



Kia Ora tātou,

For most businesses, 2021 has been a challenging year. If the COVID-19 pandemic has negatively impacted your business and you're feeling discouraged about hitting your year-end targets, I want to let you know that there's still hope.

The holiday season is coming in just a few weeks. As a time when consumers become extra enthusiastic about shopping, it is a great opportunity to boost your sales and revenue.

practices.

This will involve engaging with workers to learn what's working, what's not, and how things could be improved. Businesses need good processes in place to encourage workers to engage in work health and safety matters. The Health and Safety at Work Act requires businesses to ask their workers and health and safety representatives about health and safety issues– not just assume that they will speak up.

Many businesses and organisations will already have effective incident reporting approaches that can be adapted to assess how well their COVID-19 controls are working. If a business does not have an incident reporting approach, or its usual practices are not right for the circumstances, then it will need a way to find out if COVID-19 controls are working.

We've compiled some information we hope will be helpful below, but we know your needs will be particular to your business.

We are here to help so please don't hesitate to get in touch for a chat or to discuss how we might help you approach any issues.

Town Centre Manager Rana Judge is available on 027 274 6401 and manager@obaotara.org.nz and is always happy to hear from you.



Workers who are at higher risk of severe illness

For workers who are at higher risk of severe illness if they contract COVID-19 (per the Ministry of Health's advice), they may be able to work if the worker and employer agree that their risks can be appropriately managed. Working from home is the best model here, wherever it is practicable.

With the agreement and good faith and all appropriate measures in place, including around how the worker travels to and from work, some of these workers may still be able to work safely outside of their homes.

The Ministry of Health also has guidance for businesses and organisations that employ workers who may be classified as 'at risk' or immune-compromised against COVID-19. An 'at risk' or immune-compromised employee is someone who is at higher risk of contracting COVID-19 and/or is more likely to suffer long term effects from the virus.

Ways to address the risk of COVID-19 transmission for either type of issue could include:

- implementing controls such as isolating workers, putting engineering controls in place, good hygiene practices, physical distancing, or PPE as appropriate. The business should explain to their workers why the activity is needed and explain exactly what the controls can and can't do.

- agreeing when paid or unpaid leave will be used.

If an employer does not address an employee's reasonable belief or concern about COVID-19, then they should not require any worker to come to a workplace or the employer will likely be in breach of the HSWA.

No worker who is sick with COVID-19, or who is required to self-isolate, may go to work in any circumstances

Employers should not require or knowingly allow workers to come to a workplace when they are sick with COVID-19 or required to self-isolate (as a suspected case, a close contact, or on return from overseas) under public health guidelines for COVID-19. If they do, they are likely to be in breach of their duties under the Health and Safety at Work Act (HSWA).

If a worker tries to come to work in these circumstances, they are also likely to be in breach of the HSWA.

Follow Social Distancing Guidelines

Though social distancing is a proven and effective way to slow the spread of COVID-19, it can be difficult to maintain in the workplace. Still, social distancing is the new norm—and it will be for the foreseeable future. Depending on your workspace, here are some ways the CDC recommends to help employees and customers keep a safe distance:⁸

- Rethink desks, displays, and workspaces to create more distance
- Move some staff to different workstations or stagger work hours to limit the number of workers in one area at any given time
- Limit the number of seats in common areas
- Use tape to mark six-foot intervals in places where workers or customers wait in lines
- Manage break rooms to limit the number of people who gather at one time
- Post signs outside the office or shop that advise people not to enter if they have had COVID-19 symptoms or have been in contact with someone who has been infected

Set a good example for your workers and customers. If you're asking them to wear a mask, you should, too.

Clean and Disinfect your Store

now. Clean and disinfect frequently touched surfaces at least once a day—and much more frequently in high-traffic areas, such as checkout counters or office kitchen counters and break areas.

Be sure to clean doorknobs, light switches, countertops, handles, tables, desks, keyboards, remote controls, elevator buttons, toilets (including handles), faucets, sinks, cash registers/point of sale (POS) displays, business equipment, and phones.

Encourage workers to clean their personal phones, too, as well as any other equipment they bring from home into the workplace.

Of course, all of these cleaning and disinfecting supplies can be dangerous if not used properly. Be sure to provide guidelines for using them safely and provide the proper equipment—such as gloves and masks—and adequate ventilation to limit chemical exposure. Better yet, hire professional cleaners who already have safety systems in place.

What financial support can I get?

[New Zealand Government](#)

Unite
against
COVID-19

Financial support for businesses

COVID-19 financial support for businesses is changing as New Zealand transitions into the COVID-19 Protection Framework (traffic light system).

No new rounds of the Wage Subsidy Scheme or Resurgence Support Payment will be opened under the new Framework.

The Short-Term Absence Payment, Leave Support Scheme and Small

Transition payment

A one-off transition payment is available for eligible businesses as New Zealand moved into the new Framework. The payment is particularly in recognition of the length of time Auckland, Waikato and Northland businesses spent under higher Alert Levels.

When: Applications opened on 10 December 2021. If your business had reduced income between 3 October and 9 November, you may be eligible for the payment.

How much: \$4,000 per business plus \$400 per full time employee (FTE) up to a cap of 50 FTEs.

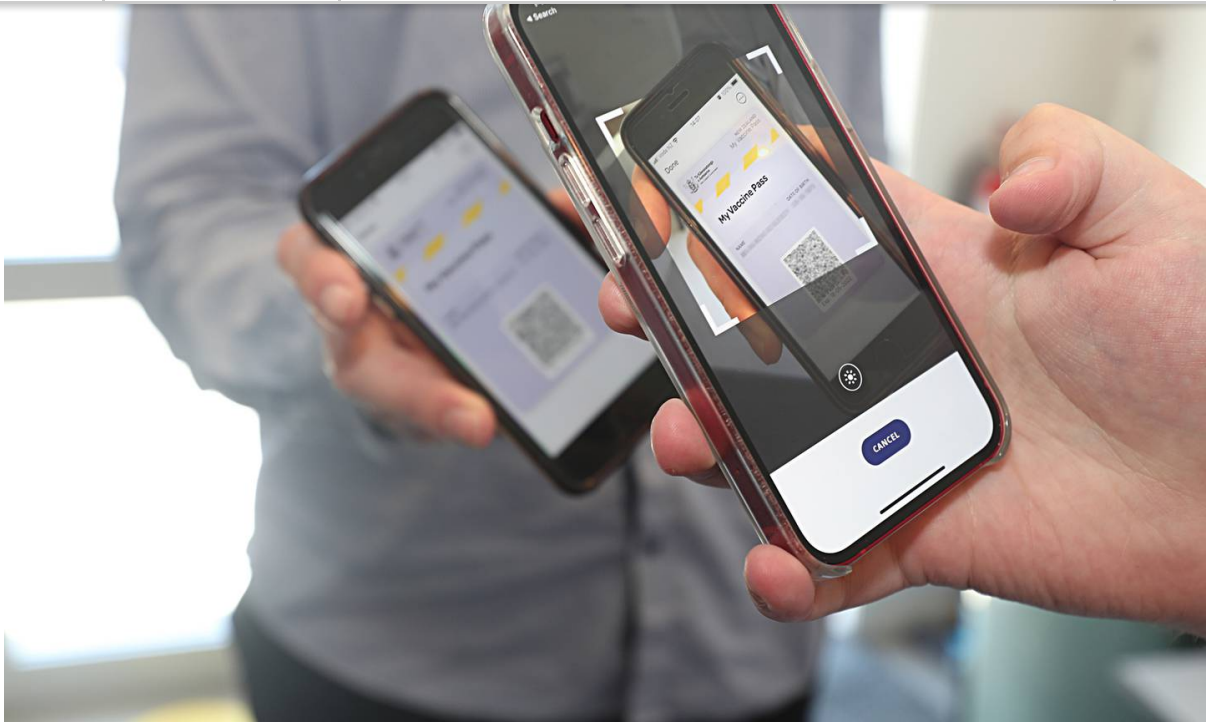
How to apply: You can apply through the Resurgence Support Payment system in myIR. The eligibility criteria is the same as for Resurgence Support Payments.

[Eligibility for the Resurgence Support Payment](#) — Inland Revenue

[Apply for the Resurgence Support Payment](#) — Inland Revenue

If you're unable to pay your taxes on time due to the impact of COVID-19, we can help. If you'd like to break down your payments, you can set up an instalment arrangement in myIR.

[Apply for an instalment arrangement in myIR](#)



Checking My Vaccine Passes

Businesses operating under My Vaccine Pass rules must check customers' passes. We recommend at or near the point of entry, or as soon as possible after entry (for example, if there is only one staff member, this might be at the counter).

- Businesses who choose to require the My Vaccine Pass must sight Passes, and must verify a reasonable number using a verifier app.
- Some businesses are prohibited from asking for My Vaccine Passes. These include supermarkets, pharmacies, health and disability services, specified social services, food banks, petrol stations and public transport (excluding air-travel).
- It is up to customers to present only their own My Vaccine Pass. Businesses are not required to check ID, but they may request it.
- Businesses are not required to check a customer's pass if they reasonably consider that the customer is a child under the age of 12 years 3 months.
- The free NZ Pass Verifier app is available now from the Apple and Google Play app stores for downloading. The app is used to verify digital or printed My Vaccine Passes, by scanning the QR code on the Pass.
- The Verifier app can be downloaded onto a smart phone or tablet. [NZ Pass Verifier](#) — Ministry of Health

Customer compliance

COVID-19 website.

[Posters for businesses and organisations](#) — COVID-19

Customers must show a My Vaccine Pass before they can enter business premises that require them, this includes showing it for verification if asked.

It is recommended businesses provide staff with wording for customers who do not wish to comply with requirements, so staff are best able to de-escalate a situation. Make it clear when workers should walk away or decide not to continue to engage with a person. Consideration should also be given to what kind of behaviour might mean calling the Police.



ILLEGAL DUMPING AROUND THE TOWN CENTRE

Council has received several complaints regarding illegal dumping on and around the Town Centre and we are investigating this matter. Owners and Occupiers of Shops are responsible to maintain your area.

Please use your personal rubbish bins to dispose of your rubbish. Do not dump rubbish near litter bins.

finest up to \$400 (or \$30,000 on prosecution) may be payable.

Your waste is your responsibility.

Got big items to get rid of, or too much rubbish/recycling for your bin? Here are some disposal options:

- apply for a **larger rubbish or recycling bin** if it is an ongoing problem - call 09 301 0101 to see if you are eligible.
- book an **inorganic collection** for larger items, at: <https://www.aucklandcouncil.govt.nz/inorganics>. Remember the collection is now from on your property. Any items put on the berm are treated as illegal dumping for which \$400 fines apply.
- Arrange for a **private contractor** to remove your rubbish (make sure they are licensed, and obtain a receipt)
- Take it to your nearest **refuse transfer station** or **community recycling centers** (charges apply).
- Take re-useable items to your nearest **charity shop, during opening hours only**
- Check out the council website at www.aucklandcouncil.govt.nz and put "unwanted items" in the search box.

If you witness someone dumping rubbish or other items, please:

- **Call 0800 Nodump**, or
- Email the details to inthebin@aucklandcouncil.govt.nz,

We need your cooperation in keeping our Town Centre clean and tidy.

Thank you in advance.

Businesses of the Month

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This month's first shoutout goes to Bhalla Fresh Bake House as we acknowledge their efforts and hard work to provide a place for the community to get their sweet delights for all kinds of celebrations. They make Papatoetoe Town Centre a place where the community can rely on in times of happiness with their beautiful cakes and wonderful customer service. As we push the businesses in the centre towards digital transformation, it is vital that we recognise Bhalla Bakery's efforts to share their exquisite cakes and engage with their customers.

Visit them here: [Bhalla Fresh Bake House](#)



Second shoutout is well deserved by St George Pharmacy for ensuring the community get all their essential medical supplies sorted from a local pharmacy that values and understands the unique needs of each member of the community. Their exceptional customer service is why they are admired in the Centre as it creates a bond of trust. They are also great at interacting and education the community with health issues, promotions, product information, etc., through their active social media content.

Visit them here: [St George Pharmacy](#)

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