

COVID-19 Alert Level 4

Information for international school students

This information is to help you understand what is happening. As an international student you are a valued part of our community, and your health and wellbeing is very important.

The New Zealand Prime Minister Jacinda Ardern has announced new, stronger ways to stop the spread of COVID-19 that will affect you.

New Zealand is now at COVID-19 Alert Level 3, and will be moving to Alert Level 4 tonight: Wednesday, 25 March. [Information about the four level alert system is here.](#)

Government information about COVID-19 in New Zealand is available at covid19.govt.nz

General guidance on Alert Level 4

Under Alert Level 4, everyone needs to stay home and self-isolate.

Important things to know:

- Businesses will be closed except for essential services. For example, supermarkets, hospitals and pharmacies will remain open. Read [the full list of essential services](#) on the Government COVID-19 website.
- Travel within New Zealand will be severely limited and public transport will be restricted.

Will my school close?

- Yes, under Alert Level 4, all schools will close face-to-face teaching by midnight on 25 March.
- Your school will contact you regarding how to access online material and new ways of studying. However, please contact your school if you have any questions.

Can I stay enrolled?

- Please take time to think about this. It is really important to not make any quick decisions to withdraw from study.
- At this stage, please stay enrolled and stay in touch with your school through your usual contact person (like the International Director or International Office staff).

Accommodation

Feeling safe and secure is more important than ever now.

- Please make sure you stay at home and self-isolate yourself from everyone except the people you live with.
- If you do not have access to suitable accommodation, contact your usual contact person at school as they have a responsibility to help you.

- You should not share dishes, drinking glasses, cups, eating utensils, towels, pillows or other items with other people in your home. After using these items, you should clean them thoroughly.

Travel and visa advice

We understand these are really important things you will be thinking about.

- Make sure you talk about all your options with a trusted adult (like your parents and a staff member at your school) before you decide anything.
- Before you arrange any travel, check in first with your school.

If you are unable to return home, you need to make sure your visa doesn't expire. Make sure you let your school know if your visa is going to expire soon. Immigration New Zealand say they are sympathetic to temporary visa holders like you during this time.

- Travellers with a temporary (work, student, visitor, interim and limited) visa expiring before 1 April 2020 who are unable to leave New Zealand [must apply online](#) for a new visa. An interim visa will be issued. Talk with your parents and a staff member at your school about this
- Travellers with a temporary visa due to expire between 1 April and 9 July 2020 will have their visas extended to late September. Confirmation of extensions will be emailed to all visa holders.
- Student visa holders or applicants who have specific COVID-19 related immigration queries should see the [Immigration New Zealand website](#) or call the Immigration Contact Centre on 0508 225 288 (within New Zealand) or +64 9 952 1679 (outside of New Zealand).

Student eligibility for health care

- Check in with your insurance provider regarding changes to your insurance policy. Talk to your agent and/or your parents if you need help with this.
- You are eligible for free public healthcare if you think you have COVID-19. Further information is available on the [Ministry of Health's website](#).

Your health and wellbeing is important

- This is a new and strange situation for everyone in New Zealand (and around the world). There are people to talk to if you need to. For example:
 - [1737, need to talk?](#) – free 24-hour phone or text counselling service with trained counsellors for anyone feeling down, anxious, or depressed. Text or call 1737. If you're having trouble calling with this number, call 0800 1737 1737.
 - [The Low Down](#) – free 24-hour counselling for anyone feeling down, stuck, anxious or depressed. Phone 0800 111 757 or text 5626. You can also **email or webchat**.
 - Youthline – free 24-counselling especially for young people who need help when they feel down, overwhelmed or depressed. Phone 0800 376 633, free text 234. **You can also email or webchat**.
- More information is available on NauMai NZ on [what to do if you feel lonely, homesick or depressed](#).
- There is also information on this page to help you keep in contact with friends and family. It is more important than ever to maintain these connections.
- You can also sign up to NauMai NZ to receive regular email updates.

- It is okay to leave your house for a walk or bike ride. You do not have to be in your room all the time. However, you must maintain a two-metre distance from people outside your home at all times.
- Your school is a signatory to the [Code of Pastoral Care for International Students](#). They have an important responsibility to ensure that you are well informed, safe and properly cared for during this time. This means you should have access to up-to-date information about COVID-19, know who to contact if you need support for health, wellbeing or accommodation issues, and know how to access health and counselling services.
- If you develop symptoms of fever, cough or shortness of breath, you should seek medical advice – phone Healthline’s dedicated COVID-19 number [0800 358 5453](tel:08003585453).

We know this must be really difficult being away from your family and friends at the moment. Please do reach out to support services if you need them – they’re here to help.

This information will be updated regularly, but for the latest Government information about the COVID-19 situation in New Zealand go to [covid19.govt.nz](https://www.covid19.govt.nz)

He waka eke noa. (*We are all in this together*)