



## **Southern Lakes Business Response Group - COVID-19 – Update 21 –11/05/2020 – 4:00PM**

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

Today the Government announced that the country will move to Level 2, with retail and restaurants able to reopen Thursday 14 May, travel around New Zealand to commence, schools to resume Monday 18 May and bars able to re-open Thursday 21 May, all under the guidelines outlined for Alert Level 2.

Life at Alert Level 2 means we can resume many of our everyday activities — but we have to do so safely.

This means keeping your distance, keeping social circles small (a limit of 10), if you're sick stay at home, if you have symptoms get tested, wash your hands..wash your hands..wash your hands.

**More information on Level 2 can be found [HERE](#)**

The next update will be Thursday 14 May following budget announcements, with the PM indicating that there will be more support for business as part of this.

**All other updates in between will be posted online here at the [local COVID-19 page](#) and the Government [page here](#).**

## **What's New**

### **Tourism Data Fact Sheet**

The latest MBIE Covid data factsheet can be found [HERE](#)

### **Guidelines for accommodation providers**

The Accommodation Forum has worked with MBIE to create guidelines for Accommodation providers during COVID-19 Level 2

Accommodation providers should clearly communicate to their employees and contractors that they are permitted to operate under Alert Level 2. Staff should be reassured by outlining the steps you will take to ensure their safety, as well as that of your guests. For more detailed information click [HERE](#)

### **Retail and Hospitality**

There is more detailed information about retail and hospitality at Alert Level 2 available online [HERE](#). This advice covers gatherings, contact tracing, and distancing.

### **Consumer behavior is set to change**

Businesses need to make consumers feel safe when they come out of lockdown. Research from ResearchFirst this week suggests as many as 29% of people are uncomfortable about

going out now. The quality of consumer experience in terms of feeling safe in your business, needs for the short term to be a defining metric. Survey available [HERE](#)

## **Air New Zealand adds domestic flights for Alert Level 2**

Air New Zealand will operate to the majority of its domestic airports when the nation enters Alert Level 2. The airline plans to operate around 20 percent of its usual domestic capacity (compared to pre-CTVID-19 levels) during Alert Level 2.

The Air New Zealand routes operating at alert level 2

Auckland to/from: Christchurch, Gisborne, Kerikeri, Napier, Nelson, New Plymouth, Palmerston North, Tauranga, Wellington, Whangarei and Queenstown.

Christchurch to/from: Dunedin, Invercargill, Nelson, Palmerston North, Wellington and Queenstown.

Wellington to/from: Blenheim, Gisborne, Hamilton, Napier, Nelson, New Plymouth, Rotorua and Tauranga.

The airline asks customers with existing bookings who don't intend to travel to please cancel their bookings and opt in to receive a credit via [manage booking](#) on its website or their booking agent to free up seats to allow others to fly.

Before making a booking, customers are also reminded to check the [latest information](#) on the travel and transportation section of the Government COVID-19 website and the [COVID-19 hub](#) on the Air New Zealand website.

## **Economic and Social Recovery Programme**

QLDC is working towards creating a recovery action plan focused on social and economic revitalisation. The recovery team is working with different parts of Council and the community to empower locals, community groups, businesses and investors to collectively rebuild this district and create a truly connected and prosperous community. Two teams of some of our districts greatest resources, our expert locals are being enlisted to help lead the way.

For more information click [HERE](#)

# **Reminders**

## **Doing business safely**

The key public health requirements stay the same at Alert Level 2. Businesses should maintain hygiene measures, including physical distancing, hand washing and regularly cleaning surfaces.

All businesses are encouraged to use alternative ways of working if possible. This means businesses that don't normally have customers on their premises could continue to have staff work from home. Alternative ways of working are still encouraged, such as remote working, shift-based working, physical distancing, staggering meal breaks and flexible leave. If workers are sick with symptoms of COVID-19, they should stay home.

## **Golden rules for business at Alert Level 2**

At Alert Level 2 businesses can operate if they're able to do so safely. Do everything you can to reduce the risk of COVID-19 transmission at work – we all have a part to play in keeping each other safe.

- All businesses can operate if they can do so safely. Alternative ways of working are encouraged where possible.
- Hospitality business should keep customers seated, separated, and with a single server.
- Talk with your workers to identify risks and ways to manage them.
- Ask everyone – workers, contractors and customers – with cold or flu-like symptoms to stay away from your premises.
- Keep groups of customers at least 1 metre apart
- Keep contact-tracing records of anyone who will have close interaction (workers, contractors or customers).
- Reduce the number of shared surfaces, and regularly disinfect them.
- Wash your hands. Wash your hands. Wash your hands.

Specific guidance for key sectors is being developed by the Ministry for Business, Innovation and Employment and WorkSafe and can be found [HERE](#)

## **COVID - 19 Business Support**

The Government has allocated additional funding to the Regional Business Partner Network to support New Zealand businesses and service providers during the COVID-19 pandemic.

The Covid-19 Business Advisory Funding will provide support in areas such as HR, health and wellbeing, business continuity, cashflow and finance management, strategy and digital capability.

- COVID-19 [\*\*Business Advisory Fund information for businesses\*\*](#)
- COVID-19 [\*\*Business Advisory Fund information for service providers\*\*](#)

There are additional resources available through the network to help your business including: Covid-19 Business Helpline for specific advice and access to Government-funded business support on **0800 505 096**

**Register your business** [HERE](#)

**Register as a service provider** [HERE](#)

## **Information for temporary visa holders**

If you're a temporary visa holder, Immigration New Zealand (INZ) has released the latest information and advice on getting home, receiving emergency assistance, self-isolating and short-term exceptions for essential travel.

- Getting home from New Zealand
- Emergency Assistance
- Self Isolation
- If you have reduced hours
- If you're unemployed

- Short term exceptions

More information [HERE](#)

### [Self-isolation advice if you're unwell](#)

## Redeployment and Employment Opportunities

The **Ministry of Social Development** has rolled out new support initiatives aimed to connect workers with job opportunities. These initiatives include an **online recruitment tool**, which aims to connect job seekers directly to the employer, making it quicker and easier for people to find work. The tool has just gone live, and provides online training courses. MSD is also establishing 35 'Employment Services' across the country, including in Queenstown. The intent of the sites is to focus on work and re-deployment, not replacing its traditional work and income model (WINZ sites will continue to operate). More details to follow.

**QLDC** has collated these job-seeker opportunities on its Covid-19 Portal [HERE](#), they include WINZ channels, Go With Tourism which assists one on one and with redeployment of tourism workers to opportunities across all sectors and regions in NZ, and also Work the Seasons, assisting people to find seasonal work around the country (primarily in horticulture and viticulture).

## Welfare

### Emergency funding to cover accommodation and utility costs

Help is in sight for people living and working in Otago who have not been able to pay their rent and bills due to the COVID-19 lockdown, which is good news for migrant workers in the region.

The government's \$30 million support package to bolster welfare assistance has enabled Otago Civil Defence Emergency Management (CDEM) to provide emergency funding for accommodation and utilities, alongside the food and other essentials that have already been provided.

Those unable to pay their rent and power/gas bills due to the impact of COVID-19 can apply for assistance via an online form at <https://otagocdem.govt.nz/otago-cdem/emergency-accommodation-and-electricity-support>

## Health and Well-Being

Under Alert Level 2 physical distancing will still apply.

Keep a 2-metre distance (ideally) from people you don't know in public.

The same personal hygiene measures should be followed. This includes regularly washing your hands and coughing or sneezing into your elbow.

Most health and disability care services will operate normally as far as possible.

All contact and non-contact sport can restart so long as public health requirements are met. Visit this link on [Sport NZ](#) to find out more.

There has been an increase in funding for Ministry of Health's mental health strategy. Information to help individuals look after their mental wellbeing is available on the [COVID-19 website here](#) and on the [Ministry of Health website here](#). For support with grief, anxiety, distress or mental wellbeing, anyone can call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week. The websites also have information about self-help apps and digital resources available to all New Zealanders.

## Webinars

### TIA's webinar series

TIA is hosting a series of webinars to help support the industry through COVID-19 issues.

#### **Discussing Tourism – Operating at Level 2**

Wednesday, 13 May 2020 / 11am NZDT

Full details and panelists to be advised soon.

Register [HERE](#)

#### **Discussing Tourism – Budget 2020 – discussing the Government's Budget (delivered Thursday 14 May) from a tourism perspective**

Friday, 15 May 2020 / 11am NZDT

Full details and panelists to be advised soon.

Register [HERE](#)

**Your ten-step guide to local and regional economic recovery** Harvey Brookes, Martin Jenkins May 15. To read more and enrol click [HERE](#)

#### **Building Your Regeneration Strategy**

Designed for leadership teams and boards, *Building Your Regeneration Strategy* is a series of facilitated sessions to help organisations explore what Covid-19 means for them, whether it be mild revision or wild reinvention. For more information click [HERE](#)

#### **Are you looking to raise capital for your company? - with Callaghan Innovation and Avid.legal - Thu 14th May 2020, 9:00 am - 10:30 am**

This foundation workshop provides a broad overview for early-stage founders and companies that are thinking about - or are about to begin - capital raising. By attending this online workshop you will be equipped with the information you need to make informed decisions as you embark on your capital raise.

Workshop content has been designed and produced by Callaghan Innovation and will be facilitated by Bruno Bordington, Director, [Avid.legal](#). [Click here to register.](#)

**Accounting for Non Accountants (NFP) with Andrew Hamilton - Thursday 21 May, 9:00am - 12:30pm**

This engaging course will provide a better understanding of Financial Tools and Terminology Delivery: Via Zoom - details and link will be provided. [Click here for more info and to register.](#)

## **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)

**QLDC Economic Development** – Peter Harris – Economic Development Manager  
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