Support for Businesses

## **Key Contacts**

There are several organisations offering support post-flooding. If you are a business that has been affected by the flooding and cannot find the support you require [**please contact us**](mailto:recovery@whakatane.govt.nz?subject=Business%20Support) in the first instance and we will point you in the right direction.

## **Financial and Business Help**

[**Inland Revenue**](http://www.ird.govt.nz/news-updates/like-to-know-floods-bop.html)

Tel:  0800 473 566  
If you are concerned about missing filing dates (GST, PAYE) and other tax issues affected by the flooding, get in touch with the IRD, they are taking a flexible and realistic approach.

[**Eastern Bay of Plenty - Chamber of commerce**](http://www.ebopchamber.co.nz/eastern-bay-plenty-chamber-commerce)

Gerard Casey: 027 562 7500

The Chamber of Commerce holds regular trainings and workshops in association with businesses and trainings companies from outside the region.

[**Business Mentoring – Regional Business Partners**](http://www.regionalbusinesspartners.co.nz/)

If you are a business owner and you want your business to grow and innovate, the Regional Business Partner (RBP) Network can help. The RBP Network has specialist business advisors available to provide you with advice, information and connections to support your business.

**Temporary accommodation for business premises**

The Eastern Bay of Plenty Chamber of Commerce is supporting the Business Recovery in the district and can assist with finding suitable temporary accommodation. Contact Gerard Casey: 027 562 7500

[**Temporary additional income support**](https://www.workandincome.govt.nz/products/a-z-benefits/temporary-additional-support.html#null)

Temporary Additional Support is a weekly payment which helps someone who can’t meet their essential living costs from what they earn or from other sources. If you need support with income contact the ministry of social development, [work and income](https://www.workandincome.govt.nz/index.html) to see what assistance they can provide.

**Building consent** [**advice**](https://www.whakatane.govt.nz/recovery-project)

Whakatane District Council are offering free building consents for works undertaken to repair flood damage.​ This means that property owners have the opportunity to ensure repairs are undertaken correctly and formally signed off.

**Employment advice**

The Chamber of Commerce will provide support and advice for any employment related queries, including paying wages. Call the Business HR Advice line on 0800 CHAMBER (24 26 23).

## **Key Advice**

* **Don’t make hasty decisions yet**: Don’t shut down your business, don’t lay off staff; Discuss options with your insurance company; Look at the government help that is coming through and give yourself time to work from a logical base rather than an emotional base. Once you are in a calmer, less reactive space then you will be able to make more reasoned decisions.
* **Don’t stop trading** – if you stop trading it may affect your insurance. Talk to your insurance company.
* If you have had to stop trading due to damage or inspections, then **get hold of your insurance company** before you open the doors again. Opening without their OK may affect what you can get.
* **Look after your staff**. Be understanding that some people cope better than others. Do little, special things for them. It really is the small things that make a big difference.

**Well-being support**

After a traumatic event, it’s normal to experience feelings you may not have had before. These may happen straight away, or you may notice a gradual change during a crisis and after it is over. It will take time for you to feel your life has returned to normal.

**Be gentle with yourself**. Do the little things that keep you centred. This is a stressful time and you need to look after yourself and your family.

If you need support or advice, or have feelings of anxiety, stress, prolonged fear, hopelessness or anger and need to talk to someone, you can phone Healthline on 0800 611 116.

**Other places you could go to for support include:**

* Your GP or local community health centre
* Eastern Bay Primary Health Alliance Mental Health Service – 07 307 0188
* DHB Mental Health & Addiction Services – adult, 0800 774545, child and youth – 0800 486947
* Ngati Awa Social & Health Services – 07 306 0096
* Tu Wharetoa Ki Kawerau Health & Social Services – 027 435 4994
* Te Puna Ora O Mataatua – 0800 294 462
* Tuhoe Hauora – 07 312 9874
* Rural Support Trust – 0800 787 254

## **Key Business Considerations**

**Cashflow is Key**

* **Contact**[**IRD**](http://www.ird.govt.nz/) – you may be able to defer payments (GST, PAYE etc). They are taking flexible and realistic approaches. 0800 473 566
* **Talk to your bank manager** – ensure they’re aware of the situation. They may be able to assist with low / no interest.
* **Get in touch with suppliers** – delay payment if possible, and cancel / postpone stock orders.
* **Check and understand your lease agreements** - get in touch with your landlord.
* **Understand your obligations around paying staff** – [**The Chamber**](http://www.ebopchamber.co.nz/eastern-bay-plenty-chamber-commerce) is here to help: Call the Business HR Advice line on 0800 CHAMBER (24 26 23)
* **Fully check and understand your** **insurance cover** – exactly what this means, including your Business Interruption Insurance. Opening even for a short period may compromise your eligibility.

**Communication with Staff**

* **Keep it positive**- provide reassurance and be empathetic.
* **Your wellbeing is key**– look after yourself too and don’t be afraid to access support.
* **Understand every individual is different** and encourage them to seek support.

## **Rural Support Trust**

For a confidential chat about you, your business, the weather, your finances; or a neighbour, partner, friend, family member, or worker. Rural Support Trust can be contacted on 0800 787 254. Facilitators are out meeting with affected farmers to assist them to get the help they need.

## **Funding Suppport**

**Business Recovery Grant Programme** - The Ministry of Business, Innovation and Employment has provided a grant to assist Whakatāne District businesses which have suffered sustained disruption as a result of April’s flooding and storm-related disasters get ‘up and running’ again. To apply for the grant please [**click here**](http://www.ebopchamber.co.nz/whakatane-district-business-recovery-grant-programme) or contact Gerard Casey: 027 562 7500 for further information. **Please note that charities and primary producers are not eligible for this grant**