

Supporting small businesses during COVID-19

*Navigating
uncertainty*

Introduction

Griffith Centre for Sustainable Enterprise recognises the uncertainty faced by businesses during the COVID-19 situation. We understand that an incredibly large number of businesses are facing very challenging times. Many businesses are making tough operational business decisions that are having large impacts on the livelihoods of owners, managers and workers.

We have put together this guide to assist you and your business with information and resources on how to navigate the disruptions caused by COVID-19 on your business operations. The information in this guide is the first in a three part series of resource guides intended to assist business with current and emerging situations presented by the COVID-19 pandemic.

We hope that you find this short resource guide useful. Please forward any useful websites or information to us as we will be sending further updates soon. In this instance, the emphasis has been on financial sustainability — we will be offering other useful information regarding sustainable business opportunities soon.

If there is anything we can assist with please don't hesitate to reach out.

The Griffith Centre for Sustainable Enterprise team.

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Safety, fair work and supporting communities

- Keeping people safe at work is a top priority. Safe work Australia has released resources for safe work with Covid-19. Find out more: safeworkaustralia.gov.au/covid-19-information-workplaces.
- It is vital we keep our workplaces are fair during challenging times. The Fair work commission has new resources for Covid-19 on topics such as Pandemic Leave, School and Work, and Workplace Entitlements. Find out more: fwc.gov.au/about-us/coronavirus-covid-19-updates-advice#field-content-0-heading.
- Support for individuals and communities underpins good functioning businesses. The range of support from the Australian Government can be found here: dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support#who.
- Individual (and business) financial summary of assistance: finder.com.au/coronavirus-financial-help.

Financial assistance

- The economic response of the Australian Government offers assistance such as Job Keeper, Support for Business and Individual Assistance. Find out more: treasury.gov.au/coronavirus.
- The Australian Banking Association has announced that Australian banks will defer loan repayments for small businesses affected by COVID-19 for six months. Find out more at: ausbanking.org.au/banks-small-business-relief-package/.
- The Australian Government is providing an exemption from responsible lending obligations for lenders providing credit to existing small business customers. This exemption is for six months, and applies to any credit for business purposes, including new credit, credit limit increases, and credit variations and restructures: business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business/Supporting-the-flow-of-credit.
- The Australian Government is providing up to \$100,000 to eligible small and medium sized businesses and not-for-profits (including charities) that employ people, with a minimum payment of \$20,000. These payments will help business and not-for-profit cash flow so they can keep operating, pay their bills and retain staff: treasury.gov.au/coronavirus/businesses.
- Keep your eyes out for grants for businesses during this time. Facebook, for example, is offering is offering US\$100mil in cash grants and ad credits for up to 30,000 eligible small businesses in over 30 countries where they operate. More info: facebook.com/business/boost/grant#.
- Look out for the Rent Relief Package for commercial tenants affected by coronavirus. The legislation will be enacted soon. More info: abc.net.au/news/2020-04-07/scott-morrison-commercial-tenants-coronavirus-measures/12129178.

Working with COVID-19 restrictions

- For businesses moving online, Business Queensland provides information on how to develop a digital strategy, including marketing, social media strategies, and developing an online sales channel. Find out more at: business.qld.gov.au/running-business/it/digital-strategy/key-components.
- Businesses can help in the fight against the health and human impact of the coronavirus. The UN is calling for all creatives, businesses, and influencers to include messaging to help in the fight against the spread of coronavirus in their messaging. See open creative brief and resources here: docs.google.com/presentation/d/1uR9gq1nC_ZYIGHkyaU7bRivTJ0gmtaxqZ5_4BvzcGnM/mobilepresent?slide=id.p.
- This article from Harvard Business Review explores strategies Chinese businesses used to sustain and grow business through the coronavirus pandemic: hbr.org/2020/03/how-chinese-companies-have-responded-to-coronavirus.
- Your business operations might need to be transitioned online. CCIQ has put together a helpful resource to assist you in creating policies for working from home, unpaid leave, workplace hygiene, and business continuity. Find out more at: info.cciq.com.au/COVID-19-Workplace-Policies-Download.html.
- There are a range of different resources to use that can help you continue to collaborate with employees and colleagues remotely. For example, [Zoom](#), [Skype](#), [Google Hangouts](#) and [Microsoft Teams](#).

Financial information

- Here is a helpful resource about the Australian Government economic response to COVID-19. Key points are also provided below: <https://www.ato.gov.au/General/New-legislation/The-Australian-Governments-Economic-Response-to-Coronavirus/>

Personal health and wellbeing

- Of course, keeping yourself safe and healthy will be the most important thing to do for yourself, your family and your business. Below are some resources to help you with that:
- Looking after yourself while you're self-quarantining: health.qld.gov.au/news-events/news/self-quarantine-isolation-queensland-novel-coronavirus-covid-19-how-to-look-after-health-wellbeing-mind-body.
- Mental health and wellbeing tips and strategies: <https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>.
- Information about COVID-19 for Australians. This site also has a great list of official websites to help keep you updated: psychology.org.au/COVID-19-Australians.

Planning to create more certainty

- The Community Services Industry Australia tool can assist business planning in times of great uncertainty. Find out more: <https://csialtd.com.au/coronavirus>.
- To stay updated on Australian Government announcements, see: australia.gov.au.

For information and support from State government see:

- service.nsw.gov.au/campaign/covid-19-help-small-businesses.
- qld.gov.au/about/industry-recovery.
- <https://global.vic.gov.au/whatson/2020/april-2020/responding-to-coronavirus-covid19>
- business.sa.gov.au/COVID-19-business-information-and-support.
- covid19.act.gov.au/.
- wa.gov.au/organisation/department-of-the-premier-and-cabinet/covid-19-coronavirus-business-and-industry-advice.
- business.tas.gov.au/covid-19_business_support_packages.
- businessrecovery.nt.gov.au/home.
- cleanenergycouncil.org.au/industry/resources-for-businesses-impacted-by-covid-19.

Additional information and resources for businesses

- Coronavirus information and support for business from the Australian government: <https://business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business>.
- Facebook Business Resource Hub to help your business manage through and build resilience during challenging times: facebook.com/business/boost/resource.
- Free resources, support and information here from CCIQ: cciq.com.au/coronavirus-information/.
- The Department of Industry, Innovation and Science has a range of resources to assist businesses in continuity planning, handling customer cancellations, and exporting advice. See: <https://www.business.gov.au/Risk-management/Emergency-management/Coronavirus-information-and-support-for-business/Continuing-your-business>.
- A summary of business assistance with quick explanation: businessdepot.com.au/blog/government-cheque-book-to-ease-pressure-on-coronavirus-economy/.

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