



## Alert Level 3 factsheet: Shopping and services

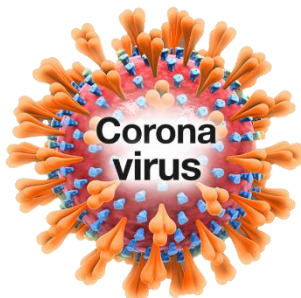
23 April 2020



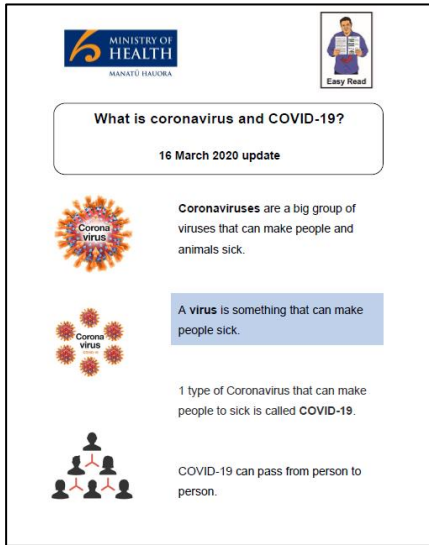
New Zealand has 4 Alert Levels:

- Alert Level 1
- Alert Level 2
- Alert Level 3
- Alert Level 4

Unite  
against  
COVID-19



The different Alert Levels tells us what we must do to keep everyone safe from the Covid-19 virus.



There is an Easy Read factsheet called:

## What is coronavirus and COVID-19?

You can find this factsheet on the COVID-19 website:



<https://covid19.govt.nz/communities/accessible-information/easy-read/>



**New Zealand is moving to Alert Level 3.**



This factsheet will tell you what shops and services will be open at Alert Level 3.

## Can I go out at Level 3?



At Level 3 everyone still needs to **stay at home** as much as they can.

You should only go out if:



- the government has said you need to keep doing your job



- you need to:

- see a doctor



- go out to exercise.



You can also go out if you need to get:

- food from the supermarket



- medicine from the pharmacy.

# What will be open at Level 3?

These places will be open:



- supermarkets



- dairies



- pharmacies
  
- petrol stations.

At Level 3 you should be able to:



- make an order from a shop website



- call a take-away shop to order food



- pick up your order from the shop.



You **cannot** go inside these shops to:

- sit down and eat



- look around and shop.

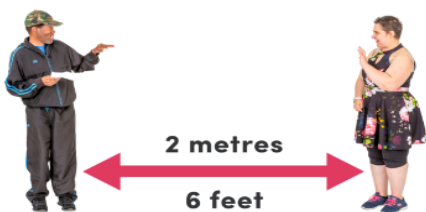


At Level 3 some shops may be able to deliver things to your house like:

- take-away shops
- shops that sell other goods or services.



If you usually get meals delivered to your house you can still get this at Alert Level 3.



You still need to keep 2 metres away from the delivery people.



**2 metres** is about as long as 2 shopping trolleys.



This means the delivery people **cannot** come inside your house.



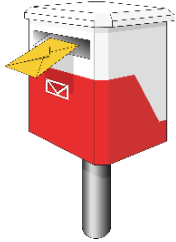
They should leave the food by your door so you can get it when they have moved away.



New Zealand Post



New Zealand Post shops will not be open in Alert level 3 but:



- post boxes will still be emptied regularly



- you can still buy stamps at places like:

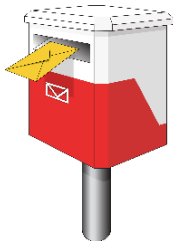


- supermarkets

- some dairies



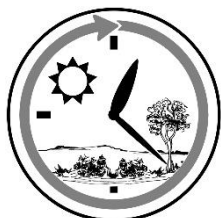
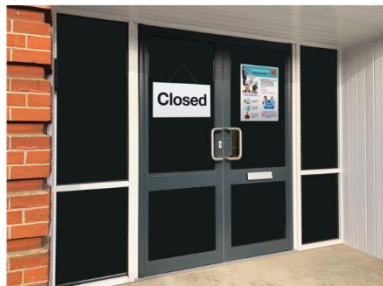
- pharmacies



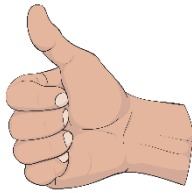
- you can still use **click and collect** for getting your mail.



New Zealand Post Box lobbies will be open in Alert Level 3.



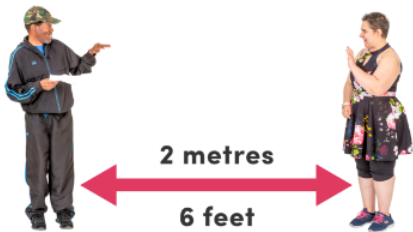
But the times they are open may be different.



In Alert Level 3 some services **can** come to your house like:



- electricians
- builders
- plumbers.



If these people come into your house you also need to try and **stay 2 meters away** from them.

## What will be closed at Alert Level 3?



Some workplaces will **still be closed** at Level 3 like:



- hairdressers



- massage shops



- house cleaning services

- people who sell things door to door.

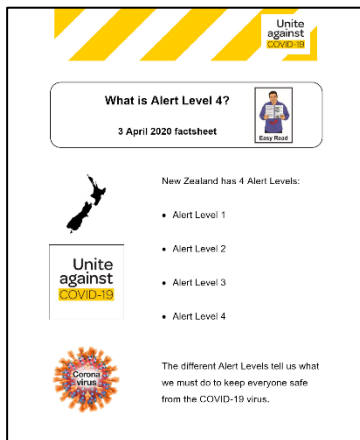


You will **not** be able to go into New Zealand Post shops in Alert Level 3.

# How to keep safe at the shops



When you go to the shops in Alert Level 3 you still need to follow the rules from Alert Level 4.



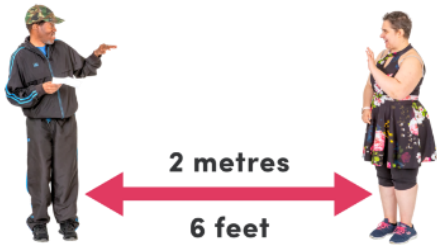
You can read these rules in the Easy Read Factsheet called:

## What is Alert Level 4?

You can find this factsheet on the COVID-19 website:



<https://covid19.govt.nz/communities/accessible-information/easy-read/>



At Level 3 you still need to **stay 2 metres away** from other people.



**2 metres** is about as long as 2 shopping trolleys.

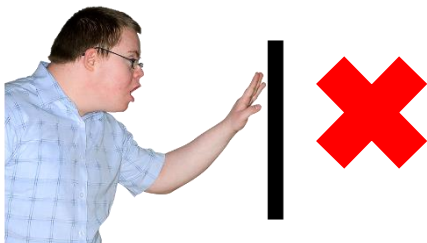


If you go shopping remember:

- only 1 person from your bubble can go shopping



- make a list before you shop so you can do your shopping faster



- try not to touch anything you do not need to



- wash your hands before leaving home

- wash your hands when you come back home.



You **should** still be able to pay for your shopping using:

- money



- cheques.



It is **better** to use your EFTPOS card so you do not have to hand anything to the people who work at the shop.



**What if I do not have an EFTPOS card?**



Some places may not let you pay for things using money.



If you do not have an EFTPOS card you should ask the people working at the shop if you can pay with money before you get your shopping.



If you are having trouble getting the things you need you can call the **People First New Zealand helpline.**





The People First New Zealand  
**helpline** is:

**0800 20 60 70**



You will be asked to leave a  
message with your:

- first and last name
- phone number.



It will not cost you any money to  
call this number.



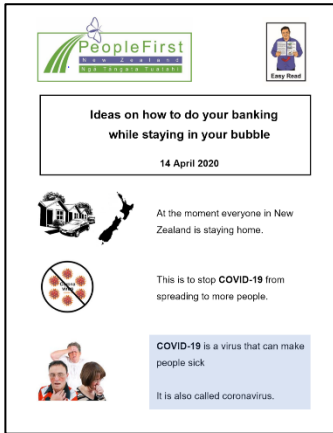
You can also email People First  
New Zealand on:

**[ask@peoplefirst.org.nz](mailto:ask@peoplefirst.org.nz)**



A People First worker will call or  
email you back.

# Doing your banking



There is an Easy Read factsheet called:

**Ideas on how to do your banking while staying in your bubble.**



It can be downloaded by clicking this link:



<https://www.peoplefirst.org.nz/download/3106/>



You can also do banking over the phone.

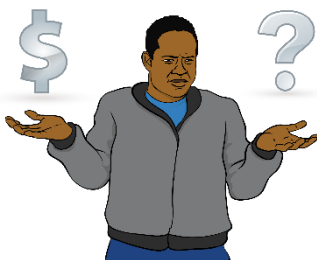


**With some banks** it is free to do your banking over the phone.



You can call your bank to:

- set this up
- ask if they will charge you to use phone banking.





Some people pay their bills at New Zealand Post.



You will **not** be able to go into post shops in Alert Level 3.



If you are having trouble doing your banking you can call the **People First New Zealand helpline.**



The People First New Zealand **helpline** is:

**0800 20 60 70**

# How can I get information about COVID-19 if I do not have the internet?



You can listen to **Radio NZ** on your radio.



You can also watch **Channel 1** at **1 o'clock** every afternoon.



This information has been translated into Easy Read by the Make It Easy service of People First New Zealand Inc. Ngā Tāngata Tuatahi.



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