



Te Kāwanatanga o Aotearoa
New Zealand Government

**Unite
against
COVID-19**

Getting food at COVID-19 Alert Levels 3 and 4



September

1

2021

**Updated:
1 September 2021**

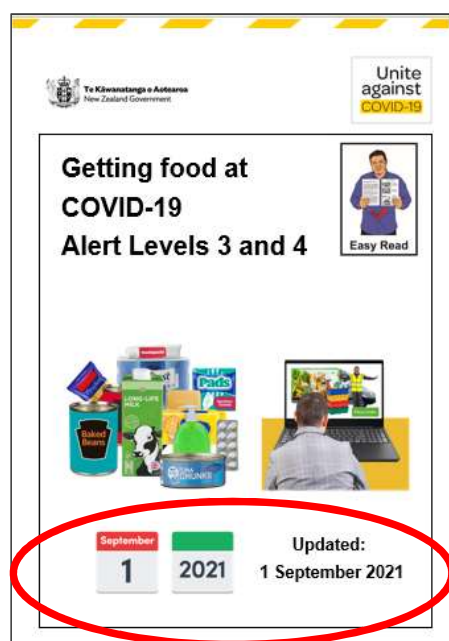
Before you read this



This document tells you the things you need to know about getting food during Alert Levels 3 and 4.



We know things are changing all the time as we learn more about COVID-19.



We will update this document as soon as we know more.

We will change the date on the front cover so you know it has been updated.



Please check the COVID-19 **website** for updates:

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

What you will find in here:

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Alert Levels 3 and 44



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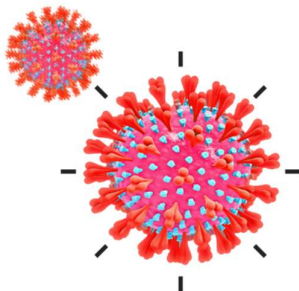
Getting food at COVID-19 Alert Levels 3 and 4



At the moment everyone in New Zealand is staying at home to stop the spread of **COVID-19**.

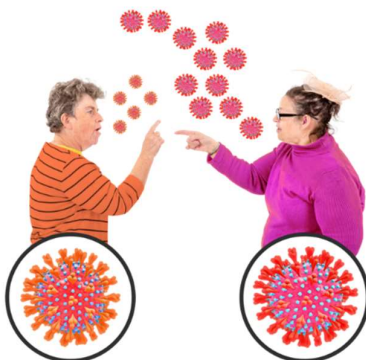


COVID-19 is a virus that can make people sick.



COVID-19 is sometimes called:

- coronavirus
- the **Delta variant**.



The **Delta variant**:

- can make people sick
- spreads **very** easily between people.



We are at Alert Levels 3 and 4 to stop COVID-19 from spreading.

This is called being in **lockdown**.



While we are in lockdown we still need:

- food
- everyday things like:
 - toilet paper
 - washing powder
 - toiletries like toothpaste.



Even though we are in lockdown you still need these things.

This document has information about:



- getting food delivered to your home
- what to do if you cannot get food delivered



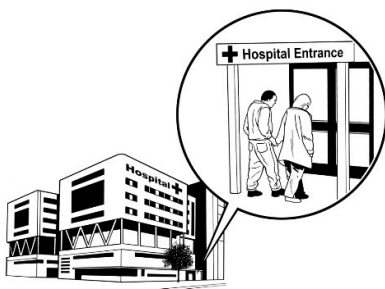
- staying safe when getting food delivered



- getting support with money to buy food
- food banks.

Going to the supermarket

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against
COVID-19



In COVID-19 Alert Levels 3 and 4 some of the important places still open are:

- the hospital
- your doctor
- the dairy
- supermarkets.



These are called **essential services**.



During Alert Levels 3 and 4 we can still get the things we need like food from the supermarket or dairy.

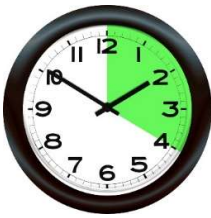


It is important that you only go to the supermarket if you feel:

- well
- healthy
- safe.



Make sure you wash your hands before you go shopping.

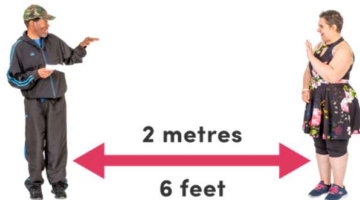


When you wash your hands you should:

- wash them for 20 seconds
- dry them afterwards.



You should also be careful not to touch your face when you are out of the house.



When you go to a supermarket or dairy you need to:

- wear a face covering or mask if you can
- keep 2 metres apart from other people
- use the NZ COVID Tracer app to scan the QR code.

If you are unable to wear a face covering you can show your **face covering exemption card** if you have one.



There is an Easy Read booklet called:

When do you need to wear a face covering?

This booklet also has information about the **face covering exemption card**.



You can find the face covering Easy Read booklet at the COVID-19 **website**:

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



When you go to the supermarket take a shopping list so it is easy to shop quickly.



Most supermarkets are only letting a small number of people in at a time.

You may have to wait outside for a bit.



Some supermarkets may only let 1 person from every house come inside.



You need to choose 1 person from your house to buy food for everyone.

If you are shopping with your support worker you may need to tell the supermarket that you:

- have a support worker to help with the shopping
- need your support worker to come in the supermarket with you.



Some supermarkets may have wet wipes at the door so you can wipe your trolley handle before you go in.



Only touch things if you are going to buy them.



The best way to pay for your shopping is to use PayWave.



If your card has PayWave it means you just have to hold it near the machine to pay.

You can also pay by:



- credit card
- EFTPOS card.



Only use cash if you have to.



When you have paid for your food try to move your trolley to a quiet space away from other people while you put your food in bags.



When you leave the supermarket you may like to use some hand sanitiser if you have some.



When you get home make sure you wash your hands again.



When you wash your hands you should:

- wash them for 20 seconds
- dry them afterwards.



Getting food dropped off at home

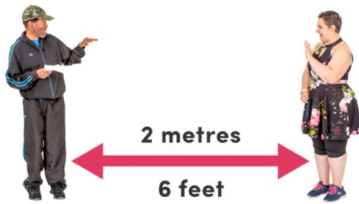


If you cannot go to the shops you can talk to your **support network** to see if they can bring things to you.



Your **support network** are people like your:

- family
- whānau
- friends
- iwi
- neighbours
- support staff.



It is important when someone brings things to you that you stay 2 metres away from each other.



The best thing to do is get the person to:

- leave the things at your front door
- phone you to let you know they have dropped the things off to you.



Food subscription service



You can use a weekly **food subscription service** like:

- My Food Bag
- Hello Fresh.



A **subscription service** is something that you:

- sign up to online
- pay for with your debit or credit card.



These services deliver food to you once a week so you can cook meals yourself from a recipe.

1. ____
2. ____
3. ____



You get to choose:

- your meals from a menu
- how many people the meals need to feed in your household
- how many different recipes you need each week.

The subscription service:



- packs the:
 - food you need to cook with
 - recipes of how to cook the food
- delivers it to your door.



You can find these services on the internet:



My Food Bag:

<https://www.myfoodbag.co.nz/>



Hello Fresh:

<https://www.hellofresh.co.nz/>

Online shopping



Many of the supermarkets in New Zealand have **online shopping**.

Online shopping is where you use the supermarket website to order the things you need.



The supermarket will:

- deliver your shopping to your door
- or
- have a **click and collect** service where you go to the supermarket to pick up your shopping.





These supermarkets have online shopping:

- Countdown
- Fresh Choice
- New World
- Pak n Save.



At the moment a lot of people want to do their supermarket shopping online.



It may be hard to get a time for the supermarket to bring your shopping to you.



Countdown supermarket has a new service called **Priority Assistance**.



Priority assistance means people who cannot go to the supermarket can do their shopping online if they are able to.



You can ask for Priority Assistance on this website:

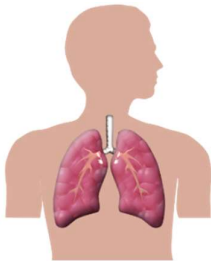
<https://shop.countdown.co.nz/shop/content/priority-assistance>



Priority assistance is for people:

- who have a disability that makes it hard to get to the supermarket or do food shopping
- who are at **greater risk** of getting very sick if they get COVID-19.





Some people are at **greater risk** of getting very sick if they get COVID-19.

You are more likely to get very sick if you:

- are over 70 years old
- have health conditions that may make you more at risk like:
 - heart and lung issues
 - diabetes.



The **Student Volunteer Army** have a new service for people who are at greater risk.



You can find more information on this **website:**

<http://www.shop.sva.org.nz>



If you are too sick to go to the supermarket your click and collect order can be picked up and delivered to you by:

- a local friend
- a whānau member
- a neighbour.



Staying safe when getting food sent to you at home

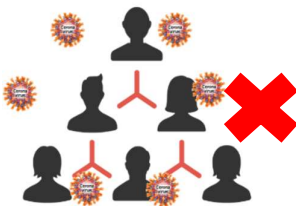


Any food sent to you at home should be:

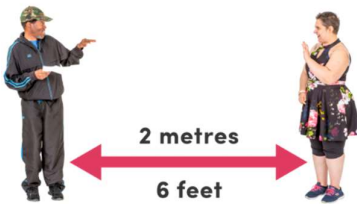
- ordered from the shop closest to where you live
- **contactless.**



Contactless means that deliveries should be left outside your door so you do not need to touch or talk to the delivery person.

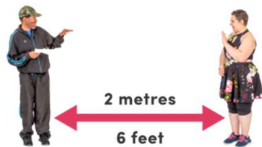


We do this to stop the spread of COVID-19.



If you get your food or items delivered remember to:

- stay 2 metres away from the person dropping off the delivery
- wear a face covering
- wash your hands after you have put your supplies away.



If **you** are delivering food or essential items to somebody who needs help you still need to:

- stand 2 metres apart
- wear a face covering.



Getting support with money to buy food



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Work and Income have services if you are finding it hard to afford food.

They can support you with money for:

- emergencies
- a longer time if you need.



This is the main phone number for Work and Income:

0800 559 009

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

The Work and Income phone line is open:

Monday to Friday:

- **7 am** in the morning

to

- **6 pm** in the evening.

7 am → 6 pm



Saturday	
----------	--

Saturday:

- **8 am** in the morning

to

- **1 pm** in the afternoon.

8 am → 1 pm





People **aged 65 or older** can call

Work and Income on:

0800 552 002



Students you can call StudyLink on

0800 88 99 00



If you are **deaf or hard of hearing**
you can contact Work and Income by:



- text message: **029 286 7170**

- fax: **0800 621 621**



- email:

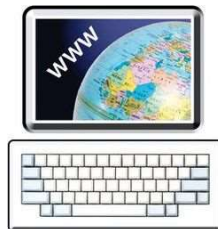
MSD_Deaf_Services@govt.nz





You can also go to **MyMSD** to apply online for:

- benefits
- money to buy food
- other support.



Go to this **website** to log in or sign up for MyMSD:

<https://my.msd.govt.nz/>



There is an Easy Read booklet called:

Keep in touch with MyMSD

You can find this booklet on the Work and Income **website**:

<https://tinyurl.com/y75d3waq>



You can find more information on how the Ministry of Social Development can support you on these websites:

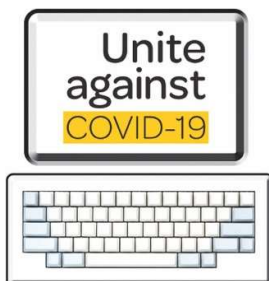
- Ministry of Social Development:

www.msd.govt.nz



- Work and Income:

www.workandincome.govt.nz



You can also find more information about support with money on the COVID-19 **website**:

<https://covid19.govt.nz/business-and-money/financial-support/financial-support/>

Food banks

Food banks are also open.



A **food bank** is a place you can get basic food items for free.



Food banks may be able to help if:

- you do not have money to buy food
- no one is getting food for you.



You can find the food bank in your area by searching the Family Services Directory **website**:

<https://www.familyservices.govt.nz/directory/>



You can call the Family Services Directory to find out the contact number for your local food bank.



To call the directory phone **018**.

Ask them to give you the phone number for the food bank where you live.

What to do if you cannot get food sent to you at home



You can get in touch with your local **Civil Defence and Emergency Management group**.



There are Civil Defence and Emergency Management groups all over New Zealand.



The group near you may be able to help if you have no other way to get **essential supplies**.



Essential supplies are the everyday things we need like:

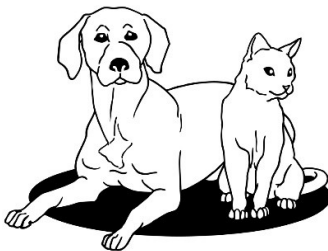
- food
- medicine.



These are the kind of things that your Civil Defence Management group may be able to help with:



- food



- water



- pet food



- medicine



- fuel for heating or cooking



- clothes

- bedding.



Phone numbers for Civil Defence and Emergency Management groups:

Northland: 0800 790 791

Auckland: 0800 222 296

Waikato: 0800 800 405

Bay of Plenty: 0800 884 222

Hawke's Bay: 0800 422 923

Tairāwhiti: 0800 653 800

Taranaki: 0800 900 077

Manawatū-Whanganui: 0800 725 678

Wellington-Wairarapa: 0800 141 967

Marlborough: 03 520 7400





More phone numbers for Civil Defence and Emergency Management groups:

Nelson: 0800 505 075

Canterbury: 0800 242 411



West Coast: 03 900 9329

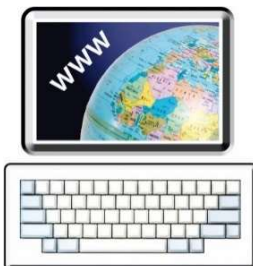
Otago: 0800 322 4000

Southland: 0800 890 127

Chatham Islands: 03 3050033



When you are asked
for the extension
number please
press 715



You can find out more about the Civil Defence Emergency Management groups on their **website**:

www.civildefence.govt.nz

Where to find more Easy Read information about COVID-19



You can find more Easy Read
information on the **COVID-19**
website:

Unite against COVID-19:

[https://covid19.govt.nz/ easy-read/](https://covid19.govt.nz/easy-read/)



WORK AND INCOME
TE HIRANGA TANGATA



This information has been written by the team at Ministry of Social Development.

It 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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