



COVID-19

Frequently Asked Questions

Updated: 1230PM, 27 March 2020 New information in red.

This document includes answers to frequently asked questions about COVID-19.

Please refer to these in your stakeholder engagement, social media, speeches or internal communications, as relevant to your audiences.

This is a living document that is updated regularly. It was current at the time it was sent out. Please ensure you have the latest version before using it.

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Find out more at
Covid19.govt.nz

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Key contacts

www.covid19.govt.nz

Phone numbers

All of Government contact line

For general Covid-19 queries that are not covered on the website:

0800 779 997 (8am–1am, 7 days a week).

0800 22 66 57 (9am to 5pm Monday to Friday)

Healthline

Only refer people to this for specific queries about their health.

0800 358 5453

Essential services

0508 377 388

Email essential@mbie.govt.nz.

Reporting breaches of self-isolation

If you have concerns about a gathering of people or an event that breaches the self-isolation criteria, you can email

NHCCselfisolation@health.govt.nz

Find out more at
Covid19.govt.nz

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General FAQs

Why is this happening?

At Level 4, the aim is to stop and eradicate COVID-19. Eradicating the disease is vital to protect people's health and ensure our health system can cope and look after New Zealanders who become sick. Staying at home is essential – it is a simple but highly effective way to constrain the virus. It will help give our healthcare system a fighting chance.

If you don't follow these rules, and you visit a friend's house or see a family member for lunch, you risk spreading COVID-19 and extending everyone's time in isolation at Level 4.

We have a window of opportunity and we need your support to protect New Zealand and eradicate COVID-19.

What does Alert Level 4 mean?

We are at Level 4 of New Zealand's four-level COVID-19 alert system. It is likely Level 4 measures will stay in place for a number of weeks.

This will save lives. You must stay home.

Level 4 measures include:

- anyone not involved in essential work, needs to stay at home
- educational facilities are now closed
- businesses are closed, except for essential services like supermarkets, pharmacies and clinics, and lifeline utilities.

You must reside at the same place for the duration of the time New Zealand is at Alert Level 4. Where you stayed on the evening of Wednesday 25 March is where you must remain.

You must only be in physical contact with those you are living with. It is likely Level 4 measures will stay in place for a number of weeks. Remember, what you do now, will affect all of us.

More information about what Alert Level 4 means is on the [covid19.govt.nz](https://covid19.govt.nz/government-actions/covid-19-alert-level/) website:

What can I do to get through and support others?

Find out more at
Covid19.govt.nz

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New Zealand is now at Alert Level 4. Everyone must stay at home.

Think about the things that will support you and your whānau get through the coming weeks. This could include:

- Check in on older relatives or vulnerable people over the phone, to make sure they have everything they need
- Offer to organise any medication repeats for vulnerable people
- Make sure you have phone numbers for people in your community
- Cancel social gatherings of any size
- Only interact in person with people in your immediate household. Connect with others online or by phone to maintain connections and mental wellbeing
- Go for a walk – but keep a two metre distance between you and anybody you meet.

We are in unprecedented times. It's normal to feel a wide range of emotions including being stressed or anxious.

If you feel you are not coping, it is important to talk with a health professional. For support with grief, anxiety, distress or mental wellbeing, you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

[What Alert Level 4 means for everyone.](#)

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.

Be kind. People may want to act as enforcers of others, but report any concerns to the correct authorities through nhccselfisolation@health.govt.nz.

Can children go to school?

All schools, early childhood education (ECE) centres and tertiary institutions are closed from **Thursday, 26 March**.

School holidays are being brought forward – beginning from Monday 30 March to Tuesday 14 April inclusive.

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Covid19.govt.nz

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At the end of the school holidays, schools will be open for distance learning but not physically open for staff and students to attend.

Further information can be found on the Ministry of Education website:
<http://www.education.govt.nz/novel-coronavirus-2019-ncov-3/>

Information about the current COVID-19 Alert Level is on the covid19.govt.nz website: <https://covid19.govt.nz/government-actions/covid-19-alert-level/>

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.

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.

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.

Find out more at
Covid19.govt.nz

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Where can I get more information about COVID-19?

Get up-to-date information about COVID-19 from these agencies:

- [Covid19.govt.nz](https://www.covid19.govt.nz)
- [Latest updates - Ministry of Health.](#)
- [Government announcements – Beehive.](#)
- [Information for schools, and parents and caregivers – Ministry of Education.](#)
- [Government’s economic package - Treasury](#)
- [Information about travel restrictions – Immigration New Zealand.](#)
- [Wage support, and cash flow and tax measures - Work and Income.](#)
- [Information for businesses - Business New Zealand.](#)

[The World Health Organisation \(WHO\) has information about the global response to COVID-19.](#)

What should I do if I am at risk, immune-compromised or have someone at risk in my household?

You are at high-risk if you are over 70, have a compromised immune system or have underlying health conditions.

People with underlying medical conditions include a compromised immune system, liver disease, cancer, kidney disease, heart disease and diabetes mellitus, pregnant people or those on immunosuppressant medications.

Information about vulnerable and at-risk groups is available on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-everyone/vulnerable-people/>

You need to take more precautions to protect yourself against all infections, including COVID-19.

- Avoid close contact with people with cold or flu-like illnesses.
- Cover coughs and sneezes with disposable tissues or clothing.
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
 - before eating or handling food
 - after using the toilet
 - after coughing, sneezing, blowing your nose or wiping children’s noses
 - after caring for sick people.

Additional measures that you and your whānau and friends can take include:

- Stay at home, and ask others to pick up supplies for you. You just need to ask them to leave these at the door, rather than come in. Drop offs at the door

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(rather than coming in) will protect vulnerable people from exposure to COVID-19

- Stay at least two metres away from people who are unwell
- If you're unwell, avoid contact with someone who is immune-compromised
- If your health care provider advises you to wear a mask when in public areas because you have a particularly vulnerable immune system, follow that advice
- If you are taking immunosuppressive drugs we advise that you do not stop this medication without first consulting your GP or specialist.

I'm feeling stressed, who can I talk to?

If over the following days and weeks you feel you are not coping, it's important to seek help and professional support. Your family doctor is a good starting point. For support with grief, anxiety, distress or mental wellbeing, you can also call or text the 'Need to talk?' service on 1737. This service is free, available 24 hours a day, 7 days a week and gives you the chance to talk it through with a trained counsellor.

What are the signs and symptoms of COVID-19?

Symptoms of COVID-19 are similar to a range of other illnesses such as influenza and do not necessarily mean that you have COVID-19. Symptoms include:

- fever
- coughing
- difficulty breathing.

Difficulty breathing is a sign of possible pneumonia and requires immediate medical attention.

If you have these symptoms please contact Healthline (for free) on **0800 358 5453** (or international **+64 9 358 5453**) or your doctor immediately. Call your doctor before visiting.

How does COVID-19 spread?

Like the flu, COVID-19 can be transmitted from person to person. The scientific evidence confirms that COVID-19 is spread by droplets. This means that when an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces.

Droplet-spread diseases can be spread by:

- coughing and sneezing
- close personal contact
- contact with an object or surface with viral particles on it and then touching your mouth, nose or eyes.

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That's why it's really important to practice good hygiene, regularly wash and thoroughly dry your hands, and practice good etiquette by coughing or sneezing into your elbow.

Should I stock up on food and supplies?

No, we urge you not to stock up on goods or produce. Shop as normal so others can do the same.

Essential services are open at all Alert Levels. This includes supermarkets, banks, GPs, pharmacies, service stations, couriers and other important frontline service providers.

By allowing supermarket workers the time to restock, they will have plenty of supplies to go around. Shopping as normal will allow supermarkets to manage supply and demand.

Can I get a tradesperson to do essential maintenance on my house?

You can have a tradesperson come to your house to do urgent maintenance. The work must be essential to maintaining the necessities of life, or critical to safety. This includes electricians, plumbers and builders. For more information please visit <https://www.building.govt.nz/covid-19>

Where can I go for information about my rights as a consumer?

For information for consumers and businesses about their rights and obligations in relation to COVID-19 visit <https://comcom.govt.nz/about-us/covid-19>

Find out more at
Covid19.govt.nz

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Staying home & Self-isolation

Can I travel to visit a sick family member?

To stop the spread of COVID-19, travelling for non-essential reasons is not permitted while New Zealand is at Alert Level 4. People with sick family or friends will find this time challenging. However, staying at home is essential – it is a simple but highly effective way to constrain the virus. If you don't follow these rules, and you visit a friend's house or see a family member, you risk spreading COVID-19.

Can I travel to my second house to do renovations?

No, you should not travel between your houses, even if your other house is empty. 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.

Any unessential travel can spread COVID-19.

How can I get food and supplies at Alert Level 4?

Essential services remain open at all Alert Levels. This includes supermarkets, banks, GPs, pharmacies, service stations, couriers and other important frontline service providers.

You can arrange to have your shopping delivered, or have family, friends or neighbours drop off food or groceries. 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 them from exposure to COVID-19.

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

Can I go to a Pharmacy for medication?

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

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.

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I have a shared custody arrangement with my former partner. Can we drop our child off to each other?

The best thing everyone can do to stop the spread of COVID-19 is to stay at home. This includes parents with shared custody arrangements, and their children. The Principal Family Court Judge has released guidance for parents with shared custody arrangements.

Generally, children in the same communities can continue to go between their homes. Simple precautions should be taken to protect the health of parents and children. This includes parents from different households keeping a distance of more than two metres.

If the families are in different towns or communities, then the children should stay in one home. Children should also stay in one home if their feeling unwell, or if someone in their home is unwell or has been overseas in the last 14 days. This will protect the health of parents, caregivers and children.

More information is available on the New Zealand Bar Association website: www.nzbar.org.nz/news/statement-principal-family-court-judge

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 [vovid19.govt.nz](https://covid19.govt.nz/help-and-advice/for-everyone/family-violence-and-sexual-violence-prevention/) website: <https://covid19.govt.nz/help-and-advice/for-everyone/family-violence-and-sexual-violence-prevention/>

My income has been affected, can I get help with my mortgage?

A six-month mortgage holiday will be available for people whose incomes have been affected by COVID-19.

The details are being finalised. Banks will make more information public in the coming days.

Can my landlord increase my rent while I'm self-isolating?

Support is available to ensure renters stay in their rental properties with a six-month freeze on residential rent increases and increased protection from tenancies being terminated.

It's important tenants do not face the prospect of homelessness during this challenging time. This will also enable families and individuals to self-isolate, to stay home and support the public health of all New Zealanders.

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More information can be found on the Ministry of Housing and Urban Development website: <https://www.hud.govt.nz/residential-housing/covid-19-rent-freeze-and-tenancy-terminations/>

Can I self-isolate in a campervan?

Self-contained campervans can be used for self-isolating at Alert Level 4. You should not be in a campervan that isn't fully self-contained.

Anybody staying in a campervan during the self-isolation period should be aware of other health risks they may face like access to water and disposing of waste.

People in campervans cannot travel across the country during the self-isolation period. They need to stay where they are from 11:59pm on Wednesday 25 March, unless they are following the extension of domestic travel until Friday.

Can I still access health services for other medical issues?

Just because you have to stay home doesn't mean you can't get medical help if we need it. Health and medical facilities are recognised as an essential service and will remain open while we are at Alert Level 4.

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 for the next month 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 funerals or tangi go ahead?

Funeral directors provide essential services and will continue working during Alert Level 4. However, gathering together for funerals and tangi is not permitted while New Zealand is at Alert Level 4.

Find out more at
Covid19.govt.nz

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More information about funeral and tangi is on the covid19.govt.nz website:
<https://covid19.govt.nz/help-and-advice/for-everyone/funerals-and-tangi/>

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.

Where can people who need accommodation to self-isolate go for help?

The Temporary Accommodation Service can help provide temporary accommodation for those who need to self-isolate, and who are unable to do so in their own homes. They can also help travellers visiting New Zealand who do not already have suitable self-isolation accommodation arranged. There may be a cost for this accommodation. To find out more contact 0508 754 163 or visit <https://temporaryaccommodation.mbie.govt.nz/covid-19/>

How are homeless people being supported?

Government agencies are working with a wide range of local welfare service providers. They're connecting with the people they usually work with to make sure they are aware of what's happening, have a place to go, and can continue connecting with the services they rely on. Where people are not connected with service providers or can't be reached, Police will help to connect them with services over the coming days.

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.

Find out more at
Covid19.govt.nz

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Contact and transmission

How does COVID-19 spread?

Like the flu, COVID-19 can be transmitted from person to person. The scientific evidence confirms that COVID-19 is spread by droplets. This means that when an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces.

Droplet-spread diseases can be spread by:

- coughing and sneezing
- close personal contact
- contact with an object or surface with viral particles on it and then touching your mouth, nose or eyes.

That's why it's really important to practice good hygiene, regularly wash and thoroughly dry your hands, and practice good etiquette by coughing or sneezing into your elbow.

How many cases have there been in New Zealand?

Please check the current situation section on the Ministry of Health website for up to date information: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

How do I know if I've been in contact with someone who has been diagnosed with COVID-19?

Whenever someone is diagnosed with COVID-19, teams immediately start work to identify who they might have come into close contact with. If you haven't heard from a contact tracing team, your chances of catching COVID-19 are very low.

What happens when someone is diagnosed with COVID-19?

Whenever someone is diagnosed with COVID-19 medical professionals will advise them on what they need to do. For most people this will mean self-isolating at home.

Teams also immediately start work to identify and contact anyone that those who have tested positive may have come into close contact with.

What do I do if I've been in contact with someone who has COVID-19?

If you have been in close contact with someone who has COVID-19, you will need to self-isolate for 14 days from the date of contact.

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Close contact means face-to-face contact, closer than 2 metres away, for more than 15 minutes.

For more information on self-isolation visit the Ministry of Health website:
<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-self-isolation>

How can I get tested?

If you are concerned about any symptoms you are experiencing, please call your GP, or Healthline (for free) on **0800 358 5453** (or **+64 9 358 5453** for international SIMs).

What if I can't get through to Healthline/1737/my local doctor?

Many New Zealanders are reaching out for help and advice and everything that can be done is being done to get people the support they need as quickly as possible. Over the next few weeks the health system and those working to help NZ unite against COVID-19 will be building up their services to be able to offer more support to more people more quickly.

If you cannot get through and are severely unwell for example having trouble breathing, contact emergency services (dial 111).

How do you treat COVID-19?

Currently, there is no specific treatment for COVID-19, but medical care can treat most of the symptoms.

There is currently no vaccine for COVID-19 as it is a new virus. Researchers are in the early stages of developing one.

Do face masks work?

Face masks are essential for front line medical staff, but not the most effective way for the public to protect themselves against COVID-19.

The best way to protect yourself and others from COVID-19 is to follow the measures that are in place at each Alert Level. New Zealand is now at Alert Level 4. Find out what this means on the covid19.govt.nz website:
<https://covid19.govt.nz/government-actions/covid-19-alert-system/>

Are antibiotics effective in preventing or treating COVID-19?

Antibiotics do not work against viruses, they only work on bacterial infections. COVID-19 is caused by a virus, so antibiotics do not work.

Find out more at
Covid19.govt.nz

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If you are pregnant, are you more at risk from COVID-19?

There is currently not enough research to provide scientific evidence about the effect of COVID-19 on pregnancy. Pregnancy does result in changes to your body, which might make you more susceptible to infections, including COVID-19.

People who are pregnant should engage in usual preventive actions to avoid infection, like washing hands often and avoiding people who are sick. Consult with your GP to discuss what is best for you in your situation.

Can I still breastfeed if I have COVID-19?

If you have COVID-19, there is no complete research available about the transmission of the virus through breast milk. However, in limited reports of lactating women infected, the virus has not been detected in breast milk.

COVID-19 is spread by droplets from coughs or sneezes by an infected person. You can limit the chances of spreading COVID-19 by following the measures that are in place at each Alert Level.

New Zealand is now at Alert Level 4. Find out what this means on the covid19.govt.nz website: <https://covid19.govt.nz/government-actions/covid-19-alert-system/>

There is more information on the Ministry of Health website:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-self-isolation#hygiene>

Can you get COVID-19 from animals?

While there has been one instance of a dog being infected in Hong Kong, to date, there is no evidence that a dog, cat or any pet can transmit COVID-19.

COVID-19 is mainly spread through droplets produced when an infected person coughs, sneezes, or speaks. To protect yourself, clean your hands frequently and thoroughly.

WHO continues to monitor the latest research on this and other COVID-19 topics, and will update as new findings are available.

Where did COVID-19 come from?

COVID-19 was first reported in Wuhan City, Hubei Province, China. It has since been reported in other provinces and in other countries. The latest information on this is available on the World Health Organization website.

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Learn about where COVID-19 originated on the WHO website:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

What is COVID-19 (novel coronavirus)?

COVID-19 is a new virus that can affect your lungs and airways. It's caused by a type of coronavirus. There are simple steps you can take to protect you, your family and whānau.

Learn more about COVID-19 on covid19.govt.nz

How do I protect myself and others from COVID-19?

The biggest thing you can do to stop the spread of COVID-19 is to stay at home. Staying at home saves lives.

Learn more about self-isolation on the covid19.govt.nz website:

<https://covid19.govt.nz/help-and-advice/for-everyone/self-isolation-advice/>

If you have any of the signs or symptoms of COVID-19, please contact Healthline (for free) on 0800 358 5453 (or international: +64 9 358 5453) or call your doctor before visiting.

If you have symptoms, protect others in your household by practicing good hygiene, regularly washing and drying your hands, coughing or sneezing into your elbow or a tissue and staying two metres away from others.

Find out more about the symptoms and protecting against the virus on the covid19.govt.nz website: <https://covid19.govt.nz/how-were-uniting/>

When should I seek medical advice?

If you are concerned about any symptoms you are experiencing, please contact Healthline (for free) on **0800 358 5453** (or international: **+64 9 358 5453**) or call your doctor before visiting.

If you have been tested do you get notified of the results regardless of the outcome, or only if it's positive?

Yes, if the result is positive or negative, people should be notified by their healthcare professional.

Find out more at
Covid19.govt.nz

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Business

My business has been significantly impacted by COVID-19. Is there anything the Government can do to help me?

The Government has released an economic response package to support businesses through the impact of COVID-19 and support the economy during the COVID-19 crisis. This includes wage support, and cash flow and tax measure support.

Find out more on the Work and Income website:

https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html?utm_source=business.govt.nz&utm_medium=newsletter&utm_campaign=special_cv_edition#null

Business.govt.nz has a range of resources and information related to COVID-19 for businesses: <https://www.business.govt.nz/news/coronavirus-information-for-businesses/>

Who can I talk to if I have a question about essential services?

If you have any queries around essential services you can get in touch with the team at MBIE on 0800 22 66 57 or by emailing essential@mbie.govt.nz.

There will also be a team at MPI to answer queries related to Primary industries, including food and beverage production and processing. We will publish this number once available.

Where can I go for information about the impact of COVID-19 on my business?

Business.govt.nz has a range of resources and information related to COVID-19 for businesses, including:

- Business continuity planning
- Economic response package and eligibility
- Exporters and importers
- Tax and ACC
- Cash flow
- Travel
- Employers
- Health and safety
- Landlords and tenants
- Education
- Scams and cyber security

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Further information about these topics is available on the business.govt.nz website:
<https://www.business.govt.nz/news/coronavirus-information-for-businesses/>

My business is part of the primary industries. Can I stay open?

The primary industries have been included on the list of essential services. These services should register with the Ministry for Primary Industries. Learn more on the MPI website: <https://www.mpi.govt.nz/covid-19-essential-primary-sector-service-registration/>

I am a self-employed contractor and have been told I need to self-isolate and working from home is not an option for me. Is there any financial support available for me?

From 17 March 2020, the COVID-19 Leave Payment will be available to support people financially if they need to self-isolate, cannot work because they are sick with COVID-19 or cannot work because they are caring for dependents who are required to self-isolate or who are sick with COVID-19.

More information on who qualifies for the leave payment, and how to apply, can be found on the Work and Income website: https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html?utm_source=business.govt.nz&utm_medium=newsletter&utm_campaign=special_cv_edition#null

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Financial support

Where can I get financial support?

The Government is acting to support New Zealanders through these changes with a \$16.1 billion package that includes:

- a wage subsidy scheme (previous cap of \$150,000 per business removed)
- leave and self-isolation support
- business cash flow and tax measures
- mortgage repayment holiday scheme for 6 months – via retail banks
- business finance guarantee scheme.

Your usual financial support, such as benefits, will continue.

Find out more about COVID-19 support on the Work and Income website:

https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html?utm_source=business.govt.nz&utm_medium=newsletter&utm_campaign=special_cv_edition#null

What is the Government doing to manage the economic impact of COVID-19?

On March 17 the Government released an economic response package to help cushion the impact of COVID-19 and support the economy during the COVID-19 crisis.

The package includes:

- a wage subsidy scheme (previous cap of \$150,000 per business removed)
- leave and self-isolation support
- business cash flow and tax measures
- mortgage repayment holiday scheme for 6 months – via retail banks
- business finance guarantee scheme.

Find out more at
Covid19.govt.nz

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Transport

Can I travel?

You may not fly within New Zealand.

Public transport is restricted to essential service workers, for non-COVID-19 related medical reasons, or to get to the supermarket.

You may use a private vehicle to get food or medicine, or if you have a health emergency.

More information for travelers is on the covid19.govt.nz website:

<https://covid19.govt.nz/help-and-advice/for-travellers/>

Can I move between locations while I'm in self-isolation?

New Zealand is now at Alert Level 4 – Eliminate. Stopping our movement stops the virus. This is about reducing movement and eliminating contact with others.

As of 11:59, Wednesday 25 March, everyone in New Zealand must stay in their household and self-isolate.

All New Zealanders, except those working in essential services, must stay at home and stop all in-person interactions – other than the people they are self-isolated with. You must stay where you are to eliminate the spread.

For further information about staying home and what that means – visit covid19.govt.nz

Can I use public transport?

We are asking everyone to stop their movement to help us eliminate COVID-19.

Public transport and domestic air travel is restricted to those involved in essential services, for medical reasons and freight. People can use public transport to access essential services, like buying groceries.

If you have neighbours or friends who rely on public transport to go to the supermarket, you could offer to do their grocery shopping. If you do this, always take the necessary health measures – such as physical distancing of two metres and washing your hands before and after being in public. Leave supplies at the door, rather than in person. Drop offs at the door (rather than coming in) will protect other people from exposure to COVID-19

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Ferry services, road and rail will continue to transport essential goods.

Can I use a taxi or ridesharing service?

Taxis and rideshare services can continue at Level 4 for essential workers, but will need to meet the appropriate health measures. Similar to public transport, there will be reduced service levels.

Can I get my driver's license or WOF renewed?

The Ministry of Transport has more information about driver's licenses and vehicle licensing: <https://www.nzta.govt.nz/about-us/coronavirus-disease-covid-19-services-update/frequently-asked-questions/>

Is international air travel available?

Visitors and tourists can still use international air services to travel home. Do not go to the airport unless you have a ticket. If you do not have ticket contact a travel agent or airline directly. If you are unable to secure a ticket, please contact your country embassy.

More information and advice for travellers is on the covid19.govt.nz website: <https://covid19.govt.nz/help-and-advice/for-travellers/>

Can I use my car?

Using private vehicles for transport is allowed. Only travel with those from your household.

Personal walks and other active travel like cycling or scootering, is fine, provided you follow the two metre physical distancing requirement at all times.

What happens if I arrive in New Zealand from overseas?

Every passenger entering New Zealand will be screened for COVID-19 on arrival. Passengers will be disembarked in small groups and met by Government officials at the gate.

When passengers disembark the plane health officials will discuss self-isolation and transport arrangements and answer any questions passengers may have.

If passengers have a domestic transit flight, they will not be allowed to connect to that flight.

If a passenger is symptomatic on arrival, they will be tested and placed in an approved isolation facility for 14 days. If a passenger is not symptomatic on arrival, they will be asked to explain their plan for self-isolation and transport arrangements to that place. Self-isolation or low-level quarantine requirements. If passengers have a suitable self-isolation plan and transport arrangements, they will be escorted to their

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transport. They will also be checked on by Police within 72 hours to ensure you are in self-isolation.

If passengers have a suitable plan for self-isolation, but do not have suitable transport arranged, officials will arrange transport if that is possible within the local area. If transport is not possible, they will be placed in local accommodation, which has been approved for isolation for 14 days and will need to remain there even if your test result is negative. If you require hospital care, that will be arranged.

If passengers have no suitable plan in place for self-isolation, they will be placed in local low-level quarantine accommodation, which has been approved for isolation for 14 days. They will be transported there directly from the airport.

If passengers are placed in managed accommodation for the 14 day low-level quarantine isolation period, further information will be provided on what will happen after that, including planned transport through domestic flights.

My work/student/visitor visa expires during the self-isolation period. 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 with an expiry date of 2 April to 9 July 2020 inclusive who 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>

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Enforcement

How will the Level 4 measures be enforced?

To date New Zealanders have understood what we've been asking of them, and overwhelmingly they've been doing the right thing. We don't anticipate the need for widespread enforcement of Level 4 measures. Where people are not complying, our first response will be to educate and support them to comply.

What if education and support doesn't work?

We have a range of powers to support enforcement. These will be applied with common sense - but people need to understand non-compliance puts us all at risk, and could prolong the length of time we need to stay at Level 4.

What about non-essential businesses that stay open?

The Director-General of Health has ordered premises that do not provide essential services (excluding private homes) to close. Lists of essential services that will remain open are available at www.covid19.govt.nz

Non-compliance with the closure order will be enforced by Police (the Defence Force is not undertaking enforcement activities). The maximum penalty is six months' imprisonment and/or a \$4,000 fine.

What about businesses that deliver prepared food (eg: Uber Eats, Dominos Pizza)?

The premises that these businesses collect food from are closed so there is nothing for them to deliver.

What if a church or community group continues to open its doors?

Churches and community groups are non-essential and they must close. Non-compliance can be enforced by Police. The maximum penalty is six months' imprisonment and/or a \$4,000 fine.

What happens if people gather in parks, playgrounds, or on beaches?

People shouldn't congregate in groups in outdoor places such as parks, playgrounds, or on beaches, unless they are practising physical distancing. Non-compliance can be enforced by Police. The maximum penalty is six months' imprisonment and/or a \$4,000 fine.

What happens if people visit friends or family not in their household?

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Police will take a common sense approach. But if they discover non-compliance, people can be required to return home to self-isolation. Non-compliance with a notice is an offence.

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Staying active in self-isolation

What could I do to stay active during Alert Level 4?

Just because you need to stay at home doesn't mean you can't stay active.

There's a number of indoor activities you can do, or you can learn a new activity by watching videos on YouTube or similar.

You can also do some outdoor activities with your household in your backyard, like backyard soccer or backyard cricket – just be careful your ball doesn't go into the neighbour's house as they won't be able to touch it or return it.

Can I go to the local park with my family/household unit?

Yes, you can walk to a local park but you need to keep your distance from others who may also be there.

Whenever you are out and about be extremely careful of 'high touch items' like handrails, avoid touching these and if you can't avoid it, wash or sanitise your hands before touching your face or eating.

Ensure you:

- Don't meet people who are not in your household to go for a walk, to the park, or do any other non-essential activity.
- If you see people while you're out and about, give them a happy smile, say hello and check they're ok as you pass them, but don't stop to talk. Maintain 2 metres physical distancing when you see other people.
- Make sure you tell someone in your household where you're going and how long you plan to be gone for — take a cell phone with you so you can be contacted or contact others if you need to
- Thoroughly wash your hands once you return home.

Can I use the playground at my local park or school with my family/household unit?

No, touching or using playground equipment may spread COVID-19, therefore you must stay off the equipment.

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Covid19.govt.nz

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