

[View this email in your browser](#)



In this issue

[Kia ora](#)

[Working at the different Alert Levels](#)

[Safety regulators](#)

[Rafting operators](#)

[Our people](#)

[Qualifications, training, and professional development](#)

Kia ora

We trust that you and your loved ones are safe and well in your bubbles. It is hard to comprehend how much has changed since our last newsletter! One thing remains the same though: our community.

Our commercial adventure tourism and outdoor recreation sector is a tight-knit group of resilient, resourceful, kind and generous people. Our world is one of understanding and managing risk, and we know the importance of working as a team. Although we are one of the sectors hardest hit by the economic impacts of COVID-19, we are also one of the best placed to understand this situation and to work together to make it to the other side. *He waka eke noa—We are all in this together.*

Know that you are not alone in the challenges facing your operation. TIA and Recreation Aotearoa are ensuring your voice is heard in Government decision-making processes.

TIA is a key member of the MBIE-led COVID-19 Tourism Action Group (C19-TAG). This group was formed to supply advice and information on tourism to the highest level of Government. It includes key Government decision-makers and is meeting at least once each week. We are confident that Government has been well informed on tourism, and we continue to ask our members for input to ensure we are across our industry's issues.

We are running [webinars](#) when tourism specific information is needed. Our website has [tourism specific advice](#) and more information on [what we are doing](#). Recreation Aotearoa has a dedicated [COVID 19 response website](#).

Working together is key. Here are some suggestions for other actions you can take:

- Contact TIA or RA with questions or ideas—we will try to find answers for you and help spread innovative ideas
- Work with other operators on scenarios for providing activities safely at the different alert levels
- Work with other operators on innovative ways to utilise your knowledge and assets into the domestic market
- Please connect with your local business community for advice on how to streamline your operation through this time e.g. Chamber of Commerce, your Regional Tourism Organisation, Economic Development Agency
- Make sure you are accessing the [government support packages](#).

Working at the different Alert Levels

Alert Level 3

Fundamental to [Alert Level 3](#) is the requirement that businesses do not have public contact. We acknowledge that this means most adventure and outdoor businesses will not be able to operate at this level.

You can see the golden rules for businesses at Alert Level 3 [here](#).

Alert Level 2

The most detailed information on working at the different alert levels is on the [business.govt.nz](#) site. Take a look at the [workplaces without premises section](#). [Business.govt.nz](#) also has very useful information on [how to work at the different alert levels](#).

Entertainment and tourist facilities (such as cinemas, theatres, art galleries, mini golf, arcades, bungy jumping, and bowling alleys) can open, subject to physical distancing and conditions on gatherings being met, such as no more than 100 people indoors.

We hope that many of you will be able to operate, albeit to a more local market. The two biggest questions for adventure activities seem to be:

- How much travel is allowed? (People are advised to minimise non-essential travel.)
- How much physical contact is okay? (One metre spacing is advised, however bungy jumping is specifically noted as allowed.)

We are working to get clarity on these.

SportNZ has developed [guidance](#) for personal recreation activities at the various alert levels, and the Mountain Safety Council has designed a [website](#) for this too. These will help with decisions on what you and your staff do in your own time and could also be useful in guiding your thinking for your business.

Safety regulators

WorkSafe

TIA and RA continue to advocate on your behalf with WorkSafe. We have stressed that it is vital that we maintain regular communication during this challenging time. It is more important than ever that WorkSafe understands industry's position on the management of safety in our sector, that this informs their thinking and that industry continues to have confidence that this is the case.

We have asked WorkSafe to recognise that many businesses will not be operating and asked them to take a risk-based approach to the regulatory system. We haven't heard back yet, but specifically, we have asked them to:

Enable audits to be put on hold

- Put in place a way for audits to go on hold for businesses who are in 'hibernation'. [AdventureMark](#) has been proactively developing a practical proposal for this—big thanks to Mike and Hemi from us!

Rafting transition from Maritime NZ to WorkSafe

- Delay the mandatory transition date and enable audits to be put on hold for businesses in hibernation (as above)
- Put in place support processes for the transition—the good practice document which will contain the Rule 81 information has still not been published, and guidance is still needed on what safety system components will be audited under the WorkSafe regime that were not audited under MNZ.

Civil Aviation Authority

The Civil Aviation Authority has put in place a number of [COVID-19 relief measures](#) to support aviation operators. They range from exemptions to extensions of timeframes. Thank you CAA!

Rafting operators

As you've read above we are asking for the mandatory transition date to be extended. Either way though, you should prepare for the transition.

[AdventureMark](#) and [OutdoorsMark](#) have advised that operators should get their paper audits underway. The results will show you where your current system needs to be expanded to fit the adventure activity audit process—a great way to know exactly what you need to work on to pass the audit!

TIA and NZ Rivers Association continue to work closely together to ensure this transition meets your needs.

Our people

Recreation Aotearoa CEO Update

Thank you to everyone who sent their best wishes for Recreation Aotearoa's CEO, Andrew Leslie, following his mountain biking accident.

Andrew's accident occurred the week prior to New Zealand going into lockdown and he is currently in a stable condition at the Burwood Spinal Unit in Christchurch. He is focusing on his rehabilitation and undergoing physiotherapy and occupational therapy and looks forward to returning to work in due course.

He has been in contact with staff members of Recreation Aotearoa and is positive about the work being undertaken to support the recreation industry.

Tracey Prince-Puketapu, Recreation Aotearoa's Aquatics Programme Manager, will be acting as CEO for the next three months. She will be supported by the Senior Leadership Team and the Recreation Aotearoa Board.

Qualworx new CEO

Following the departure of Grant Davidson as CE of Skills Active Aotearoa, Graham Hill has been appointed CEO of Qualworx Limited—the legal entity and trading name for OutdoorsMark .

Graham Hill joined Qualworx Limited effective from Monday 20 April 2020 as its new Chief Executive. Qualworx said that Graham comes to the organisation with a strong commercial background, has a wealth of strategic experience and a proven track record of successful outcomes.

Wage subsidies

Please make sure you are accessing the [wage subsidy](#), and that you are doing so correctly.

Mental health

This is an extraordinarily difficult time. Please reach out to each other, stay connected and be kind.

If you or someone you know needs more help, you can see [what help is available here](#).

Remember you can talk to your health professional, GP, or free call or text 1737 any time to talk to a trained counsellor if you need further support.

Stay connected with nature

This is so important; we are outside people. If possible, please try to prioritise some time in nature every day. You will also be able to focus and plan for your business better if you've had a nature re-charge. Check out this video from [Auckland Tourism, Events & Economic Development](#).

Stay connected with each other

TIA has opened our weekly industry email and other updates to non-members and individuals in our tourism community. Our aim is to keep our people connected, even if you are not currently in a workplace or running your business. Fill out [this form](#) to keep in touch with TIA.

Qualifications, training, and professional development

A note from NZOIA

"All NZOIA courses have been cancelled until 30 June 2020. Full course fees can be transferred, held in credit or refunded.

We understand that this situation will be having a big effect on many of our membership both emotionally and financially so have put a number of things in place to ease the pressure. All members with qualifications due for revalidation on 30 June 2020 can have this extended until 31 December 2020 by emailing us at admin@nzoia.org.nz.

The NZOIA Technical Subcommittee has extended all reassessments and training pathways due until 31 December 2020. There is no need to contact us as we will do this automatically. We are working on how to support our members over our annual membership renewal coming up on 1 July 2020.

At this stage we are continuing with our July and onward courses including the NZOIA National Training Symposium scheduled for 1-4 October 2020. NZOIA has gratefully received the Government Wage Subsidy to enable us to keep all staff working remotely. We have been working on a number of projects to make our qualifications and systems better than ever!"

Skills Active Aotearoa

Skills Active is offering [full scholarships](#) to workers who have been impacted by COVID-19, and they have opened up the online modules for continued professional development.

Wishing everyone all the best in your bubbles, and very much looking forward to seeing you out and about soon!

Ehara taku toa i te toa takatahi engari he toa takitini.
Our strength is not made from us alone but made from the many.

Take care, stay safe
Rachael & Sam

Rachael Moore, Industry Advocate, TIA
Sam Newton, Advocacy Manager, Recreation Aotearoa

We're all in this together.

We'll do our best to take care of your banking.
So you can take care of your health, your friends
and your family.

[Find out how we can help](#)



Westpac New Zealand Limited.



Tourism Industry Aotearoa

Level 2, Inspire House
125 Featherston St
Wellington, New Zealand
+64 4 499 0104
info@tia.org.nz
www.tia.org.nz

Recreation Aotearoa

Level 1, Harbour City Centre
29 Brandon St, Wellington
PO Box 11132, Manners St, Wellington
6142 + 64 4 801 5598
info@nzrecreation.org.nz
www.nzrecreation.org.nz

Copyright © 2020 Tourism Industry Aotearoa, All rights reserved.

Want to change how you receive these emails?
You can [unsubscribe from this list](#).
