

# Southern Lakes Business Response Group

## COVID-19 – Update 50 – 31 August 2021

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

Here's the latest information for businesses following the Prime Minister's update yesterday. Our next update will be if anything major changes or once cabinet meets to decide on the next steps after a week in Level 3.

### What's New?

#### Support for Queenstown Lakes Tourism businesses - details announced

Business support for tourism operators in five South Island regions can be accessed from next week, with Otago Regional Business Partners Network appointed to lead engagement with businesses. Queenstown Lakes District Council holds overall responsibility for the contract.

Tourism Minister Stuart Nash has announced details of how businesses can apply for support under two initiatives from the \$200 million *Tourism Communities: Support, Recovery and Re-set Plan* [announced](#) in May.

1. The first initiative will provide professional one-to-one support and tailored advice to help businesses adjust to the impact of COVID19.
2. The second initiative offers further grants to help put that advice and planning into action, to suit their own circumstances.

The \$20 million tourism business support scheme, initially announced at TRENZ, offers grants up to \$5,000 per business for expert advice on planning in response to COVID-19. A further grant of up to \$5,000 is then available to help implement the plans and advice.

In the Queenstown Lakes District interested businesses should contact their Regional Business Partners Growth Advisor or click [here](#) to register their interest. Further details of eligibility criteria, and information on how to apply can be found [here](#).

The Tourism Communities Plan is a two-year programme of both short term support, and longer-term transformation of the wider tourism sector. Work continues on other parts of the twelve-point plan, and further updates will be announced as decisions are made," Mr Nash said.

[Click here for the full Minister's release](#)

Alongside the Business Advisory Support initiative and Advice Implementation Grant, the Government is making wider support available through the Tourism Kick-start Fund (\$49 million) to help tourism businesses in the five South Island districts prepare for the return of international visitors. We expect to have more details about this fund once we are closer to reconnecting borders.

**Further information about the Tourism Kick-start Fund will become available [here](#).**

## Wage Subsidy and Resurgence payment

### Resurgence Payment - clarification of eligibility

#### Businesses are required to hold evidence of their eligibility including:

- Their revenue drop calculation
- Whether the business is viable and ongoing
- That it has been in business for at least 6 months

MSD is receiving applications where it is unclear that the 6 month test has been met and are therefore needing to ensure the business is eligible.

#### They therefore may ask for additional information such as

- A description of the business activity, including how long they have carried on this activity.
- Information to support they have received business income, such as copies of bank statements or invoices for the past 6 months.

If asked for this information to support your application, they will ask you to provide it within 5 working days so they can fully assess the application. They aim to complete reviews and accept or decline the application within 5 working days.

### Wage subsidy - Round 2

- Round 1 closes at 11.59pm on Thursday 2 September 2021.
- Round 2 - The COVID-19 Wage Subsidy August 2021 will be available for another two-week payment from 3 September. We'll have more information about this later this week, including how to reapply. [Information will be here.](#)

### Covid-19 Level 3 Updates

From 11:59pm Tuesday 31 August, all areas south of Auckland will move to Alert Level 3, for a period of one week. This will be reviewed by Cabinet on **Monday 6 September 2021**.

- Auckland and Northland will remain at Alert Level 4. Northland will move to Alert Level 3 at 11:59pm Thursday 2 September, presuming wastewater and contact testing results in the area come back clear.
- With the change in alert levels, mandatory record requirements for everyone south of the Auckland border will come into effect from 8 September 2021. Learn more about mandatory record keeping [here](#)
- Business owners and operators are now able to access their premises in order to prepare for contactless trading and to meet public health requirements. Businesses that can meet Alert Level 3 requirements can open from 11:59pm Tuesday 31 August. For more information on these requirements, visit [Unite Against COVID-19](#)
- For NZers, Alert Level 3 means staying in your bubble, keeping your distance and shopping without contact. For more information on Alert Level 3, visit [Unite Against COVID-19](#).

## Queenstown and Wanaka Airports moving to Alert Level 3

Queenstown and Wanaka airports will move to Alert Level 3 at 11:59pm on Tuesday 31 August. Auckland and Northland will remain at Alert Level 4. At Alert Level 3 inter-regional travel is still highly limited. Below is an update about what Alert Level 3 looks like for Queenstown and Wanaka airports.

### At Alert Level 3:

- There are no scheduled commercial services or commercial general aviation activities at Queenstown or Wanaka airports
- Essential travel/services will be facilitated as required
- Airport terminals are closed to all non-essential personnel and to members of the public

The terminal upgrade programme was halted at Queenstown Airport under Alert Level 4. Under Alert Level 3 construction work is permitted. From 8:00am Wednesday 1 September the works will resume.

Only essential and construction workers will be on site, working in two separate shifts and adhering to all COVID-19 Alert Level 3 protocols and observing strict health & safety measures. The terminal upgrade programme (TUP) at Queenstown Airport will deliver improved passenger facilities and ensure the continued resilience of our existing terminal infrastructure.

For more information about Covid-19 and the airport, please visit their [website](#).

## Air New Zealand updates domestic network and flexibility policy after Alert Level changes

Air New Zealand is making changes to its domestic network and extending its domestic flexibility policy in response to the recent alert level changes around the country.

Air New Zealand Chief Executive Officer Greg Foran says the changes are about providing assurance to customers who have made plans to travel over the next few weeks.

"We're extending our Covid-19 flexibility policy for domestic travel out to 31 October 2021. This means, in addition to allowing a waiver of the change fee, customers can place their booking in credit if their travel plans have changed."

The airline's domestic schedule has also been updated and is as follows:

Date	Route	Services per day
1 – 3 September	Auckland – Christchurch Christchurch – Wellington	2 x return services

	Auckland – Wellington	1x return service
	Christchurch – Dunedin	
	Nelson – Wellington	
4 – 5 September	Auckland – Christchurch	1x return service
	Auckland – Wellington	
	Dunedin – Christchurch	
	Auckland – Wellington	
	Dunedin – Christchurch	
	Wellington – Nelson	
	Wellington – Christchurch	
6 September	Auckland – Wellington	1x return service
	Dunedin – Christchurch	
	Wellington – Nelson	
6 September	Auckland – Christchurch	2 x return services
	Wellington – Christchurch	

"While travel remains very restricted under Alert Level 3, the extra flights will help transport cargo and essential workers around Aotearoa," says Mr Foran.

"We've added several services a week between Christchurch and Dunedin and moved our Wellington-Christchurch flight time to allow for better connectivity.

"While we can't fly as often as we'd like, we're doing everything we can to get people safely to where they need to go."

### **Under Level 3:**

- Food and beverage service onboard domestic flights remains suspended with water available on request
- Air New Zealand lounges, Fast Bag and valet parking remain closed

- Masks required onboard.

Customers who are booked to travel and are no longer able to during Alert Level 3 do not need to do anything. They will receive a cancellation email, and their booking will be held in credit. Customers will have 12 months from the day their credit is processed to book a flight, and another 12 months to travel. Those who have booked through a third party will need to contact their agent.

Those who need to travel while the country is at various Alert Levels should check their eligibility on the [Government's COVID-19 website](#). Customers who [meet the criteria](#) and still wish to travel should call the Air New Zealand [Contact Centre](#) who will assist with their booking. Customers will also need to carry a letter or evidence confirming they are travelling for essential purposes.

**For the latest information, customers can check the Air New Zealand [COVID-19 Hub](#) and [travel alerts page](#).**

**Wearing masks** - Want to know more about masks and which ones are most effective? Checkout this video on the different types and effectiveness of masks. <https://vimeo.com/594448696>

## Webinars

### **Free online accommodation workshop - AbodeBooking with SiteMinder and Rooms Online Tuesday 7 September 2021 - 12 pm**

Learn how to optimize your online distribution, increase reservations and margins.

AbodeBooking invites you to our educational workshop, in collaboration with SiteMinder and Rooms Online. By the end of this workshop, you will have learned how to optimize your online distribution, increasing reservations and margins.

#### **We will cover a variety of topics, including:**

- Advice on digital marketing, online presence and advice on booking engines
- The current situation in the market, booking trends, and traveller behaviours.
- Channel management and online distribution
- How to increase occupancy, maximize margins and stay ahead of your competition
- The advantages of system integrations
- Wanaka and Queenstown businesses are also offered free one-to-one, in person consultation if they sign up.

....with dedicated time for your questions!

[Click here to attend.](#)

### **HOW TO MAXIMISE YOUR SOCIAL IMPACT - Free Online Introductory Session**

Thursday 2nd September, 11am - 12pm with Startup Queenstown Lakes

Our in-person workshop has been postponed, but come along to this introduction session. This free Taster session is an introduction into Steven's Workshop (coming to Queenstown SOON!). Learn how to maximise your impact, focusing on a variety of structures followed by an open discussion with Steven & Aislinn about your journey.

Steven Moe is a partner at Parry Field Lawyers based in Christchurch and is focused on empowering impact across Aotearoa New Zealand helping people get legal structures right, particularly those focused on impact. He is an Edmund Hillary Fellow, IOD facilitator, has practiced as a lawyer in Tokyo, London, Sydney and NZ and worked with many start-ups on capital raising as

well as others setting up charities. He also wrote the book "Social Enterprises in New Zealand: A Legal Handbook" and to top it all off, he is the host of the Seeds Podcast with 260+ interviews of inspiring people and 115k+ listens.

Aislinn Molloy is a Senior Solicitor at Parry Field Lawyers. She regularly helps start-ups with their structures, process and capital raising. Aislinn also advises charitable entities, social enterprises and companies and acts on a number of residential property transactions.

[Click here to RSVP](#)

### **Worth a read**

**New research reveals New Zealand employees are working longer hours and feeling more pressure to be 'always on'. Given the option to work remotely, more than half would switch employers, and nearly three quarters would do the same for a better work-life balance.**

The report by Adobe, titled The Future of Time, surveyed 5,500 enterprise workers and small-to-medium business (SMB) owners across seven global regions, asking respondents where they feel the most time pressure and how it has impacted their work and personal lives.

Half (51%) of New Zealand enterprise workers and 58% of SMB leaders believe they are working longer hours than they would like. The majority (67%) of enterprise workers blame their company, its culture and administrative tasks for the longer hours, which is 5% higher than the global average (62%). [Read the full article here.](#)

## **REMINDERS**

### **Regional Travel for essential workers**

The government is re-opening applications for business travel exemptions across regions from midday Sunday. You can find out more information [here](#).

## **Training and webinars**

### **Customer Service Training for our Kiwi market**

Destination Queenstown and Lake Wānaka Tourism, in partnership with Queenstown Resort College, are rolling out a training programme for frontline staff, and those welcoming visitors, across all sectors in the Lake District. The Ambassador training will be an online (zoom) 1.5 hour course delivered by the Queenstown Resort College and fully subsidised.

The course is for people working in frontline hospitality, retail and tourism (however anyone that has interaction with visitors, from any industry, is welcome). Register online [here](#) for the course which is designed to build pride of place, hone customer service skills, and prepare and polish our welcome for our kiwi visitors.

As New Zealand's premier visitor region, it's vital we continue to invest in creating a warm welcome for our guests and continue the proud legacy of the pioneering spirit that has been built over the years through the Lakes District. By taking ownership and pride in our region it makes it easy to connect with any visitor. Through understanding the needs and expectations of our Kiwi market, we can adjust our products or offerings to ensure they have an amazing time in their own backyard.

#### The course will cover:

- Our Kiwi visitor expectations and how we can meet them.
- The art of Kia Ora/hello.
- Domestic visitors and dealing with New Zealand customers.
- Knowing and understanding the stories of our regions.
- Celebrating our culture and resilience and sharing our adventurous spirit with our visitors.
- Understanding that our people are our product.

#### Keeping your team upskilled during lockdown

Here's some links to online courses that may be useful for your teams to enrol in and develop their learning during lockdown. We will continue to add to this list:

#### Hospitality Courses

Service IQ - Whether it's new staff you need to upskill quickly, or experienced people who need a refresh, the courses are practical and contain the essential information you need to know to help protect and build your business. They are also quick, can be completed anytime, anywhere, and when you succeed you gain a certificate.

Click here to view courses

<https://www.serviceiq.org.nz/training/online-short-courses/>

#### Learn Te Reo

Toro Mai from Massey University offers two introductory online courses in Te Reo Māori and Tikanga Māori. These are taught via an immersive multi-media online platform with interactive activities. They are approximately 10 hours each and can be studied at your own pace. These courses are not accredited - there are no costs involved, no assignments and no exams.

[https://www.massey.ac.nz/massey/international/where-can-i-study/study-online/toromai/toromai\\_home.cfm](https://www.massey.ac.nz/massey/international/where-can-i-study/study-online/toromai/toromai_home.cfm)

#### Digital Skills with General Assembly - A Leader in Education

Learn new skills in just a few hours alongside industry experts.

Click [here](#) to view courses

#### Useful resources for more information

[COVID-19: Information for businesses](#)

[COVID-19 New Zealand Government updates](#)

[Ministry of Health website for the latest updates on COVID-19](#)

[Work & Income NZ - COVID-19 Support](#)



***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** – Paul Abbot – CEO – [paul@queenstownNZ.nz](mailto:paul@queenstownNZ.nz)

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

**Lake Wānaka Tourism** – Tim Barke - GM – [gm@wanaka.co.nz](mailto:gm@wanaka.co.nz)

**Ignite Wānaka Chamber** – Naomi Lindsay – General Manager – [naomi@ignitewanaka.co.nz](mailto:naomi@ignitewanaka.co.nz)

**Arrowtown Promotion & Business Association (APBA)** - Nicky Busst - Manager - [info@arrowtown.com](mailto:info@arrowtown.com)

**QLDC Economic Development** – Peter Harris – Economic Development Manager  
[peter.harris@qldc.govt.nz](mailto:peter.harris@qldc.govt.nz)

**Regional Business Partners** – Tara Druce – Business Growth Manager – [tara@otagorbp.co.nz](mailto:tara@otagorbp.co.nz)