

# Frequently Asked Questions

This document answers frequently asked questions.

This information relates to Reconnecting NZ, self-isolation and future information.

Information can be used for any government, agency, local government or relevant sector and business communications.

This is a living document that will be updated frequently. Information that changes or is added between versions will be highlighted.

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

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# Frequently Asked Questions

## Reconnecting NZ:

### Summary:

The border opening for Australians has been brought forward.

- From 11:59pm 12 April 2022, fully vaccinated Australian citizens and permanent residents can enter New Zealand without self-isolation or entering managed isolation and quarantine.
- From 11:59pm 1 May 2022, fully vaccinated visitors from visa waiver countries, and visitors from other countries who already hold a valid visitor visa can enter New Zealand without entering self-isolation or managed isolation and quarantine.

### More information:

Visit the [Unite Against Covid website](#).

### Who can enter New Zealand now?

The following fully vaccinated people can enter New Zealand now from anywhere in the world and do not need to self-isolate or enter managed isolation and quarantine (MIQ).

- New Zealand citizens and residents.
- Skilled workers earning at least 1.5x the median wage may be eligible to be granted an 'other critical worker' border exception.
- Travellers on a working holiday scheme.
- Other eligible travellers under current border settings.

### More information:

[Who is eligible to travel to New Zealand under current border settings and what you need to do before and after you enter New Zealand.](#)

### Who can enter New Zealand later in 2022?

From **11:59pm 12 April 2022** the following fully vaccinated people can enter New Zealand and do not need to self-isolate or enter managed isolation and quarantine (MIQ):

- Australian citizens and permanent residents.
- Current temporary work and student visa holders from anywhere in the world, with a valid visa who can still meet their visa requirements — this includes both visa holders currently offshore, and those in New Zealand who choose to travel overseas and wish to return.
- Up to 5,000 international students from anywhere in the world, for semester 2.

### More information:

[How to travel to New Zealand if you are self-testing on arrival](#)

From **11:59pm 1 May 2022** the following fully vaccinated people can enter New Zealand and do not need to self-isolate or enter managed isolation and quarantine (MIQ):

- Visitors from countries who do not need a visa (visa waiver visitors).
- Visitors from other countries who already hold a valid visitor visa.

### More information:

[Visa waiver countries and territories](#)

[Find out more about what you need to do before and after entering New Zealand](#)

From **July 2022** the following fully vaccinated people can enter New Zealand and do not need to self-isolate or enter MIQ:

- Travellers arriving under the Accredited Employer Work Visa categories.

### More information:

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## New employer accreditation and work visa

From **October 2022** all visa categories will reopen from October 2022, including visitor and student visas.

### **What are the health requirements?**

To enter New Zealand, you must meet some health requirements, including:

- You must provide a negative COVID-19 pre-departure test: Get a pre-departure test
- You must meet vaccination requirements: Check vaccination requirements
- After you enter New Zealand you must do 2 rapid antigen tests (RATs) on Day 0/1 and Day 5/6 and declare your results. All positive RATs must be registered and followed up with a PCR test. Testing requirements after arriving

### **More information:**

[Pre-departure tests to enter New Zealand](#)

[Vaccination requirements for travel to New Zealand](#)

[Testing requirements after arriving in New Zealand](#)

### **Will other dates be brought forward as part of the Reconnecting New Zealand plan?**

Yes, it is likely other set dates will be brought forward, this is currently being reviewed and further announcements will be made at a later date.

### **Why are we still a month away from re-opening borders with Australia?**

The dates which have been brought forward to allow for Australian tourists to visit New Zealand in April, coinciding with the majority of Australian school holidays. This is also well in advance of the winter ski season in June.

### **Are tourists required to have a My Vaccine Pass?**

Vaccinated tourists can get a My Vaccine Pass from [here](#), please note this may take 2 weeks to process. Not all COVID-19 vaccines will make you eligible for a My Vaccine Pass, so there may be additional vaccination requirements.

### **Are the opening dates likely to change?**

No, we will be opening on the dates that have been announced. Enough protective measures are in place to ensure tourists are vaccinated and don't cause additional strain on the health system. The vast majority of people who are fully vaccinated do not require hospitalisation.

### **Will Australian tourists be able to access healthcare if they become sick with COVID-19 in New Zealand?**

Yes, healthcare will be available to Australian tourists. Upon arrival visitors will be given a Welcome Pack with RATs for testing and if they become positive while here will be able to access the care in the community system. Travellers are advised to ensure they are prepared if their plans change, especially if they need to isolate in New Zealand for longer than anticipated.

### **Why is the border opening to tourists but not for people to be able to reunite with family here in New Zealand?**

There are over 570,000 people already with visas from non-visa-waiver countries who may be able to travel to New Zealand. Currently the opening of our borders is taking a staged approach to allow for things like processing of visas able to take place given the potential demand. Further opening dates are under review.

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When will people from other non-visa waver countries be allowed entry into New Zealand?  
At the moment this is planned for October but could be brought forward.

## **What about the maritime borders, will cruise ships be back soon?**

The maritime border arrangements have not changed. They are currently under review, part of that consideration is when cruise ships could be allowed back to New Zealand.

## The Future

### **When will the COVID Protection Framework (traffic lights) be reviewed?**

The COVID Protection Framework and the future of mandates, My Vaccine Pass is currently under review. Announcements will be made next week about the future of the COVID-19 response.

### **How long are My Vaccine Passes likely to be in place for?**

Cabinet are considering the future use of vaccine passes and there will be an announcement made next week.

### **Have we reached the Omicron peak yet?**

In Auckland, its likely we have but the rest of the country has not yet.

### **How long will the whole country stay at Red for?**

It is likely we'll stay at Red until we have safely passed the Omicron peak.

### **Do I have to keep scanning in?**

Scanning is encouraged so that you have a personal record of the places you've been, this is especially important if you have visited any higher risk locations.

### **What happens when My Vaccine Pass expire in June?**

My Vaccine Passes were always scheduled to last for a selected time period. Further announcements will be made about this in the future.

### **Has reporting of COVID-19 deaths now changed?**

Since 10 March 2022, the Ministry of Health moved to a new approach to reporting deaths of people who have COVID-19. The Ministry will report all deaths of people who die within 28 days of testing positive for COVID-19. This is the approach used by the UK and many other countries. Whenever new deaths are publicly reported, the Ministry will include a new total of deaths in its 1pm statements.

## Self-isolation

### **Summary:**

If you have tested positive for COVID-19, you will need to isolate for at least 7 days while you recover from COVID-19. Start counting your 7 days from day 0. Day 0 is the day that your symptoms started or the day that you got tested if you do not have any symptoms.

You can isolate in your home or suitable alternative accommodation. This could be another property that you have access to, or are provided, that is more suitable for self-isolation than where you usually live.

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It is normal to feel nervous or unsure about what the next few weeks will look like.

## **More information:**

Visit the [COVID-19 Health Hub](#) for advice.

## **What to do if I am a household contact?**

You are a Household Contact if you live with someone who has tested positive for COVID-19. Whether you are fully vaccinated or not, you will need to self-isolate from the day the person with COVID-19 tests positive or is notified as a probable case until they complete 7 days of isolation get a test for COVID-19 on Day 3, and on Day 7 of the isolation period, or sooner if you develop symptoms. If you test positive, you need to follow the guidance for people who have COVID-19.

## **When can I leave self-isolation?**

If someone else in your household tests positive, you do not need to restart your isolation period. You can complete your isolation at the same time as the first person in your household who had COVID-19 if your Day 7 test was negative and you have no new or worsening symptoms. Your isolation does not restart if additional members of your household are identified as cases. For further guidance visit the [COVID-19 Health Hub](#).

## **Is there a calculator available for when I can leave isolation?**

Yes, this can be found here on the Unite Against Covid [website](#).

## **What should I do if I still have symptoms after 7 days of isolation?**

If you have symptoms of COVID-19 and are tested, you need to stay at home until you receive a negative test result and until 24 hours after your symptoms have gone.

## **How do I isolate if another person my household tests positive after their original isolation period has ended?**

If another member of your household tests positive, the rest of your household can still end their isolation when you do. However, the second positive case will need to restart their 7 days from their Day 0.

## **Did the time for isolation change?**

Yes, recently the time for isolation was reduced from 10 days to 7 days, which it is currently now.

## **What if I am a close contact?**

You are a Close Contact if you have had contact with a person with COVID-19, but you do not live with them. You do not need to self-isolate. If you develop symptoms, get a test and stay home until a negative test result is returned. This can be a RAT, which should give results in around 20 minutes.

## **What if I am a critical worker and a Household Contact?**

If you are a critical worker and a Household Contact, you will still be able to go to work providing you are fully vaccinated, do not have symptoms and have a negative rapid antigen test (RAT) before going to work. Your employer will let you know if this applies to you.

When you are not at work, you must follow the self-isolating guidance [here](#).

## **What should I do when self-isolating?**

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Self-isolation means staying at home for the whole time you are required to be there. It also means taking common-sense precautions to avoid any contact with those you live with. This advice applies to both people who are positive for COVID-19 and people who are contacts.

- Avoid contact with others you live with — for example, sleep by yourself if you can and limit the time you spend in shared spaces. If you cannot, you should stay at least 2 metres apart and wear a face mask that covers your nose and mouth when near others.
- Do not prepare food for others. If people are leaving you meals, tell them to leave it at the door and only collect it once they have moved away from the area.
- Do not share items with others in your household — for example, dishes, toothbrushes, and towels.
- Do your own laundry.
- Do not have visitors in your home. This includes tradespeople, unless it is an emergency.
- Clean and disinfect surfaces regularly. This includes items frequently touched like door handles, light switches and phones.
- We recommend opening windows to increase fresh air flow inside. The risk of spreading COVID-19 is highest in crowded and poorly ventilated indoor spaces.
- If you need food, prescriptions or essential items get friends or family to leave them on your doorstep, or get supplies delivered.

## What support is available to me to help when in self-isolation?

Most people will be able to manage self-isolation with help from whānau and friends, but there is help available for you and your household if you need it. You can get money to pay for urgent and essential costs, like food, medicine and some bills support from community groups, iwi and Pacific groups in your area, or supplies delivered to you.

Anyone can request help — you do not need to be getting a benefit.

Work and Income have an online form where you can request support from a community organisation for your household, or to apply for money for urgent costs. More information is available [here](#). If you prefer, you can call Work and Income's COVID-19 Welfare line for free on 0800 512 337, 8am to 8pm, 7 days a week.

Business and employers may be able to access:

- [Short-Term Absence Payment](#)
- [Leave Support Scheme](#)
- [Small business cash flow loan scheme](#)

## Getting COVID-19

### I'm symptomatic but my RAT was negative, what should I do?

People, even those in households with people who are positive may return negative RAT tests, sometimes several before returning a positive result, others may never return a positive result despite being symptomatic. RAT's are just one tool, if people are symptomatic, assume you have COVID-19 and continue to isolate until you are symptom free.

## What is Long COVID?

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Long COVID is considered as experiencing symptoms of COVID-19 after 12 weeks of infection. It is estimated 1 in 10 people feel symptoms of long COVID 12 weeks after infection.

## **What are the symptoms of long COVID?**

Symptoms of long COVID may include; low energy and fatigue, shortness of breath and cough, headaches, low mood, difficulty concentrating (brain fog), ongoing chest pains, racing pulse, aches and pains in muscles, ongoing changes to sense of smell and taste, and poor quality of sleep.

If you feel you may have long COVID, seek health advice from the place you normally get care from, this could be your doctor or Healthline.

## **What research is being undertaken in NZ on long COVID?**

There is ongoing research internationally on the effects of long COVID. Researchers are also looking at ways of treating long COVID. The Ministry of Health will provide further advice based on international evidence and are funding a study by Victoria University of Wellington to assess the long-term effects of COVID on people in New Zealand. 8000 people have been invited to take part in this study.

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## Key contacts for official advice

### Immigration

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

### Kiwis returning from overseas

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

All New Zealanders overseas are encouraged to see the advice and register on [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

**Healthline** 0800 358 5453 or +64 9 358 5453

### Translations

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

### Accessible information

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

### Pacific communities

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

### Transport

For information on transport go to [www.transport.govt.nz/about/covid-19](http://www.transport.govt.nz/about/covid-19) or email [essentialtravel@transport.govt.nz](mailto:essentialtravel@transport.govt.nz)

### Unite Against Covid 19

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