



Southern Lakes Business Response Group

COVID-19 – Update 13 – 9/04/2020 – 4.00pm

*Here's the latest update from the **Southern Lakes Business Response & Recovery team***

Before we know it, we find ourselves at the half-way point of COVID-19 lockdown, heading into the Easter weekend. It's amazing what a difference a few weeks makes in the world of a global pandemic. Prior to COVID-19 we'd have all been gearing up for a long weekend, heading away for an escape. Warbirds over Wanaka would see us welcoming thousands to our region, along with other regional events and a big weekend generally for many customer service businesses.

It's important to acknowledge this as many of us will now be feeling the impacts of lockdown more than perhaps in other weeks. There is plenty of help for both business owners, managers and staff and the government has launched a new mental health campaign "Getting through together" – details below. We encourage people to reach out if things are a bit overwhelming at the moment. It's natural to feel this way, so don't mull things over alone.

This week we welcomed the opportunity to hear from Mayor Jim Boulton as he gave an update to the business community via zoom. Led by Queenstown Chamber CEO Anna Mickell, he discussed economic recovery plans, whether our region would be in lockdown longer due to the number of cases and concern around the welfare of our migrant workers. If you missed the webinar, you can [view it here](#). You can also read the Mayor's announcement about the recovery taskforce [online here](#).

The Advisory Group is working closely with Council's Economic Development team to inform, and be informed by, the new taskforce. So please contact any of the group to discuss this further.

Further on the recovery front, the Minister of Tourism Kelvin Davis has announced that Tourism New Zealand (TNZ) will lead work to reimagine the way we govern and manage tourism alongside MBIE, the Department of Conservation, and industry stakeholders.

This work will look at the way tourism is governed, how we market domestically and internationally, who we market to, and how we manage visitors once they're in New Zealand. Representing the Group, both Destination Queenstown and Lake Wanaka Tourism will be involved in this process and are already looking at scenarios to assist businesses in their planning. Work on exploring ways to diversify our economy outside of tourism will form part of the recovery stage.

[Click here to read TNZ's media release.](#)

Our next Group update will be Tuesday afternoon, with any urgent updates for businesses over the long weekend posted [online here](#). A reminder that you can see all our past updates on the site as well as the essential websites and contacts for support.

As we head into the long weekend, we've also provided a reminder on where to find some of the key health and welfare messages, which may be useful to you and your employees.

Happy Easter and remember... don't be an egg, stay home this Easter. Travel between homes/baches/cribs is not allowed under level 4 lockdown.

(Easter egg CDEM assets in folder)

What's new?

What happens at Level 3? - The Prime Minister will give more detailed guidance on what life at Level 3 looks like next week. That will give a window to iron out questions and issues, and make sure businesses and our community are as prepared as they can be when it comes time to move.

It is the Prime Minister's intention that on the 20th of April, two days before the lockdown is due to finish, Cabinet will make a decision on next steps. [Click here for details.](#)

Border Control Measures - from midnight tonight (Thursday 9 April) every New Zealander boarding a flight to return home will be required to undergo quarantine or what has been called managed isolation in an approved facility for a minimum of 14 days.

The PM also signaled that the requirement for 14 days of quarantine or managed self-isolation in a government-approved facility, will be a prerequisite for anyone entering the country in order to keep the virus out.

Wage subsidy search

You can now search for employers who have received payments under the COVID-19 Wage Subsidy Scheme. Publishing this information makes sure that payments under the scheme are transparent and that the scheme is accountable to the public. **MSD will be releasing this information in stages [online here.](#)**

What you can find out

- the trading name of your employer or the company name as it is known to Inland Revenue
- the number of employees for whom payment has been made
- the amount paid

To search, all you need is the trading name or company name of your employer. The site also includes information on what to do if you can't find your employer and steps to take.

IRD Update

- IRD has announced enhancements to its online services. You can find out more about the changes [online here.](#)
- Updated information on tax reliefs has also been issued. **Click here to download details.** (pdf in folder)

Commercial leases advice - Click here for advice on commercial leases from Lane Neave. (doc in folder)

Immigration New Zealand - INZ has updated information around visa applications. [Click here to review details](#). The Government has decided to suspend:

- Selections for Expressions of Interest (EOI) in the Skilled Migrant Category (SMC) and the Parent Category
- Ballot registrations for the Samoan Quota (SQ) and Pacific Access Category (PAC)
- 19 capped Working Holiday schemes due to open in the next 6 months.
- This is a temporary measure. Immigration New Zealand will continue to reassess and determine when the programmes can resume.

Health, Welfare and general COVID-19 information

Foreign nationals stranded in paradise? If you know anyone who desperately needs to get to Europe or the UK ASAP, xtravel is trying to organise a flight from Queenstown to either Christchurch or Auckland on the 12 April before the last of the European airlines suspend their services on the 17 April (until at least May or June). Please call Tori at xtravel urgently on 027 426 5563 or email tori@xtravel.co.nz. Likewise if you know anyone stuck in Auckland who needs to get home let us know. The more viable we can make this for Air NZ the more likely it is to happen and we know some businesses have employees wanting to get home.

Refugee Support - Refugees As Survivors New Zealand is providing a support and information line for people from refugee backgrounds during the COVID-19 lockdown if they need support or want to talk to a counsellor: 0800 472 769, Monday to Friday, 9am – 5pm. [Click here for more information](#).

Want more information on COVID-19? - The government is now sending a daily COVID-19 email update for the public. You can subscribe by [clicking here](#).

Mental Health support - A new mental health campaign "Getting through together" has been launched to help Kiwis care for their mental health during the Covid-19 [here](#).

Consumer Rights - For consumer rights information during New Zealand's COVID-19 Alert Level 4, including financial difficulties, delivery delays, urgent repairs, and cancelled travel or events visit [here](#).

FAQ Update:

Payment of Public holidays - We have been receiving a few questions regarding how employees should be paid for the upcoming Easter public holidays. Anderson Lloyd has written an update. [Click here to read more](#).

Reminder: optional on below as this is online so you can include or not

Here's a reminder on some of the key information around public health messages and Alert Level 4.

- **Easter trading:** Supermarkets will close as usual on Good Friday (10 April), but will be open on Easter Sunday (12 April) so people don't feel the need to panic buy. All shop employees (including essential services employees working during Alert Level 4) have the right to refuse to work on Easter Sunday without giving a reason to their employer.

- **Unemployed migrants** - The Southern Lakes Business Advisory Group remains concerned about the welfare of our migrant workers. There have been over 1,800 welfare applications received across the Southern Lakes, with a large number of migrant workers included in that number. Our migrant workforce aren't eligible for any other support from Work and Income and may play an important party in our region's recovery. We expect to see more demand for welfare in the coming weeks as the 12-week subsidy nears the end. [Click here to register for welfare assistance.](#)
- **IRD closing for 7 days** - Inland Revenue (IR) will turn off its computer systems for seven days from this Thursday to implement the latest round of planned transformation changes. All phone and online services will be unavailable from 3pm on 9 April until 16 April. That includes two business days – April 14 and 15. [Click here for the details of the changes.](#)
- New Zealand Red Cross has translated the Ministry of Health's Easy Read Resources about COVID-19 in 11 different languages, which may be useful for your migrant workers. **Click here.**

Health

- The Mental Health Foundation (MHF) has launched their All Right? campaign: Getting Through Together - Whāia E Tātou Te Pae Tawhiti. **Click here**
- Ministry of Health's website to find all updated health information about COVID-19. **Click here.**
- Southern District Health Board up to date information from the. [Click here.](#)
- **Flu tracker** - The Government encourages all New Zealanders to join FluTracker to help monitor flu and COVID-19 symptoms throughout NZ. For more information **click here.**

Key contacts and sources of information

- Healthline 0800 358 5453
- Government helpline 0800 779 997
- Need to talk? Call or text 1737
- Essential business enquiries essential@mbie.govt.nz or 0800 22 66 57
- Reporting breaches of self-isolation NHCCselfisolation@health.govt.nz
- Reporting breaches of any Level 4 Alert restrictions [105.police.govt.nz](https://www.police.govt.nz/105)

Otago Welfare Support

Civil Defence Otago is working with Volunteering Central and Volunteering Otago to provide safe and coordinated volunteer support at this time. A regional COVID 19 help centre has been set up and will operate 7am to 7pm, 7 days a week to receive requests for welfare assistance. Anyone requiring welfare support at this time should in the first instance email help@otagocdem.govt.nz or call 0800 322 4000 for more information on how to get support. **Over 2,700** people have registered via the online form and are receiving the help they need and **over 500** people have stepped up to volunteer.

Webinars

A good watch - A timelapse video of the South Island - a great way to reconnect with our land. [Click here to view.](#)

Tourism and Hospitality specific

Hospitality industry - The Restaurant Association is holding weekly webinars for members and non-members on topics including restructuring, social media marketing, food costing and more. [Click here for all training and webinars](#)

General business and economic

Internet Communications During Lockdown with Ajay Kumar Parmar, Vodafone NZ - Wednesday 15th April 2020, 10:00am. Register in advance for this webinar: [Click here](#)

Explore teleconferencing options while navigating possible security risks to your meetings, and your data. Up to date information on New Zealand's recent phishing scams targeting the change in our working environment

- Teleconferencing bombing/hijacking
- Tips to secure your meetings
- Security risks when working from home
- Tips to work more securely
- COVID-19/Lockdown scams

Interview - Informative interview with Minister Grant Robertson published by the National Business Review (NBR) where he addresses tourism - subscription only. [Click here to view.](#)

Mindfulness and Mental Health resources - [6 Free Courses to Help You Manage Stress and Build Mindfulness Into Your 'New Normal'](#)

Harnessing your Resilience during COVID-19 - facilitated by Workplace Support Southern Training & Development Manager, Trudy Schievink.

- Thursday 9th April, 10am - [Click here to register.](#)
- Thursday 16th April, 2pm - [Click here to register.](#)

We are living through an unprecedented event that means our world is changing rapidly around us. Now is the time for us to ensure we are looking after ourselves so we can in turn, look after others. How we view these challenges and respond to this specific event will influence the way we navigate through this COVID-19 crisis.

This one-hour online webinar introduces how resiliency can enhance our capacity to effectively manage during this crisis. It includes identifying sources and symptoms of stress, explores the importance of harnessing resiliency and introduces resiliency strategies and resources.

Economic and wage advice - BDO has some really great advice and tips here including webinars, advice on dealing with economic turbulence, wage subsidy info and more. [Read online here.](#)

FAQs

Business FAQs on COVID-19 - How do I apply for the subsidy, what does it mean for my business, the economy, my staff etc. [BDO has set up a great resource here.](#)

General FAQs on COVID-19 - What it is, what self-isolation and level 4 means etc. [Click here for the COVID-19 website.](#)

Local FAQs on COVID-19 - What services are available, how can I get help etc. [Click here for local Council information.](#)

Local Business FAQs- Up-to-date [local information for businesses here.](#)

We are here to help, so if you have any concerns, or are not getting the support you need, from the resources, please contact anyone below.

Destination Queenstown – Ann Lockhart – CEO – annl@queenstownNZ.nz

Queenstown Chamber – Anna Mickell – CEO – ceo@queenstownchamber.org.nz

Lake Wanaka Tourism – James Helmore – GM – james@wanaka.co.nz

Ignite Wanaka Chamber – Naomi Lindsay – Executive Officer – naomi@ignitewanaka.co.nz

QLDC Economic Development – Peter Harris – Economic Development Manager
peter.harris@qldc.govt.nz

Regional Business Partners – Tara Druce – Business Advisor – tara@otagorbp.co.nz