

Alert Level 3 Frequently Asked Questions

This document answers frequently asked questions about life at COVID-19 Alert Level 3.

Alert Level 3 currently applies to the Auckland area only.

Information can be used for any government, agency, or local government communications.

This is a living document that will be updated as required.
Please ensure you are using the most up to date version.

This version was current at **5PM, 18 August 2020**

New or updated information is highlighted.

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Find out more at
Covid19.govt.nz

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Find out more at
Covid19.govt.nz

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Alert Level 3 Frequently Asked Questions

Alert level timing

What alert levels are in place?

At 11:59 am on 12 August 2020 Auckland went into Alert Level 3, and the rest of the country went to Alert Level 2, following the discovery of cases of community transmission of COVID-19.

The Prime Minister announced on 14 August that this order will remain in place until 11.59pm on Wednesday 26 August.

(It will be reviewed on Friday 21 August.)

What is the legal basis for this direction?

On 12 August, an Order made under section 11 of the COVID-19 Public Health Response Act 2020 came into effect, putting in place Alert Level 2 and 3 requirements. Unless revoked, this Order remains in place.

What evidence is supporting Cabinet's decision?

Cabinet's decision on Alert Levels is informed by results of the contact tracing, testing rates and results, genome sequencing, and other information gathering since the resurgence of the virus.

Businesses

What are the requirements for operating my business under Alert Level 3?

Under Alert Level 2 and Alert Level 3, businesses should take active steps to mitigate the risk of COVID-19 transmission, just as they would do normally with any other risk under the Health and Safety at Work Act.

In Alert Level 3, interactions with customers must be contactless, including for ordering, payment, and pick-up or delivery. Business cannot offer services that involve close physical contact, for example hairdressing. Customers cannot enter a business premise.

The only exceptions for customers to enter premises are supermarkets, dairies, petrol stations, pharmacies, licensing trusts, permitted health services, and hardware stores (trade only). However, these businesses must manage the number of customers to ensure physical distancing can be maintained. In smaller premises, such as dairies, this may require a one in one out policy.

All businesses must display a government issued QR code for use with the NZ COVID Tracer App by 19 August and have systems in place to support contact tracing.

More information on these rules are on www.business.govt.nz or call 0800 500 362 for North Island, or 0800 50 50 96 for South Island.

How many customers are allowed into my business?

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Most business cannot have customers enter their premises. Those with exemptions must manage the number in store to ensure that 2 metres distancing can be maintained.

Which businesses are ‘essential’ under the current alert levels?

Under Alert Level 2 and Alert Level 3 there is no distinction between essential and non-essential businesses. All businesses can operate if they can meet the public health measures.

The key difference between Alert Level 2 and Alert Level 3 is that in Alert Level 3 customers must not enter the premises of most businesses – the exceptions to this are:

- supermarkets and dairies
- petrol stations, pharmacies
- licensing trusts
- permitted health services
- hardware and DIY stores, but only for the purpose of sale to trade customers.

All staff should work from home if they can.

Can I open my retail store, bar or restaurant?

At Alert Level 3, you can do delivery, or drive-through or contactless pick up by customers. Customers can't consume food or drink on your premises.

At Alert Level 2 there are specific restrictions in place for hospitality businesses, including keeping them seated, separated from other groups by one metre, and served by a single person.

What can I deliver?

All goods can be delivered, including food. The delivery must be contactless. Alcohol can be delivered if the business selling it has the appropriate licence.

Can independent butchers, bakeries and greengrocers operate?

Yes, if they deliver or offer pre-arranged collection of goods bought online or by phone. Consumers cannot physically browse for goods.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Is it mandatory for businesses to display a QR code?

All businesses must display a government issued QR code for use with the NZ COVID Tracer App by 19 August and have systems in place to support contact tracing.

Under **Alert Level 3**, businesses and services that are permitted to be open are required to maintain 2 metre physical distancing and to display the QR code.

Under **Alert Level 2**, businesses and other organisations are required to keep records of everyone who has been on the premises, unless they can ensure everyone stays 2 metres apart.

Where a business or service cannot operate without physical contact or close proximity between people (eg a restaurant or café), it must ensure their customers have either scanned the QR code or have used an alternative record keeping system or process to support contact tracing (such as appointment records or a paper-based sign-in register).

Paper-based records should include the name, date, time, contact details (phone number, email address or physical address) of all people who have been on the premises, including all workers. Records should be kept for at least 28 days (two transmission cycles).

Record-keeping is not compulsory if businesses can keep everyone 2 metres apart, but it is still recommended where practical.

How do I get a QR code?

Businesses and services should visit the Ministry of Health's website to get started getting their QR codes – it's a simple process that only takes a few minutes.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/nz-covid-tracer-qr-codes>

I'm having difficulty with the NZ COVID Tracer – where can I go?

If you need help generating your QR code posters or have questions or feedback about NZ COVID Tracer call the Ministry of Health on 0800 800 606 or email help@covidtracer.min.health.nz

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Should I provide masks to my workers?

Masks are recommended to be used under Alert Level 3. Masks should be provided to workers where physical distancing is difficult to maintain. Note that masks do not replace hand hygiene, staying home when sick and physical distancing. The best defence against COVID-19 is handwashing with soap and water, keeping physical distance, cleaning surfaces and covering coughs and sneezes.

Can customers pay in cash?

Yes, if there is no alternative. You should try to handle the cash using self-checkout kiosks or clean your hands well after handling.

Can I meet with customers face-to-face?

No. Customer interactions should be done remotely – by phone or online. You can provide certain services in home, provided physical distancing and other public health guidance is observed, however, house cleaning is not allowed.

Where can I find more Government information for businesses on Covid-19, including financial support for businesses and employees?

<https://www.business.govt.nz/covid-19>

Where can I find out more about the newly-announced COVID-19 Resurgence Wage Subsidy?

<https://www.workandincome.govt.nz/covid-19/resurgence-wage-subsidy/index.html>

Children and parenting arrangements, and bubbles

Who can be in my bubble?

Your household bubble can include close family/whānau member, a caregiver, or someone who needs care, or a couple or single person if they live alone.

Anyone who feels unwell should immediately self-isolate from others in their extended bubble.

What about shared parenting arrangements?

For families with shared parenting arrangements, travel is permitted for the purposes of maintaining a shared childcare arrangement.

See the Covid19.govt.nz website for more details: <https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/regional-travel/>

Find out more at
Covid19.govt.nz

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Can I leave a bubble if I'm unsafe?

Yes. If the situation in your bubble is unsafe you can leave your bubble immediately, and seek help. If possible, ask a trusted neighbour or friend for help, then call Police or Women's Refuge.

Can I visit friends or family, or have visitors?

People instructed to stay home in their bubble other than for essential personal movement – including to shop, go to work or school if they have to, local recreation, or to seek medical care.

Contact tracing

Why do I need to record my movements?

For contact tracing to be effective, we need to know where a person with COVID-19 has been not just yesterday, but two weeks ago or even longer.

That's why it's important we all get into the habit of using the NZ COVID Tracer app to keep track of our movements.

NZ COVID Tracer allows you to receive a contact alert if you've checked into a location at around the same time as someone with COVID-19, so you can take immediate steps to protect yourself and your loved ones.

If you're found to have COVID-19 you can use NZ COVID Tracer to quickly send the Ministry a list of the locations you've visited. This allows contact tracers to immediately start working to identify anyone you may have been in contact with and break the chain of transmission.

The app does not use data when downloaded or used.

The app is already contributing to our contact tracing efforts. Some app users who were contacted in relation to the person who tested positive for COVID-19 in South Korea used the app to help them tell contact tracers where they have been. In addition, registering the app means we have up-to-date contact details. To date, contact tracers have used app registration information to get in touch with 127 potential close contacts.

Courts and justice

Are courts open in Alert Levels 2 and 3?

Courts and tribunals remain open around the country.

Jury trials outside of Auckland are going ahead.

In all courts, there will be restrictions on the numbers of people attending hearings and contact tracing procedures will be in place.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Courts in Auckland will continue to undertake as much of their usual business as possible. Jury trials in Auckland were suspended for three days from Wednesday 12 August to Friday 14 August. This is to be reviewed this weekend.

Health and safety measures are in place in all courts, with thermal screening at most court entrances, and face masks available to court participants.

For further information: <https://www.justice.govt.nz/covid-19-information/>

Or call 0800 COURTS.

Education

Can I send my kids to school, early learning or kohanga reo?

Early learning centres and schools in Auckland are open for children whose parents have to go to work and have no care giver arrangements.

Do children need to wear a mask at school?

Masks in early learning centres and schools are not required at either alert levels 2 or 3. Children over 6 should wear a mask where it is difficult to physically distance, e.g. on a bus.

Can home based learning services go ahead?

Home based early learning services can continue, with up to 4 children, including the educator's own children in the home, provided public health requirements are met.

Will tertiary education continue?

It is likely that tertiary services will be suspended for now. Check with your provider.

Will student accommodation be open?

Student accommodation will remain open for students who require it.

Elderly

How are you protecting the elderly?

All rest homes around the country have gone into voluntary lockdown as an extra precaution. This means that visits will not be allowed, and no staff will move between facilities.

At this stage, this remains in place.

In Auckland, we're asking that everyone who can work from home, does work from home. This includes the elderly.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

In the rest of the country, the best steps we can all take are social distancing, good hand-washing techniques, and staying home if we are sick.

People at high risk of severe illness such as older people and those with existing medical conditions are encouraged to stay at home where possible, and take additional precautions when leaving home.

Employees

What support is available if I lose my job?

If you lose your job (including self-employment) from 1 March 2020 to 30 October 2020 due to COVID-19, you may be eligible for the COVID-19 Income Relief Payment.

<https://www.workandincome.govt.nz/covid-19/income-relief-payment/index.html>

What if I'm unwell?

You should not go to work until you're well. You should discuss with your employer about your sick leave policy if you have any concerns about leave.

If you have COVID-19 symptoms you can contact Healthline for free on 0800 358 5453, or you can call your doctor immediately.

Find out more about leave support, if you have to go into self-isolation:

<https://www.workandincome.govt.nz/covid-19/leave-support-scheme/index.html>

Family violence / sexual violence

If I am in danger, can I leave my house?

If you're in danger call the Police on 111. If you can't call for help, get out of the house, and ask a neighbour or someone else to call 111. You can leave at any level of the COVID-19 response if you're worried about your safety.

Where do I go to get help for family or sexual violence?

Self-isolation and restrictions on movements can mean the risk of or escalation of further violence from a partner, family member or house-mate, and it may be harder to connect with supportive people and get help the way you normally would.

Where to get help:

- [Elder Abuse](#) — 0800 EA NOT OK (0800 32 668 65)
- [Women's Refuge](#) — 0800 733 843, info@refuge.org.nz, or Facebook message, or contact through the shielded site at the bottom on websites like The Warehouse, TradeMe, Countdown websites and others

Find out more at
Covid19.govt.nz

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- [Safe to Talk](#) — sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz
- [Shine domestic abuse services](#) — free call 0508 744 633 (9am and 11pm)
- [1737, Need to talk?](#) — Free call or text 1737 for mental health support from a trained counsellor
- [Hey Bro helpline](#) — supporting men to be free from violence 0800 HeyBro (439 276)
- [Oranga Tamariki](#) — for concerns about children and young people 0508 326 459
Email contact@ot.govt.nz
- [Youthline](#) — 0800 376 633, free text 234, email talk@youthline.co.nz
- [Shakti](#) — for migrant and refugee women - 0800 742 584 – open 24 hours
- [People First](#) — Disability Information and Advice Service. Call 0800 20 60 70 or email mail@peoplefirst.org.nz.

Gatherings – weddings, funerals and tangihanga

Can we have a wedding, funeral or tangihanga?

The only gatherings allowed at Alert Level 3 are wedding services (not receptions), funerals and tangihanga, up to a maximum of 10 people.

At level 2 all gatherings are restricted to 100 people.

Think about whether it would be better to stay at home or scale down your plans. It's better to go hard now than regret it later.

What if I need to organise a burial in Auckland under Alert Level 3?

For more information, see the COVID-19 cemeteries services

<https://www.aucklandcouncil.govt.nz/cemeteries/Pages/cemeteries-covid-19.aspx>

and COVID-19 cemeteries FAQs pages

<https://www.aucklandcouncil.govt.nz/cemeteries/Pages/cemeteries-covid-19-faqs.aspx>

What are the guidelines around tangihanga?

Tangihanga in Tāmaki Makaurau

Sadly, full funerals and formal tangihanga are not possible at Alert Level 3. This is because of the very high risk of spreading COVID-19 when large groups get together.

At Alert Level 3, up to 10 people are allowed to attend tangihanga and burials. This includes kaikaranga, kaikōrero and members of the clergy. Food and drinks shouldn't be shared, and physical distancing should be maintained between people.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Bereaved families and whānau will find this time challenging, as getting together to grieve and farewell loved ones is an important part of life and death. This makes it even more important to show each other kindness, care, manaakitanga and aroha.

Up to 10 people in the same bubble may go to view the tūpāpaku in the funeral home, by appointment with your funeral director. Other whānau can view the body, but again, only in groups of up to 10 from the same bubble, by appointment, and no food or drink is allowed.

Tūpāpaku can be transported inter-regionally, however only registered funerals directors are permitted to transport them and must follow strict guidelines when doing so.

Whānau who were in the same isolation bubble (up to 10) as the deceased (or would have been if the deceased died in isolation) may escort the tūpāpaku and funeral director inter-regionally to bury the tūpāpaku.

A maximum of 10 people will be allowed to go to the cemetery or urupā alongside the tūpāpaku and funeral director.

Tikanga, such as hongi, kihi and harirū, should be suspended until further notice.

Tangihanga outside of Tāmaki Makaurau

Gatherings of up to 100 people are permitted – this includes tangihanga and kawemate.

If marae choose to reopen safely that may do so but only for events with 100 people in total.

To ensure whānau stay safe, some requirements must be met.

- Strict physical distancing protocols should be followed and activities such as hongi, kissing, hugging and touching each other should not take place
- Details of attendees must be recorded for contact tracing purposes – marae may choose to download their own QR code for whānau who use the NZ COVID Tracer App, you can request a QR code here.
- Food and drink provided must meet hospitality provisions

Can I go to any other religious event or ceremony?

Gatherings other than weddings, funerals or tangihanga are not allowed. Many places of worship can cater for communities using online methods.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Keeping your distance

Can I meet with friends or sit with neighbours on my driveway if we stay 2 metres apart?

Contact with people outside of your bubble needs to be limited to reduce the risk of transmission. You can have a quick chat with your neighbours if you are outdoors and 2 metres apart.

What if I'm somewhere that's really crowded?

You should avoid places where it's difficult to keep your 2 metres distance. If a public space becomes too crowded to maintain 2 metres you should consider leaving. If you cannot leave, this is a situation when wearing a face covering is appropriate.

People should not be congregating at Level 3, and no gatherings are allowed, except under very limited circumstances.

Managed Isolation and Quarantine (MIQ)

How do we stop COVID-19 from entering New Zealand via people crossing the border?

Strict border controls remain in place, including compulsory managed isolation and quarantine for all returnees to New Zealand. This is part of our effort to prevent COVID-19 entering the country.

All those returning to New Zealand are required to remain in quarantine or managed isolation for 14 days and will be tested for COVID-19 during their stay in these facilities. The 14-day period allows us to isolate these travellers from other New Zealanders while they may be incubating the disease.

The testing provides us with extra reassurance that they do not have COVID-19, and if they do, they can then be managed appropriately as per public health protocols. Returnees are required to have two COVID-19 tests during their 14-day stay in managed isolation or quarantine. The first test is on or around day 3 and the second is on or around day 12.

If people decline to be tested for COVID-19, their stay in managed isolation may be extended up to a total of 28 days.

While in managed isolation or quarantine returnees get regular health checks. Any specific health needs are catered for.

If people are in managed isolation and develop symptoms or test positive, they are moved to a separate quarantine facility.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Masks and face coverings

Who needs to wear a mask or face covering in Alert Level 3?

Face coverings are an additional tool to help us stop the spread of Covid-19, as well as maintaining those other very important hygiene measures

At Alert Level 3 (Auckland region), people who cannot maintain physical distancing of more than 2 metres, such as on public transport, at work places or in shops, should wear face masks or face coverings.

People who rely on New Zealand Sign Language, or visual cues such as lip reading, or need to communicate with someone who does, can remove masks or face coverings to allow you to communicate but must maintain a physical distance of 2 metres.

Face coverings can be homemade. There are tips on mask wearing and making on the Unite against Covid website: <https://covid19.govt.nz/health-and-wellbeing/face-coverings/>

If you are unable to access masks and can't make your own, you can use a bandana or scarf.

Do children and students need to wear masks?

See Ministry of Education guidance for early learning centres, schools and tertiary institutions, for Alert Levels 2 and 3.

<https://www.education.govt.nz/covid-19/face-coverings/>

Will the government be providing masks to vulnerable groups?

The government is distributing masks to those who struggle to access them.

Officials are working with food banks, churches and community groups to reach who need them most.

The focus is on Auckland for the time being.

I think a retailer is charging too much for face masks. How do I complain?

People can report concerns about potential price gouging on essential goods and services by filling out a web form at www.pricewatch.govt.nz

Since Tuesday when the changes to Covid-19 Alert Levels were announced, MBIE's Price Watch have received 50 complaints about face masks (as at 9am 14 August). The majority of these face mask complaints are in relation to pharmacies and retailers.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

MBIE is working closely with businesses to understand the reasons for the price increases and alerting other areas of government as appropriate.

Health and disability services

Will my health appointment be cancelled as a result of Alert Level 2/3?

The Ministry of Health has received feedback that some people have started to delay making their health appointments or have been cancelling their existing appointments, particularly in Auckland.

Please note that health and disability services continue to be available under both Alert Level 2 and Alert Level 3:

- Hospitals remain open for emergency care. Some planned care such as elective surgery and radiology will also be provided
- General practices are open. Appointments will be conducted online or by phone where possible, but you can still see your doctor or nurse face-to-face if required.

Detailed information about the availability of health and disability services during Alert Levels 2 and 3 can be found on the Ministry's website:

- [Health and disability services at Alert Level 2](#)
- [Health and disability services at Alert Level 3](#)

Can I travel to or from Auckland for health treatments or appointments?

You can travel to or from Auckland for health treatments and appointments. You may be stopped at the boundary between Level 2 and 3, and asked why you are travelling. Carry your appointment letter with you or have the contact number for your treatment centre with you, so they can confirm your appointment.

Clinicians may also travel to or from Auckland to deliver treatment services. Carry your 'essential worker' letter and ID card with you if you are stopped at the boundary

Are cancer services still operating under Alert Levels 2 and 3?

Cancer centres around the country are prepared to continue delivering essential cancer services at all alert levels.

Cancer screening programmes are continuing to operate, with appropriate safeguards in place to keep participants and staff safe. It is recommended that people over 70, or with pre-existing medical conditions, check with their health professional as to whether it is safe to attend appointments.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

At Level 3, cancer centres must follow the physical distancing guidelines which may impact how treatment is delivered. It is extremely important that we protect people living with cancer from the risk of catching COVID-19.

Mental health

Despite the challenges we're facing, there's something we can't lose sight of... we've stamped out Covid-19 before and we can do it again.

It's a good time for us all to remember the things that got us through last time:

- Staying connected (distance, not distant)
- Limiting your time online
- Having a plan - sticking to a schedule or routine
- Moving your body daily
- Exploring your local neighbourhood (at an appropriate distance!)
- Going easy on yourself - sometimes just getting through the day is a win
- Finding joy in small things to help stay optimistic

The habits of supporting one another and taking each day as it comes are the best approach to manage anxiety and stay calm.

We all need a bit of support from time to time. If you or someone you know is struggling right now, there are free help and support services available.

Check out the Ministry of Health website for some tools to look after your mental wellbeing and ways to reach out for help if you need it.

What assistance is there for Maori with mental health issues?

Funding has been provided to boost phone support by local iwi call centres for their kaumātua and kuia to ensure they feel supported and know where to get help if they need it.

Māori tangata whaiora – those with experience of mental illness – are likely to be impacted especially by the physical isolation of lockdown. To keep connected with these people, mobile phones and data bundles have been provided free to mental health and addiction providers so they can continue to deliver their services to their community.

Thirteen Māori providers across the country continue to provide support to tangata whaiora and have developed additional training for staff and whānau, specific wānanga for tane, wahine, rangatahi. 12 Māori organisations located in the North Island and one in the South Island:

Find out more at
Covid19.govt.nz

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- Te Kotuku ki te Rangi, Auckland
- Piritahi Hauora, Waiheke Island
- Te Rūnanga o Kirikiriroa, Hamilton
- Ngāti Maniapoto Marae Pact Trust, Te Kuiti
- Tūhoe Hauora, Taneatua, Bay of Plenty
- Te Whānau o Apanui, Te Kaha, Eastern Bay of Plenty
- Te Kupenga Net Trust, Gisborne
- Turanga Health, Gisborne
- Ngāti Porou Hauora, Te Puia Springs
- Te Taumata o Ngāti Whakaue, Rotorua
- Te Oranganui, Whanganui
- Te Waka Whaiora, Porirua, Wellington
- Te Kākākura Health Services, Christchurch

The Ministry of Health is working with iwi to get important COVID-19 messages distributed to their communities regarding the different Alert Levels, testing, contact tracing, PPE and mental wellbeing messaging.

COVID-19 support for Māori information and resources is also available on the depression.org.nz website.

The **All Right? campaign** has specific messaging and stories to help support the mental wellbeing of Māori.

Real estate and moving house

Can I look for houses to buy?

Yes, but it should be done without face-to-face contact with real estate agents, owners or existing tenants.

Can I move house?

Yes – you are permitted to travel into, out of and through Auckland to relocate a house or a business. See the [Covid19.govt.nz](https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/regional-travel/) website for more details: <https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/regional-travel/>

Find out more at
Covid19.govt.nz

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Recreation

Can I drive to do a recreation activity?

You can drive within the Auckland region, to do a recreation activity. While travel within the region is allowed under Alert Level 3, facilities like toilets and parking areas are limited. Stick to the option closest to home, and stay safe.

Can I go to the beach or park?

You can visit a beach or park in your region – try to visit the closest one to home. Make sure you stay 2 metres away from others. If the beach or park is busy, go home and try again later.

Avoid using any common equipment touched by people from outside your bubble. This includes handrails, park benches or seats, exercise equipment and play equipment.

Can children use playgrounds and play equipment?

All playground, play and exercise equipment is closed in Auckland under Alert Level 3. This also includes bike tracks, basketball hoops and park benches.

Can I go mountain biking?

Mountain biking is okay if you are experienced and know the trail, and you're in your local area. Stick to easy trails. Make sure you maintain a 2-metre distance from other people. If heading to an Auckland regional park (which is close to your home) check that car parks, gates and access are open before you set out.

Can I enjoy the outdoors, go tramping?

You can go on day walks on easy trails in your local area, within Auckland. Note that all Auckland Council and DOC huts, campsites and lodges in the Auckland region will be closed under Alert Level 3.

Can I go hunting?

You can hunt on both private and public conservation (DOC) land, however game bird hunting is not allowed. Auckland Council hunting permits for the Hunua Ranges Regional Park have temporarily been suspended.

You need to stay within your region and stick to your bubble. Overnight trips are not allowed. You may only hunt on foot — using quad bikes, off-road bikes, helicopters, and other motorised vehicles is not allowed.

Hunters are not permitted to stay in DOC huts or campgrounds under Alert Level 3 and hunting must also be consistent with the usual local area restrictions.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

For further information see <https://www.doc.govt.nz/covid-19-and-hunting>

Can I visit Auckland's regional parks?

If you live near a regional park, it is likely to be your local area for exercise and recreation. You can continue to walk, run or mountain bike (if mountain biking is allowed) there. Vehicle access, visitor centres, most toilets and any other on-park facilities are closed.

You should not travel across the region to visit a regional park. Stay local.

All Auckland Council campgrounds, baches and lodges are closed. Holiday parks remain open for existing customers and those with no residence to return to (like travellers).

Can I visit Auckland Botanic Gardens in Manurewa?

Auckland Botanic Gardens is open for exercise only. There is no vehicle access or parking. The visitor centre, toilets, drinking fountains and onsite venues are closed.

Can I go whitebaiting?

During the season, whitebaiting is permitted in Auckland during Alert Level 3 provided whitebaiters fish only locally, keep 2 metres from other river users and don't use motorised vehicles to get to their fishing spot.

They must also comply with all the current whitebait regulations, including fishing from the banks of rivers or water's edge and do not enter the water or use a boat to fish.

At Alert Level 2 whitebaiting is permitted provided whitebaiters maintain 2 metre physical distancing while complying with the fishing rules.

Can I go out on the water?

For the Auckland Region under Alert Level 3.

Until further notice, all recreational water-based activities involving sailing boats, motorised craft or motorised equipment, are not permitted. Scuba diving is also not permitted under Alert Level 3.

Kayaking, canoeing, rowing, surfing, wind surfing and paddle boarding are permitted, however we recommend that the Auckland public undertake these activities within 200 metres from shore.

Water-based activities that present a level of risk that could result in the need for search and rescue services, are discouraged. Anyone planning any water-based

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activities should check the conditions and possible changes in conditions before approaching the water.

Anybody taking to the water during Alert Level 3 should assess their competency level against the prevailing water and weather conditions (e.g. high winds, cold water temperature, large waves, or rips) to decide whether they can comfortably handle the conditions. If in doubt, we advise people to stay at home.

Remainder of New Zealand outside of Auckland, under Alert Level 2.

All recreational water-based activities are permitted as long as it is done in a safe way where physical distancing and official public health guidance is applied.

We ask that all recreational water users under Level 3 and 2, keep a record of their travel and wear masks in situations where it is difficult to maintain physical distancing.

Please refer to the [Ministry of Transport's website](#), [Sport New Zealand's website](#) and [Maritime NZ's website](#) for further information.

Can I go fishing?

You can go fishing from the beach or a wharf. You should not fish from rocks or a boat because these can result in needing assistance or rescuing. Don't take risks that might mean rescue services have to break their bubble to help you.

Can I go horse-riding?

Yes – if you are an experienced rider and it is low risk. Stay as close to home as you can, and stay safe.

Can I play team sports or do team training?

Stay in your bubble. Team sports or training outside of your bubble are not allowed. Avoid using any common equipment touched by people from outside your bubble.

Can I go to the gym?

Gyms are closed under Level 3.

Testing and self-isolation

Who should get tested?

We encourage anyone in Auckland with symptoms consistent with COVID-19 to be tested.

If you live outside of Auckland and you have symptoms, call your doctor or Healthline to find out if you need to get a test for COVID-19. If you're offered a test, take it.

Find out more at
Covid19.govt.nz

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If you do not have symptoms, you do not need a test unless you've been advised by health officials, for example if you're a close contact of a confirmed case, or if you work at the border.

We are advising you to be tested if you have been to:

- Ports of Auckland
- Americold
- Finance Now

How do I get tested?

If you have symptoms consistent with COVID-19, such as cold or flu symptoms, contact Healthline (0800 358 5453) or your doctor to find out if you need a test.

How do I find a testing centre?

To find a community testing centre in your area, visit <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-general-public/assessment-and-testing-covid-19#testingfacilities> Please do not go to a community testing station if you do not have symptoms, unless directed to by a health official.

If you choose to visit a community testing centre, try to track down your NHI number to speed up the process, and remember to be kind to the staff. They're working as quickly and as carefully as they can.

Should I be charged for a COVID-19 test?

No. Tests and assessments for COVID-19 are free of charge to the individual. The only time a person should be charged is when they ask for a test in order to enter another country.

If I work at the border / Managed Isolation and Quarantine will I need to get a test?

Protecting those who work at the border and at Managed Isolation and Quarantine Facilities is a priority. The mainstay of protection is infection control measures such as physical distancing, appropriate use of PPE and good hygiene practices, which help keep yourself, your family and whanau safe. We thank everyone involved for following these procedures. As part of our rapid response to the latest outbreak, our aim is to test all staff at Managed Isolation and Quarantine Facilities by the end of Monday 17 August.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

If I work at ports other than Auckland and Tauranga will I need to get a test?

Testing of asymptomatic border staff and port workers is commencing at ports around the country and will ramp up as testing procedures bed in.

DHBs and port authorities will be providing information to workers at the maritime border about the availability of testing.

If I get a test do I need to self-isolate?

Our advice to everyone continues to be – stay at home if you are sick.

If you **live in Auckland** and you have symptoms consistent with COVID-19, you will need to self-isolate while waiting for results.

If you **live outside of Auckland**, you should follow your health practitioner's advice about what to do while waiting for your test results. They will advise you to self-isolate if you have symptoms and you have meet the following Higher index of Suspicion (HIS) criteria:

- been in contact with a confirmed or probable case
- travelled internationally in the past 14 days
- had direct contact with a person who has travelled overseas. This could include Customs, Immigration, and Managed Isolation and Quarantine staff
- worked on an international aircraft or shipping vessel, or
- cleaned at an international airport or maritime port in areas visited by international arrivals
- or any other criteria requested by the Medical Officer of Health

Only those with symptoms who meet the HIS criteria need to be notified to the public health unit.

Household members of close or casual contacts who are asymptomatic do not currently have to isolate. If the close or casual contact is symptomatic then household members should isolate until the close or casual contact's test result is known.

Why are recent cases of COVID-19 being made to move into quarantine?

The current cluster of cases in Auckland is being managed at the Jet Park facility.

The Director General of Health has signalled his expectation that most new community cases of COVID-19 are managed within a facility, rather than self-isolate.

This is because it will make it easier to wrap support around families and lessen the chance of spreading the virus.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Where cases are placed in a facility, their family members are offered an option to join them.

The Ministry of Health is flexible about how it works, within public health parameters, and adaptable to the specific needs. There may be different solutions for different areas and situations.

Find out more at
Covid19.govt.nz

New Zealand Government

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Transmission of the virus via food packaging

Is it possible that the recent cluster of COVID-19 resulted from transmission via food packaging (at a coolstore)?

New Zealand Food Safety has reviewed the most recent science from around the world about the risk of being infected with Covid-19 through contact with food or food packaging. To date, there is no evidence of transmission via food or food packaging.

Because of the negligible risk of transmission via food packaging, New Zealand Food Safety do not recommend any form of disinfection.

Coronaviruses cannot grow in food – they need a host (animal or human) to grow in. Cooking for at least 30 minutes at 60°C kills SARS, which is a similar coronavirus.

Coronaviruses are most commonly passed between animals and people and from person-to-person contact.

The virus is nearly always transmitted through direct mucous membrane contact by infectious droplets or aerosols, e.g. breathing in airborne virus from the sneeze of someone who is infected.

Travel and transport

Can I leave my house?

Stay home if you can. You can leave home for exercise, shopping and accessing medical care.

For those who can't work from home, travel to work is allowed provided your work has the correct requirements in place.

Can I use public transport?

In Auckland, public transport timetables have been adjusted with cancellations to some late-night services. You will need to use the rear-door to get on and off the bus, practice safe physical distancing and wear a face covering. Customers must tag on and off using their AT HOP card for contact tracing purposes. Visit at.govt.nz for the most up to date public transport information for Auckland.

Can I leave, enter, or travel through the Auckland area?

Travel into, out of, and through the Auckland region is closed while the region is at Alert Level 3.

There are a very limited number of people who are permitted to travel for **work** or **personal** reasons (see below). In addition, individuals and businesses can apply for an exemption in exceptional circumstances.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

The Police are enforcing this at checkpoints. (Information on Auckland region checkpoints: <https://covid19.govt.nz/covid-19/alert-system/auckland/#road-checkpoints-around-auckland-at-alert-level-3>)

They will ask you why you are travelling and you will be asked to show them a letter from your employer, an exemption from the Ministry of Health, or other supporting documentation before you are allowed to travel across the Auckland region boundary.

These restrictions are an important public health measure to stop the possible spread of COVID-19 from Auckland to other regions.

Who is allowed to travel in and out of the Auckland region?

You are permitted to travel into, out of, or through Auckland in limited circumstances. This includes some **work purposes** and some **personal circumstances**.

What travel across the Auckland boundary is permitted for WORK purposes?

You are permitted to travel into or out of Auckland for work if you:

- are moving freight. All freight (goods, livestock, waste, etc.) movements can occur into, out of and through Auckland. You should carry documentation, e.g. a purchase or distribution order to show to Police.
- are involved in dairy, horticultural or poultry production, processing, or distribution, and have been provided a letter by your employer from the Ministry for Primary Industries.
- are providing health services or in an emergency
- are a contracted transport provider taking children to or from school
- are working on building and construction for critical infrastructure projects, or where this is needed for immediate health and safety risks
- are providing scientific services, in particular those supporting the COVID-19 response
- are a utility or communication provider — including the news media
- work in emergency services
- are an electoral candidate
- are providing services under the Oranga Tamariki Act 1989, or other social services to maintain critical wellbeing and as crisis support for people who are unsafe or homeless
- are supporting or delivering Managed Isolation and Quarantine services, including movement from other ports to Auckland facilities
- working at New Zealand Steel Limited's Glenbrook Steel Mill site
- work in transport or logistics providers that operate at, or through, an aerodrome, passenger or freight aviation services, passenger or freight shipping services, road freight services, rail freight services, and public transport services that are under contract with a territorial authority

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

- work for organisations supporting critical transport infrastructure that maintains public health and safety
- work for a postal operator or courier service
- work for organisations listed in [Schedule 1 of the Civil Defence Emergency Management Act 2002](#) (external link).
- Work for a number of government agencies – see this link for the full list: <https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/regional-travel/>

You do not need to apply for an exemption or permission if you are travelling for these reasons.

Each individual should carry an official, recently dated, letter — either in hard copy or on your phone — from your employer that:

- indicates your travel is necessary, and
- clearly states which of the above categories you are travelling under.

Please also ensure you carry photo identification.

What travel across the Auckland boundary is permitted for PERSONAL purposes?

You are permitted to travel into, out of, or through Auckland if you are:

- returning to your primary home
- attending a medical appointment, or need emergency medical care
- maintaining a shared childcare arrangement
- travelling into Auckland for the purposes of catching a commercial flight
- relocating a house or business, or
- to urgently care for a child, or a person in a critical or terminal condition if there is no other person who can provide that care.

You do not require an exemption from the Ministry of Health to travel for these reasons — please do not apply.

Note:

- You must not leave the Auckland region to go to a bach or holiday home.
- You cannot enter Auckland to transport another person out of Auckland or leave Auckland to pick a person up and bring them back to Auckland. Exemptions to do this are unlikely to be approved.

You should bring, to show at the checkpoint:

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

- documents — either hard copy or electronic — that support your reason for travel (for example a tenancy agreement, court order, medical note, or appointment slip)
- photo identification.

How do I apply for an exemption?

Exemptions for people to travel into, out of or through Auckland will only be issued in exceptional circumstances to either individuals, or businesses or industries that need to move workers.

See the Covid19.govt.nz website for more details: <https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/regional-travel/>

Where can I find out about checkpoints in Auckland?

<https://covid19.govt.nz/covid-19/alert-system/auckland/>

What about flying in and out of Auckland?

You can drive into (or out of) the Auckland region to get to (or from) the airport to take a commercial flight.

If you are leaving, transiting or entering Auckland by plane, you must wear a face covering while on the plane. You don't need to wear a face covering:

- if you are under 12 years old
- if you have a physical or mental condition, or a disability, that makes wearing a face covering unsuitable
- while you are communicating with someone who is deaf or hard of hearing, and they need to be able to see your mouth for communication.

You can remove your face covering if someone needs to confirm your identity, for example Aviation Security.

Aviation Security staff are at the doors of Auckland Airport, and are asking people why they are travelling. If they believe your travel is not permitted, they will refer the situation to the Police.

Can I take care of my environmental/kaitiaki responsibilities for our awa, our maunga and our ngahere?

Yes, as long as it does not take you well outside the regional boundary, or into difficult or remote terrain where you could get into trouble and need rescuing. If this is NGO or paid work activity, then physical distancing, hand washing and other

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

public health measures must be maintained. If this is personal activity, then you can only do this with people in your household bubble.

Vulnerable people

What groups of people need to take extra precautions?

People with underlying medical conditions, especially if not well-controlled, and some older people are at higher-risk of severe illness from COVID-19.

If I am at higher risk, should I still stay at home?

You do not have to stay at home, but do take extra precautions when you go out. Like everybody, you can only go out for essential personal movement – including to shop, go to work or school if they have to, local recreation, or to seek medical care.

However, you may prefer to get essential supplies through family, friends or neighbours or get them delivered.

Wash your hands often, keep 2 metres distance from others, protect your bubble, and get your flu jab.

Can my in-home carer visit?

Yes. Essential in-home care for those with disabilities or health conditions is permitted. Services will be modified to reduce the risks of COVID-19.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Key contacts for official advice

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>

Disability Services

Information about disability support services:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/covid-19-information-disabled-people-and-their-family-and-whanau>

Accessible information: <https://covid19.govt.nz/updates-and-resources/accessible-information/>

Health and safety

If you have cold or flu-like symptoms, please stay home and call Healthline for free on 0800 358 5453 or +64 9 358 5453, or your doctor for advice about getting tested. Remember, it is free to get tested.

Everyone's emotional and mental wellbeing is important. It's normal to feel anxious or stressed in times of difficulty. If you need to talk with a qualified counsellor for free 24/7, call 1737. Access to interpreters is also available.

For support with family violence or sexual violence call 111 if you or someone else is in immediate danger of being harmed or may harm themselves, or call Women's Refuge on 0800 733 843. If you are, or someone you know is, experiencing elder abuse call the Elder Abuse Hotline on 0800 32 668 65

If a child or young person is unsafe, not being cared for, or separated from their parents or Caregivers call Oranga Tamariki on 0508 326 459 www.orangatamariki.govt.nz

Financial support

Work and Income 0800 559 009 www.workandincome.govt.nz
Seniors 65+ 0800 552 002 or +64 4 978 1180 www.workandincome.govt.nz
Students 0800 88 99 00 www.studylink.govt.nz

Deaf, hearing impaired, and speech impaired clients

Deaf Link free-fax 0800 621 621

Text 029 286 7170

Email MSD_Deaf_Services@msd.govt.nz

For information on working safely

WorkSafe 0800 030 040 or +64 4 897 7699 www.worksafe.govt.nz

Find out more at
Covid19.govt.nz

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Employment advice and support for employees

www.employment.govt.nz or ring 0800 20 90 20 or +64 9 969 2950

Get help with NZ COVID Tracer

If you need help generating your QR code posters or have questions or feedback about NZ COVID Tracer call the Ministry of Health on 0800 800 606 or email help@covidtracer.min.health.nz

Housing and Tenancy

Renters 0800 646 483 www.hud.govt.nz or email info@hud.govt.nz

Temporary accommodation services 0508 754 163 <https://temporaryaccommodation.mbie.govt.nz>

Education

Advice on distance learning for students, parents, and whānau can be found on the Ministry of Education website: www.education.govt.nz/covid-19/distance-learning/

Learning resources and information for parents, early learning, and school students for learning at home is at www.learningfromhome.govt.nz/supporting-learning

Reporting breaches

Report it to Police online at www.police.govt.nz/105support. Do not ring 105. Reports will be prioritised based on risk.

Transport

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

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

Kiwis returning from overseas

Managed Isolation and Quarantine www.miq.govt.nz or call on on +64 4 888 1670 if you're overseas (rates will apply) or 0800 476 647 if you're in New Zealand (calls are free). Hours are 0800 to 2200 hours (NZST), seven days a week.

Kiwis overseas

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

Foreign nationals unable to return home due to COVID-19 restrictions

If you are a visitor to New Zealand, please contact your embassy or consulate for help first.

If you are a foreign national who is unable to return to your home country due to COVID-19 restrictions and are in serious financial hardship, you may be eligible for support through the

Find out more at
Covid19.govt.nz

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Visitor Care Manaaki Manuhiri programme which is administered by Te Tari Taiwhenua, Department of Internal Affairs and delivered by the Red Cross

<https://www.redcross.org.nz/stories/new-zealand/visitor-care-manaaki-manuhiri/>

Find out more at
Covid19.govt.nz

New Zealand Government

Unite
against
COVID-19