

COVID-19 FAQs

14 September 2021

Unite
against
COVID-19

ALERT LEVEL & General Info

This contains the most up-to-date and approved messaging on key COVID-19 matters.

Information that changes or is added between grids will be highlighted. Please ensure you are using the most up to date version.

This document answers frequently asked questions about what **Alert Level 2** means for areas of New Zealand.

This information applies from **6.00pm, 14 September 2021.**

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 **orange.**

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

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Alert Level status

Q. What is happening?

Auckland will remain at Alert Level 4, until Tuesday 21 September.

The rest of the country will remain at Alert Level 2 until Tuesday 21 September.

At 11:59 on Tuesday 21 September, Auckland will move to Alert Level 3. This will depend on the number of active cases, unlinked cases and wastewater testing results.

Cabinet will make a final decision on Auckland moving to Alert Level 3 and review the Alert Level for the rest of New Zealand on Monday 20 September.

Alert Level 2 guidance:

- Businesses must ensure customers can keep a record of where they have been – such as through the COVID Tracer App or otherwise – when visiting certain places such as restaurants, cinemas, concerts, churches, and close-contact businesses like hairdressers.
- A limit of 50 people applies for indoor gatherings, hospitality settings and event venues. 100 people can gather in outdoor settings.
- Keep 2 metres apart from people you do not know in public, and places like retail stores, libraries, gyms and museums
- Face coverings are mandatory for everyone aged 12 and over in indoor public facilities like libraries, museums and shopping malls.
- Face coverings are mandatory for customer-facing staff at hospitality venues, retail outlets and public facilities.

Alert Level 2 – there's still work to do. Everyone has a part to play in stopping the spread.

Q. Do we have enough vaccines to meet demand?

Government has completed a deal with Denmark for the purchase of 500,000 doses of the Pfizer vaccine, with the first 250,000 doses arriving at Auckland Airport from the middle of this week.

This is on top of the about 250,000 COVID-19 vaccines that arrived in Auckland from Spain last week.

With this supply the vaccine rollout will continue at record high levels and vaccinate at a rate of over 550,000 doses per week.

Q: When will NZ, apart from the Auckland region, move to Alert Level 1?

Government is not in a position yet to say when the country would be able to drop to Alert Level 1. There are a number of factors that would provide confidence that the outbreak is contained.

Te Wiki o te Reo Māori

Q. This week is Maori language week, can you share some key words and phrases to suit COVID-19 messaging?

Mate Korona, KOWHEORI-19 = COVID-19

Inā i waenganui koe i ngā tauhou, me mau maruhā = If you're around people you don't know, it's a good idea to wear a mask =

Kia tae ki tō wā, ka taea e koe te tāpui i ō toronga kano ārai mate = It's your time, book your vaccination today

Inā pāngia koe e tētahi mate, me noho ki te kāinga = Stay home if you are sick

Me pupuri i ngā kōrero mō ō nekenekehanga = Keep track of where you have been

Me noho haumaruru me te tiaki i a koutou anō = Stay safe and look after yourselves

Mehemea kua pāngia koe e ngā tohumate o te maremare, te rewharewha, te KOWHEORI-19 rānei, e noho ki te kāinga, ka waea-utukore ai ki Healthline mā te 0800 358 5453, ki tō tākuta rānei ki te tuku pātai e pā ana ki te whakamātautau. Kia mahara ake, kāore he utu o te whakamātautau.

If you have cold, flu, or COVID-19 symptoms, please stay home and call Healthline for free on 0800 358 5453 or your doctor for advice about getting tested. Remember, it is free to get tested.

Face coverings

In general, face coverings should be worn whenever you can. The Delta variant is more transmissible by droplets, so face coverings are a way we can protect ourselves and each other.

If you're around people you don't know, it's a good idea to wear a mask.

Q. Do customers in cafes and restaurants have to wear face masks?

Face coverings are not required to be worn by customers visiting cafes or bars, as you will be seated and physically separated from others in the venue.

However, if you are not eating or drinking at the venue, face coverings are encouraged to help keep yourself and other people safe.

Staff at hospitality settings are required to wear a face covering.

Q. Do I have to wear a face covering when I'm working out / exercising / at the gym?

Exercise and sports are difficult to do with a face covering. The face covering requirement does not apply to clients in gyms. However, people do need to maintain 2-metres distance from others, meaning indoor gym spaces may have to limit the number of people who can attend.

Employees in gyms – trainers and coaches – are encouraged to wear a face-covering, as they are public-facing in a business, with more opportunity to be in contact with a greater range of people.

The face-covering requirement does not apply to indoor sports – like indoor netball – but the rules on indoor gatherings do apply, and there can be no more than 50 people.

Masks are not mandatory for outdoor sports and exercise, as ventilation is not an issue. Outdoor social sports are treated as a gathering, so there must be no more than 100 people taking part.

Q. I work in an office, does that mean I have to wear a face covering to work?

Workplaces that are not open to the public (such as offices and factory floors) are a controlled environment. 1-metre distancing is required between employees, but face coverings are not required – as long as the business does not have any customers visiting the premises.

The 2-metre rule applies where people other than employees access the workplace, for example at reception.

Face-coverings are encouraged in workplaces if people want to wear them.

Some businesses are required to ensure that contact records are kept for everyone that enters, others are required to keep records of just customers and clients that



enter. Businesses should check the requirements for their particular business on [COVID19.govt.nz](https://www.covid19.govt.nz).

Q: Where do I have to wear a face covering?

You legally must wear a face covering if you are aged 12 and over when:

- using public transport, airplanes (including in departure points such as train/bus stations) and in a taxi or ride-share vehicle.
- visiting a healthcare or aged care facility (other than for a patient)
- inside retail businesses, such as supermarkets, pharmacies, shopping malls, indoor marketplaces and takeaway food stores
- visiting the public areas within courts and tribunals, local and central Government agencies, and social service providers with customer service counters

You legally must wear a face covering if you work:

- as a driver of a taxi or ride-share vehicle
- at close contact businesses, for example beauticians and hairdressers
- in a hospitality venue, for example a cafe, restaurant, bar or nightclub
- at retail businesses, such as supermarkets, shopping malls, indoor marketplaces, takeaway food stores
- in the public areas of courts and tribunals, local and central Government agencies, and social service providers with customer service counters
- at indoor public facilities, for example libraries and museums (but not swimming pools)

Q: What action will the Police take with people not wearing face coverings where it is a requirement?

If Police receive a report of a person failing to wear a face covering, this will be triaged along with other reports and investigated on a case-by-case basis. The Police have issued infringement notices on a few occasions when people have refused to wear a face covering when required to.

Police continue to take a graduated response around the current Alert Level restrictions, including engaging with the person concerned and taking enforcement action where necessary.

Q: Are some people exempt from the requirement to wear a face covering?

Yes, exemptions from the requirement to wear face coverings still exist and more information can be found about how these apply, and the exemption card, on the Unite Against COVID website. NZ Police is aware that there have been some issues with people without a face covering being denied entry upon stating they have an

exemption. They have updated their communications to staff and to businesses as a result.

People are not required to provide an exemption card if they are exempt due to a health condition.

Q: If I am visiting my GP, do I need to wear a face covering?

At Alert Level 2 the Health Order states that it is not a legal requirement for a patient visiting a GP or hospital to wear a mask or face covering, but it is strongly recommended. A GP may request patients wear face covering when visiting.

Q: If I am visiting a hospital or aged care facility do I need to wear a mask?

Yes, visitors to a hospital or aged care facilities must legally wear a face covering.

Q: Do I have to wear a face covering at a theatre, movie or concert?

Face coverings are required in public spaces – such as collecting your ticket or purchasing food. Face coverings are recommended, but not required when you are seated at a movie or concert, to allow people to consume food or drink.

Travel and personal movement

Q. Will there be International COVID-19 vaccination certificates, if yes how might they work?

We recognise that evolving standards on COVID-19 health credentials is affecting some New Zealanders already offshore.

New Zealanders who need proof of vaccination for international travel currently can request a letter confirming their COVID-19 vaccinations from the Ministry of Health.

We are, however, unable to guarantee that other countries will recognise this COVID-19 vaccination letter as formal proof of vaccination.

This an interim solution, until a New Zealand digital COVID-19 vaccination certificate is available. Work is underway to develop a digital vaccination certificate that will be available from around December for people who have been vaccinated here.

It will contain a QR code, and a secure digital signature, or “seal”. Certificates will be able to be printed off in hard copy or be stored and viewed on a smart phone.

The Ministry of Health is designing the digital vaccination certificate to be compatible with emerging international standards, so it can be recognised by as many countries as possible.

Q. Can children move between shared caregivers' homes if those homes are at different Alert Levels?

Children cannot move between shared caregivers' homes if those homes are at different Alert Levels.

Caregivers can travel between different regions, as long as they are both at Alert Level 2. This includes travelling through an Alert Level 4 area, in one trip, to take children to or from a shared caregiver's place of residence in another Alert Level 2 area. Evidence should be carried for crossing the boundary, for example showing you have shared custody.

At Alert Level 4, children and caregivers must stay in Alert Level 4. If both caregivers are living within Alert Level 4, the children can move between a shared caregiving arrangement as one bubble.

There more information on the [Unite Against Covid-19 website](#).

Q. How can I find out where the boundaries are?

The boundary map is available on the Unite Against COVID-19 [website](#).

Checkpoints are in place to ensure public safety and minimise any risk of the Delta variant of COVID-19 spreading.

Q. How will increased boundary checks impact travel times?

We know that borders can be busy, and we anticipate there may be more congestion at the boundary.

Police have planned for this, and travellers are asked to have the appropriate travel documents (e.g. photo ID, permit to travel, evidence of COVID test within 7 days for workers) at hand to speed up the process. If you don't need to travel or don't have a legitimate reason to, then don't.

Q. Can I travel to Auckland for personal reasons?

Personal travel into, out of, or through an Alert Level boundary is strictly limited.

You may only travel across the Alert Level boundary if that travel is permitted. Permitted reasons are available [here](#).

You should carry acceptable evidence that you are permitted to cross the boundary.

Q. Can travellers fly into Auckland airport for transit to other destinations?



As with land travel, air travel across Alert Levels must be permitted for either personal or work reasons. Permitted reasons, guidance and evidence required are available here:

- Personal [travel](#).
- Business [travel](#).

The AKL routes that are operating are AKL-WLG and AKL-CHC. To enable connectivity for Northland, Air New Zealand will also be operating a Whangarei-Auckland service to connect to these services, with transit through Auckland Airport.

These flights can only be used for permitted purposes, which does not include holidays or leisure activities.

You must not stop, so far as reasonably practicable, on your journey to or from the airport. You can stop in an emergency, to use a toilet or get petrol, but you must follow Alert Level 4 guidance.

Your flight should depart within 24 hours of you entering the airport. Once you are at the airport, you can only leave it to board your flight or to stay in temporary accommodation.

Q. What evidence will you need in order to cross the boundary?

In addition to photo ID, travellers must also have permission to travel documentation and/or acceptable evidence required for permitted travel. Examples are included in the pages below:

- Personal [travel](#).
- Business [travel](#).

All Alert Level 4 workers who are permitted to cross the Alert Level boundary will be required to have evidence of a test taken within the seven days before crossing the boundary.

Please have all necessary documentation at hand, to speed up the process and help reduce congestion at the boundary.

Q. Can I stop/divert if I am travelling through Auckland?

People driving through Auckland are asked to keep moving while driving north or south. The risk of spreading COVID-19 is still high and we need to make sure people travelling through are not exposing themselves or their communities to the virus because of their travel.



People are encouraged to plan toilet or petrol stops ahead of entering Alert Level 4, however if they need to stop for these purposes, Level 4 protocols should be followed, such as mask wearing, good hygiene and physical distancing.

Q. What happens if there is an accident or emergency?

If someone travelling through Auckland must stop due to an emergency, they should take all required steps to protect themselves from possible transmission, such as mask wearing, good hygiene and physical distancing.

Q. What is the difference between exemption and proof of essential travel?

If your personal travel across the boundary is permitted, you are already allowed to cross the boundary. You do not need to apply for an exemption to travel.

If your travel is not permitted travel, then you will have to apply for an exemption to travel. These will only be granted in exceptional circumstances.

You just need to a form of photo ID and acceptable evidence to travel, which can be found on the Unite Against Covid [website](#).

Q. If my personal travel is not permitted, can I get an exemption?

Exemptions to travel can be granted on a case-by-case basis, and only where this is consistent with the public health response to COVID-19. It is very difficult to get an exemption because the public health risk associated with the travel and its purpose must be considered.

Before applying for an exemption, you must be sure that:

your need to travel across the boundary is urgent and cannot be delayed, and

there is no one else (who does not need to cross the boundary) that can attend the event or perform the activity for you.

Applications for an exemption for personal travel across an Alert Level boundary please can be made via the Ministry of Health [website](#).

Holidaymakers cannot travel into Auckland via flights, and will not be able to drive through Auckland, due to the added risk of COVID-19 during such travel.

Q. Can Northlanders drive through Auckland to holiday somewhere else in New Zealand?

Driving to or through Auckland solely for leisure purposes, such as a holiday, is not permitted, due to the risks associated with spreading COVID-19.

Northlanders will only be able to drive through Auckland for work or permitted personal travel. Permitted personal reasons are available [here](#).

Q. Will people be able to drive or fly from Northland to Auckland airport, and catch a plane from Auckland to elsewhere in the country? Or will air travel for Northlanders have to start in Northland?

Transiting by car or air will only be permitted for permitted personal reasons or work, not for a leisure purposes.

People transiting through Auckland by air for permitted purposes must stay in the airport (or airport accommodation), transit for no more than 24 hours, and follow all Alert Level 4 health guidelines during their transit.

People will be required to follow Alert Level 4 health and physical distancing guidelines when in Auckland.

Testing

Q. I am worried about being arrested or caught as an overstayer if I go for a COVID-19 test. Will my information be passed on to Police or immigration?

To protect whānau and community from serious illness and prevent hospitalisation it is important everyone with any symptoms gets tested. It is also encouraged for everyone eligible to get vaccinated as this literally saves lives.

Everyone being tested is treated the same, regardless of their immigration or legal status.

Formal identification is not required, but staff will ask for people's names, date of birth and contact details when they arrive so they can receive their results. People may also be asked for their National Health Index (NHI) number.

The NHI is unique to health and cannot be accessed by other agencies. It cannot be accessed by other Government agencies for police, immigration or tax purposes. It holds a different standing in government data, including not being part of any shared database.

Q. What are the new surveillance testing requirements being introduced?

There is now a requirement for workers permitted to cross the Alert Level boundary, to get tested, whether they have symptoms or not.

All workers who are permitted to cross the Alert Level boundary will be required to have evidence of a test taken within the seven days before crossing the boundary.



This proof of test will be in addition to evidence required of their need to travel (such as a Business Travel Document, work order or employer letter) all workers must carry when they travel across the Alert Level boundary.

Permitted workers can also get certificate from a registered medical practitioner as evidence of exemption for this testing requirement.

Q. When do the new requirements for regular testing for permitted working crossing Alert Level boundaries take effect?

From 11.59pm on Thursday 9 September 2021 business are required to have systems and processes in place, so far as reasonably practicable, to facilitate this requirement.

This includes not preventing their workers from reporting to an undergoing testing, medical examination, or both during their working hours.

The obligation on workers crossing the boundary to carry this evidence to show to the Police when asked takes effect on 11.59pm, 16 September 2021.

Q. Why are these new requirements being introduced?

Emergence of the Delta variant is a game-changer – it's twice as infectious, so we must rapidly respond to try and keep ahead of it.

Permitted workers who are moving around create more risk of transmission of the virus than people who are staying at home. Those who cross an alert level boundary are effectively “taking that alert level with them”.

This additional testing ensures permitted workers, their whānau and our communities are kept safe.

It will provide the assurance that travel is being done safely and help prevent leakage of COVID-19 across boundaries from these higher risk settings.

Q. Does this requirement cover workers who are already covered by the surveillance Required Testing Order?

Any permitted workers who need to cross the Alert Level boundaries will need to carry evidence that they have had a COVID-19 test within the last 7 days.

Border workers currently undergoing regular testing on a 7-day cycle will be covered, however those on a 14-day testing cycle will need to get a test 7-days prior to when they need to cross the Alert Level boundary.

There will be businesses who are exempted from this requirement. A list of these will be posted on the MBIE website.



Permitted workers can also get certificate from a registered medical practitioner as evidence of exemption for this testing requirement.

Q. Does the requirement apply to both directions of travel across a boundary, or only to those leaving a higher Alert Level?

The new testing requirement applies to all permitted workers when crossing Alert Level boundaries either way.

Q. Whose responsibility is it for the worker to get tested?

The responsibility for the weekly testing is shared between the employer and the employee.

The employer must not prevent their workers to undergo testing, medical examination, or both during their working hours, and must have systems and processes to ensure, so far as is practicable.

Employers must also ensure they do not require employees to travel into, out of, or through the Alert Level 4 area unless they have evidence of having had a COVID-19 test within the last seven days.

The worker must undergo the testing within seven days of crossing the Alert Level boundary and carry evidence of this to show to the Police when stopped at a checkpoint.

Q. Will the employee need to pay for the testing?

Testing for the purposes of crossing the Alert Level boundary will be at no cost to employees. If you are going to a GP to get testing, please let them know the purpose of the test to ensure you won't be charged.

Q. Where can I get tested?

Permitted workers can use the existing testing services available. This includes going to a Community Testing Centres which requires no appointment, or booking in with their local GP.

Go to the Healthpoint website (<https://www.healthpoint.co.nz/>) for free nasal swab testing locations in your area. Further testing facilities may be established.

Employers can look at introducing mass testing on-site to make it as easy as possible for their workers. Employers can use any IANZ accredited supplier. Ideally the providers used will be integrated with the Éclair database so an automatic confirmation text can be sent as evidence of test. If not, the providers will need to issue a paper confirmation to the workers so they have evidence when travelling across the alert level boundary.

Q. Is saliva testing available?

Saliva testing is now available to give those permitted workers different options to comply. It is self-administered and available 24/7. Workers can collect tubes beforehand and drop their sample at multiple collection points. Saliva testing is a series 2 tests, at least 2 days apart within 7 days.

For those using saliva testing (initially), they need to download and install the APHG saliva testing app. The app will also record tests and results which can be used as evidence when crossing the alert level boundary.

For more information on saliva testing and to register, please visit the COVID-19 saliva testing website.

Q. Will workers have to wait in long queues to get tested?

To ensure testing can be undertaken as easily and efficiently as possible, the Ministry of Health is working with providers to ensure there are dedicated testing facilities at easy to access locations near the boundary.

This will also include setting-up dedicated pop-up testing centres near the boundary and on-site testing at workplaces. Employers who wish to provide on-site testing will be able to choose from several providers approved by the Ministry of Health. These will be listed on its website.

Q. Once tested, do permitted workers have to wait for results before they can continue their work?

These workers will not be required to stand down or stay at home while awaiting their result, as this additional surveillance testing is to provide assurance that travel in and out of boundaries is being done safely. However, if the worker is experiencing symptoms of COVID-19 they should stay at home until they receive a negative test result and no longer experiencing symptoms.

Q. What proof will permitted workers need to show as evidence of a test?

A text message providing confirmation of completion of a test will be sent to the employee. This will be automatically generated at the location where the test was taken by the system used to process tests and can be shown as evidence.

A paper-based confirmation will also be available from those testing centres that do not use the automated system (eg. GP practices). This can also be shown as evidence of a test.

Permitted workers can also get certificate from a registered medical practitioner as evidence of exemption for this testing requirement.

Q. How will the regular additional testing be monitored?

Permitted workers coming through the checkpoint from 11.59pm, 16 September should expect to be asked for evidence of having had a test in the past 7 days.

They will not allow travel through the boundary at the checkpoints for those who do not have evidence of having had a Covid19 test in the last seven days.

Motorists will still be required to carry evidence of their permitted reason for travel or show the appropriate exemption, as outlined on the COVID-19 website.

Sports and Recreation

At Alert Level 2, you can do your usual sport and recreation activities if you can do them safely. But if you are sick, stay home.

When exercising in public, try to keep a 2-metre distance from people you do not know if possible. Information about recreation at Alert Level 2 can be found on the Unite Against COVID-19 website.

Q. Can children use parks and playgrounds?

At Alert Level 2, public parks and playgrounds are open and families can get together for their children to play. You can drive to play in a public space, for example a beach or a park.

Try to keep 2 metres away from people you do not know.

Wash or sanitise your hands after using shared equipment and encourage tamariki (children) to do the same.

Q. Can people use indoor recreation facilities including swimming pools?

At Alert Level 2, indoor sports facilities such as gyms, swimming pools, dance studios and health clubs can open, but with extra safety measures.

You will need to keep 2 metres apart from others. Facilities may restrict numbers to help with physical distancing.

Wipe down and clean shared gym equipment after you use it.

If you use a recreation facility, remember to sign in using the NZ COVID Tracer app.

Advice for workers

- Personal trainers or coaches are encouraged to wear a face covering as they are in contact with many people.

- All workers must keep 2 metres apart from customers and clients using the services.

Advice for clients and members

- You should wear a face covering whenever possible, but it is not a requirement when exercising and playing sports.
- Keep a record of wherever you visit.
- Follow physical distancing measures.

Q. Are team sports possible in Alert Level 2?

At Alert Level 2, team sports events can continue. These are limited to 50 people in indoors venues and 100 people at outdoor venues. The 100 person limit includes players and spectators. Referees, officials and other workers providing services to a sports game are not included in the 100 people.

You do not need to wear a face covering when participating in team sports.

If a sports ground has more than 1 field, you can play multiple games at the same time, as long as each group is separated. Groups should try not to mix with each other or share common facilities such as changing rooms at the same time.

If you are organising a sports event, make sure everyone records their visit. If you are watching the event, stand 2 metres away from others.

Q. Can I take part in close contact sports?

At Alert Level 2, you can participate in close-contact sports - for example, boxing, wrestling or martial arts. The person organising the activity needs to make sure:

there are no more than 50 people if the sport is being played indoors

there are no more than 100 people if the sport is being played outdoors

they keep a record of all the people playing and spectating.

If you are playing a close contact sport, you may want to modify activities or exercises to limit physical contact. Try to keep 2 metres away from others when you are not participating in the sport or activity.

Try not to share equipment — for example boxing gloves, hit pads, punching bags. If you do need to share equipment, wash or sanitise it before and after you use it.

You do not need to wear a face covering when playing sport. We encourage instructors and trainers to wear one, if possible.

Q. Can we go white baiting in Alert Level 2?

At Alert Level 2, you can fish for whitebait as long as you keep a 2-metre physical distance from other fishers. You also need to follow the whitebait regulations.

Q. Can we ski or snowboard in Alert Level 2?

Ski fields can open at Alert Level 2, and you can travel anywhere within an Alert Level 1 or 2 region to go skiing or snowboarding. We encourage you to wear a face covering in places where it is difficult to keep a safe distance from others — for example in lift lines, on the chairlift and in the cafe area.

If you are going to a ski field

- Wear a face covering wherever possible. You must wear a face covering in all indoor areas — for example, in cafes or in the retail store. You can take your mask off to eat and drink.
- If you are using mountain transport — for example, buses or shuttles, you need to wear a face covering.
- Scan in using the NZ COVID Tracer app or record your details for contact tracing.
- Follow the physical distancing rules when using indoor areas.
- Try to keep 2 metres away from people you do not know.
- Wash or sanitise your hands after using shared or rental equipment.
- Stay home if you are unwell.
- Follow the advice of the ski field — they may have additional rules to keep you safe.

Q. Can large scale sporting events go ahead?

Professional leagues can go ahead at Alert Level 2 because they take place in controlled workplaces.

High Performance Sport New Zealand activities can take place at Alert Level 2 using a controlled workplace approach in consultation with WorkSafe.

Spectators at professional sports games are limited to groups of 100 in a defined space. A defined space is a single indoor or outdoor space separated from other spaces.

You can travel to other regions that are at Alert Level 1 or 2 to attend a sports game or tournament. If the event is in an Alert Level 2 region, the indoor and outdoor gathering limits apply.

Remember to keep a record of who you have been in contact with, and what transport services you used.

When you are out and about, keep a 2-metre distance from people you do not know.

If you cannot maintain physical distance from people you do not know, we encourage you to wear a face covering.

Rules for gatherings and events at Alert Level 2

Doing business

Full information on doing business at Alert Level 2 can be found at the Unite Against COVID-19 website.

Q: Are the Wage Subsidy and Resurgence Support Payments still available for businesses?

Auckland remaining at Alert Level 4 triggers a third fortnight of wage subsidy payments for eligible businesses, which will open for applications this Friday.

Eligibility is determined by a drop in revenue caused by any part of the country being in Alert level 3 or 4.

More information is available on the Work and Income website.

Another round of the Resurgence Support Payment is also available from Friday.

More information is available on the IR website.

Q: Who can do business at Alert Level 2?

Business premises and workplaces can open for staff and customers provided they meet public health requirements.

This means complying with general Alert Level 2 settings, meeting appropriate public health requirements for the workplace (for example having contact tracing systems, face coverings, and physical distancing), and fulfilling all other health and safety obligations.

Businesses are still encouraged to use alternative ways of working if possible.

Close contact services can operate if they meet public health measures, including mandatory record keeping, wearing of face coverings, good hygiene practices and minimised contact to the greatest extent possible.

Q: My staff are coming into work (where they can't work from home) what should I do?

If you own or run a business where staff cannot work from home, make sure:

- employees keep 1 metre apart.
- you provide hygiene and cleaning products so workers can clean and disinfect shared surfaces, and wash and dry their hands.
- you display your QR code and have an alternative contact tracing system for people who cannot access a smartphone.

Q: Will record-keeping be mandatory for my business at Alert Level 2?

More businesses and locations will be required to take steps to ensure people can make a record when they visit. This is especially important in places where there is close contact between people, where it's harder to wear a mask, and where the virus can easily spread. This will apply to range of places including health and aged care facilities, local and central government facilities, exercise facilities, social services providers with customer service counters and hospitality and entertainment businesses.

Q. What do business and services need to do to be compliant with the record keeping requirement?

Relevant businesses and locations will be responsible having systems and processes in place to ensure, so far as is reasonably practicable, people scan in using the COVID-19 tracer app, or manually record their visit.

What is reasonably practicable will differ between businesses. Workplaces (and public transport services) will continue to be required by law to display QR codes. Businesses and services are required to have an alternative system for people who do not use the NZ COVID Tracer app to record their details such as a tablet sign-in app or ballot box type system.

The use of paper-based lists is no longer acceptable as it risks private information being disclosed to others. Businesses, services and events should use a ballot box type system to collect manual records. Businesses and services must ensure information collected is used, stored and disposed of safely and securely in accordance with the Privacy Act.

Q. Will mask-wearing be mandatory for my business at Alert Level 2?

You legally must wear a face covering if you are either a customer or an employee involving customer contact at a business or service operating at Alert Level 2.

Q: Can my business receive assistance at Alert Level 2?

Yes. Some support for businesses remains in place at Alert Level 2. See the Unite Against COVID-19 website for more information.

Q: What about travel to Alert Level 4 regions for workers?

There are new obligations for businesses and services who want workers to travel into or across an Alert Level 4 region to have systems and processes in place to reduce the risk of spreading COVID-19.

If travel is essential businesses should think about which of their workers need to travel, if any, and only allow those who need to travel to do so.

Businesses must have Business Travel Documents to cross the boundary, and can apply for these on the Business.govt.nz website

Where workers do need to travel to work, businesses should put in place mitigations for the risk this may create. Examples include rotating shifts to minimise the number of people they have contact with at work, and providing meals so that workers do not need to visit the supermarket or food businesses while at work.

Only Alert Level 4 businesses and services can travel across the Auckland Alert Level boundary. People will need to carry evidence of the need to travel, and businesses should only allow workers that absolutely need to travel across the boundary to do so. Testing may be required.

Education

Q. Are there plans to bring the upcoming school holidays forward?

We continue to receive questions about whether the upcoming school holidays might move. The Ministry has been asked to provide advice to the Minister on this matter. Note, that advice has not yet been provided and it is premature to presume what it might be, or what decision the Minister may take.

Q. Will school board election processes be affected by Alert Levels 2 and 4?

Schools in the Auckland region must continue to pause all school board election processes and await further advice. The Ministry will issue advice on extending election timeframes once we know when Auckland schools will be able to re-open. The process cannot be held electronically.

For schools outside the Auckland region, the Ministry has published notices in the New Zealand Gazette extending the election period for some school board elections.

Q. Will the Ministry of Social Development (MSD) continue to pay the MSD childcare subsidy and OSCAR subsidy, to an ECE?

Yes, where an ECE centre:

- must close due to COVID-19 Alert Level 4
- is connected to a confirmed or probable case of COVID-19 and has been instructed to close
- is not able to operate safely and within public health guidelines,
- temporarily does not have any children needing childcare because of COVID-19, or
- a child is absent due to COVID-19.

Gatherings or Events at Alert Level 2

Q. Are marquees indoor or outdoor venues for the purposes of the AL2 limits? I.e. 50 or 100?

A marquee or tent, with walls, has confined ventilation so is likely to be considered an indoor space. An indoor space is limited to 50 people, not including staff.

Q. What if the marquee is half open sides and half walled?

A marquee with half-open sides may be considered part of an outdoor space, but this will depend on the specific set up. This is because the ventilation and airflow as if it was entirely outdoors. Outdoor events are limited to 100 people, not including staff. People must keep 1 metre distance from others at events, but do not need to distance if it has been hired for a social gathering.

Q. Does a Marquee without side qualify as an outdoor space?

A marquee with open sides can likely be considered part of an outdoor space. This is because the ventilation and airflow is as it was entirely outdoors. Outdoor events are limited to 100 people, not including staff. People are recommended to keep 1 metre distance from others but do not need to distance if it has been hired for a social gathering.

Q. We know that the 50 person limit does not include staff. Would crew and performers (musicians, actors, singers etc) in a venue be classed/defined as staff?

Yes, everyone working at an event are defined as staff, and would be in addition to the 50 people.

Q. In a 'small club' style venue where there are only one set of toilet facilities does this have an impact.

One set of toilet facilities does not affect how many staff can be in attendance. The 50 indoor cap and 100 outdoor cap on guests would remain. The only case in which

more than 50 guests indoors or 100 outdoors are permitted would be if there were multiple defined spaces, which would require separation of the spaces and likely require separate facilities such as toilets.

Q. Would the capacity limit differ for a venue with backstage access and facilities for crew and performers?

Backstage access does not affect how many staff can be in attendance. The 50 indoor cap and 100 outdoor cap on guest would remain. The only case in which more than 50 guests indoors or 100 outdoors are permitted would be if there were multiple defined spaces, which would require separation of the spaces and require separate facilities such as bathrooms.

Q. What is the difference between the 2m distance from people you don't know in public venues but only 1m at events?

No distancing is required if people are at a social gathering. This includes weddings, for example, and where facilities have been exclusively hired for a party. 1 metre distancing is required at event facilities such as conference venues, including common areas, unless they have been hired for a social gathering. Both social gatherings and event facilities need to comply with the 50 indoor and 100 outdoor cap.

2 metre distancing is required in public venues such as libraries and museums, retail, and out in public.

Q. Are artists/performers required to wear masks?

Artists/performers do not need to wear a face covering when on stage. Food and beverage can be consumed in the same area as the artists or performers, but can't be served in the same space the performance is taking place.

Q. How would this work in an evangelical church – would vocalists and musicians need to mask up and would they need to be 2m apart from each other?

Faith-based events are considered gatherings, so are not required to maintain 2 metre distancing or wear a face covering. Mandatory record keeping is required for contact tracing.

Q. When attending a business event and seated, with spacing, under level 2, are attendees expected to wear masks while they are seated, or is it just as they walk to the venue itself and anytime they need to leave their seated space?

If a venue has been hired specifically for an event, then masks would not be required, but are encouraged.

Q. Are facilitators, speakers, lecturers at a conference/ business event required to wear a mask as well?

No, facilitators, speakers, and lecturers would not be required to wear a mask. Event facilities do not require a mask regardless of whether hired for private function.

Q. Do defined spaces have to be completely separate for each group of 50? i.e. with floor to ceiling walls in between? Venues previously separated the stalls and circle in a theatre or different basketball courts with partitions etc. Is this still acceptable?

Spaces need to be defined and clearly separated – for example by walls or doors. There cannot be any direct airflow between the different spaces. There can be no mingling between groups at any point – including separate entrance/exit, bathrooms and payment facilities. Mandatory record keeping is required for contact tracing. These rules are tighter than previously to reflect our growing understanding of how COVID-19 transmits through the air.

Q. Does a seated audience have to wear masks inside a venue?

It is encouraged for a seated audience to wear face coverings, except when eating or drinking. However, mask-wearing is not required at an event facility or hospitality venue.

Q. For a meeting or other event do masks have to be worn, if the spacing 1m or 2m?

Masks are not required at event facilities but are still encouraged where practical. If it is a business meeting or event, then 1 metre distancing should be maintained. Record keeping is mandatory.

Q. Do venue staff have to wear masks?

If food or drink is being served, all staff need to wear face coverings.

Q. Is there going to be any instruction that staff all have to be vaccinated – can an employer/promoter insist on this?

No. An employer can ask an employee their vaccine status, but the employee does not have to disclose this.

Q. Is there any plan for some targeted financial support for lockdown for events organisers?

At this stage there is no targeted support. The Resurgence Support Payment and Wage Subsidy are available for businesses impacted by COVID-19 Alert Levels.