

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

This information applies from 20 August 2021 – 10.00am

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

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

This version was current at 10.00am (NZT) 20 August 2021.

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Alert Level information

Q. What is happening?

From 11.59pm Tuesday 17 August, New Zealand is in Alert Level 4. Auckland and the Coromandel Peninsula are likely to stay at AL4 for a period of 7 days. The rest of New Zealand is at Alert Level 4 initially for a period of 3 days.

A decision on the Alert Level status will be announced on Friday, 20 August. Until then we remain at Alert Level 4 everywhere in New Zealand.

Q. What determines the changes to Alert Levels?

Decisions about the Alert Level 4 status across New Zealand will be determined based on the most up-to-date public health assessment available at the time. This includes the degree to which the outbreak is under control, how many potential cases might be unidentified, testing rates and wastewater testing.

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

Q. Why is this happening?

There are now a number of community cases of COVID-19 in the Auckland region, since identified as the Delta variant and linked to the ongoing outbreak in New South Wales. During the infectious period, prior to presenting with symptoms, the initial case visited the Coromandel area.

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

Locations of interest and testing

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

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

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

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

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

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

People who visited these locations during the relevant times, should immediately isolate at their home or accommodation and contact their GP or Healthline for advice getting a test.

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

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

Isolate or quarantine in your usual place of residence (which for visitors, includes accommodation), except as required to report and submit for testing. You need to do this until the person who was at a location of interest has received a negative Day 5 test, or until after an earlier negative test, if contact between you and the person who visited the location of interest has ceased.

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

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

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

Contact Tracing

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

Public health officials are rapidly interviewing cases, identifying their close contacts, tracing those contacts, and ensuring they're in isolation and getting tested. Isolation, when in Alert Level 4, means isolating themselves from other household members.

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

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

What you need to do in Alert Level 4

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

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

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

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

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

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

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

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

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

The Student Volunteer Army Grocery Delivery Service is operating in Auckland, from 12pm, 19 August 2021. Orders can be made through shop.sva.org.nz or by calling 09 801 2122. Anyone not in Auckland who requires support accessing groceries can call the Student Volunteer Army on 0800 005 902.

Mental Health and Wellbeing

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

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

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

Q. What resources are available for adults?

1737: free call if you feel you need to talk to someone

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

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

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

- [Melon](#)
- [Youthline's](#) free call, text or web chat
- [Sparklers](#)

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

Face covering use

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

Q. Is face covering use compulsory?

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

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

Q. What about when I'm out exercising?

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

bubble. If you are exercising and not wearing a mask, keep 2 metres distance from others.

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

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

Q. Is anyone exempt from wearing a face covering?

Some people cannot wear a mask for genuine reasons – such as a health issue which makes mask-wearing impractical. This is a high-trust system and we trust people to do the right thing. Wearing a face covering is about keeping yourself and others safe.

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

Q. What enforcement will be in place?

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

Q. How do I make a face covering?

Check out the [video](#) on the United Against COVID-19 website for a quick and easy way to make a face covering.

Shopping and Services at Alert Level 4

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

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

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

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

appliances, medicinal and hygiene products or items that help you stay connected with family and whānau.

All orders will be contactless, including payment and delivery.

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

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

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

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

Categories include:

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

Q. What categories are considered non-essential?

Categories include:

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

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

Doing Business at Alert Level 4

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

Q: What businesses are Alert Level 4 services?

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

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

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

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

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

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

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

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

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

Applications for the Wage Subsidy Scheme open nationally from **9am on Friday 20 August 2021**, with applications initially open for two weeks. You'll be able to apply on the Work and Income website, [here](#).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q. What other support is available?

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

Vaccination

Q. What is happening with the vaccine rollout?

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

Vaccination sites are operating again from 8.00am Thursday 19 August. There will need to be adjustments to some bookings to allow for social distancing at the vaccination sites.

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

Q. What about essential workers who weren't originally eligible for vaccination?

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

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

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

- Supermarkets and dairies
- Petrol stations
- Licensing trusts
- Pharmacies
- Food banks
- Self-service laundries
- Hardware and DIY stores
- Accommodation services
- Passenger services (including public transport services) provided by means of road, rail, air, or sea
- School hostels
- Social and community-based services provided to support persons to maintain critical well-being, or as crisis support for people who are unsafe or homeless.

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

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

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

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

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

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

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

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

Not at this stage.

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

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

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

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

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

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

Q. Can my children get vaccinated?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Delta Variant

Q. How is Delta different from earlier variants?

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

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

Q. Am I protected from Delta being vaccinated?

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

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

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

Wastewater Testing

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

Q. What is wastewater testing?

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

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

Sampling collected on Monday 16 August returned positive results for wastewater from three Auckland sites: Rosedale on Auckland's North Shore, and the Western and Eastern Interceptors. This correlates with what is known about the community cases.

Sampling from Tuesday 16 August at the St George site in Auckland –a sub-catchment of the Western Interceptor which collects wastewater from the Waitakere area – was also positive.

This follows negative results from the Auckland sites from a sample taken on August 11.

Further results from around the Auckland region, as well as the results of samples taken from several locations in the Coromandel and Thames district, will be provided.

Q. What about results from other places around the country?

Sampling undertaken on 16 and 17 August at Mt Maunganui, Tauranga, Hamilton, Rotorua, Gisborne, Taupo, New Plymouth, Napier, Porirua, Hutt Valley, Wellington, Nelson, Christchurch, Queenstown and Invercargill have all come back negative.

Q. Can I get COVID-19 from wastewater?

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

Q. Is my drinking water safe?

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

Police Messages

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

Police across the country are pleased with how well New Zealanders are responding to the COVID-19 Alert Level 4 restrictions currently in place.

Police Reporting data and observations from 18 August shows that the vast majority of people know what the rules are and are sticking to them.

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

Q. How are protests being dealt with?

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

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

Q. Will there be Police checkpoints like last time?

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

However, Police will have a highly visible presence across New Zealand to ensure awareness of the Alert Level 4 restrictions that are in place.

Q. How many Police staff will be used to manage checkpoints?

Police are ready to deploy what resources are required, if that is to manage a checkpoint, numbers would be depend on several factors, such as the location, the time of day, the traffic, safety etc.

Regional Travel

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

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

Q. Are people able to travel domestically to return home?

If you were away from home when New Zealand moved to Alert Level 4, you have until 11.59pm today (19 August 2021) to return home. Do not travel if you have been requested to self-isolate, have symptoms of COVID-19, or are awaiting a COVID-19 test result.

Q. What if I can't get home within the 48hour window?

The Government announced a 24-hour extension to the 48-hour travel window, through until 11.59pm Friday 20 August, to enable people to get home from Queenstown and for people needing to travel via ferry across the Cook Strait. This will ensure all people that need to can return home.

This decision has been made due to demand for flights from Queenstown, where demand has significantly exceeded available capacity. This 24-hour extension will allow people to get home.

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

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

Q. How do I know if I can travel under Alert Level 4?

The Ministry of Transport has updated its [website](#) with comprehensive information to help you determine whether or not you can travel and what you need to know about each mode of transport, including public transport, domestic air services, Cook Strait ferries, taxis and rental vehicle services.

Q. How can I travel home/make essential trips at Alert Level 4?

You can travel by private vehicle, public transport, taxi, and ride-sharing services. However, all trips must be essential, and if you are travelling home from where you were when the country entered Alert Level 4, you must make that journey as quickly as possible. There is information about transport and travel on the United Against COVID-19 website, [here](#), which may be helpful.

Q. What evidence do I need to prove why I am travelling under Alert Level 4?

The Ministry of Transport has also provided a list of [‘recommended evidence for travel’](#) to help people stay safe and make good decisions around needing to travel.

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

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

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

Education

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

Q. Will schools remain open at AL4?

All schools and early childhood education centres are closed. Schools will be providing information directly to all parents about what this means for them.

Schools are establishing ways to teach online and remotely.

Q. What about childcare for essential workers?

Where possible, Alert Level 4 essential workers with children aged 0 to 14 need to make their own arrangements for childcare. We know this will not be possible for everyone.

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

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

Q. Where do I find information on distance learning?

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

- Home learning TV can be accessed on TVNZ On Demand

- Mauri Reo, Mauri Ora can be accessed from Māori TV on demand.

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

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

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

Q. If there is an exemption, how will that work?

If an exemption is approved, there will be very strict criteria to manage a contactless system. We are working very closely with the public health experts on what those protocols would need to be, in order to keep staff and communities safe. The same requirements that have always applied to keep us safe, continue to be the same. Physical distancing from others remains fundamental to this, as does staying away if feeling unwell.

Further information: including information for parents and whānau is available on the Ministry of Education [website](#).

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

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

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

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

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

Limited scientific services are designated as essential (e.g. significant research facilities, including animal facilities, clinical trials, and infrastructure that requires

constant attention (for example, samples, collections, and storage facilities), that are important to New Zealand).

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

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

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

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

MIQ

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

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

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

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

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

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

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

Quarantine-Free Travel

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

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

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

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

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

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

Quarantine-Free Travel with Cook Islands

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

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

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

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

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

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

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

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

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

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

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

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

All returning travellers must follow these guidelines:

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

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

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

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

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

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

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

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

More information

Q. Where can I find more information?

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

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

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

Key contacts for official advice

Accessible information

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

Healthline 0800 358 5453 or +64 9 358 5453

Immigration

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

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

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

Pacific communities

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

Translations

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

Transport

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

Unite Against Covid-19

Website www.covid19.govt.nz

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

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

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

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

Newsletter <https://confirmsubscription.com/h/t/6925B3D1925FFCCE>