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Cover: RBA Members having fun building floral arrangements at the Best Blooms hosting.

With thanks to our partners ...



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From My Perspective

Phil Clode, Business Development Manager, phil@rosebankbusiness.co.nz



Rosebank Generosity

I have been really impressed with the generosity of businesses in Rosebank towards the funding of our local CCTV project. At the time of publishing this magazine, the amount raised crossed the \$35,000 mark of the \$60,000 needed to fund the project – over halfway in less than a month! This is a fantastic result that puts us right on track to achieve the goal set by the RBA team and board.

The CCTV is already up and running, and it is already helping to provide the valuable evidence needed to solve crime here in Rosebank. So well done, and thank you to everyone who has contributed so far.

Under our fundraising “Buy a Tile” initiative, we have tile spots available for purchase for \$250 each, with your tile(s) featuring in this magazine and online for a year. To buy your own tile and support

our local CCTV, visit this link: <https://rosebankbusiness.co.nz/business-support/rosebank-cctv/#help>

I would like to thank Jo-Ann and Phil from Best Blooms for inviting the RBA and our members to their wonderful flower business this past month. A great night was had by all as we enjoyed creating flower arrangements and hearing about how Best Blooms operates. They are one of the best florists (if not the best florist) in New Zealand, and we recommend them if you’re looking for a gift for a loved one or just wanting flowers or gifts to mark a certain moment in life.

In March, we held a seminar with Spark and iT360 about AI.

iT360 General Manager Callum Galloway gave us a practical education on all things AI and what this new technology can do to help you every day in a practical way.

We were overwhelmed by the amount of interest in the subject, so we are going to bring them back; watch out for the next event invite coming soon.

Breaking news for all landowners and outdoor recreation enthusiasts: I have just received an email from Workplace Relations and Safety Minister Hon Brooke van Velden about changes to outdoor health and safety scope creep.

“Today I am announcing a change to the Health and Safety at Work Act that clarifies the law for landowners and will free up private and public land for recreational use,” says van Velden.

“Landowners will not be responsible if someone is injured on their land while

doing recreational activities. Health and safety responsibilities will lie squarely on the organisation running the activities.

“For example, a farmer might worry they are responsible for the risks of a horse trekking business on their land. I am making it clear in the law that in this case the health and safety duties sit with the horse trekking business. The farmer would only need to consider the risks from their work where that work is happening in the immediate vicinity of the horse trekking. They are not responsible for risks of the recreational activity itself.”

She adds: “We all know that recreational activities aren’t without some risk, and sometimes it’s the risk that makes it fun. I want Kiwis to be able to hunt, fish, hike, climb, mountain bike, kayak and so much more without being caught up in health and safety red tape.”

States the email: “The change will apply to both public and private land, from farms and forestry to school grounds, local council land and regional and national parks. This change will not impact private property rights, and it will still be up to the landowner to grant access to their land if they wish.”

This will be a great change to what has become ridiculous scope creep in an area so important to the daily lives of many New Zealanders and to the tourism space. Hopefully this will open up more opportunities for people to enjoy outdoor recreation in our beautiful country.

Regards,

Phil Clode,
Business Development Manager

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Rosebank Advocates

With **Dr Grant Hewison**, specialising in local government consultancy and legal services



Dr Grant Hewison

Plan Change 78 and Intensive Housing Proposals for Avondale Racecourse

Plan Change 78 is a proposed plan change by Auckland Council that responds to the government's National Policy Statement on Urban Development 2020 (amended in 2022) and the requirements of the Resource Management Act 1991. These mean the council must:

- enable more development in the city centre and at least six-storey buildings within walkable catchments from the edge of the city centre, metropolitan centres and rapid transit stops;
- enable development in and around neighbourhood, local, and town centres;
- incorporate medium density residential standards that enable three-storey housing in relevant residential zones in urban Auckland; and
- implement qualifying matters to reduce the height and density of development required by the RMA, to the extent necessary to accommodate a feature or value that means full intensification is not appropriate.

Plan Change 78 was notified on 18 August 2022, and submissions closed on 29 September 2022. The Independent Hearings Panel (IHP) established to hear Plan Change 78 paused some hearings in response to an Auckland Council request for a 12-month extension to the timeframe.

The Avondale Jockey Club made a submission on Plan Change 78 in 2022 asking for the IHP to consider whether residential zoning for the land would be more appropriate. In particular, the submission called for the rezoning of the entire 35 hectares of the racecourse to intensive terraced and apartment housing. No mention was made of the existing community use of the land or future needs for sports and recreation.

In March 2024, concerns were raised by the Avondale Business Association about the future use of the racecourse land, and a public meeting was held on 28 March 2024. At that meeting, representatives of Auckland Council explained the proposed plan changes put forward by the Avondale Jockey Club.

The Avondale Business Association and the wider Avondale community are now quite concerned about the future use of the racecourse land.

At its meeting on 20 February 2025, the Auckland Council Policy



and Planning Committee received a public input presentation from Jacklyn Bonnici, executive director of I Love Avondale, and community representatives regarding the future use of the Avondale racecourse.

Probably of most interest to the RBA are the potential effects of such an intensive development on traffic and transport congestion in the area.

The Avondale Jockey Club submission noted that land at and surrounding the racecourse was an attractive proposition for intensive redevelopment due to the mature and convenient transport links that would be enhanced in the near future. These include:

- the extension of State Highway 20 through to the Northwestern Motorway via the Waterview tunnel;
- rail connections via the Avondale Station, which is a short walk to and from the racecourse (with frequency of services on the Western Line expected to double and travel times to halve from 40 to 20 minutes) once the City Rail Link is completed;
- high-frequency bus services available to Central Auckland and Westgate metropolitan centre further west along Great North Road through the nearby Avondale town centre; and
- local bus services to Lynfield, Rosebank, and New Lynn, which are also easily accessible on Ash Street, with New Lynn serving as a public transport hub where passengers can change to various other local services or major routes eastwards/westwards.

However, no mention was made of the currently high levels of traffic congestion in the area, especially at the intersection of Ash Street and Rosebank Road, and what effects rezoning 35 hectares of the racecourse to terraced and apartment housing would have on traffic congestion, particularly for the Rosebank commercial/industrial area.

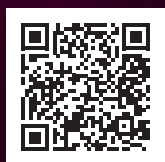
The RBA will keep a "watching brief" on developments.

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Kimmy's Korner

Kim Watts RBA Executive Engagement Manager
Phone: 021 639 509, kim@rosebankbusiness.co.nz



\$35k down, \$25k to go!

Thanks to incredible support from local businesses through the "Buy a Tile" initiative, we've already raised \$35,000 towards installing a CCTV camera backbone along Rosebank Road - with just \$25,000 to go! Your contributions are making a real difference in strengthening security for local businesses. But we're not there yet, and we need your support to reach our goal!

The "Buy a Tile" initiative directly funds the purchase and installation of high-quality surveillance cameras, enhancing security and peace of mind for businesses in the area. CCTV acts as both a deterrent and a crucial tool for identifying and prosecuting offenders. By contributing, businesses are investing not only in their own protection, but in the wider safety of the Rosebank community.

By purchasing a tile, businesses also gain valuable recognition, with exposure across social media and our newsletter,

their logo featured in 11 issues of Roundabout magazine, and an invitation to a thank-you event. Most importantly, they become part of a collective effort to create a safer Rosebank.

A thriving business district depends on more than just policing - it relies on collaboration and shared responsibility. When businesses, employees, and stakeholders actively engage in safeguarding their environment, it fosters a proactive, united approach to security. This collective effort reduces crime, increases awareness, and ensures that businesses can operate with greater confidence.

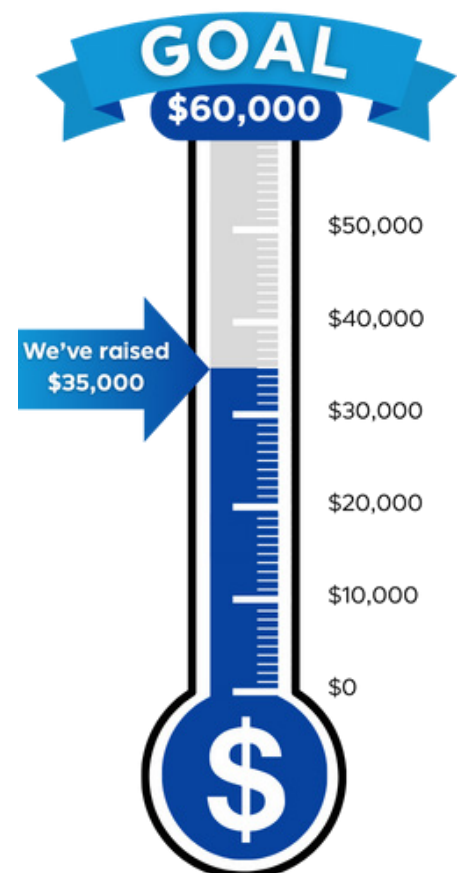
As part of our broader efforts to enhance safety in Rosebank, it was fantastic to see businesses embracing the "Coffee with a Cop" initiative. Connecting with local police officers builds trust and strengthens relationships, allowing businesses to access valuable insights and advice while reinforcing the importance of working together for community safety.

One key takeaway from these conversations was the importance of reporting incidents using the 111 and 105 services. Whether it's an emergency or a non-urgent situation, every report helps to establish a record that police can analyse to identify crime patterns and high-risk areas. The more reports are received, the better law enforcement can target resources where they're needed most, helping to prevent crime before it happens.

A visible security presence, combined with a network of engaged and informed business owners, creates a strong deterrent against crime. It also sends a clear message that Rosebank is a connected and watchful business community where unlawful activity will not go unnoticed.

We encourage all Rosebank businesses to play an active role in these efforts. Whether it's attending future "Coffee with a Cop" sessions, reporting incidents through the Rosebank Neighbourhood Burglary blog, or supporting the "Buy a Tile" initiative, every action contributes to a stronger, safer business environment.

For \$250, you can purchase a tile and help us build a more secure Rosebank. To "Buy a Tile" or learn more, contact Kim Watts kim@rosebankbusiness.co.nz



Rosebank News & Events

News, views and any other tidbits from the Rosebank Business Community.

Employment Law Update: Key Cases & Emerging Trends



Join us for an insightful seminar where EMA's Head of Legal, Mauro Barsi, will break down the latest employment law cases, key trends in the Courts, and a new approach to determining right and wrong in workplace disputes. With employment regulations constantly evolving, this session will help you navigate recent rulings and their implications for your business.

This seminar will provide practical insights to ensure you're prepared for the shifting legal landscape. Don't miss this opportunity to stay informed and protect your business.

EMA Seminar

Where: Browne St Eatery, 50 Rosebank Rd
When: Tuesday, 8th APRIL 2025
Time: 7.45am - 9.30am
RSVP: maureen@rosebankbusiness.co.nz

Council Grant Supports West Auckland RDA Facility Expansion

The West Auckland Riding for the Disabled Association (RDA) is making further progress on expanding its covered riding facility, with a \$512,859 grant from Auckland Council contributing to necessary access and landscaping improvements.

The funding is part of the regional Sport and Recreation Facilities Investment Fund (SRFIF), which allocated more than \$14.3 million to six sports organisations across Auckland. The SRFIF aims to support facility development projects that enhance sports and recreation opportunities for the community.

West Auckland RDA plays a key role in supporting individuals with disabilities by offering a structured and supportive environment for therapeutic riding activities. Located at Henderson Valley Park, their facility serves both West Auckland RDA and the Henderson Valley Pony Club, providing equestrian facilities and programmes.

The grant will help West Auckland RDA move closer to completing its facility enhancements, ensuring



Grant boosts facility development for West Auckland Riding for the Disabled. OurAuckland

greater accessibility and safety for its participants. Specifically, the grant will help them meet compliance requirements related to resource and building consents, as well as safety standards.

This development was highlighted as a high priority in the Henderson-Massey Local Board Sport and Active Recreation Facilities Plan 2023. The board has previously supported the project through various decisions and funding contributions, including a \$20,000 grant for an automatic gate installation.

The SRFIF funding process involved six organisations that were invited to submit updated project information for assessment. Applications were evaluated based on alignment with funding priorities, project feasibility, current progress, and financial status. An independent review panel and Auckland Council staff reviewed the submissions before the council's Community Committee approved the funding on 11 February 2025.

Progress on Te Whau Pathway Reaches Major Milestone

The first part of Te Whau Pathway is on track to be completed in 2026, with half of the Northwestern Cycleway to Horowai Reserve section in Te Atatū finished in late February - a major milestone for the project.

Councillor Shane Henderson has been involved in this partnership project with Te Whau Coastal Pathway Environment Trust since it began in 2014. He says the halfway point is an important target to reach.

"I'm elated that the construction of Te Whau Pathway is making steady progress, and the first major section is expected to be finished early next year.

"It's impressive to see the boardwalk connecting the cycleway and Horowai Reserve taking shape.

"Once this section of the pathway is complete, it will benefit the West Auckland community."

Taryn Crewe, General Manager Parks and Community Facilities, says the project team continues to tread carefully over the whenua and awa.

"A fundamental consideration of Te Whau Pathway project is limiting the impact on the environment and keeping sustainability at front of mind.

"One example is re-using the aggregate



A shared-use pathway connection between the Northwestern Cycleway and Horowai Reserve is on track for completion in 2026.

from a temporary haulage road made to construct the pathway between the Northwestern Cycleway and Bridge Avenue, on another council infrastructure project at Long Bay Regional Park. As well as being a sustainable use of resources, reusing these materials also saves ratepayers money.

"Another example is that a major piece of machinery - Te Kōwhai Nui, or the Big Yellow - has been used to mitigate the environmental impact of the pathway's construction over the Whau River.

Utilising Te Kōwhai Nui means the boardwalk will be constructed from the top down; that is, building a section of the pathway and moving along on the top to reduce impact on the mangroves and surrounding environment below.

"Once complete, the pathway will allow for cycling and walkway - modes of transport with basically zero carbon footprint."

Construction on Te Whau Pathway restarted in December 2023 and the Northwestern Cycleway to Horowai Reserve section in Te Atatū is on track for completion in 2026. It creates a shared-use pathway connection between the Northwestern Cycleway and Horowai Reserve (Roberts Field).

Te Whau Pathway is a partnership between Auckland Transport, Ngāti Whātua Ōrākei, Te Kawerau ā Maki, the Whau and Henderson-Massey local boards, the government as a major funder, and Auckland Council delivering the construction working closely with Te Whau Pathway Environment Trust.

Te Whau Pathway follows a traditional Māori taonga waka (portage). Fully delivered, all sections of the proposed pathway will connect Manukau Harbour at Green Bay to the Waitematā Harbour at Te Atatū Peninsula.



Te Whau Pathway follows a traditional Māori taonga waka (portage)

Vibrations Prompt Removal of Costly Raised Crossings

Two raised pedestrian crossings in Auckland are set to be removed after residents complained of excessive vibrations caused by heavy vehicles passing over them, with one removal alone costing \$390,000. The crossings, located on South Lynn Road in Titirangi and Ash Street in Avondale, were initially installed to improve pedestrian safety but have since been deemed problematic.

The South Lynn Road crossing was funded by the Whau Local Board through its Transport Capital Fund, with a budget of \$359,600. It will now be replaced with a standard zebra crossing at an additional cost of \$30,000. The Ash Street crossing was funded by Auckland Transport (AT) and will also be removed, although its removal cost has not yet been disclosed. Residents living near these sites reported experiencing tremor-like vibrations when buses and trucks crossed, affecting their homes and daily lives. Some noted that while vehicles initially slowed down after installation, speeds soon increased, exacerbating the issue.

Despite AT's efforts to mitigate the problem by adjusting the slope of the crossings, the vibrations persisted. As a result, plans are underway to remove the crossings entirely. Mayor Wayne Brown criticised the spending, stating that unnecessary costs like these



A bus going over the raised crossing on South Lynn Road in Titirangi



Large vehicles going over this raised crossing in Titirangi are causing vibrations felt inside nearby homes.

highlight the need for better decision-making in infrastructure projects.

Whau Local Board Chair Kay Thomas acknowledged the issue, stating: "We still support raised crossings, but we will carefully consider where we put them in the future. We're not against raised crossings because we think they have a role to play. But obviously, we've learned they're not going to work everywhere." She explained that in other locations, alternative traffic-calming measures, such as traffic islands or signalised crossings, have been used instead.

AT provided further explanation, noting that the substrata - the composition of the soil beneath the road - can significantly influence how vibrations are felt when heavy vehicles pass over raised crossings. "Before installing a raised crossing, we typically test two metres below the surface to understand the makeup of the soil. Testing deeper is simply not cost-effective, and in this case, we would have had to go at least eight metres deep before potentially finding any indication the makeup of the soil was different." The agency is now exploring more cost-effective methods to predict whether a raised crossing will result in noticeable vibrations, as well as implementing improvements to existing and future crossings to better control these impacts.

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Best Blooms Hosting

Creativity bloomed at our Best Blooms hosting event! From learning the rich history of Best Blooms to racing against the clock in a floral arrangement challenge, our guests put their skills to the test! With just 10 minutes to craft a masterpiece, the results were stunning!

Two lucky winners also walked away with an incredible hamper and the title of 'Best Arrangement' and afternoon spent with the team at Best Blooms, creating your own bouquet valued at \$150.

A huge thank you to Jo-Ann and Phil and their team at Best Blooms for a fantastic event!



Usha Ballu, Kay Shirley, Eshani Guruge, Tanvi Kaushal, Pam McFarlane



Jo-Ann Moss, Deborah and Tessa



Karen Young and Samantha Young



Dianna Ford and Maggie Sun



Jo Pilkington and Alwyn Hamblin



Roisin Connolly and Michele Archer



Chris Wedding and Conrad Munro



Pam McFarlane and Sharon



Hayley and Marise from Molly Woppy





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Has AI Sparked Your Interest?

You can't avoid the deluge of media content surrounding AI. For most business owners and leaders, it's as interesting as it is intimidating.

I believe it is inevitable that AI will feature in your business and within one to three years become as common across your organisation as Excel. This will most likely be via Microsoft Copilot and handset device software.

AI is a great example of technology, planned well, that can turbocharge productivity and efficiency, making it top of mind for businesses and a key part of Spark's solution suite.

That said, AI is firmly in the "fail to plan, plan to fail" camp and has some risk if not managed well. Ensuring access to and control of data both internally and externally is a priority.

We recommend a strategic planning session with one of our experts to ensure a clear strategy and direction for your business.

How AI can help

Automate the mundane: AI can take over repetitive, soul-crushing tasks like data entry, scheduling, and basic customer inquiries. This frees up your team to focus on strategic, high-value work that moves the needle.

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Data-driven decisions: AI doesn't just crunch numbers; it turns data into actionable insights. Predict trends, optimise pricing, and fine-tune your operations with precision.

Streamlined supply chain: AI optimises your inventory and supply chain management. Predict demand, reduce waste, and ensure you're never caught off guard by a stockout or overstock situation.

Financial management with foresight: From automating accounting tasks to detecting fraud and forecasting cash flow, AI makes financial management smarter and more efficient.

Recruitment revolutionised: AI streamlines hiring by screening resumes and scheduling interviews, ensuring you get the right talent faster and more efficiently.

Product development insights: AI analyses market data and customer feedback to pinpoint product opportunities and optimise features, keeping you ahead of the curve.

My team's purpose is to help clients thrive using technology, both existing and emerging. It's why the Spark Business Hub Auckland West exists.

Get in touch to discuss how we can set up AI workshops for your organisation.

Mike Hannan
SPARK BUSINESS AUCKLAND - WEST
0800 824 924
Email: mike.hannan@spark.co.nz



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Goal Setting: Why It Matters for Your Business

The beginning of a new financial year is often when employers take a moment to sit down with their team members to hold performance reviews and set goals for the upcoming period. But what does good goal setting look like, and is it really necessary for the health and success of your business?

“The power of goal setting for SMEs occurs at several layers of the organisation,” says MyHR Chief Evangelist Sylvie Thrush Marsh. Not only can goal setting as an activity force you to carve out time for long-term, strategic thinking – a task notoriously difficult for owners to fit into the churn of running a business – but there are positives that can benefit your individual employees, teams, and the business overall. “We know there is research showing that organisations that run performance reviews or show an interest in their employees’ development and progression see returns in terms of lower employee turnover, higher employee engagement, and better business outcomes.”

Sylvie says that goal-setting conversations should cascade from the top down. Before booking individual chats with your employees or holding a team meeting with a blank whiteboard and a listening ear, start by considering what you want to achieve with the business.

“As a business owner, your goals might be about growing revenue by 20%, or increasing your margin,” she says. “You might have some financial performance goals, or it might be about making sure you can still pull down a director’s salary in 10 years. You might ask questions like: ‘Are we resilient enough to weather economic downturns?’ or ‘Are we good enough at serving our customer base?’ There are all sorts of problems that are identified at the strategic level where the solutions fly down to the team and individual level to be implemented. Clear outcomes will inform the types of goals you set for your team, as well as the structure of the choices you make.”

With your business goals clear in your mind, says Sylvie, you can then make sure the teams within your business are all on the same page and working with you to achieve them.

“Especially if you’re a medium-sized business, and you’ve got a couple of marketing people, a couple of sales people, your production team, operations, and finance, all of those teams are going to have slightly different targets they want to achieve based on what each team thinks is important. Having a clear direction for the business means you can make sure everyone’s rowing in the same direction. Sure, they’re doing it with different activities, but they’re all working towards shared outcomes, which means you’re not wasting energy.”

At an individual level, the same logic applies. If you know what the business needs or wants and what the teams need to do to support that end, you can then work with your individual employees to make clear what you need from them.

Sylvie says that when you use “clear, kind communication” to inform your employees of your expectations, it transforms their understanding of what is required of them to achieve your business goals. In turn, this understanding sets the stage for conversations you can have about your employee’s opportunities for development and growth. Depending on your business goals and the role of your team member, the conversation could be about upskilling, hitting higher targets, or even just checking in that your employee is still happy to clock in, clock out, and do their job well as usual.

“If your employee is less interested in growing beyond their role, you can use the conversation to say, ‘The last time we checked in, you told me that you were just wanting to come in, do your job, and go home. Is that still the case?’ The purpose of the conversation has been to make sure we’re still on the same page.

There is always value in having these conversations.”

But to harness the true power of goal setting, Sylvie encourages owners and managers to discuss more than what will strictly support the business. “Not only is it about goal setting in terms of ‘Here’s what I want out of you,’ it’s also: ‘What are your goals professionally and developmentally, and how do they fit into the picture of you?’”

Having this honest conversation can pay off in a myriad of ways, even if your employee voices goals that would see them move beyond their current role – or eventually leave the business.

“Whether you do or don’t talk about the ambitions or aspirations of your employees, they’re going to have them regardless,” notes Sylvie. “Would you rather have been given a six-month or a 12-month heads up and get the chance to address it? Talking about it means you’re aware of their ambitions and can do something about it, either to support them as they grow or to keep them in the business for a bit longer.”

She also recommends setting structured goals, such as following the acronym SMART (specific, measurable, achievable, realistic, and timed). “Setting goals without making sure they are specific, measurable, and time-bound means it’s going to be very hard for your employees to know what you’re expecting. By ‘more sales,’ are you expecting 5% more sales, or 50% more? It also means that when you assess whether that person has been successful over that quarter or 12 months, you can look back and measure it.”

Accountability is equally important. Sylvie says there’s little point in setting goals or asking your team to do so if you’re not prepared

to take action to support those goals or to monitor how those goals are tracking. Plus, she adds, your team needs to know that you’ll be asking questions if their goals aren’t met.

“Keep in mind the outcome that you want to achieve,” she advises. “If the outcome of the process is to show your team you’re listening and involved, note down a couple of actions you can take for each employee to show you’ve responded. If the outcome is to realign the business on a brand-new strategy, which is going to require refitting company goals, team goals, and individual goals, there is obviously a bit more work to do in terms of making sure your strategy is served by your team goals, which is then served by your individual goals. So don’t overcook it, but also don’t under deliver.

“And make sure you’re checking in with your team,” she adds. “Find out how everything’s going so you can help your employees if they need guidance or have questions. If something happens – like, I don’t know, a global pandemic – and you have to very quickly lower your expectations, you can make adjustments to make sure that your employees aren’t set up for failure.”

Above all, she says, don’t take anything you hear personally – or ignore feedback you don’t like. “Most of your employees will share things that you really didn’t expect from them, and that’s a feature of this process, not a bug. You might uncover something you’re not aware of, because maybe you’re not as closely involved in day-to-day operations. It’s useful information you can use and do something about.”

Special thanks to Sylvie Thrush Marsh of MyHR (www.myhr.works). Written by Beth Caunter

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Western Line Left Behind in City Rail Link Upgrades

Auckland's \$5.5 billion City Rail Link (CRL) is set to transform the city's public transport network, but West Auckland may not see the full benefits due to a lack of investment in level crossing upgrades. While the CRL promises to reduce travel times and increase train frequency, the Western Line will not operate at its full potential because key level crossings remain unfunded for removal.

Transport Minister Chris Bishop recently announced a \$200 million investment to eliminate seven level crossings on the Southern Line in Takanini and Glen Innes. This follows Auckland Council's \$613 million commitment to level crossing projects in Takanini, which will see road bridges built over rail lines to ease congestion. However, no funding has been allocated for similar improvements in West Auckland, leaving local leaders concerned about the impact on traffic and accessibility.

Kay Thomas, chair of the Whau Local Board, has voiced her disappointment, stating that West Auckland is once again being overlooked. "AT has let us know that the CRL won't be operating as frequently out west as originally promised, due to the level crossing situation." This means key areas in New Lynn, Avondale, and Glen Eden will continue to experience frequent road closures as barrier arms stay down for extended periods during peak hours.

Thomas emphasised the severe impact on traffic congestion, particularly in Avondale. "If you think about St Jude Street, if the trains were really frequent, the impact of that crossing being closed quite a lot would affect the entire Avondale Township." She also pointed to similar issues in Glen Eden, where the crossing's proximity to the station means barriers remain down for long periods while trains are stationary. "Already Glen Eden comes to a halt almost, because their train crossing is right near the township. So I'm bitterly disappointed that the money was only allocated primarily to Takanini and a bit further north, and nothing was allocated to West Auckland."

Western Line trains currently run every 10

minutes at peak times, and with the CRL opening next year, frequency will increase to every eight minutes. While this is an improvement, it falls short of the optimal service that was initially expected. Without level crossing removals, ongoing train-related road closures will continue to disrupt traffic and access to local areas.

Waitākere Ward councillor Shane Henderson has expressed serious concerns, particularly regarding Glen Eden's town centre. "The rail crossing at Glen Eden will see significantly increased barrier downtime, which will be hugely disruptive to residents. We need a proper funding plan and clear timelines to address this issue before it severely impacts the community."

For West Auckland, the delays in infrastructure improvements mean continued uncertainty. While Bishop has acknowledged the need for future investment, he has not provided any

timeline or funding commitment, instead stating that level crossings in West Auckland may not be addressed until the 2030s.

Thomas says this lack of a clear plan is frustrating. "Nobody has allocated any money, and I guess we're waiting. I'm not sure who drew up the priority list, but I would just like to say that West Auckland often misses out, as a kind of poor relation. And I feel in the level crossing situation, the road/rail separation, that we're the poor cousins once again."

The CRL's success depends on an efficient rail network across all parts of Auckland, and without infrastructure upgrades in the west, the region risks being left behind. With rising passenger numbers expected, a clear plan for funding and implementing level crossing removals is critical to ensuring smooth transport connections and reducing congestion in the years to come.



Auckland Local Boards Reject \$17.6M Budget Shortfall Burden

Auckland's 21 local board chairs have united in a letter to Mayor Wayne Brown to object to the expectation that they will absorb a \$17.6 million budget shortfall.

The board chairs have unanimously rejected the council's proposed cost-cutting measures, which are tied to the Fairer Funding initiative, a scheme intended to ensure more equitable funding across Auckland's local boards.

The letter, dated 10 March, highlights that significant cost pressures are beyond the local boards' control and that more than half (\$9.1m) of the deficit results from changes to the facilities scheduled maintenance contract.

The letter states: "Local Boards have absolutely NO [sic] control over this budget which is negotiated and decided upon by officers and Governing Body members. This has nothing to do with Fairer Funding. It is cost shifting without discussion.

"At the November 12th 2024 meeting of the Revenue, Expenditure and Value Committee, all decisions were made without any reference to any Local Board when deciding on the future of the Full Facilities Contract.

"Having made that decision and council budgeting accordingly, it is disingenuous to now expect Local Boards to pick up the tab, not just for this year but going forward indefinitely."

The impact of this transfer is also highly disproportionate, the chairs agree.

Albert-Eden faces \$2.5m in total cost pressures, with \$2.32m of that for scheduled maintenance. Puketāpapa has \$1.66m in cost pressures, of which \$1.39m is for scheduled maintenance.



Auckland's 21 local board chairs unite in opposition to a \$17.6 million budget shortfall. Left to right: Henderson-Massey Local Board Deputy Chair Dr Will Flavell, Auckland Mayor Wayne Brown, Ōtara-Papatoetoe Local Board Chair Apulu Reece Autagavaia.

Whau faces \$1.8m in cost pressures, with \$1.62m allocated to scheduled maintenance.

Despite the promise that no local board would be worse off under the Fairer Funding model, the chairs say the reality is that many boards are experiencing serious fiscal shortfalls.

Dr Will Flavell, deputy chair of the Henderson-Massey Local Board, said funding imbalances have existed across Auckland's 21 local boards since the formation of the supercity, with funding previously based on the assets and services provided by the old councils before they merged.

"For example, Henderson-Massey, we were the heart of the former Waitākere City Council. So we had a number of council facilities and assets and services in our area.

"There's absolutely nothing to cut back

anymore, and with the loss of services, it's connected to a loss of jobs, and that's so harmful to our community in West Auckland. Man, we need services out here. That's vital for our communities."

In response, Auckland's mayor Wayne Brown said: "The transition to the Fairer Funding Model has to be better managed, and it will be. As we navigate teething problems with the implementation of a new, equity-based funding model, I want the organisation to try and absorb the current cost pressures.

"We want to empower our local boards and communities by delegating greater decision-making powers and budgets. But let me be clear: accountability goes hand-in-hand with autonomy. Everyone is in a tough situation right now. We're all facing cost pressures, including Auckland households. I expect local boards to be increasingly disciplined and financially responsible."



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Member Profiles

We profile **Members** of the Rosebank Business Association

It's All in the Beans!

ACR Coffee Roasters was founded in 1991 with a mission to bring quality coffee to workplaces across New Zealand from their roastery in Avondale. Today, the company has evolved its roasting process with a Loring Smart roaster, reducing fuel consumption and emissions while enhancing the flavour profile of each bean with precision and consistency.

Collaborating with suppliers, their expert roasting team curates fresh coffee blends, ensuring that all New Zealanders experience exceptional coffee at work and on the go. After three decades, ACR Coffee Roasters proudly represents five distinguished coffee brands (Zephyr Coffee Co, Halo Coffee, Grinders Coffee NZ, Fix Coffee, and Café Direct), serving workplaces, cafes, restaurants, and more. Their dedicated team continues to focus on selecting, roasting, and grinding top-quality coffee year after year.

Quality is at the heart of everything they do, from sourcing premium beans to perfecting the roasting process. Their commitment to excellence ensures that each cup reflects their dedication to delivering the best coffee experience in New Zealand.

ACR Coffee Roasters believes that great coffee is the result of seamless collaboration across the entire coffee chain. They partner with industry experts who share their passion for delivering

exceptional coffee experiences. The company also supports various community initiatives, such as Big Gay Out, Trees that Count, Heart Kids Auckland, and Kākano Youth Arts Collective.

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Business Nuts & Bolts

Business to Business advice from **RBA Members & Partners**



Kate de Lautour
The Icehouse

Ignite '25 Growth Summit to spark business thought leadership – Exclusive code for RBA members

Accelerating growth in our economy – how do we do it? What are the levers we can pull that will drive productivity? How do we create a culture and an energy that will put the brakes on the brain drain of skilled workers exiting stage left for Australia? How can we create opportunities to attract investment?

On May 6th the Icehouse is hosting the Ignite '25 Growth Summit at the Auckland Viaduct Events Centre. Bringing together New Zealand's leading business minds, this is an opportunity to be part of the conversation as we collaboratively drive forward towards the return of a high performing economy.

Being inspired and connecting with other highly motivated business leaders has never been more important, as is learning from those who have been there before.

Headlining the event is the Rt Hon Sir John Key, 38th Prime Minister of New Zealand. Sir John's experience taking the reins of New Zealand's economy in the GFC and his continued involvement at the forefront of global business, positions him well to share his opinions on the current economic situation and how the world's economy will create both challenges and opportunities for New Zealand business.

Out of adversity came opportunity for Alumni speaker John Wikstrom from Magic Memories. John completed the Icehouse Owner Manager Programme in 2008 at a time when the tourism-focused photography business was scaling up. The business was decimated by Covid-19 when all of the 175 attractions it operated at, across ten countries, stopped operating. Almost all the 1850 staff were stood down leaving just developers and relationship managers. From those dark days, the business has risen from the ashes to now operating in 16 countries across 220 attractions.

Last year the business recapitalised and raised \$25.5 million from investors. John's ability to think outside the square and put in the hard work has paid off – the chance to chat with John and hear his story will be unmissable.

Bringing together New Zealand's best business brains is highlighted by Crimson Education's Jamie Beaton. Jamie was educated at Kings College in Auckland and went on to study at Harvard, starting his Crimson Education business in 2013 from his dorm room. Now at the age of 30, Jamie leads one of New Zealand's rare "unicorn" businesses – the slang term for a



privately owned billion-dollar growth company.

Joining the line-up of speakers is rugby legend Sir Wayne Smith, Chelsea Lane, and Small Business and Manufacturing Minister Chris Penk, Michelle Walshe and Leon Kirkbeck (Augusto), Rewa Willis (Sherson Willis) Felicity Hill (Cahill Accounting) and Alex Bullock (YES) with more speakers and panellists still to be announced.

Chelsea Lane was the darling of the NBA for six years. The Sydney-born sports physio had been working in the South Island in 2015 when she accepted a role with the Golden State Warriors, knowing little about basketball, at a time when women in NBA management were almost unheard of. After winning two championships with the Warriors, Chelsea was offered the role of executive director of athletic performance and sports medicine for the Atlanta Hawks, being promoted to vice-president of athletic performance, one of only two women in the NBA at that level.

Chelsea's inspirational leadership skills and actionable strategies are highly applicable to business and will resonate with all of us who are focused on different ways to retain great staff and unlock new pathways for productivity.

The RBA community can take advantage of a \$100 discount to the Ignite '25 Growth Summit on May 6th at the Auckland Viaduct Events Centre - book tickets now using the code RBA.

Book tickets here <https://www.theicehouse.co.nz/ignite>



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Joseph Clapp
New Zealand Business Tools

Credit Checks: Essential for Healthy Cash Flow

Cash flow is the lifeblood of every successful business. Maintaining healthy cash flow requires more than generating sales; it demands proactive risk management to ensure that every sale translates into prompt payment. This is precisely why credit checks are indispensable tools for any business in New Zealand.

Late or missed payments can significantly disrupt business operations, creating a detrimental cycle where valuable time and resources are diverted to chasing overdue invoices instead of pursuing growth and profitability. Credit checks are a straightforward and proactive measure that enable businesses to evaluate the financial reliability of potential clients before entering into contracts or making sales. By reducing the risk of payment delays and defaults, credit checks help maintain smooth business operations and steady cash flow.

At NZBT, we recognise credit checks as a cornerstone of an effective credit management process. Initially, they are essential during client onboarding, helping businesses to verify client identities and evaluate credit risk accurately. Later, credit checks remain vital as tools for monitoring existing clients, particularly those showing unusual financial patterns or behaviours. Through regular evaluations, businesses can identify potential financial issues early and take proactive steps, like requiring deposits or adjusting payment terms to safeguard cash flow. We have all seen the endless headlines of liquidated companies and unsecured creditors, but there is no need to join them!

Credit reports provide businesses with far more than a simple credit score. Comprehensive credit checks detail an individual's or business's historical payment patterns, credit ratings, current debts, and overall financial stability. They can provide insight into other suppliers, and other businesses that may be associated with the entity applying for credit. "Guilt by association" is very real in

the credit industry, and old sayings like "leopards don't change their spots" apply to many business owners, so any information about a client's associated businesses and previous business ventures is always valuable. Additionally, credit reports verify customer identities, ensuring the accuracy and trustworthiness of client information. These detailed insights allow businesses to confidently engage with clients who have demonstrated responsible financial behaviour, significantly contributing to prompt payments and reduced debt levels.

Making regular credit assessments a routine process can offer substantial advantages for ongoing and existing clients, too. Consistent credit evaluations allow businesses to spot emerging trends or sudden changes in a client's financial health, facilitating swift adjustments to credit policies. Early detection of financial risks or instability can prevent smaller problems from escalating into serious financial issues, ensuring cash flow stability.

Conducting regular credit checks significantly reduces the administrative burdens associated with chasing overdue payments. Efficient credit management alleviates the time and resources typically dedicated to debt recovery, enabling businesses to redirect these resources to core operational activities and strategic growth initiatives. By proactively managing credit risks, businesses can focus on growth opportunities without the constant distraction of overdue invoices.

Credit checks are an easy way to start improving your business's overall credit management processes. They are valuable by themselves, but they can be a key part of a credit policy which will evolve and grow as your business does. Incorporating credit checks into your comprehensive risk management strategy demonstrates professionalism and diligence, attracting high-quality clients who value responsible financial practices. It enhances your business's reputation, strengthens relationships with suppliers, financiers, and stakeholders, and opens doors to new opportunities.

At NZBT, our dedicated team can assist you in interpreting credit reports and effectively integrating credit checks into your customer onboarding and credit management processes. To learn more about maintaining healthy cash flow through proactive credit management, contact us at 09 390 2000.

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Nathan Tetzlaff
Smith & Partners

How can your business resolve mistakes in a contract?

To a certain extent all businesses are subject to contracts, with their customers or their suppliers or other parties. It is inevitable that some contracts will contain mistakes that impact on those parties. What can be done to resolve this?

If all parties to a contract agree that there is a mistake and that it should be corrected, you can together vary the contract by rewriting it in part or in whole. This requires careful consideration of the impacts of the change on other parts of the contract, related contracts, or business arrangements. There is no inherent reason a contract must remain as it is, if errors are found or circumstances change.

The situation is more difficult where the mistake has resulted in one party standing to receive a benefit which they would like to keep (or allows them to avoid some liability). In that case, one party may refuse to correct the contract, and may even claim that there is no mistake and the contract is correctly drafted. In some cases, the Contract and Commercial Law Act 2017 provides powers to the courts to correct contractual mistakes.

Assuming there is a disagreement over varying the contract, the first question is, is this the type of mistake that the courts will remedy? Mistakes can be in fact or in law and can relate to the same mistake or different mistakes by the parties. The court will also be concerned about whether the mistake resulted in an

“unequal exchange of values”.

If the problem is you simply didn't know about something that you now seek to change (ignorance of fact) you cannot allege “mistake” – you cannot be mistaken about something you are ignorant about.

Mistakes of Law

A mistake of law includes a mistake in the legal interpretation of a document used to enter into a contract, but not the actual clauses of the contract itself.

It is not a mistake in law if a party is aware of something in law before that party enters into the contract, that they later claim to be a mistake in the contract. That party will be deemed to have considered that clause and can no longer claim it was an error.

Mistakes of Fact

A mistake of fact refers to an incorrect belief about the facts surrounding a contract, that could have been set right through empirical evidence when that contract was made. Consequently, it is considerably more challenging to prove a mistake of fact where the invalid belief is tainted by opinion or prediction.

True mistakes of fact can be remedied by the Court.

Conclusion

Careful assessment is needed to determine whether the mistake is one in law or fact such that it can be fixed by the court.

Once a judge has determined there is a mistake in the contract, they have wide powers to fix the problem. They can cancel or vary the contract, require that compensation be paid, or direct property be assigned or delivered to someone who is not in possession of that property.

If a contract contains a mistake Smith and Partners can assist and attempt to negotiate a new contract. If this is not possible, we can advise you about your legal position and represent you in making a claim to the court.

Want to know more?

If you have a specific issue with a contract you should contact Smith and Partners dispute resolution expert, Nathan Tetzlaff by email nathan.tetzlaff@smithpartners.co.nz or call 09 836 0939.



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Paul Jarvie
EMA Manager of Employment
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Long Covid's legacy of uncertainty

The Covid-19 lockdowns of 2020/21 may be fading into memory, but for long-Covid sufferers, the difficulties of that unusual period in our recent history carry on to today.

New Zealand was first hit by Covid-19 on February 28, 2020, and by March 25, we were in full lockdown, implementing some of the strictest measures in the world to contain the virus. Borders closed, businesses shut, and only essential workers were allowed to

leave their homes. Over time, vaccinations helped mitigate the spread, but Covid did not disappear – it mutated, persisted, and for some, left lasting health challenges.

Most people recovered from Covid-19 within weeks, experiencing symptoms such as fever, cough, and temporary loss of taste or smell. But for an estimated 10-15% of those infected, the effects linger.

Long Covid, as it has come to be known, brings with it a host of debilitating symptoms, including brain fog, chronic fatigue, joint pain, and respiratory issues. In New Zealand, the percentages of those potentially affected translates to between 207,000 and 405,000 people.

For businesses, this creates a complex challenge. The workforce is already under strain, and managing employees who are on long-term leave due to long Covid presents difficulties in productivity, team cohesion, and operational planning.

Unlike a typical illness where recovery follows a predictable trajectory, long Covid recovery remains uncertain.

Symptoms fluctuate; employees may seem fit one day and struggle the next. This inconsistency complicates business planning, as employers must juggle staffing levels while maintaining fairness to all employees.

From an employer's perspective, the legal framework in New Zealand provides clear guidelines.

The Human Rights Act 1993 prohibits discrimination based on medical conditions, meaning an employee suffering from long Covid cannot be unfairly dismissed, demoted, or treated differently due to their illness. This does not negate the strain businesses feel, however, when a key team member is absent for months.

Unlike a broken leg, which has a defined timeline for healing, long Covid's uncertain recovery period leaves employers in limbo, struggling to balance compassion with the practical needs of running a business.

Employers must approach this situation with a proactive strategy. Maintaining open communication is key; checking in with employees about their health, medical updates, and

possible return-to-work plans allows businesses to anticipate staffing needs.

Employers should also encourage affected employees to explore flexible working arrangements. Adjusting work hours, enabling remote work, or modifying duties can allow employees to contribute within their capacity rather than being completely sidelined.

Another important factor is managing leave entitlements.

The sick leave allowance in New Zealand is 10 days per year, which is insufficient for a long Covid sufferer. Once sick leave and annual leave are exhausted, employees may request unpaid leave or changes to their working conditions.

This is where businesses must assess their options carefully. Dismissing a staff member due to long Covid should be a last resort, employed only after extensive discussions, medical evaluations, and legal guidance.

The idea of 'frustration of contract' – where an employment agreement is ended due to an inability to perform duties – is problematic in the case of long Covid, as many people eventually recover and can return to work.

Businesses must also consider the cost of replacing staff. Losing experienced workers means losing valuable institutional knowledge. Training new employees is expensive, time-consuming, and often causes more disruption than finding ways to support existing staff through their recovery.

Employers should view supporting their staff through long Covid as an investment. By helping staff gradually reintegrate into the workplace, they retain skills and loyalty while fostering a supportive work culture.

There are steps businesses can take to mitigate the challenges presented by long Covid. Support to speed up recovery can include encouraging employees to prioritise their health, offering wellness initiatives, and promoting access to occupational therapy, physiotherapy, and mental health support. Simple accommodations like allowing rest breaks, reducing strenuous tasks, or providing hybrid work options can make a significant difference in an employee's ability to function.

Employers should also be mindful of team morale. When one employee is on extended leave, others may feel the pressure of an increased workload. Open discussions with teams about workload distribution and temporary staffing solutions can ease frustrations and ensure fairness.

Long Covid is not just an individual health issue; it is a business challenge that requires careful handling.

Employers who adapt and show flexibility will retain skilled workers, maintain productivity, and foster a work culture that values people over short-term profit. While long Covid presents hurdles, businesses that take a long-term view and support their employees will ultimately benefit from a more engaged and resilient workforce.

If you'd like more information on how to manage long Covid in your business, contact the EMA's employment relations team at ema.co.nz/services/employment-relations or call 0800 300 362.

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