



Tertiary Provider and International Bulletin

Tuesday 21 September 2021

COVID-19 Update

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Kia ora koutou,

COVID-19 Alert Level changes and Section 70 notice

The government has announced that Auckland will move to Alert Level 3 at 11.59pm, today, Tuesday 21 September.

Auckland will stay at Level 3 for at least two weeks with a review on Monday 4 October.

The rest of New Zealand with the exception of Upper Hauraki will stay at Alert Level 2 and will remain there as long as Auckland remains at higher Alert Levels.

Anyone in Upper Hauraki needs to stay home, stay local, wear a face covering when you leave home and keep 2 metres distance from people outside of your bubble. Watch for symptoms of COVID 19 and call Healthline on 0800 358 5453 if you develop symptoms. This will be reviewed regularly.

If you have worked, been in a household or attended an indoor gathering in Upper Hauraki since 8 September and are no longer there, you must stay home, monitor symptoms of COVID-19, call Healthline if you feel unwell and check locations of interest here.

General [Alert Level 3](#) information is available on the Unite Against COVID-19 website and the detailed guidance for tertiary education providers is available on our [website](#).

Rāhui | Alert Level 3 – Guidelines for TEOs and students in the Auckland region

From tomorrow, TEOs and students in Auckland should follow the Alert Level 3 guidance as detailed on the Unite Against Covid website and in our [Guidelines for Tertiary Education Organisations](#).

We will update our guidelines as soon as we have seen the final Health Order which is due later today, and will notify changes tomorrow in our next bulletin. We expect that our Alert Level 3 guidelines will remain



the same, with the exception of cross-boundary travel. We expect that the Health Order will **not allow students in an Alert Level 3 area to return to their primary home or place of residence in an Alert Level 2 area**. In the meantime, we continue to recommend that students remain in their current accommodation once Auckland moves to Alert Level 3, and that they do not move into or return to student accommodation.

Whakaiti | Alert Level 2 – New gathering limits

The Prime Minister announced changes yesterday to gathering limits at Alert Level 2. From tomorrow, indoor gatherings of up to 100 are permitted. Outdoor gathering limits remain at 100 people.

While social gathering limits do not apply to education-related activities at TEOs, we are reviewing our recommended capacity limits (a maximum of 100 students and staff) following this decision and will provide an update in our next bulletin.

For TEOs: Supporting student wellbeing

The prolonged lockdown is immensely stressful for many students. Changing Alert Levels – even if restrictions are eased – can be a time of increased stress and anxiety, as students are required to make new adjustments. The number one priority continues to be the wellbeing of students and ensuring they remain safe during this time.

We encourage providers to continue to uphold their [international Code](#) and [domestic Code](#) obligations.

Student voice

We encourage you to keep in close contact with your students and continue using student voice (Outcome 6, interim domestic Code) to ensure their voices are heard and integrated into decisions and support services needed at this time. For example, consider inviting a student representative to your team meetings to act as a conduit for communication, or actively ask students during your regular welfare checks for their feedback as to what would help them right now.

Student Accommodation

If you are a tertiary student accommodation provider, please continue to ensure the following:

- Appropriate welfare checks on residents, including regular checks on those identified as being at risk
- Managerial oversight of accommodation staff at all times (24 hours a day, 7 days a week) so that issues can be escalated when they occur
- Clear processes for responding to instances of resident behaviour that pose a risk to self or others
- Clear and timely escalation processes for any incidents
- Holding the contact details of a nominated person should a resident's wellbeing or behaviour cause concern
- Providing residents with learning and peer support on self-care, positive wellbeing and how to access pastoral care services – whether through the provider and/or the wider community.

The NZQA Code team is here to help, so please get in touch for support or advice either via **0800 697 296** or code.enquiries@nzqa.govt.nz

Stress counselling and support

This will continue to be an unsettling time, and the uncertainty of COVID-19 can have an impact on our mental wellbeing. We continue to remind staff and students that mental wellbeing is important, and can be supported through accessing a range of the self-help resources:

- Mental Wealth by **Le Va** provides online resources to help young people look after their mental health, and includes online counselling: <https://www.mentalwealth.nz/>



- **The Lowdown** provides videos and articles about anxiety and depression and also includes support through a free 24/7 helpline, text and webchat: <https://thelowdown.co.nz/>
- **Aroha** is a chatbot to help young people cope with stress: <https://portal.habits.auckland.ac.nz/Portal/#/landing-covid19bot-trial>

There are also a number of helplines that are available and can connect people to trained counsellors. These include:

- **1737** which is available 24/7 via free call or text
- **Youthline** which can be accessed by calling 0800 376 633 or by free texting 234. Youthline also has a web chat function
- **OUTline** has a free helpline available between 6pm and 9pm for members of the rainbow community. This can be accessed by calling 0800 688 5463.
- If you have immediate concerns for the safety of yourself or someone else, please call 111.

In addition to the support and services available to all New Zealanders, there are Pacific mental health and addiction providers that have activated pandemic plans and are supporting their communities digitally where possible. These providers include:

- [Pasifika Futures](#) in Waitematā, Canterbury and Counties Manukau
- [Fonua Ola](#) in Counties Manukau
- [Kāute Pasifika](#) in Waikato
- [Pacific Health Service Hutt Valley](#) and [Naku Enei](#) in the Hutt Valley
- [Vaka Tautua](#) in Capital and Coast DHB and Auckland Ministry of Health

There is also free counselling/Psychology Service in response to COVID-19 for Migrants and Former Refugees: [Diversity Counselling New Zealand | DCNZ Hamilton | Contact Us for help](#)

COVID-19: locations of interest and the basics

Locations of interest

With a high number of locations of interest, we ask that providers continue to be diligent and contact their stakeholders directly, as they have been doing, if they become a location of interest.

COVID-19 basics

The Ministry of Health continues to remind everyone to please remain vigilant and stick to the basics:

- If you're sick, stay home. Do not go to work or school. Do not socialise.
- If you have cold, flu or COVID-19 symptoms, call your doctor or Healthline on 0800 358 5453 and get advice about getting tested.
- If you have been told to self-isolate, you legally must do so immediately.
- In an emergency always call [111](#).

Things change quickly so stay up to date by following the links below:

For health advice, please refer to the Ministry of Health's website.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

Please continue to check the **Ministry of Health's locations of interest page** to find out if you might have been exposed to COVID-19 [COVID-19: Contact tracing locations of interest | Ministry of Health NZ](#)

For cross-agency information about COVID-19, including what support is available, health advice, and travel restrictions visit the All-of-Government website <https://www.govt.nz/covid-19-novel-coronavirus/>



For resources in Te Reo Māori, visit <https://covid19.govt.nz/updates-and-resources/translations/te-reo-maori/>

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

For resources in [sign language and easy read formats](#).

To keep updated on travel restrictions and visa information visit <https://www.immigration.govt.nz/about-us/media-centre/news-notifications/coronavirus-update-inz-response>

Advice for international students in NZ <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/healthcare/the-coronavirus-what-you-need-to-know>

For additional advice for tertiary providers/whare wānanga visit the Ministry of Education website <http://www.education.govt.nz/novel-coronavirus-2019-ncov-3/>

