continue with strong infection prevention and control measures.

Q. Should I still attend my vaccination appointment if I'm waiting on a COVID-19 test result?

No. It is very important that anyone who has symptoms, has been at a location of interest, is a close contact or who has had a COVID-19 test does not attend a vaccination centre.

Anyone in these groups should be self-isolating and not leaving the house for any reason until a negative test result is received or until cleared by public health staff.

Q. How are the vaccination sites addressing the various accessibility needs people have? Are all sites accessible if needed, for people with disabilities?

All vaccination sites are expected to meet accessibility standards and provide support to accommodate a range of needs. When booking, people are asked if they need assistance at their vaccine appointment. This includes mobility accessibility, such as more space to move around, and environmental considerations, such as a low sensory environment.

In some instances, a DHB may need to reschedule an appointment to meet specific needs. We encourage people to call the COVID Vaccination Healthline on 0800 28 29 26, or contact their GP or healthcare provider, if they have questions about accessibility or have specific or complex accessibility needs.

Someone booking on bookmyvaccine.nz can choose one or more of the following options to help make sure their vaccination meets their needs:

- A NZ sign language interpreter
- Support to make decisions
- Assistance to move around
- A longer appointment time
- A quiet or low sensory environment
- More space to move around.

Q: Are there drive-through vaccination sites?

Drive-through vaccination centres are being stood up around the country as DHBs implement their Alert Level 4 plans.

This is a good way for people to be vaccinated safely with other eligible people in their bubble (in the same car). People still need a booking to attend a drive-through vaccination centre, and some centres are reserved for Alert Level 4 workers. People can go to [BookMyVaccine.nz](https://www.bookmyvaccine.nz) to see availability near them.

Q. What about Alert Level 4 workers who weren't originally eligible for vaccination?

The Government is expanding the list of Alert Level 4 workers eligible to receive a COVID-19 vaccination to include frontline staff who interact with customers and transport and logistic services directly supporting the vaccination programme.

These people will be included in Group 2 in our vaccine prioritisation roll out. This group already covers frontline (non-border) health care workers and at-risk people living in settings with a high risk of transmission or exposure to COVID-19.

The new Group 2(c) will include people who work in:

- Supermarkets and dairies
- Petrol stations
- Licensing trusts
- Pharmacies
- Food banks
- Self-service laundries
- Hardware and DIY stores
- Accommodation services
- Passenger services (including public transport services) provided by means of road, rail, air, or sea
- School hostels

- Social and community-based services provided to support persons to maintain critical well-being, or as crisis support for people who are unsafe or homeless.

Q. What do people do if they are an Alert Level 4 worker and want to book a vaccination?

While we are in lockdown, DHBs will work directly with larger employers of Alert Level 4 workers to organise vaccinations for their staff.

DHBs will take a phased approach to these businesses and services, starting with those that have the biggest workforce and most frequent interactions with the public.

Others who think they may be in this new group of frontline Alert Level 4 workers should contact their local DHB.

Q. How quickly will you be able to vaccinate these people?

We are working with DHBs to facilitate this as quickly as possible. While we are in lockdown, DHBs will work directly with larger employers of Alert Level 4 workers to organise vaccinations for their staff.

All DHBs have reserved capacity that cannot be booked through Book My Vaccine unless a person has a booking code. This capacity has previously been used for walk-ins and specific groups such as new MIQ workers. We are working with the sector to re-purpose this existing reserve capacity to support access to vaccination for priority groups.

Q. What about people they live with, will they be able to be vaccinated as well?

Not at this stage.

Q. How many people will be prioritised for vaccinations in this new group?

We are currently assessing that, but we can tell you that just in the supermarket sector alone there are around 70,000 people.

Q. Does this mean other people not considered 'essential' will miss out on vaccinations?

No, this doesn't mean people will miss out on vaccinations. DHBs have reserved capacity they can use. It might mean some people may have to wait longer for their first dose of the vaccination.

We can assure you the vaccination rollout is on track to give eligible New Zealanders the opportunity to be vaccinated with two doses of the Pfizer/BioNTech vaccine by the end of 2021.

By prioritising those people on the frontline, we are protecting not only them, but the people they come into contact with on a daily basis.

Q. Can my children get vaccinated?

Cabinet has now approved the vaccine for use for 12-15year olds.

From Friday 20 August 2021, as parents or guardians become eligible to book for a vaccination, they can also book in a vaccination for any 12 - 15-year olds in their whanau. Bookings can be made by visiting [BookMyVaccine.nz](https://bookmyvaccine.nz).

Young people aged 12 – 15 years will be able to access the vaccine through a variety of ways most convenient to them and their family/whānau, for example:

- At their general practice or community pharmacy
- At a community vaccination centre
- At other community-based sites such as faith-based locations or marae

Parents and caregivers who already have a booking can take their 12-15year olds with them. This will make it more convenient for whole families to be vaccinated at the same time.

There is an estimated 265,000 people in the 12 – 15 years age bracket. We have ordered more than enough Pfizer vaccines for everyone, including the 12 – 15-year-old age group.

Getting vaccinated is the best way to protect ourselves and our whānau. The more of us who are vaccinated in our community, the greater our immunity

The 40+ age band opened from Thursday 19 August. Anyone in that age band can now visit bookmyvaccine.nz to make their bookings.

Q. Is the vaccine safe for 12-15year olds?

The vaccine has been approved by our own Medsafe experts. Medsafe only grants consent for a vaccine in Aotearoa New Zealand once they're satisfied it has passed required levels of safety and effectiveness.

The Pfizer/BioNTech vaccine has already been approved for 12-15year olds in other countries including Canada, the USA, Europe, and Japan. The vaccine has been administered to millions of people around the world, and to hundreds of thousands here in Aotearoa New Zealand.

Q. Do we have enough supply of vaccines, now that 12-15 year olds are also eligible?

We have ordered more than enough Pfizer/BioNTech vaccines for everyone, including the 12-15-year-old age group.

Q. Do 12-15 year olds need their parent's permission to get the vaccine?

As with other vaccination programmes and under New Zealand law, children and young people under the age of 16 years may give or withhold consent to healthcare treatment, so long as they are competent to do so.

It is the role of the healthcare professional to decide whether a child or young person is competent.

A child or young person can be considered competent to consent "when a child achieves sufficient understanding and maturity to fully comprehend the proposed treatment."

A parent or caregiver is also able to give informed consent on behalf of the young person.

Q. How will I know if I need to adjust my booking?

The reduced capacity means we may need to postpone some appointments. If we need to postpone your appointment you will be contacted by the Ministry of Health, your DHB or healthcare provider.

If you have a booking and don't receive a call, please attend your vaccination booking as scheduled, making sure you are following health measures and wear a face covering.

Please don't attend your appointment if you are unwell. Stay home and get advice on whether you need a COVID test.

Q. At Alert Level 4 I was previously advised I am at risk (older person or underlying conditions), but I'm now vaccinated. Should I still ask someone else to pick up essentials like food and medicine? Am I still considered at risk if I'm vaccinated?

Vaccines help prevent the spread of COVID-19 and reduce your chances of getting seriously ill or dying if you do get COVID-19. Even if you are vaccinated, you should still take precautions, including limiting interactions with others, wearing a face covering in public, and staying home where possible.

Q: Why has the observation period time changed?

The observation period after COVID-19 vaccinations will now be a minimum of 15 minutes instead of 20 minutes.

This change keeps vaccination plans on track as we move through Alert Levels, while maintaining patient safety and without putting additional pressure on the workforce to keep clinics open longer.

Delta Variant

Q. How is Delta different from earlier variants?

The Delta variant has several differences compared to earlier iterations of the virus. These differences mean that the Delta variant is a greater threat to the health of individuals who contract the infection and a greater challenge to contain the spread of the virus in an outbreak. For example:

- Delta can cause people to develop more serious COVID-19 illness than other variants of the virus
- People with a Delta infection are at higher risk of needing hospitalisation.
- The chance of infecting others such as within your household or other contacts is very high because Delta is so transmissible. It is estimated that on average, one person infected with Delta may infect 5 or 6 other people. This is how Delta outbreaks in places overseas have grown so rapidly.
- People with Delta infections seem to carry much more virus (have a higher viral load) and for a longer period of time than those infected with the original virus or other variants.
- The time from exposure to the virus until first symptoms is shorter for the Delta variant. Some people may have no symptoms (asymptomatic) when infectious.

Q. Am I protected from Delta being vaccinated?

Being fully vaccinated gives you a high degree of protection against Delta infection, and an even higher degree of protection against severe illness, hospitalisation and death. Evidence currently shows the effectiveness of two doses of the Pfizer vaccine against illness due to Delta infection is about 88% and the protection against hospitalisation due to Delta infection about 96%.

However, no vaccine is 100% effective so there is some chance that a vaccinated person may become infected with the Delta variant and may transmit the virus to other people. Taking other precautions will remain important in order to continue to protect our communities.

As well as vaccination, early detection of cases and swift contact tracing, as well as isolation of cases and contacts, will be critical due to the shorter incubation period of Delta.

Wastewater Testing

Wastewater testing continues to be undertaken on a regular basis across the country.

Q. What is wastewater testing?

Wastewater testing is being used as an extra tool to help monitor for COVID-19 in Aotearoa New Zealand. It is being used as a surveillance tool alongside testing of symptomatic people in the community and asymptomatic testing of workers at the border and in managed isolation and quarantine facilities.

Q. What are the latest results, given the community cases of Delta we are dealing with?

There continues to be COVID-19 detected in wastewater in the Auckland region and Wellington.

Q. Can I get COVID-19 from wastewater?

No. There's no evidence that the virus causing COVID-19 can be transmitted through wastewater, either before or after treatment. The viral fragments themselves are not infectious.

Q. Is my drinking water safe?

There is no impact on your local water supply from wastewater testing. Drinking water supplied by water utilities is safe to drink and for normal household uses.

Police Messages

Stay safe, stay home

Non-essential travel or activity is not permitted.

Exercise should be in local neighbourhoods only.

There are no borders in place and people should remain at their primary place of residence.

For the safety of our communities it is absolutely vital that everyone continues to adhere to the restrictions in place.

That means exercise should be in your neighbourhood only and any recreational activity that could lead to a rescue or emergency response is not permitted. That

includes, but is not limited to, activities such as surfing, snowboarding, tramping, fishing and whitebaiting.

Should you run into trouble with weather or injury and require help, you immediately put others in danger. Don't be the person who sparks an emergency call out, when you shouldn't be out in the first place.

Police will be taking an education-first approach to the restrictions, however, quick and decisive enforcement action will be taken where necessary for the safety of everyone.

Q. How are people responding to the restrictions in place under Alert Level 4?

Police continue to see the majority of New Zealanders continuing to do the right thing, avoiding non-essential travel and keeping themselves and their whānau safe by staying at home.

The public can expect Police to act quickly and decisively to enforce the restrictions, including requirements to wear face coverings.

Police continue to remind the public that Alert Level 4 restrictions mean that there should be no travel outside of home unless for essential purposes.

Q. How do I report a breach to Alert Level 4 restrictions?

If you believe someone is not sticking to the rules, you can report it via the Unite Against COVID-19 website, [here](#).

The matter will be dealt with by the appropriate agency including: WorkSafe, the Ministry for Primary Industries, Police, the Ministry of Business, Innovation and Employment, and the Ministry of Health.

All agencies will not hesitate to formally warn or take enforcement action against people and businesses who repeatedly or seriously ignore advice.

In an emergency, call 111. If it is a non-emergency police matter, we encourage you to go online to 105.police.govt.nz. You can use 105 to report things that have already happened that don't require urgent Police assistance.

Q. How are protests being dealt with?

Police has a low tolerance of unlawful gatherings and people can expect that we will look to enforce the current restrictions

We have all seen what happened overseas when people ignore the rules, and it's imperative that everyone stays home

Q. Will there be Police checkpoints like last time?

Under Alert Level 4, everyone is under the same restrictions and should be staying home. There are no checkpoints operating at the moment, and at this stage there isn't expected to be a need for them.

However, Police will have a highly visible presence across New Zealand to ensure awareness of the Alert Level 4 restrictions that are in place. They remain out and about in our communities conducting reassurance visits and compliance checks.

Regional Travel

Q. What are the permitted reasons to travel at Alert Level 4?

If you are travelling for one of the permitted reasons, you do not require a formal exemption to travel.

If you have symptoms of COVID-19, have been in close contact with someone who tests positive for COVID-19 or test positive for COVID-19, you should not travel – even if it is permitted – and must self-isolate for 14 days.

Permitted reasons include accessing Alert Level 4 businesses or services, accessing health services, recreation and exercise, limited customary purposes, shared bubble arrangements, care of children and others, emergency or court ordered relocation, caring for pets or other animals and emergencies.

The business or service should be the closest one in your area – for example your closest supermarket.

Further information is available at the [Unite Against COVID-19 website](#).

Q. Can I move between regions at Alert Level 4?

Travel is restricted under Alert Level 4. Personal travel, including the use of cars or public transport will not be permitted outside of territorial authority, and is only allowed for essential personal movement, such as travel to a supermarket, pharmacy etc.

Workers for Alert Level 4 services are exempt from the restriction when travelling to work.

Non-essential travel, such as travel to a secondary home or holiday home, is not allowed under Alert Level 4 restrictions.

People who travelled to a secondary home or bach before the Alert Level 4 deadline will not be directed to return home. However, there is a clear expectation that they remain in place until restrictions lift. The safest place for whānau to be is at home.

Q. I travelled away from home before lockdown. Can I stay here if I want to?

Yes. As long as you follow all Alert Level 4 restrictions.

Q. Can I still travel to return home at Alert Level 4?

The 48-hour travel window, and 72-hour travel extension for Queenstown flights and Cook Strait Ferries, has now closed for people who needed to return home when we went in to Alert Level 4.

People who were unable to make it back to their home during the travel window should now remain in place wherever they are – provided it's safe to do so – for the remainder of the time we are at Alert Level 4.

Q. How will boundaries be monitored when there are changes to the alert levels for different regions?

At this stage, we do not want to pre-empt the Alert Level status or boundaries for Auckland, Coromandel or any other regions throughout New Zealand that may be impacted.

Once any decision is made, travel between Alert Level 4 regions will only be permitted under special circumstances. Anyone attempting to travel across the regional boundaries should expect to be stopped and asked for proof of essential travel.

Education

COVID information for parents and whānau is now live on the Ministry of Education's website [here](#).

Q. Will schools remain open at AL4?

All schools and early childhood education centres are closed. There is no access to school sites during Alert Level 4. All playgrounds, including school playgrounds are out of bounds during Level 4.

Schools will be providing information directly to all parents about what this means for them.

Schools are establishing ways to teach online and remotely.

Q. What about childcare for Alert Level 4 workers?

The Government announced today that Alert Level 4 workers can access free childcare if they do not have childcare in place. [A list](#) of 32 providers, with national coverage is available.

However, parents are expected to use their own private arrangements where possible.

Care in the child's own home (eg nannies) can continue for Alert Level 4 workers so long as the guidance around bubbles is followed. Cabinet is considering further supports.

Services can use the Emergency Closure code to maintain funding at Alert Level 4.

Q. Where do I find information on distance learning?

Information is available on the Ministry of Education's [Learning from Home website](#) with teaching/learning resources and guidance for parents:

- Home learning TV can be accessed on TVNZ On Demand
- Mauri Reo, Mauri Ora can be accessed from Māori TV on demand.

The Ministry of Education has created a new online info hub for Pasifika parents, families and communities to support learning during Alert Level 4, it can be found on the Ministry's website at www.education.govt.nz/covid-19 under the heading 'for parents'.

Q. What happens for students, teachers and families from the schools that have confirmed COVID-19 cases?

The Auckland Director of Education is in regular contact with the principals of the schools affected, who are managing the situation.

Three schools in Auckland are affected, Avondale College, Northcote College and Lynfield College. The Ministry of Education is working closely with Auckland Regional Public Health Service (ARPHS), who are supporting with information for their school communities.

There is no specific testing on school grounds, but nearby testing centres have been stood up to support these school communities. The impacted schools are sharing information about accessing these testing centres directly with their communities.

All students and staff at affected schools must complete 14-days of isolation, including people who are vaccinated, even if the country moves out of Alert Level 4.

Q. Can I collect devices/hard materials from school?

The Ministry of Education and Ministry of Health have been working closely to arrange a safe system for the school workforce to go back on school premises to pick up essential hard materials and/or devices for their students to learn at home.

The school can arrange to deliver directly, or through couriers, devices and hard materials to students' homes. Further work is occurring to support in limited circumstances, some families to pick up materials and devices from school sites. The Ministry of Education will provide an update and advice to work this through with schools and students.

Q. What happens to school boarders under Alert Level 4?

School hostels are a business or service able to operate at Alert Level 4. This primarily enables staff to support boarders who are not able to safely return home. There are no restrictions on accessing the workplace for staff who are needed to work onsite at a school hostel throughout Alert Level 4 (or any other alert level).

Ministry of Education's advice remains that staff should stay onsite wherever possible, to prevent mixing of household and hostel bubbles.

Q. What is happening to support tertiary students and access to learning resources?

There is a process underway to enable tertiary staff to go on site for the purpose of collating and sending educational resources to their students who are otherwise unable to access resources remotely.

Limited scientific services are designated as essential (e.g. significant research facilities, including animal facilities, clinical trials, and infrastructure that requires constant attention [for example, samples, collections, and storage facilities], that are important to New Zealand).

Student hardship support is available. Please contact the [StudyLink website](#).

Q. Will support be available for student in Halls of Residence as last lockdown some students were unable to access accommodation?

Tertiary accommodation is an 'Alert Level 4 service' and will remain open throughout Alert Level 4. Tertiary accommodation providers will support the safety and wellbeing of students and allow them to self-isolate, as required.

A [COVID-19 Tertiary Bulletin](#) was sent 17 August to all tertiary providers which included advice on tertiary accommodation and is available on the Ministry of Education's website, [here](#).

Q: What is the advice for tertiary students identified as contacts?

The Ministry of Education and Tertiary Education Commission are in very regular contact with tertiary institutions affected, who are managing the situation.

If a tertiary institution is named as a location of interest, all students and staff must complete 14-days of isolation, including people who are vaccinated, even if the country moves out of Alert Level 4.

Any tertiary student or staff member who has been at a location of interest, displays relevant symptoms of COVID-19, has been in close contact with someone who tests positive for COVID-19 or tests positive for COVID-19 must self-isolate for 14 days.

These people should get food and supplies delivered, or ask friends, family or neighbours to drop this off – but the deliveries must be contactless. Contactless delivery means staying 2 metres away from the person delivering supplies, wearing a face covering and washing or sanitising hands after putting groceries away.

Student accommodation, such as hostels and halls of residence, can remain open and in a position to provide appropriate support to allow students to self-isolate, as required. For students in tertiary accommodation, all accommodation providers have agreed plans in place to manage their respective accommodation facilities. Students should ensure they are complying with these instructions which are designed to keep both them and their fellow students and staff safe. There should be careful isolation of anyone who is a close contact or is displaying COVID-19 symptoms.

Some students or others may avoid COVID-19 testing or treatment for fear of cost. COVID-19 is a notifiable infectious disease, which means that treatment for COVID-19 is free. This covers everyone in New Zealand, regardless of visa/citizenship status or length of time in the country.

Further information is available on the Ministry of Education website, advice for tertiary students: [Advice for tertiary students – Education in New Zealand](#)

MIQ

The Ministry of Business, Innovation and Employment manages isolation and quarantine facilities. You can find more information on the [MIQ website](#).

Q. Can people leave MIQ without a negative COVID-19 test?

A person cannot leave an MIQ facility unless they have a negative COVID-19 test and confirmation from a Medical Officer of Health or a Health Protection Officer that they are a low risk of having or transmitting COVID-19. Usually, this is determined by someone having had 14 days in managed isolation.

Without a negative test, individuals have to remain in MIQ for longer, until they return a negative test. The Ministry of Health has confidence that if these thresholds are met, there is no significant risk of virus transmission from an individual.

Q. What do I do under Alert Level 4 after I've completed MIQ?

Returnees must have an approved departure plan before completing their stay at a managed isolation or quarantine facility. They are required to return home under Alert Level 4 restrictions.

You can find out more about leaving isolation on the MIQ website, [here](#).

Quarantine-Free Travel

Q. What is happening for people from New Zealand to Australia?

In response to the Auckland outbreak, the Australian Government has paused QFT from New Zealand to Australia until 11:59pm, 23 August (AEST).

All flights originating in New Zealand will be classified as Red Zone flights from 11:59pm (AEST) on 18 August 2021 to 11:59pm (AEST) on 23 August 2021.

Q. If I'm travelling, will I have to do MIQ in Australia?

Yes. This change means passengers on flights originating in New Zealand up until 11:59pm (AEST) on 23 August 2021 will need to go into 14 days of supervised hotel quarantine on arrival in Australia and adhere to the requirements of the State and Territory in which they enter.

A review of the travel arrangements will be undertaken on Friday 20 August 2021.

Quarantine-Free Travel with Cook Islands

Q. Will the move to Alert Level 4 effect the travel bubble with the Cook Islands?

The Cook Islands Government has announced that inbound flights from New Zealand are paused for at least 72 hours from Tuesday, 17 August 11:59pm (NZT).

New Zealand travellers currently in the Cook Islands, who have not been at a New Zealand location of interest and do not have COVID-19 symptoms, are able to return from the Cook Islands on a scheduled flight. Locations of interest are on the New Zealand Ministry of Health website, [here](#).

Travellers in the Cook Islands are encouraged not delay their return travel to New Zealand. Prior to departure you should:

- comply with all Alert Level 2 health restrictions in the Cook Islands outlined at www.covid19.gov.ck
- ensure you have filled out the New Zealand traveller declaration, Nau Mai Rā. If your travel plans have changed, please fill out the declaration again.

Q. What do I do if I arrived in the Cook Islands before New Zealand went to Alert Level 4?

Anyone who arrived in the Cook Islands between 3 and 16 August (Cook Islands time) and who:

- has been at a New Zealand Government’s listed location of interest, or
- has COVID-19 symptoms

should contact Te Marae Ora (Cook Islands Ministry of Health) on 57481, or 57482, or 57486, or 56199 for advice. These people will be required to undergo a COVID-19 test and self-isolate for 14 days before they are able to return to New Zealand.

Q. Can I get home if I arrive outside the 48hr travel window in place in New Zealand?

Domestic travel after 11:59pm on Thursday 19 August is restricted under Alert Level 4. However, those returning from the Cook Islands will continue to be able to undertake onward domestic travel home. Public transport, including domestic flights, are expected to be limited at Alert Level 4. Please plan ahead.

Q. What do I need to do when I get home?

All returning travellers must follow these guidelines:

- Once in New Zealand, travel home as quickly and directly as possible.
- Follow all public health requirements for the duration of travel, including wearing face coverings, social distancing and COVID Tracer app scanning wherever you go.
- If you need to stay in transit accommodation while waiting to return home, please obey all Alert Level 4 restrictions.

Q. Can my whānau or friends collect me from the airport?

You can be picked up if you will be isolating with that person once you are home. That person can travel into Auckland for the purpose of picking you up, provided they do not travel to any other locations while in Auckland.

Q. I'm still waiting to return from the Cook Islands. What do I do?

All travellers in the Cook Islands are encouraged to register on the [Safe Travel website](#) and monitor the [United Against COVID-19 website](#) and [Cook Islands COVID-19 website](#) for further updates.

This advice will be updated as circumstances require. Please continue to monitor websites.

Q. How do I obtain my COVID-19 test result in the Cook Islands?

To obtain your results from a COVID-19 test taken in the Cook Islands you should call the Rarotonga Hospital.

More information**Q. Where can I find more information?**

The best sources of accurate and reliable COVID-19 information are the Unite Against COVID-19 and Ministry of Health websites and trusted sources such as DHBs or health providers. More information can be found on the [Unite Against COVID-19 website](#).

Q. What should I do if I see mis-or dis-information?

If you see something about COVID-19 that doesn't seem right, if it's on social media report it to the platform – anything else [report it to CERT NZ](#) or call 0800 2378 69.

Key contacts for official advice**Accessible information**

Information and advice in other formats for people with particular accessibility needs <https://covid19.govt.nz/updates-and-resources/accessible-information/>

Immigration

Visit www.immigration.govt.nz/about-us/covid-19 or call the Immigration Contact Centre (6am – 10pm, Monday – Friday (NZST) from landlines only on 0508 558 855, or Auckland 09 914 4100, Wellington 04 910 9915, or from overseas +64 9 914 4100

All New Zealanders overseas are encouraged to see the advice and register on www.safetravel.govt.nz

If you require consular assistance, please contact the [Embassy, High Commission or Consulate](#) closest to you or CONS@mfat.govt.nz. For emergency consular assistance, please contact +64 99 20 20 20 (if overseas) or 0800 30 10 30 (within NZ).

Pacific communities

For information to support Pacific communities, visit <https://www.facebook.com/MinistryforPacificPeoples/>

Translations

For resources in other languages, visit <https://covid19.govt.nz/updates-and-resources/translations/>

Transport

For information on transport go to www.transport.govt.nz/about/covid-19 or email essentialtravel@transport.govt.nz

Unite Against Covid-19

Website www.covid19.govt.nz

Facebook <https://www.facebook.com/UniteAgainstCOVID19/>

LinkedIn <https://www.linkedin.com/company/uniteagainstcovid19/>

Instagram <https://www.instagram.com/uniteagainstcovid19/>

Twitter <https://twitter.com/covid19nz>

Newsletter <https://confirmsubscription.com/h/t/6925B3D1925FFCCF>

Services and Support

It's OK to ask for help. As we work through this together, there are people and agencies able to support you. Below is a range of advice, help, or support if you need it. If you don't speak English, you can ask for an interpreter when calling most government departments.

<p>In an emergency</p>	<p>Call 111 for Fire and Emergency, Police, or Ambulance.</p>	<p>111 (Emergency Line)</p>
<p>For health advice</p> <p>It's as important as always to get medical support if you're unwell. You don't need to wait.</p>	<p>If you have cold, flu or COVID-19 symptoms, get tested.</p> <p>Call your Doctor or contact Healthline for free health advice and information provided by trained professionals.</p>	<p>0800 358 5453 (Healthline - COVID-19 health advice)</p> <p>0800 611 116 (Healthline - General health advice)</p> <p>www.healthpoint.co.nz</p>
<p>For health advice about babies or children</p>	<p>Call Plunket to speak to a Plunket nurse.</p> <p>PlunketLine is a free parent helpline and advice service available to all families, whānau and caregivers.</p>	<p>0800 933 922 (PlunketLine)</p>
<p>For mental health or addiction support</p> <p>However you feel, there's someone to talk to if you need it.</p>	<p>Call or text 1737 to talk to someone trained to help.</p> <p>For specific help, you can contact the Depression Helpline or Alcohol Drug Helpline.</p>	<p>1737 (1737 Helpline) 1737.org.nz</p> <p>0800 111 757 (Depression Helpline) 0800 787 797 (Alcohol Drug Helpline)</p>
<p>For support with family violence or sexual violence</p> <p>It's ok to leave your bubble to keep yourself or someone else safe. If you need to leave, help will be there.</p>	<p>Call 111 if you or someone else is in immediate danger of being harmed or may harm themselves.</p> <p>Find local social support services in your area, call the Family Services 211 helpline.</p> <p>Call Women's Refuge for advice, support and safe accommodation when you're dealing with violence in your life.</p> <p>The Elder Abuse Helpline is a free service that older people can contact if they or someone they know are experiencing elder abuse.</p>	<p>111 (Emergency Line) 0800 211 211 (Family Services 211 Helpline) www.familyservices.govt.nz/directory/</p> <p>0800 733 843 (Women's Refuge) 0800 32 668 65 (Elder Abuse Hotline)</p>
<p>For concerns about the wellbeing or safety of a child</p>	<p>Call Oranga Tamariki if a child or young person is unsafe, not being cared for, or separated from their parents or caregivers.</p>	<p>0508 326 459 (Oranga Tamariki) www.orangatamariki.govt.nz</p>
<p>For support for young people</p>	<p>Youthline supports all young people, including those who are struggling. Youthline offers a free 24/7 Helpline service.</p>	<p>Youthline Free call 0800 376 633 Free text 234 Webchat: https://www.youthline.co.nz/</p>

<p>For rural and farming support</p>	<p>Contact your local Rural Support Trust. They can point you in the right direction for the support you need.</p>	<p>0800 787 254 (Rural Support Trust)</p>
<p>For access to food or essential items</p> <p>We all need food and essential items such as medicine, so please don't try to go without. There are plenty of ways to get this to you.</p>	<p>Talk to your family, whānau, friends, iwi and neighbours to see if they could deliver essential items to you.</p> <p>Try food delivery such as supermarket home delivery, food parcels, frozen pre-prepared meals, subscription food boxes (like My Food Bag and Hello Fresh) or any other whole-food delivery service.</p>	<p>If you need food urgently, your local foodbank may be able to help. Find them here: www.familyservices.govt.nz/directory/ (Foodbanks)</p> <p>If you can't access any other support, contact your local Civil Defence and Emergency Management (CDEM) Group www.civildefence.govt.nz/find-your-civil-defence-group/</p>
<p>For financial support</p> <p>There may be support available for employers, employees and those who have lost their job or had their income reduced, or assistance to buy food.</p>	<p>Visit the Work and Income website for urgent financial support and ongoing needs.</p> <p>You can apply for a main benefit online and check your eligibility for food assistance.</p> <p>You can also use the COVID-19 financial support tool on the Unite Against COVID-19 website to see what support is available to you.</p>	<p>www.workandincome.govt.nz https://my.msd.govt.nz/ (Food grant & benefit app) 0800 559 009 (MSD General Line) 0800 552 002 (Seniors 65+) 0800 88 99 00 (Students) www.Covid19.govt.nz/business-and-money/financial-support/covid-19-financial-support-tool/</p>
<p>For renting and tenancy advice</p>	<p>Contact Tenancy Services for information about your legal rights.</p>	<p>0800 836 262 (Tenancy Services) www.tenancy.govt.nz</p>
<p>For animal welfare matters</p>	<p>Call Ministry for Primary Industries for animal welfare concerns and enquiries and to report cruelty.</p> <p>For animal welfare emergencies, you can also call your local SPCA Centre.</p>	<p>0800 00 83 33 (MPI) https://www.sPCA.nz/report-animal-cruelty</p>
<p>For employment advice and support</p> <p>Know your rights as an employee and keep yourself safe.</p>	<p>Contact Work and Income if you're looking for work or have a vacancy that needs to be filled.</p> <p>Contact Employment NZ or visit their website for information on your rights as an employee.</p> <p>Contact Worksafe for information on working safely.</p>	<p>0800 779 009 (Work and Income's Job Search line) www.workandincome.govt.nz 0800 20 90 20 (Employment New Zealand) www.employment.govt.nz 0800 030 040 (Worksafe) www.worksafe.govt.nz</p>
<p>For further information on other support</p> <p>There are a number of organisations working to make sure everyone is looked after.</p>	<p>Visit the Unite Against COVID-19 website.</p> <p>To help you understand your rights and obligations, and to give you any support you need to take action, contact the Citizens Advice Bureau.</p>	<p>www.Covid19.govt.nz 0800 367 222 (Citizens Advice Bureau)</p>