



## **Southern Lakes Business Response Group - COVID-19 – Update 18 –24/04/2020 – 6:00PM**

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

This week the Government, and a number of other agencies have shared details and guidelines for measures you need in place to operate safely at Alert Level 3. These resources are outlined below.

Alert Level 3 will see some of our businesses venturing into delivery and takeaway services, and it's been really positive to see partnerships pop up between some of our transport operators and various restaurant and retail businesses. Collaboration and sharing ideas and even resources during times of crisis is important, and we encourage businesses to talk to each other.

As a community lets support these businesses if we can.

For many others, opening is not possible in Alert Level 3, and you will be no doubt wanting to learn more about Levels 2 and 1. There are some broad guidelines available at present and we will share more as these details come to light.

We will be in Alert Level 3 for two weeks before Cabinet makes further decisions on May 11, and the safety messaging around this is stay in your bubble, stay home as much as you can, keep it as local as you can.

For the first time in history, ANZAC Day commemorations will be observed in a different—though no less poignant way. On April 25, New Zealanders are encouraged to 'Stand at Dawn' at the end of their driveways to mark the day and remember the sacrifices made by many.

There's still a few more days of Alert Level 4, with all of those restrictions remaining in place until 11:59pm, April 27 please note police will continue conducting checkpoints around the district over the weekend/Anzac Day. From a health standpoint this has been a momentous step in the right direction, and it's taken all of us together as a nation to achieve this, so that hopefully we can recover as a country, and as an economy sooner.

Stay safe, stay well, Kia Kaha

**The next group update will be this Tuesday 28 April. All key updates in between will be posted online here at the [local COVID-19 page](#) and the Government [page here](#).**

### **What's New**

You can go into your business now to do the minimum necessary to get ready for Alert Level 3. Businesses can only:

- Clear, unpack and sort freight at their workplaces,
- Clean their premises, and
- Rearrange workplaces for when workers return to premises at Alert Level 3 (e.g. to allow physical distancing).

Activities such as regular maintenance and setting up delivery/click and collect systems should wait until we are at Alert Level 3. These activities should only be undertaken if they can be done safely and in line with public health guidance.

**Level 3 status means:**

- People are still instructed to stay home unless for essential personal movement. Essential personal movement is for activities such as accessing local services and businesses, recreation or work and school.
- Staying in extended bubbles of not more than two households.
- Workplaces must operate safely – keeping one metre between workers, recording who is working together, limiting interaction between groups of workers, disinfecting surfaces, and maintaining high hygiene standards.

Alert Level 3 carries forward many of the restrictions in place at Level 4, but permits aspects of the economy to reopen in a safe way that will allow the economic recovery to begin.

At Alert Level 3, everyone must still work from home unless that is not possible. Workplaces can be reopened if the work cannot be done from home, for example forest harvesting, wood processing and construction, and the workplace can operate consistently with public health guidance. However, there cannot be contact with the public. For example, retail needs to be by contactless purchase and delivery, including drive-through and click and collect.

Retail storefronts, including hospitality businesses, cannot open to customers (except supermarkets, dairies and petrol stations).

**The information below provides guidance to help you navigate these extraordinary times.**

**Your responsibilities as an essential service**

If you are providing essential goods and services, you must:

1. minimise, or eliminate if possible, physical interactions amongst staff and with and between customers,
2. ensure appropriate health, hygiene and safety measures are in place,
3. restrict activity to only what is essential during the Alert Level 4 period.

It is for a business to decide how to best do this. We would expect practices to include the likes of:

- a) Working from home as far as possible.
- b) Limiting, or eliminating if possible, physical interaction between staff e.g. through physical distancing, split shifts, staggered meal breaks, and flexible working arrangements.
- c) Limiting, or eliminating if possible, physical interaction with and between customers e.g. through online or phone orders, contactless delivery, or managed entry (while also avoiding crowding outside) and physical distancing both inside and outside the premises.
- d) Hygiene basics of hand washing and sanitisers.
- e) Frequent cleaning of premises, especially counters and eftpos terminals, and other high-touch surfaces (cleaning advice is available on the Ministry of Health website).
- f) Protective equipment for staff as appropriate.

**Physical distancing needs to be maintained even if you are an essential service**

If you are considered an essential service, you need to adhere to the restrictions while providing that service. This means measures such as appropriate hygiene needs to be maintained at all times, as well as appropriate distancing.

For example:

- contactless room delivery of food and beverage for inhouse guests will be required to ensure they leave a good space by leaving the food at the door without interaction
- contactless food and beverage pick-up for external guest should follow the Alert Level 3 – Hospitality Guidelines

In all situations, be clear with your customers about your procedures and why they are in place.

**The Government has released the Golden Rules for businesses. Visit [this link](#) on the Covid19 website for more information.** Businesses should carefully consider how to safely operate at each alert level based on their individual circumstances. WorkSafe has created [guidance about safe working during this pandemic](#).

### **Hospitality Business Level 3 Guidelines**

Food businesses planning to operate in Alert Level 3 must take steps to ensure food is safe and suitable, and that requirements are being met even if you are making changes to the way you operate i.e. delivery or pick up options, or online sales. Food businesses wanting to get up and running again in Alert Level 3 must take steps to ensure food is safe and suitable, and requirements are being met. More [HERE](#)

### **Accommodation**

TIA along with MBIE have created the guidelines on the compliance for Accommodation providers whilst in COVID-19 Level 3.

### **Guidelines for the Hospitality and Accommodation Services during COVID19 Level 3 restrictions**

We understand that many of those in the hospitality sector will be looking for further guidance as we move into COVID-19 Level 3.

#### **Accommodation is an essential business**

Any entity that provides accommodation services for essential workers, isolation/quarantine, and emergency housing is considered an essential business. For clarity, that includes the following types of accommodation for in-house guests (at all times no external guests are allowed access):

- Hotels
- Motels
- Backpackers
- Lodges
- Bed and Breakfast
- Short-term Serviced Apartments
- Hostels
- Hall of Residence
- Holiday Parks and Campgrounds
- AirBnBs – whole house only, no shared rooms
- Self-contained vehicles, such as motorhomes or campervans

**Further details are available at: <https://covid19.govt.nz/alert-system/alert-level-3>**

### **Construction Sector**

During COVID-19 Alert Level 3, most work can be carried out in the building and construction sector, however it is essential that your company and sites meet the outlined Health and Safety requirements and that they follow the COVID-19 Construction Protocols. More [HERE](#)

### **Manufacturing**

In addition to the WorkSafe guidelines, the Employers and Manufacturers Association (EMA) have provided safe work protocols for manufacturers, with helpful tips and considerations that you can implement, including contact tracing protocols. More [HERE](#)

### **Primary Industries**

The Ministry for Primary Industries has provided advice for food businesses wanting to reopen in Alert Level 3. It includes guidance on making changes to the Food Act 2014, a Food Business Checklist and a summary of safe work practices. More [here](#).

**Freight** The movement of all freight is permitted at Alert Level 3, including the ability of business and customers to send, distribute and receive freight.

**Trades** In home services can be delivered if it is safe to do so (like tradespeople for repairs or installations) – keep two metre separation from those in the house.

**Lines** companies are still only undertaking essential maintenance and responding to faults, but they are preparing to do additional work as part of the move to Alert Level 3.

**Worksafe** has provided "Transitioning from Alert Level 4" advice including the necessary health and safety requirements for businesses. [Visit here](#) for more information.

Businesses which have been unoccupied during Level 4 are advised to flush water through all points of use within buildings which have been unoccupied during the COVID-19 lock-down before they are reoccupied. More info [here](#) from Local Government NZ, and [here](#) from business.govt.nz

### **Welfare**

The Wakatipu Greatest Needs Fund, has been established by the Wakatipu Community Foundation in response to the Covid-19 crisis to help support the district's most vulnerable residents. For more information go the website [HERE](#)

**WINZ** offers subsidies for counselling via its Disability Allowance. Up to \$65 per week is available, depending on each client's situation (there are income limits, see below) , and for first-timers up to 10 sessions are available. More is available if recommended by health practitioners such as GPs. Income limits apply More information [HERE](#)

### **Repatriation**

Airlines and countries continue to look at repatriating their citizens currently in New Zealand who wish to get home.

The Philippines embassy is the latest country asking their nationals to register for a repatriation flight ex-New Zealand. There are a large number of people from the Philippines in our region and it's important for them to know their embassy is trying to support them and they are encouraged to [register interest here](#).

### **UK Repatriation Flights**

On Monday 20 April, the British High Commission outlined a plan for five UK government charter flights to help the most vulnerable British travellers return home from New Zealand. They have now extended the offer of these flights to all British travellers remaining in New Zealand. The first departs today from

Auckland. Thereafter, there will be two flights leaving from Christchurch on April 26 and 30 and a further two from Auckland on April 28 and May 2. These will be flying to London Heathrow (T2) via Hong Kong. If you are interested in registering for one of these flights, please contact the British High Commission on their UKinNZ social media pages. Link [HERE](#)

### **Coach connections to Christchurch**

Ritchies are planning to run more coaches to Christchurch Airport to connect with repatriation flights out of NZ.

Express (non-stop) service on luxury tour coaches, with toilet on board, for a comfortable journey. Leaving Frankton 4:45am 25th (to connect with flights on 26th) and 4:45am 29th (to connect with flights on 30th).

There are strict exemptions that have been granted to operate these services, so the departure dates and times are fixed as a result, and cannot be changed. It will require staying a night in Christchurch, I believe some hotels are available near the airport.

Advice is to book asap so Ritchies can plan the service, as it does depend on minimum numbers to make the service viable.

Bookings are online through:

<https://ritchies-queenstown.zaui.net/booking/web/...>

### **Wellbeing**

#### **Recreation**

The NZ Government is encouraging people to stay fit and active but to be responsible. Rules and guidelines around sport and recreation under Alert Level 3 are provided [HERE](#) (WAITING FOR THE RELEASE)

Hunters will be able to hunt on private land with special restrictions when New Zealand moves to COVID-19 Alert Level 3, but not on public conservation land. Hunters must have the landholder's permission and stick to the rules. Hunting is only permitted on foot and overnight trips are not allowed. The use of quad bikes, off-road bikes, helicopters and other motorised vehicles is prohibited

The start of the duck hunting season is being postponed from Saturday May 2 to start on the second weekend after that date that is decided for when New Zealand moves to Alert Level 2. The season will also end later. More [HERE](#)

#### **Reminders**

- Financial support for businesses e.g. the Wage Subsidy scheme will continue to be available in Alert Level 3.
- ACC is giving firms more time and flexibility in making their levy payments this year. Invoices for the 2020/21 financial year will now be issued in October 2020 instead of July 2020. For more information [visit here](#).

**BusinessNZ Update - Minister Grant Robertson - [Click here](#) to read the Minister's full address to the business community last week.**

**Immigration NZ – Migrant and refugee information** – INZ has created an online portal containing information for Settlement service providers, Non-Governmental Organisations (NGO), community groups, or individuals who work with or know recent migrants and/or former refugees. [Click here for details.](#)

**Inland Revenue** - Inland Revenue's fourth transformation release is now live, following a few days offline to deploy the latest updates.

### **Business Tips Training and support**

As we move between Alert Levels, and things continue to evolve, it's crucial that you control the visibility and messaging of your business and communicate with your customers or networks so they know how to access you or if they can. Here's some key areas to focus on:

- **Google Business** - [Ensure your listing](#) is up to date, has your correct contact details and reflects your current operations.
- **Get visible** - If you're not on Google Business, make this a priority. It's FREE, easy to do and one of the most powerful tools for connecting with a broader customer base. Simply follow the 6 easy steps [once you've signed in](#) using a google account here. Before you get started, check out this [How-To guide](#).
- **Website** - if you have a website, make sure that it has clear messaging up front on how your business is operating, or if you are closed.
- **Facebook and social media** - if you have social media for your business, now is the time to use it. Make sure you are providing updates that are short and sweet, and clearly communicate what you're offering, whether you are open and how to connect with you or order.
- **Be Responsive** - Make use of [automatic replies on Facebook](#) to acknowledge you've received their enquiry, set expectations on when they'll hear back from you (eg 24 hours, or 3 business days) and include some key FAQ's and website links to help answer your most common enquiries eg your opening hours.
- **Email Replies** – If you're struggling to respond to all your emails, set up [an automatic response](#) to acknowledge you've received the email, set the customers' expectations on when they can expect a reply (eg 24 hours or 3 business days) and include key links and information that may provide the answers the customer was seeking.

### **COVID-19 business resilience resources**

Resilient Organisations have put together some useful resources to help organisations navigate through the impacts of the Covid-19 coronavirus pandemic.

<https://www.resorgs.org.nz/covid-19-business-resilience-resources/>

## **Webinars**

**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**

[Otago Southland Director Dialogue with Deloitte: Resilient Leadership in an uncertain environment](#)

Tuesday 28 April, 11.00am – 12.00pm via Zoom

The Institute of Directors is holding a Director Dialogue webinar with Deloitte partners Kyle Cameron and Jamie Adamson assessing key priorities which have been identified as being the most impacted by COVID-19, and areas directors need to be cognisant of to ensure resilience in their businesses.

## **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](mailto:annl@queenstownNZ.nz)

**Queenstown Chamber** – Anna Mickell – CEO – [ceo@queenstownchamber.org.nz](mailto:ceo@queenstownchamber.org.nz)

**Lake Wanaka Tourism** – James Helmore – GM – [james@wanaka.co.nz](mailto:james@wanaka.co.nz)

**Ignite Wanaka Chamber** – Naomi Lindsay – Executive Officer – [naomi@ignitewanaka.co.nz](mailto:naomi@ignitewanaka.co.nz)

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