

Welfare support for you and your staff if you get COVID-19

Most fully vaccinated people with COVID-19 are likely to have a mild to moderate illness and will fully recover in their own home, or in suitable alternative accommodation. Care in the community is where people are supported by local care providers to ensure their health, welfare and wellbeing needs are met while they are recovering from COVID-19.

Health support while isolating

It is normal to feel anxious or stressed about isolating with COVID-19. Those isolating will be provided a health contact person, who will contact them often to make sure that they and their whānau are safe and supported and given a telephone number for 24 hour health support. Key points of contacts for health support may differ across the country. The point of contact may be an individual or a team that could include their general practice, primary care provider or a local community care provider.

Extra support

Many people will be able to manage with help from friends and whānau, but there is information and help available if needed. When someone is told they need to isolate, they'll be asked if they need any support or help. Most people will be able to look after themselves. However, some people may need things like food and groceries. Ministry of Social Development (MSD) is coordinating support, and connecting people with the right service to help them. If a person needs help, MSD will connect them with someone. They may be from a local community organisation a government agency or marae-based services or support that iwi have established. They will call to talk about how they can help - so you, your staff and wider whānau get the support you need to isolate.

For COVID-19 welfare support

Call MSD on 0800 512 337