

Alert Level 3 Frequently Asked Questions

This document answers frequently asked questions about life at COVID-19 Alert Level 3. Information can be used for any government, agency, or local government communications.

This is a living document that is updated once a day. Please ensure you are using the most up to date version.

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Find out more at
Covid19.govt.nz

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Alert Level 3 Frequently Asked Questions

Businesses

Can I open my business premise?

Business can open their premises or sites if they can do so safely. People need to work from home unless that is not possible.

- Workplaces must be operating safely (complying with Alert Level 3 settings; meeting appropriate public health requirements; fulfilling all other health and safety obligations)
- Customers are not allowed on premises
- Businesses can trade if they do so without physical contact with customers (e.g. through phone/online orders, delivery, contactless pick-up and drive through)
- Businesses cannot offer services that involve close personal contact, apart from some essential services, or an emergency or critical situation.

Can I open my retail store, bar or restaurant?

Yes, but customers cannot enter your premises.

You can do delivery, or drive-through or contactless pick up by customers. Customers can't consume food or drink on your premises.

Businesses whose premises were open to customers under Alert Level 4 like supermarkets, dairies, pharmacies, and petrol stations can remain open.

Will halaal butchers be able to open?

Yes, halaal butchers can open under Alert Level 3. Like all businesses they must operate under the requirements at Alert Level 3.

Halal butchers can take orders online, or over the phone. And they can deliver, or have their customers pick up from outside the store. Customers cannot enter the premises.

Like all workplaces, halal butchers must operate safely. That means meeting appropriate public health requirements and fulfilling all other health and safety obligations.

What can I deliver?

All goods can be delivered, including food. The delivery must be contactless. Alcohol can be delivered if you have an off-licence.

Should I provide masks, gloves and other PPE to my workers?

If workers did not require PPE before COVID-19, then they do not require it now. The best defence against COVID-19 is handwashing with soap and water, keeping physical distance, cleaning surfaces and covering coughs and sneezes.

Find out more at
Covid19.govt.nz

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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.

What advice is available for businesses?

There is a free helpline to provide all New Zealand businesses with advice and to connect them with additional support. To find out more call all [0800 500 362](tel:0800500362) (North Island), or [0800 50 50 96](tel:0800505096) (South Island).

What financial support is available?

Employers affected by Covid-19, including sole traders and the self-employed, may be eligible for a [Wage Subsidy](#) which should be paid as part of employees' normal wages. There is [Essential Workers Leave Support](#) for essential businesses to pay employees who can't come into work because they are at higher risk of severe illness from COVID-19 according to the Ministry of Health.

Where can I go for more information about my business?

For information on workplace preparedness, the Wage Subsidy Scheme, changes to an employee's work arrangements, and essential workers and businesses visit <https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/>

For information for importers and exporters, tax obligations, travel and other useful information visit <https://www.business.govt.nz/covid-19>

For information for the construction sector visit <https://www.building.govt.nz/covid-19/>

For information on working safely, go to www.worksafe.govt.nz or ring 0800 030 040, or talk to your local chamber of commerce, BusinessNZ, or your industry association.

The [Keep New Zealand Working](#) online recruitment tool connects employers and people looking for work. <https://www.jobs-during-covid.workandincome.govt.nz/hello>

Returning to work

What if the activity requires closer contact than two metres (for example lifting heavy items)?

Some activities, such as lifting heavy items, may require two people to achieve safely. You should not do activities alone where it would be unsafe to do so. You may need to consider whether equipment can be used instead. You may also need

Find out more at
Covid19.govt.nz

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to defer some tasks to when you have sufficient controls in place to manage all health and safety risks so far as reasonably practicable.

Why is 1 metre allowed in the workplace but 2 metres everywhere else?

In an uncontrolled environment, such as a public place, a distance of 2 metres remains appropriate.

However, a workplace is a controlled environment and this means that 'Persons Conducting a Business or Undertaking' or PCBUs, are able to manage risks in other ways.

For example, they could put in controls such as screens, or if appropriate, use personal protective equipment such as masks and gloves. With these types of measures, it is possible to manage the risk to allow smaller safe distances such as 1 metre (or even smaller such as nurses caring for patients).

Where effective controls can't be implemented 2 metres may remain the safe distance for workplaces.

In all cases, the obligations under the Health and Safety at Work Act 2015 to ensure the health and safety of workers and other people in the workplace so far as is reasonably practicable will apply.

PCBUs need to take steps to mitigate risks, including thinking about measures such as disinfecting surfaces and other practices to ensure workers don't come to work sick.

WorkSafe has guidance on how PCBUs and workers can work together to manage risk during the pandemic.

My employer wants me to return to the workplace but I'm worried about staying safe. What are my options?

Your employer is obliged to keep you safe and well. Regular employment law applies. You and your employer should discuss in good faith what options there are.

You may be able to agree flexible working arrangements. If you can work from home, you should be paid as normal for your work. You can agree to take annual leave in advance, but can't be compelled to. Options include special paid leave, leave without pay, or a mix of these. You are strongly encouraged to take advice to ensure you choose the best option.

For employment advice and support, go to www.employment.govt.nz or ring 0800 20 90 20.

Do I have to agree to a cut in pay or hours cut?

Any reduction in hours or pay must be mutually agreed and negotiated in good faith. You should have had an appropriate amount of time to consider any proposal.

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Covid19.govt.nz

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Should I self-isolate from others in my household?

Essential workers don't need to self-isolate from other people in their households.

You should self-isolate if you're feeling unwell, or have been in contact with a confirmed or probable case.

If you are unwell, you must not go to work, and must not return to work unless you are symptom free for 48 hours. Call Healthline on 0800 358 5453 or your doctor if you feel unwell.

How can I protect people in my household?

It's natural that you, and people living with you may feel concerned and have questions about protecting themselves from contracting COVID-19.

The Ministry of Health has put together some tips for while you're at work. These are the most effective measures to protect you and those you live with.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-personal-protective-equipment-essential-workers>

The most important thing for you to know is that basic hygiene measures are the best defence against COVID-19.

If you are unwell, you must not go to work, and must not return to work unless you are symptom free for 48 hours. Call Healthline on 0800 358 5453 or your doctor if you feel unwell.

When I get home, are there any extra measures I should take to protect my household?

The most important thing people can do to protect themselves and their families from COVID-19 is to adhere to basic hygiene measures while at home. These are the best defence against COVID-19.

The Ministry of Health has put together some tips for while people are at work, these are available, here: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-personal-protective-equipment-essential-workers>

What if I've have been in contact with someone who has Covid-19?

You should not go to work. You need to self-isolate for two weeks.

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.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

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

I'm over working at home; it's inconvenient. Can I go to the office?

No, you need to work from home unless that is not possible.

Will paid childcare for essential workers continue?

Under Level 3, ECE centres will be re-opened for those who need to return to work. In addition, you are able to extend your bubble to bring in a caregiver, if needed.

Can I make childcare arrangements?

Yes, a neighbour, relative, friend or current carer/nanny can come to your house or provide childcare in their own home. There are Public Health rules you need to comply with:

- The person providing care for your children essentially becomes an extended part of your household bubble.
- This group must remain the same for the whole Alert Level 3 period.
- The carer should not care for children from other households/families, other than their own, over the same period.
- If a child or carer becomes unwell, they must stay at home.

Are community organisations working with volunteers able to operate?

Only organisations that can operate safely may operate during Alert Level 3. If you are providing services in the community using volunteers you must ensure that you operate in a manner that is safe for volunteers and your clients and complies with Alert Level 3 requirements. <https://covid19.govt.nz/assets/resources/COVID-19-guidelines-community-organisations-working-with-volunteers-alert-level-3.pdf>

If your group would like to help with COVID-19 related work, please contact your local civil defence or council.

Am I able to carry out volunteer work?

People are required to work from home, including volunteers, unless that is not possible. The following website provides useful resources on remote volunteering <https://www.volunteeringnz.org.nz/available-resources/virtual-volunteering/>.

The Volunteer Centre network is taking details of people offering to help with COVID-19 related work: <https://www.volunteeringnz.org.nz/covid-19-actions/>

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Compliance and regions

How are you going to make sure people and businesses comply?

The government, police and regulators such as WorkSafe will work with businesses and communities to make sure Level 3 requirements and guidance are followed. We need all New Zealanders to work together to make Alert Level 3 a success.

Will some regions be at different Alert Levels?

It is possible that different regions will be at different Alert Levels, but that is not being considered at this stage. Everyone will be fully informed if this is going to happen.

Education

How will kids be kept safe?

Each education provider will put measures in place to keep children safe and well. This will include having small groups of students, public health measures, regular cleaning, and possibly staggered start and finish times.

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

All schools and early learning centres will open for up to Year 10 students for families that need them. If you can, you should keep your child at home. Years 11-13 must stay home.

Each education provider will put measures in place to keep children safe and well. This will include having small groups of students, public health measures, regular cleaning, and possibly staggered start and finish times.

Can home-based learning services start again?

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

Will tertiary education start face-to-face learning?

Tertiary education will still be delivered online. Certain small groups can work together at tertiary institutions – please visit the [covid19.govt.nz](https://www.covid19.govt.nz) website for more details.

Will student accommodation be open?

Student accommodation will remain open for students who require it.

Staying home & Self-isolation

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

Alert Level 3 Frequently Asked Questions

Can I leave my house?

You should stay at home as much as possible, except for going for a walk or picking up essentials.

If you leave your home, keep a two-metre distance from other people at all times. When you return home from being in public, thoroughly wash your hands. Stopping physical contact with people outside your household is the single most important thing we can do right now to stop further community transmission.

Can I use my car?

Using private vehicles for transport is allowed. You can only travel if you're accessing essential services, if you're an essential worker, or if you're driving to a local area for a walk or to exercise. You should only travel in your car with people from your household.

Personal walks and other active travel like cycling or scootering, is fine, provided you keep a two metre distance from anybody outside of your household. Stick to simple outdoor exercise and avoid areas where you can get injured or lost. It's important the emergency services remain available to support the response to COVID19.

Remember, any unnecessary travel may spread COVID-19.

Can I extend my bubble?

You can slightly extend your household bubble to one other, but keep it local, small and exclusive. For example, you could add close family/whānau member, a caregiver, or someone who needs care, or a couple or single person if they live alone and need support.

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

It is okay for friends, family, whānau or delivery drivers to drop off food and supplies. They need to leave these at the door and avoid contact with all household members.

This is about physical separation, but not social separation. Keep in touch with your wider group of friends, family and whānau over the phone or online. Consider setting up a regular time to chat to check in and keep in touch.

Can I extend my bubble as part of a parenting arrangement?

Children may move between households (bubbles) under a parenting arrangement. Household bubbles can be extended from Alert Level 4 (for example, to reconnect with close family who live nearby) but must remain exclusive.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Children are no longer limited to moving between two bubbles, but it is still important that the number of bubbles between which children are moved is only as large as is necessary and in line with your parenting arrangement.

The Ministry of Justice has put together some guidance:

<https://www.justice.govt.nz/about/news-and-media/covid-19-news/guidance-for-managing-shared-custody/>

Recreation

Can I drive to do a recreation activity?

You can drive within your region (or local area if you live near a regional boundary), to do a recreation activity. 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, or local area if near a regional boundary – 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.

You can do low-risk recreation activities like swimming at a safe beach.

Avoid using any common equipment touched by people from outside your bubble.

Can I go mountain biking?

Mountain biking is okay if you are experienced and know the trail. Stick to easy trails. Make sure you maintain a 2-metre distance from other people.

Can I go tramping?

You can go on day walks on easy trails in your region – but check if they are open before you go, many DOC trails are closed. Stay as close to home as you can, and make sure you maintain a 2-metre distance from other people.

Can I go hunting?

Yes, you can hunt locally - as long as you have the landholder's permission, stay within your region, stick to your bubble and stick to the rules.

Hunting is only permitted on foot and overnight trips are not allowed. The use of quad bikes, off-road bikes, helicopters and other motorised vehicles is prohibited. In Alert Level 3, you cannot hunt on public conservation land.

When will the duck hunting season begin?

The start of the duck hunting season is being postponed from Saturday 2 May to start on the second weekend after that date that is decided for when New Zealand moves to Alert Level 2. The season will also end later. Please wait until this guidance is provided.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

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.

What water-based activities are permitted?

You can swim, surf, kayak, canoe, snorkel, row, windsurf and paddle-board. Single waka ama is also possible. You must stay in your bubble. Do not share equipment with those outside of your bubble (even with physical distancing) and only go out when conditions are calm and it is safe. Stay close to shore.

However, you cannot do water-based activities that involve sailing boats, scuba diving, or other motorised craft or equipment. You shouldn't be jumping or diving into the water from rock, bridges, jetties or wharfs or kite surfing. Some water-based activities remain prohibited because they expose participants and others to danger or may require search and rescue services. For more information, visit

<https://sportnz.org.nz/covid-19/public-advice/frequently-asked-questions-3/>

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 use the playground at my local park with my family?

No, playgrounds are closed because touching or using playground equipment may spread COVID-19.

Can I go to the local school to use their playground?

No – school playgrounds are not open for the public.

Can I play golf, croquet, lawn bowls and tennis?

Yes – in limited circumstances. Public courts and courses are not open. Clubhouses, toilets, changing facilities etc at private facilities will not be open to use. You'll need to make a contactless (e.g. phone or online) appointment with a club if it is open.

Stay strictly within your bubble to play, and avoid any congregating. You will be required to provide details for contact tracing, bring your own equipment, abide by the hygiene rules of the club, and only stay for the period of time that you are participating in your sport.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Can I go to the gym?

Gyms are closed under Level 3.

What does 'local' mean?

Please stay at home as much as you can. Any unnecessary travel could spread COVID-19.

Your local area means the area near your home that you regularly visit for essential services.

What is considered local will differ depending on where you live. City dwellers may have a supermarket or dairy close by. If you live rurally, you may need to take a drive to reach these.

If you do leave your house, you must always keep a 2 metre distance from other people who are not part of your household. If an area is too crowded to keep to a 2 metre space between you and others, go home. Don't stop and chat, contact people over the phone or social media instead.

Travel and transport

Can I use public transport?

Yes, you can use public transport if you are travelling for 'essential personal reasons' as listed on the [covid19.govt.nz](https://www.covid19.govt.nz) website, which includes going to work or school if you need to. Please avoid using it if you don't need to, as there is limited capacity.

What happens if my driver's licence or warrant of fitness has expired or is about to expire?

There's a temporary change in regulations so people can drive with a driver's licence or warrant of fitness that expired on or after 1 January 2020. The NZ Transport Agency will in time set new expiry dates and let you know. Please check through the [NZTA website](#) that they have your correct contact details.

Can I travel within New Zealand to visit a sick friend or family member?

Some people may need to travel outside their local area to support a loved one in need. People will only get permission to travel in rare circumstances. They will also need to ensure they can maintain public health.

Travel will only be considered for approval if it enables someone to support a minor who needs urgent care, be with someone in a critical or terminal condition who has nobody else to support them, or support someone with exceptional health or care circumstances.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

More information about travelling to visit a sick friend or family member, including how to apply, is on the covid19.govt.nz website: <https://covid19.govt.nz/individuals-and-households/travelling-and-moving-around/domestic-travel/>

Can I travel to visit someone in a critical or terminal condition?

You can apply for a compassionate exemption to travel in order to support someone in a critical condition, or at the end of life. They must have a limited support network (fewer than 3 adults).

If they are in a facility you will need to comply with its visiting policy, which may limit the number of visitors in any one day.

How far can I travel for physical activity in Alert Level 3?

Some travel is permitted to get to a destination within your region for recreation. We don't encourage going far from home – go to your nearest beach or park. And stick within your extended bubble and maintain physical distancing of 2 metres from everyone else.

Can I travel to take care of my animals?

Travel to care for your animals, including horses, is allowed. This includes providing your animals with food, water, exercise, and any other aspect of care required under the Animal Welfare Act and codes of welfare.

If your animals are in another region that is not in your local area, try to get someone else you trust to provide care if possible.

Can I travel to check on livestock?

Farming and caring for stock is an essential service that can occur under Alert Level 3, however you should consider deferring or having checks carried out by someone who does not need to travel inter-regionally.

Can I travel to purchase livestock?

Stock sales and wool auctions are permitted (subject to suitable protocols), but will run online where possible. Check with your local sale yard or stock agent.

Can I visit my horses in other people's care?

If your horses are in other people's care (i.e. at a stable or graziers) in your local area then you can visit them to provide them with care and exercise.

You must stay within your bubble at all times, maintain 2 metres physical distancing from others, and follow hygiene measures. You should not use shared facilities, and the facility must record everyone who enters/visits to enable contact tracing.

Riding is allowed, but should be done safely and as close to home as possible.

If your horses are in other people's care outside your region, then you should avoid visiting them (as they have care) because visiting them is not classed as essential work.

Find out more at
Covid19.govt.nz

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Alert Level 3 Frequently Asked Questions

Can I travel to deliver a pet being sold or adopted?

You can deliver an animal (i.e. a puppy) in your local area. You need to make sure that you maintain physical distancing and good hygiene practices when transporting and handing over the animal, such as hand washing.

You cannot travel to another region to deliver an animal, as this is not essential travel. However, the animal can be transported as freight with a commercial transport company.

Can I travel to pick up my pet from quarantine?

You can collect your pet from a local quarantine facility. If your pet is being held in a quarantine facility outside your local area you must arrange collection and transport through a pet transporter.

Can I travel to maintain child custody arrangements?

Yes. Children may move between households (bubbles) under a parenting arrangement. There is no restriction on the distance of travel, children can move between different regions. However, only travel where you need to and follow the general rule of keeping travel to a minimum. You should take a copy of your court order or parenting arrangement with you, to help explain your travel.

Can I travel to another region?

Travel to other regions is only allowed for permitted movement. You can find these reasons on the [covid19.govt.nz](https://www.covid19.govt.nz) website.

You can travel in one direction if you found yourself in the wrong place when Alert Level 4 came into force, and you need to get home. You can only move once, in one direction.

Is travel in and out of New Zealand allowed?

NZ citizens and residents can enter the country, with a few exceptions for other people. Anyone arriving must spend 2 weeks in managed isolation at their place of arrival.

New Zealanders are advised not to go overseas.

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

More information about travel is available on the [covid19.govt.nz](https://www.covid19.govt.nz) website: <https://covid19.govt.nz/government-actions/travel/>

Can I travel to another New Zealand city so I can fly home to my own country?

Foreign nationals in New Zealand can now drive, take private or public land transport, or take domestic flights, in order to connect with commercial, or chartered, international flights to their home country.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Scheduled domestic flights will be available from Auckland, Wellington, Christchurch, Dunedin and Nelson.

Ferries are not available, and those needing to move between islands should take flights if available.

There are several criteria that foreign nationals must meet in order to drive or take land transport to an international airport, or take a domestic flight within New Zealand while we are under Alert Level 4.

More information for foreign nationals is available on the [covid19.govt.nz](https://covid19.govt.nz/help-and-advice/for-travellers/domestic-travel/) website:
<https://covid19.govt.nz/help-and-advice/for-travellers/domestic-travel/>

What happens if I arrive in New Zealand from overseas?

All travellers entering New Zealand from overseas from midnight 9 April 2020 are required to undergo 14 days of isolation in managed isolation in government-provided facilities (hotels) in the city they arrive into, either Auckland or Christchurch.

It is no longer an option to self-isolate at home, or to take a regional flight before the 14 day period is completed.

All arrivals will be met at the airport by Government Officials who will explain the new requirements, and answer any questions. Passengers will also be health screened. If they have symptoms of COVID-19 or have been tested, they will be placed in a quarantine facility rather than a managed isolation facility.

Otherwise, they will be transported to a dedicated isolation facility (hotel) where they will stay for 14 days. They will have regular contact with the government repatriation team who will coordinate all movement and welfare support.

Further information will be provided on what will happen on completion of the 14 day period, including onward transport.

Can I be exempted from managed isolation?

A small number of people will be eligible for exemption from managed isolation, such as medical transfers and those with serious medical conditions that cannot be managed in the accommodation provided.

Minors arriving on their own can have an older sibling or responsible adult join them in isolation for support.

You must apply for an exemption before booking your travel. If you do not hold an exemption before you fly, you will be placed in managed isolation.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

How do I prove that I have completed the mandatory 14 days isolation?

All persons in managed isolation receive a letter acknowledging their completion at the end of their 14 days.

To find out more, visit the covid19.govt.nz website:

<https://covid19.govt.nz/individuals-and-households/travelling-and-moving-around/arriving-back-in-new-zealand/>

My work/student/visitor visa expires during Alert Level 3. What should I do?

People with a work, student, or visitor visa with an expiry date of 1 April 2020 or earlier and who are unable to leave New Zealand must apply online for a new visa.

People with a work, student, visitor, limited or interim visa that has an expiry date of 2 April to 9 July 2020 and that are in New Zealand on 2 April 2020 will have their visas automatically extended to 25 September 2020. Confirmation of extensions will be emailed to all visa holders.

More information is available on the Immigration New Zealand website:

<https://www.immigration.govt.nz/about-us/covid-19>

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

Accommodation

Can my landlord evict me or raise the rent?

Landlords cannot currently raise rents. They can only evict tenants or cancel tenancies in very specific circumstances. Visit or call Tenancy Services for more advice.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

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, but only if it is a long-term move that needs to happen now. You can move between regions if required, and moving companies are allowed to operate, with public health measures in place.

How do I get help with housing?

If you need support to find suitable accommodation to self-isolate you can contact the Temporary Accommodation Service (TAS) on 0508 754 163.

If you've lost your job, or had your hours reduced you may be able to get a benefit or some other financial help from Work and Income to help with accommodation costs.

Staying in your bubble

Can I extend my bubble?

Yes, you can slightly extend your household bubble, but keep it local, small and exclusive. For example, you could add 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 is a shared bubble arrangement?

A shared bubble includes children in shared custody arrangements, who can move between households. At Alert Level 3 household bubbles can be extended (for example, to reconnect with close family who live nearby) but must remain exclusive.

Children are no longer limited to moving between two bubbles, but it is still important that the number of bubbles between which children are moved is only as large as is necessary and in line with your parenting arrangement.

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?

No. You should avoid contact with anyone outside your bubble, except if you need to go work or school, or while accessing essential services. Don't invite or allow social visitors, such as friends, family and whānau, to enter your home.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Can I visit someone in the last stages of life?

If they are in a facility you should contact them to understand their visiting policy.

Groups needing to take extra precautions

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 purposes – like getting food, going to the pharmacy, to exercise or to work (if you cannot work from home).

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 I go to work?

At Level 3 everyone must work from home if they can.

If you cannot work from home, you can go to work if you agree with your employer that you can do safely.

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.

Gatherings

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.

Can I go to any other religious event or ceremony?

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

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.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

If this is NGO or paid work activity, then physical distancing, hand washing and other public health measures must be maintained. If this is personal activity, then you can only do this with people in your household bubble.

Can Muslims extend their bubbles, or gather up to 10 people during Ramadan?

Unfortunately, it is not possible to extend your bubble further to bring in extra people to celebrate or mark religious events.

Muslims are encouraged to observe Ramadan at home, with their own bubble.

Can Muslims come together for iftar (the meal to break the fast at sunset) and isha (the last prayers of the day)?

You can come together within your bubble for iftar and isha, but unfortunately not with people outside your bubble.

As with all religious groups, gatherings for religious activity present a very high risk of transmitting COVID-19, even at Alert Level 3. Muslims are encouraged to hold iftar and isha within their bubble.

Can mosques and other religious venues open during Level 3 if social distancing rules are observed?

Unfortunately no. All venues must stay closed to the public under Alert Level 3, including mosques and other faith-based venues.

Workers from the mosque can go into mosques and other religious venues to work, e.g. to conduct online religious services. Many places of worship are catering for communities using a variety of online methods.

Can a priest, imam or religious celebrant provide last rites in a hospital, hospice, or private residence under Alert Level 3?

Yes - priests, imam and religious celebrants can provide last rites in a hospital, hospice or private residence under Alert Level 3. If the person who is dying is in a health facility, they have to adhere with the visiting policy of the health facility and the relevant infection prevention and control procedures.

Accessing services

What are essential services?

Essential services include food, medicine, healthcare, energy, fuel, waste-removal, internet and financial support. All of these things will continue to be available at all Alert Levels.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

More information about essential businesses is available on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-businesses-and-organisations/employers-including-rse/>

How can I access essential services?

You can access essential services throughout all alert levels. This could be in-person, through friends/family or via delivery to your home.

If you are going out in public to access these services – for example the supermarket or the pharmacy – you must maintain a two metre distance from others. Wash your hands before and after visiting public places.

Vulnerable people should stay at home, and ask others to pick up supplies for them. You just need to ask them to leave these at the door, rather than come in. Drop offs at the door (rather than coming in) will protect vulnerable people from exposure to COVID-19.

How can I access support for urgent welfare needs?

Civil Defence Emergency Management Groups are providing support to people who have immediate welfare needs due to the impact of COVID-19 that cannot be met by other sources of support. The sorts of support available include: emergency accommodation, delivery of food and household supplies, clothing and firewood, over-the-counter medication (including delivery), and pet food for companion animals.

Civil Defence Emergency Management Groups are also supporting non-government and community-based organisations (including foodbanks) to provide household goods and supplies to people with immediate needs.

Is support available for foreign nationals?

Civil Defence Emergency Management Groups can provide support and accommodation for foreign nationals who, for reasons of citizenship, are unable to obtain support and assistance from their embassy/ consulate or another New Zealand government agency.

How often am I allowed to go to the supermarket?

You should avoid going to the supermarket every day to buy things. If possible, try doing your shopping all at once. Making a shopping list before you go will help ensure you get what you need and don't have to pop back for things you forgot.

Find more advice for shopping safely on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-everyone/shopping-safely/>

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

How many people from a household can go to the supermarket?

If possible, only send one person from your household to do the whole shop. You may need to take young children with you if there is no carer available.

More information about shopping safely is available on the covid19.govt.nz: <https://covid19.govt.nz/help-and-advice/for-everyone/shopping-for-essentials/>

Why don't supermarkets have to keep a contact tracing register?

Supermarkets are operating at Alert Level 3 in the same way they operated during Alert Level 4. This means they are not currently required to keep a register to support contact tracing.

Public health measures, such as managed entry, physical distancing, hand sanitiser stations are in place at supermarkets to reduce the risk of transmission occurring.

I'm a single parent. Can I take my young children to do the groceries?

If at all possible only send one person from your household to do the whole shop. You may need to take young children with you if there is no carer available.

Find more advice for shopping safely on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-everyone/shopping-safely/>

What if I can't get food or essential items myself?

If you can't access food or essential items yourself or with the help of whānau, friends, iwi, neighbours or community providers, there is urgent assistance available.

If you are not eligible for support from Work and Income and you don't have a way to access essential supplies yourself, you can contact your local Civil Defence Emergency Management Group (CDEM). However, if you have immediate urgent food needs then you should ring your local CDEM Group directly. The service operates seven days a week from 7am to 7pm.

The number for your local CDEM Group is on the National Emergency Management Agency website: <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

The Student Volunteer Army is delivering groceries for over 65s, at risk people, and health workers. You can order and pay online at www.shop.sva.org.nz

Can I visit my dentist or optometrist for an annual check-up or for non-urgent care?

Check-ups or non-urgent care are not available at Alert Level 3. However, emergency dental and optometry care services remain available at all levels. Contact your dentist or optometrist directly to find out how they can support you.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Can tradespeople come to my house to install curtains or other household items, or make repairs?

Yes, tradespeople can come to your home to do any installation or repair work at Alert Levels 1, 2 and 3. You and your tradespeople need to ensure the public health measures at each alert level are met. This includes the physical distancing requirements at Alert Levels 2 and 3. For more information, visit <https://covid19.govt.nz/assets/resources/PPE/COVID-19-staying-safe-when-having-work-done.pdf>

Can I have my animals homekilled?

Your local homekill butcher can kill and process your animals if you are keeping the meat for your own consumption or use. You can't trade or sell the meat. The homekill butcher will need to maintain physical distancing while on your property, and should be taking appropriate safety precautions.

Animals will need to be dropped off or arrangements made to have them delivered to your local pet food operator.

I'm due to give birth while we're at Alert Level 3. How will my medical care be affected?

If you are pregnant or have recently given birth, the way you receive medical care may be affected.

During your pregnancy, you may have fewer face-to-face check-ups. Your midwife will still contact you over the phone or by video call.

When you give birth, maternity facilities will have restrictions on the number of visitors and support people you can have with you.

If you have been diagnosed with COVID-19, inform your midwife or midwifery practice.

The Ministry of Health has more information on its website for pregnant women and those who have recently given birth. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-information-pregnant-women-and-those-who-have-recently-given-birth>

Can I get a vaccination for the usual seasonal flu?

Flu vaccinations continue to be an important part of the fight against COVID-19, and will help us reduce the pressure on our hospitals. For more information on the 2020 flu campaign, and to see if you're eligible for a free vaccination, visit www.fightflu.co.nz.

Can I go to a Pharmacy for medication?

Pharmacies are an essential service and will remain open at all Alert Levels.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

If you need to go to your local pharmacy, phone them first to ensure you are able to go in-store. If you are an at-risk person you should ask someone to pick up your medicines on your behalf. If you have no other options, you may pick up your medicines yourself.

If visiting a pharmacy in person, you must retain social distancing of two metres, and wash your hands before and after visiting.

Can I still access health services for other medical issues?

Health and medical facilities are recognised as an essential service and will remain open at all Alert Levels.

The health system will continue to provide the necessities of life for New Zealanders. This includes healthcare services, such as Healthline, GPs, cancer services, disability and aged support services.

The way these services operate might change - your GP might be talking to you over the phone rather than seeing you in person. In many cases during Level 4 healthcare will be delivered remotely rather than in person.

If you require any medical advice you can call Healthline or your doctor, or if it's an emergency, call 111 like normal.

Please only call Healthline if you or someone you know feels unwell or you need medical advice, rather than general questions about COVID-19. It's important Healthline is able to answer calls from those who need medical advice. The more people who call asking for general information, the fewer people who need medical advice can get through.

Can I access an interpreter when I phone a government helpline?

Yes. If you need help in your preferred language, you can ask for an interpreter when you call a government helpline. All you need to do is:

- Call the helpline you need
- Ask for an interpreter and tell them the language you speak
- Wait and you will be connected to a professional interpreter who will help you talk to the agency.

If you call Healthline, press 1 and you will be connected with an interpreter who speaks your language.

My visa has expired and I'm am feeling unwell but don't want to seek medical help in case I get deported.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

It is important that anyone with symptoms of COVID-19 contact Healthline for free on 0800 358 5453 or their doctor immediately.

District health boards are legally prevented from sharing any information about the immigration status of individuals with Immigration New Zealand. You should seek medical advice if you are unwell.

You can rest assured that your treatment will be in complete confidence your information will not be passed on to other agencies.

Are family violence and sexual violence services still available?

Yes, family violence and sexual violence services are essential services and will remain available. Some services may need to be delivered in different ways.

More information and advice about family violence and sexual violence is available on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-everyone/family-violence-and-sexual-violence-prevention/>

Can butchers, bakeries and similar small-scale food retailers operate?

Yes, but only where the appropriate hygiene and safety measures can be put in place.

This means ordering, payment and delivery must be contactless and the business must operate safely within the general health guidelines such as physical separation and hygiene.

For example, retail needs to be by contactless purchase and delivery, including drive-through and click and collect. Retail storefronts cannot open to customers (except supermarkets, dairies and petrol stations).

Can service stations, dairies and convenience stores sell food?

Service stations, dairies and convenience stores can operate but must have a one-in-one-out rule. They cannot sell food prepared on the premises.

They can sell any pre-packaged food (for example: sandwiches, muffins or pies) that have been prepared off-site by a supplier, and can heat that food on-site if required.

They can also sell food that has been prepared off-site (for example: pies, sausage rolls) that has been delivered in boxes and then heated on-site and put in paper bags for the customer, with appropriate precautions such as not letting customers bag food themselves.

They must not serve any drinks that need to be prepared on-site, eg hot coffee or milkshakes.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Can I order takeaways?

Yes, but you cannot enter any food premises or consume any food or drink on premises. Purchases can only be online, by phone or drive-through, and any delivery or pick-up must be contactless.

Businesses whose premises were open to customers under Alert Level 4, like supermarkets, dairies, pharmacies, and petrol stations, can remain open.

Can I get firewood delivered?

The delivery of firewood for home heating is considered an essential service. You can arrange to have your firewood delivered to your house. You just need to ask them to take sensible precautions, like avoiding any physical interaction with the delivery person and keeping a distance of 2 metres. This will protect you and the delivery person from exposure to COVID-19.

Can I buy alcohol?

Liquor stores must close to the public unless they are in Licencing Trust areas. Open premises in Licencing Trust areas can operate with a one-in-one-out rule. Liquor stores outside of Licencing Trust areas may not open premises to the public. Wine and beer can continue to be sold at supermarkets. Online stores can sell alcohol.

Is mail still being delivered under Alert Level 3?

NZ Post's courier and mail delivery services are an essential service and it will continue to deliver essential mail and parcels.

All of NZ Post's retail services including postage and bill payments are unavailable until further notice.

More information is on the NZ Post website:

<https://www.nzpost.co.nz/business/covid19updates>

Can I collect mail from my Private Box/Private Bag?

NZ Post's courier and mail delivery services are an essential service and it will continue to deliver essential mail and parcels.

NZ Post Box Lobbies will be open but with reduced hours to help keep their people and our communities as safe as possible and reduce further spread of COVID-19. Customers should keep to the required physical distance at all times, and follow one on in, one out rule in smaller Box Lobbies. Customers should still follow government guidelines around non-essential travel outside their local area.

Will rubbish continue to be collected during Level 3?

Yes, rubbish collection will continue throughout all COVID-19 Alert levels.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Continue using your kerbside rubbish collection for rubbish disposal.

Check your local council or private collector website and social media platform regularly for updates on kerbside collection dates and recycling arrangements in your area.

Are municipal landfills and transfer stations open to the public?

Transfer stations may provide limited access to the public, for example where rural residents do not have access to kerbside services. Please check your local council website for more information.

Does recycling continue during the Covid-19 response?

Not in all areas. Please check your local council or private collector website and social media platform regularly for updates on recycling arrangements and kerbside collection dates.

What can I do if I notice that a local business has increased its prices?

Businesses are free to set their own prices but there has been some public concern about price increases on essential goods and services at this time. Your first steps should be to ask the retailer the reason for the price increase, and work together to find suitable solutions. You can also report your concerns online at

www.consumerprotection.govt.nz/pricewatch

You can find more information on increased prices and consumer rights during COVID-19 at

www.consumerprotection.govt.nz/general-help/covid-19

Can my dog go to daycare?

Yes. The handover of the dog must be as contactless as possible, and the owner cannot enter the premises.

Can my dog be groomed?

Yes. The handover of the dog must be as contactless as possible, and the owner cannot enter the premises.

Key contacts

Covid19.govt.nz

[Facebook](#) - [LinkedIn](#) - [Instagram](#) - [Twitter](#) - [WhatsApp](#)

[Subscribe to the daily COVID-19 update email.](#)

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

Healthline

If you have specific queries about your health, including registering self-isolation, call 0800 358 5453. To talk with a qualified counsellor for free 24/7, call 1737. Access to interpreters is also available. For international SIMS, call +64 9 358 5433

Financial support

Work and Income 0800 559 009, or, for seniors 65+ 0800 552 002, and students 0800 88 99 00. www.workandincome.govt.nz or, for food grant & benefit application, <https://my.msd.govt.nz/>

Employment advice and support for employees

www.employment.govt.nz or ring 0800 20 90 20

For information on working safely

www.worksafe.govt.nz 0800 030 040 (Worksafe)

Housing and Tenancy

Support for renters struggling to pay rent, eligibility for support and the freeze on residential rent increases is available on the Ministry of Housing and Urban Development's website: www.hud.govt.nz.

For general inquiries ring 0800 646 483 or email info@HUD.govt.nz.

For information about temporary accommodation services <https://temporaryaccommodation.mbie.govt.nz/covid-19/w> To register for temporary accommodation services contact MBIE on 0508 754 163.

Help accessing supplies

If you can't access food or essential items yourself or with the help of others, contact your local Civil Defence Emergency Management Group (CDEM). The number for your local CDEM Group is on the National Emergency Management Agency website: www.civildefence.govt.nz/find-your-civil-defence-group/.

The Student Volunteer Army is delivering groceries for over 65s, at risk people, and health workers. You can order and pay online at www.shop.sva.org.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 can be viewed on line at www.learningfromhome.govt.nz/supporting-learning.

Reporting breaches

Report it to Police online at <https://forms.police.govt.nz/forms/covid-19-breach>. Please do not ring 105. Reports will be prioritised based on risk.

Find out more at
Covid19.govt.nz

Alert Level 3 Frequently Asked Questions

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

Essential services

For advice and support for essential businesses call 0800 22 66 57 (8am – 5pm, 7 days) or email essential@mbie.govt.nz.

Transport

For information on transport go to www.transport.govt.nz/about/covid-19 phone 04 439 9000 or email essentialtravel@transport.govt.nz

Price Watch

Email MBIE if you have concerns about price increases on essential goods and services. pricewatch@mbie.govt.nz.

Kiwis returning home

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

All of Government contact line

If you're not sure what assistance may be available, or don't know who to contact for help, call the free Government helpline on 0800 779 997 (8am–10pm, 7 days a week).

Find out more at
Covid19.govt.nz