**COVID-19 support and information – government quick links**

*Current at 15 December 2021*

## Health matters

**Healthline – COVID-19 health advice**

Call Healthline if you have any COVID-19 health-related concerns or symptoms on **0800 358 5453** or **+64 9 358 5453**

**Medical help**

Need medical help? Call Healthline on 0800 611 116, or in an emergency dial 111.

**Mental Health**

Need to talk? For mental health help, call or text **1737**

**COVID-19: Contact tracing locations of interest**

Places and times where the public may have been exposed to COVID-19 can be viewed Ministry of Health. If you were at a location of interest, [there are instructions for you to follow](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/covid-19-contact-tracing-locations-interest).

**My Health Account**

For help setting up a My Health Account or updating the details on your NHI call 0800 222 478 or email [support@identity.health.nz](mailto:support@identity.health.nz)

**My COVID Record**

For questions around setting up a My Vaccine Pass or your vaccination records call 0800 222 478 or email [help@mycovidrecord.min.health.nz](mailto:help@mycovidrecord.min.health.nz)

## COVID-19 business support

**COVID-19 Financial support for business**

For a summary of the financial support available to help you, your business and employees through the response to COVID-19, visit [biz.govt.nz | Financial support for businesses](https://www.business.govt.nz/covid-19/financial-support-for-businesses/?utm_source=Newsletter&utm_medium=email&utm_campaign=November_25_2021&utm_content=https%3A%2F%2Fwww.business.govt.nz%2Fcovid-19%2Ffinancial-support-for-businesses%2F)

**Reporting non-compliance**

Report issues and people or businesses not following advice to [COVID-19 Compliance Centre](https://departmentoftheprimeministerandcabinet.cmail20.com/t/t-l-chdhrdy-yujiiltyp-b/)

**COVID-19 queries**

Call Healthline if you have any COVID-19 health-related concerns or symptoms on **0800 358 5453** or **+64 9 358 5453.** For other COVID-19-related queries, email [covid-19response@health.govt.nz](mailto:covid-19response@health.govt.nz).

## COVID-19 business guidance and tools

**Rapid antigen testing for business**

Rapid antigen tests are an option for businesses in their response to COVID-19. Read more about rapid antigen testing, including importation and distribution details, and additional supporting guidance for business at [Ministry of Health | Rapid antigen tests for business](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/assessment-and-testing-covid-19/rapid-antigen-testing#business).

For support contact [covid-19poc@health.govt.nz](mailto:covid-19poc@health.govt.nz)

**Guidance for workplaces that have a case of COVID-19**

Information on the processes to follow if an employee, customer or visitor becomes a confirmed or probable COVID-19 case can be read at [Ministry of health | Guidance for workplaces that have a case of COVID-19](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/guidance-workplaces-have-case-covid-19)

**Contact tracing for COVID-19**

Information on contact tracing, types of contacts and when to isolate or stay at home is available at [Ministry of health | Contact tracing, types of contacts and actions for contacts](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19)

**Actions for COVID-19 contacts**

Information on actions for ­ Close Contacts, Casual Plus Contacts and Casual Contacts is available at [Ministry of health | Actions for contacts](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19#actions)

**Health guidance for summer**

Guidance to help you stay safe from COVID-19 during the summer by preventing or minimising the spread of COVID-19 during what can be a busy social period. Read the guidance at[Ministry of health | Health guidance for Summer](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/health-guidance-summer)

**Enforcement and reporting non-compliance**

The [105 Police non-emergency number](https://www.police.govt.nz/use-105) is available for people to report potential breaches. In addition, any individual or organisation can report issues and people or businesses not following advice to the [COVID-19 Compliance Centre.](https://departmentoftheprimeministerandcabinet.cmail20.com/t/t-l-chdhrdy-yujiiltyp-b/) Information reported to the compliance centre will be available to the agencies are responsible for compliance as part of New Zealand's COVID‐19 response including the Police, and WorkSafe, Customs and Primary Industries.

If people feel their safety is at risk, they should call Police on 111.

**Managing false information**

Misinformation, scams and online harm about COVID-19 and the vaccine work against us at a time when we need to work together to beat the spread of the virus. Learn how to recognise and report misinformation and scams.

[How to recognise COVID-19 misinformation and scams](https://covid19.govt.nz/health-and-wellbeing/misinformation-and-scams/)

[Report false or misleading information](https://covid19.govt.nz/prepare-and-stay-safe/misinformation-scams-and-online-harm/report-false-or-misleading-information/)

## Resources for business, organisations and communities

**Posters for business and organisations**

Signs and posters for practicing good hygiene to help everyone keep safe from COVID-19 are available to download and print. These workplace resources can also be printed and delivered for free through our online catalogue.

[Signs and posters for businesses or venues](https://covid19.govt.nz/posters/)

[Order free printed workplace resources](https://portal.bluestar.co.nz/WebForm/DPMC_PUB?form=Unite%20Against&s=%3Center%20search%20here%3E)

**Unite against COVID-19 Resource Toolkit**

The [Unite against COVID-19 Resource Toolkit](https://scanmail.trustwave.com/?c=15517&d=m-e24U_CWkcduFrTVUVRJlAsTFK1iE9rmMj4Yc6fOA&u=https%3a%2f%2ftoolkit%2ecovid19%2egovt%2enz%2f) houses all Unite against COVID-19 assets. Easily find and download resources including logos, templates, posters, videos, social media tiles.

**Resources for iwi and communities**

Information and resources for specific communities in New Zealand including Māori, Pacific Peoples, disabled people and religious communities is available. Translations and alternate formats are also available. [Information for Māori and communities](https://covid19.govt.nz/iwi-and-communities/)

**Pacific communities**

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

**Accessible information and alternate formats**

For selected information and advice in alternate formats for disabled people with communication needs see [covid19.govt.nz/languages-and-resources/alternate-formats/](https://covid19.govt.nz/languages-and-resources/alternate-formats/)

Alternate formats are in Easy Read, New Zealand Sign Language (NZSL), braille, audio and Large Print. We encourage you to help people who do not have access to the internet by printing off or sharing formats which may be useful to them.

**Translations**

For information and advice translated into other languages see [covid19.govt.nz/updates-and-resources/translations/](https://covid19.govt.nz/languages-and-resources/translations/)

## COVID-19 Information

**COVID-19 queries**

Call Healthline if you have any COVID-19 health-related concerns or symptoms on **0800 358 5453** or **+64 9 358 5453.** For other COVID-19-related queries, email [covid-19response@health.govt.nz](mailto:covid-19response@health.govt.nz).

**Latest information and updates about COVID-19**

For information and the latest updates about COVID-19 please visit <https://covid19.govt.nz/>

**COVID-19 current cases**

For information about confirmed and probable cases of COVID-19 in New Zealand see [Ministry of Health | Current cases](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-data-and-statistics/covid-19-current-cases)

**COVID-19 locations of interest**

Places and times where the public may have been exposed to COVID-19, updated hourly. [Ministry of Health | Contact tracing locations of interest](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/covid-19-contact-tracing-locations-interest)

**COVID-19 data and statistics**

The government collects and publishes a range of data and statistics about COVID-19 in New Zealand. [View and access the latest COVID-19 data](https://covid19.govt.nz/alert-levels-and-updates/covid-19-data-and-statistics/)

**Social media and newsletters**

Follow unite against covid-19 on social media, sign up to get the latest updates, and resources for social media and digital media. [Social media and newsletters](https://covid19.govt.nz/alert-levels-and-updates/social-media-and-newsletters/)

## COVID-19 technical support

**Technical support – My Vaccine Pass verification app**

For technical help with the NZ Pass Verifier app call **0800 800 606**

To discuss verifier app integration technology for business email [integration@health.govt.nz](mailto:integration@health.govt.nz)

**Technical support - NZ COVID Tracer App**

For NZ COVID Tracer app support email [help@covidtracer.min.health.nz](mailto:help@covidtracer.min.health.nz?subject=Query%20and%2For%20feedback%20on%20the%20NZ%20COVID%20Tracer%20app)

## International

**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 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 8am – 10pm, Monday – Sunday (NZST).

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