



BRIEFING

Tourism Recovery Package Update – 25 August 2020

Date:	25 August 2020	Priority:	High
Security classification:	In Confidence	Tracking number:	2021-0650

Action sought		
	Action sought	Deadline
Tourism Recovery Ministers Group Hon Kelvin Davis Minister of Tourism Hon Grant Robertson Minister of Finance Hon Nanaia Mahuta Minister for Māori Development Hon Eugenie Sage Minister of Conservation Fletcher Tabuteau Under Secretary Regional Economic Development	Note the contents of this briefing	25 August 2020

Contact for telephone discussion (if required)				
Name	Position	Telephone		1st contact
Danielle McKenzie	Acting Manager, Tourism Policy	04 896 5113	s 9(2)(a)	✓
s 9(2)(a)	Policy Advisor, Tourism Policy	s 9(2)(a)		-

The following departments/agencies have been consulted
Tourism New Zealand, Department of Conservation, and New Zealand Māori Tourism.

Minister's office to complete:

- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments



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Purpose

To provide an update on the Tourism Recovery Package as of Tuesday 25 August 2020.

Recommended Action

The Ministry of Business, Innovation and Employment recommends that you:

- a. **Note** the update provided on the Tourism Recovery Package implementation

Noted

Danielle McKenzie
Acting Manager, Tourism
Labour Science and Enterprise, MBIE
25 / 8 / 2020

Hon Kelvin Davis
Minister of Tourism
..... / /

Hon Eugenie Sage
Minister of Conservation
..... / /

Hon Grant Robertson
Minister of Finance
..... / /

Fletcher Tabuteau
**Under Secretary Regional Economic
Development**
..... / /

Hon Nanaia Mahuta
Minister for Māori Development
..... / /

Strategic Tourism Assets Protection Programme (STAPP)

Successful STAPP businesses awarded funding

1. All 109 successful STAPP businesses have received their offers of funding, including Milford Sound Tourism. Contract negotiations are at varied stages, and a total of \$562,500 has been paid to date. See **Annex One** for the funding process status for each business, as of 25 August 2020.
2. Two businesses have opted out of the grant component of funding as of 25 August 2020. One business that initially declined the grant component of funding has now requested to access the grant due to the changing COVID-19 Alert Levels. MBIE has agreed to this business accessing the grant. All businesses are open to discussing the loan component.

Successful STAPP Māori tourism businesses awarded funding

3. All 18 Māori tourism businesses identified by New Zealand Māori Tourism (NZMT) have received their offer of funding. These contract negotiations are at varied stages, and \$105,000 has been paid to date. See **Annex Two** for the funding process status for each of these businesses, as of 25 August 2020.
4. Minister Mahuta met with officials from MBIE and Te Puni Kokiri, and representatives from NZMT on 19 August 2020. This meeting was suggested during the Tourism Recovery Ministers (TRMs) meeting on 5 August 2020.
5. Officials and Minister Mahuta discussed the administration of grants and loans for the Māori tourism STAPP businesses, and noted the approach that NZMT and MBIE had outlined in a joint briefing to TRMs [briefing 2021-0522 refers]. The purpose of the briefing was to confirm the relationship between NZMT, MBIE, and STAPP Māori tourism business recipients. It was decided that NZMT would be the lead agency responsible for engaging, monitoring, and reporting on the 18 Māori tourism businesses, while MBIE would administer all STAPP grants (including grants for the 18 Māori tourism businesses).
6. The terms and conditions of loans administered through STAPP were also discussed, including NZMT's preference for more favourable loan conditions. Suggested terms and conditions for loans administered through STAPP were put forward to TRMs on 14 August 2020 [briefing 2021-0526 refers]. TRM has agreed to the terms and conditions and officials are finalising the details to operating the scheme.

Regional Tourism Organisations (RTOs)

7. All 31 RTOs have received their offers of funding and draft contracts. No funding has been paid to date. See **Annex Three** for the funding process status for each RTO, as of 24 August 2020.
8. Each RTO will be allocated a relationship manager from MBIE. Relationship managers will support RTOs with government funding requirements and destination management in the regions.

Inbound Tour Operators (ITOs)

9. A briefing [briefing 2021-0516 refers] was provided to TRMs on 12 August 2020 with a list of 27 Inbound Tourism Operators (ITOs) recommended by Tourism New Zealand (TNZ) to receive loan offers has now been signed by TRM.

10. Officials are working with Minister Davis's office to confirm a date for you to make a release about the ITO loan recipients. This is tentatively set for Thursday 27 August 2020. MBIE will contact ITOs with loan offers, noting that these will still be subject to due diligence checks.
11. On 26 August 2020, Minister Davis is meeting with representatives from the Tourism Export Council of New Zealand (TECNZ), a trade association that represents the interests of the New Zealand inbound tourism industry. TECNZ has been vocal in encouraging the Government to reconsider grants as the funding delivery mechanism for ITOs. This meeting is an opportunity for Minister Davis to discuss the situation with ITOs, acknowledge the role that ITOs play within the sector, and provide an update on the progress with providing support for the ITO sector.

Tourism Transitions Programme

Support provided through the Qualmark network

12. 853 tourism operators have accessed the Tourism Advisory Support Service through Qualmark. The region with the highest support through Qualmark is the Auckland region, with 19 percent of these 853 tourism operators being located within the Auckland region.

Support provided through the Regional Business Partners Network (RBPN)

13. The RBPN has received \$10 million to support small-medium tourism businesses impacted by COVID-19 to get expert advice. The RBPN has provided eligible businesses with full-funded vouchers to purchase business advisory support. The value of the vouchers are up to a maximum of \$5,000 per business, average spend has been around \$2,500 thus far.
14. As of 12 July 2020, the Tourism Transitions Programme has enabled 129 companies to be supported through the RBPN. The total value of vouchers distributed so far amounts to \$383,596.

Support provided through New Zealand Māori Tourism (NZMT)

15. NZMT was allocated \$2 million from the Tourism Transitions Programme to provide support and advice for Māori tourism businesses to shift towards the domestic and Australian markets. The funding has been earmarked to deliver Tāpoi - a service which is intended to support Māori tourism businesses to transition to a 'new normal'.
16. As of 24 August 2020, 132 Māori tourism businesses have been supported through NZMT. The funding is being utilised as an extension of the COVID-19 Māori Business Response. The Tāpoi service has been supporting Māori tourism businesses through:
 - marketing,
 - specialist tourism advice,
 - health and safety audits,
 - mentoring,
 - back office support,
 - regional and cluster marketing initiatives,
 - bespoke support for regional COVID-19 Alert Level changes, and
 - digital solutions.

Digital Capability

17. This \$10 million fund will help tourism businesses adapt to our current reality by helping them develop digital strategies, access digital tools and benefit from the existing digital enablement initiatives.

Digital Enablement Service (Qualmark)

18. \$5 million of the digital capability fund will go to Qualmark to fund a Digital Enablement Service. Qualmark is currently in the process of selecting providers for what they are labelling a Digital Enablement Service. The Digital Enablement Service, is being treated as a follow up to the Tourism Advisory Support Service (Qualmark support under the Tourism Transitions Programme) which suggested a strong need to increase digital update within the tourism industry. The Service will launch in early September 2020.

Digital Enablement Package (Small Business portfolio)

19. The remaining \$5 million is going to contribute to the Digital Enablement Package which is being rolled out through the Small Business portfolio. Minister Nash's office is currently liaising with the office of the Minister of Tourism about a press release which will enable further details about the Package to be announced, including how the tourism sector will benefit.

Regional Events Fund

20. A separate paper regarding the Regional Events Fund was provided to the Tourism Recovery Ministers Group on 19 August 2020 [briefing 2021 – 0491 refers].

Additional funding for New Zealand Māori Tourism

21. \$10 million was allocated to New Zealand Māori Tourism to work with the Māori tourism sector. As of 21 August 2020, the fund delivery through New Zealand Māori Tourism (NZMT) is making good progress. This progress includes:

- completion of regional plans with iwis and businesses, including discussions with an iwi regarding commercial issues and opportunities,
- education packages developed for s 9(2)(ba)(i) businesses, with more regional packages in development,
- facilitating the s 9(2)(ba)(i) Food Tourism Package, and a new tourism experience with s 9(2)(ba)(i)
- developing a tourism capability strategy, and a cultural wealth framework,
- updating the Māori Tourism Benchmark Study, as well as having completed a Māori Tourism survey in partnership with Treasury, and
- working through an investment portfolio for Māori tourism businesses who are looking to sell.

22. An additional \$1 million from this allocation has been tagged for the Tāpoi service (as discussed in paragraphs 16 and 17), if required.

Department of Conservation (DOC) Concession Fee Waiver

23. DOC is nearing completion of processing credit notes and refunds to concessionaires that have already been invoiced for fees for the period after 1 March 2020. This has resulted in approximately 1,100 credit notes being generated, of which approximately 40 percent will subsequently become refunds.
24. DOC is maintaining communications and engagement with concessionaires and Tourism Industry Aotearoa. Concessionaires are being reminded that while fees have been waived, data on their activities is still required to be provided. The concession fee relief has been well received by tourism concessionaires.

New Zealand Futures Tourism Taskforce

25. The New Zealand Tourism Futures Taskforce (the Taskforce) held their second workshop via Zoom on Thursday 20 August 2020.
26. The Taskforce discussed:
 - a framework for the vision for the future of the tourism system in New Zealand, which takes in to account previous work completed across the tourism system,
 - their stakeholder engagement process and information synthesis to understand the tourism system now and prior to the outbreak of COVID-19, and
 - the draft outline for their report to the Government, including setting up a process map for the decision-making and actions required before it is due in December 2020.

Submissions Process

27. The Taskforce has agreed to run a submission process to seek feedback from tourism stakeholders and the general public on the future of tourism.
28. The Taskforce Secretariat is currently working with the Taskforce to coordinate and facilitate the submission process. We are working with the Minister of Tourism's office to confirm an appropriate time for the submission process to go live. The process will be open for three weeks from the live date.

Taskforce Advisory Group

29. The Taskforce's Advisory Group workshop is tentatively scheduled for Friday 4 September 2020. We will provide a further update when this workshop has been confirmed.

Taskforce Membership

30. Due to a conflict of interest, Nick Judd has made the decision to step down from his responsibilities as a member of the Taskforce. The Taskforce Secretariat is working with Minister Davis's office to fill this vacancy.

Annexes

Annex One: STAPP Businesses Funding Status (24 August 2020)

Annex Two: STAPP Māori Businesses Funding Status (24 August 2020)

Annex Three: STAPP Regional Tourism Organisations Funding Status (24 August 2020)

Annex One: STAPP Businesses Funding Status (25 August 2020)

Business Trading Name	Offer Received?	Contract Status	Funding Paid
Abel Tasman Sea Shuttles	Yes	Sent to recipient	\$0.00
Abel Tasman Soul Ltd (Abel Tasman Kayaks)	Yes	Sent to recipient	\$0.00
Air Milford	Yes	Sent to recipient	\$0.00
Air Safaris	Yes	Sent to recipient	\$0.00
Alpine Guides Aoraki	Yes	Sent to recipient	\$0.00
Alpine Helicopters/Minaret Station/Southern Lakes Heliski	Yes	Sent to recipient	\$0.00
Art Deco Trust	Yes	Sent to recipient	\$0.00
Auckland Art Gallery Toi o Tāmaki	Yes	Sent to recipient	\$0.00
Auckland Seaplane	Yes	Sent to recipient	\$0.00
Auckland Zoo Te Whare Kararehe o Tāmaki Makaurau	Yes	Sent to recipient	\$0.00
Backcountry Helicopters	Yes	Active	\$237,500
Black Cat Cruises	Yes	Sent to Recipient	\$0.00
Buried Village of Te Wairoa	Yes	With Legal	\$0.00
Cardrona and Treble Cone	Yes	Being Drafted	\$0.00
Caveworld	Yes	With Legal	\$0.00
Christchurch Adventure Park	Yes	With Legal	\$0.00
Christchurch Tram and Punting on the Avon	Yes	With Legal	\$0.00
Dive! Tutukaka	Yes	Sent to Recipient	\$0.00
Dolphin and Albatross Encounter	Yes	With Legal	\$0.00
Doubtful Sound	Yes	Being Drafted	\$0.00
Driving Creek	Yes	With Legal	\$0.00
Explore	Yes	With Legal	\$0.00
Fiordland Expeditions Limited	Yes	With Legal	\$0.00
Forgotten World Adventures	Yes	With Legal	\$0.00
Fox Glacier Guiding	Yes	With Legal	\$0.00
Fullers Great Sights	Yes	With Legal	\$0.00
Glenbrook Vintage Railway	Yes	With Legal	\$0.00
Glenorchy Air	Yes	With Legal	\$0.00
Heliservices NZ	Yes	With Legal	\$0.00
Highlands Motorsport Park	Yes	With Legal	\$0.00
Howick Historical Village	Yes	Sent to Recipient	\$0.00
Huka Prawn Park	Yes	With Legal	\$0.00
INFLITE	Yes	With Legal	\$0.00
International Antarctic Centre	Yes	Being Drafted	\$0.00
JUCY Cruise	Yes	Sent to Recipient	\$0.00
Kaikōura Kayaks	Yes	With Legal	\$0.00
Kaiteriteri Kayaks	Yes	Sent to Recipient	\$0.00
Kiwi Cave Rafting	Yes	Reviewed by Legal	\$0.00
Kiwi Journeys	Yes	Sent to Recipient	\$0.00
Kiwi North	Yes	With Legal	\$0.00
KJet	Yes	Sent to Recipient	\$0.00
Lake Taupō Cruises	Yes	Sent to Recipient	\$0.00
Lakeland Queen	Yes	Sent to Recipient	\$0.00
Larnach Castle Limited	Yes	With Legal	\$0.00
Maniototo Curling International Inc.	Yes	With Legal	\$0.00
Marahau Sea Kayaks Ltd	Yes	Sent to Recipient	\$0.00
Marahau Water Taxis Ltd	Yes	Sent to Recipient	\$0.00
Milford Sound Tourism	Yes	With Legal	\$0.00
Monarch Wildlife Cruises and Tours	Yes	Sent to Recipient	\$0.00
National Aquarium of New Zealand	Yes	Being Drafted	\$0.00
National Kiwi Hatchery	Yes	Sent to Recipient	\$0.00
Natures Wonders	Yes	Sent to Recipient	\$0.00
New Zealand Maritime Museum Hui Te Ananui A Tangaroa	Yes	Sent to Recipient	\$0.00
NZ Ski	Yes	Opted out of Grant	\$0.00
Oamaru Penguin Colony	Yes	Sent to Recipient	\$0.00
Omaka Aviation Heritage Centre	Yes	Sent to Recipient	\$0.00
Orakei Korako Cave & Thermal Park	Yes	Sent to Recipient	\$0.00
Orana Wildlife Park	Yes	Sent to Recipient	\$0.00
Otago Museum	Yes	Sent to Recipient	\$0.00
Ōtorohanga Kiwi House	Yes	With Legal	\$0.00

Outback New Zealand (Nomad Safaris / Info & Track / Info & Snow)	Yes	Sent to Recipient	\$0.00
Over the Top	Yes	With Legal	\$0.00
Penguin Place Limited	Yes	Sent to Recipient	\$0.00
Polynesian Spa	Yes	Sent to Recipient	\$0.00
Pūkaha National Wildlife Centre	Yes	With Legal	\$0.00
Puzzling World	Yes	Sent to Recipient	\$0.00
Rainbows End Theme Park	Yes	With Legal	\$0.00
Rakiura Stewart Island	Yes	With Legal	\$0.00
River Valley	Yes	With Legal	\$0.00
Rotorua Canopy Tours	Yes	With Legal	\$0.00
Rover Tours Group Limited	Yes	Sent to Recipient	\$0.00
Royal Albatross Centre	Yes	Sent to Recipient	\$0.00
Salt Air	Yes	Sent to Recipient	\$0.00
Sand Safaris & Dune Riders	Yes	Sent to Recipient	\$0.00
SEA LIFE Kelly Tarlton's	Yes	Sent to Recipient	\$0.00
Shantytown Heritage Park	Yes	Sent to Recipient	\$0.00
Skydive Queenstown Ltd	Yes	With Legal	\$0.00
Skyline Queenstown	Yes	Sent to Recipient	\$0.00
Skyline Rotorua	Yes	Sent to Recipient	\$0.00
South Pacific Helicopters / Wings over Whales	Yes	With Legal	\$0.00
Southern Alps Air Limited	Yes	With Legal	\$0.00
Southern Discoveries	Yes	With Legal	\$0.00
Spellbound Glowworm and Cave Tour	Yes	With Legal	\$0.00
Taupō DeBretts Spa Resort	Yes	With Legal	\$0.00
Te Anau Glowworm Caves	Yes	With Legal	\$0.00
Te Anau Helicopter Services	Yes	With Legal	\$0.00
Te Puia	Yes	With Legal	\$0.00
Tekapo Springs Limited	Yes	With Legal	\$0.00
The Arts Centre Te Matatiki Toi Ora	Yes	With Legal	\$0.00
The Duke of Marlborough Hotel	Yes	Sent to Recipient	\$0.00
The Hermitage Hotel and Glacier Explorers	Yes	Sent to Recipient	\$0.00
The Kauri Museum	Yes	With Legal	\$0.00
Totally Tourism	Yes	With Legal	\$0.00
Transport World	Yes	With Legal	\$0.00
True South Flights	Yes	With Legal	\$0.00
TSS Earnslaw and Walter Peak	Yes	With Legal	\$0.00
Ultimate Hikes - Milford Track, Routeburn Track, Greenstone Track Guided Walks	Yes	Opted out of Grant	\$0.00
Velocity Valley	Yes	With Legal	\$0.00
Volcanic Air	Yes	With Legal	\$0.00
Waitomo Adventures	Yes	Being Drafted	\$0.00
Wellington Zoo	Yes	Active	\$0.00
West Coast Wildlife Centre	Yes	Active	\$250,000
West Coast Treetop Walk and Café	Yes	Being Drafted	\$0.00
Wilkin River Jets	Yes	Sent to Recipient	\$0.00
Wilson's Abel Tasman National Park Ltd	Yes	Sent to Recipient	\$0.00
Zealandia	Yes	Active	\$0.00
Ziptrek Ecotours	Yes	Sent to Recipient	\$0.00
Zorb Rotorua	Yes	Active	\$75,000
Total:			\$562,500

Annex Two: STAPP Māori Businesses Funding Status (25 August 2020)

Business Trading Name	Offer Received?	Contract Status	Funding Paid
Waiotapu Thermal Wonderland	Yes	Being Drafted	\$0.00
Kāpiti Island Nature Tours	Yes	Sent to Recipient	\$0.00
Footprints Waipoua	Yes	Sent to Recipient	\$0.00
Tāmaki Māori Village	Yes	With Legal	\$0.00
Dark Sky Project	Yes	With Legal	\$0.00
Mitai Māori Village	Yes	Sent to Recipient	\$0.00
Franz Josef Glacier Guides and Glacier Hot Pools	Yes	Sent to Recipient	\$0.00
Dart River Safaris	Yes	Sent to Recipient	\$0.00
Wanaka River Journeys	Yes	Sent to Recipient	\$0.00
Waimārama Māori Tours	Yes	Being Drafted	\$0.00
Kohutapu Lodge and Tribal Tours Limited	Yes	Reviewed by Legal	\$0.00
Waimangu Volcanic Valley	Yes	Being Drafted	\$0.00
MDA Experiences	Yes	Sent to Recipient	\$0.00
Whakarewarewa - The Living Māori Village	Yes	Active	\$0.00
Ngāti Awa Tourism Limited & Te Mānuka Tūtahi Marae	Yes	With Legal	\$0.00
Waewae Pounamu	Yes	Being Drafted	\$0.00
Te Hana Te Ao Marama	Yes	Active	\$105,000
Ko Tāne	Yes	Sent to Recipient	\$0.00
Total:			\$105,000

Annex Three: STAPP Regional Tourism Organisations Funding Status (24 August 2020)

Business Trading Name	Offer Received?	Contract Status	Funding Paid
Northland Inc. Limited	Yes	Sent to recipient	\$0.00
Auckland Tourism Events and Economic Development	Yes	Sent to recipient	\$0.00
Destination Coromandel Trust	Yes	Sent to recipient	\$0.00
Hamilton & Waikato Tourism	Yes	Waiting for Ministry to sign	\$0.00
Trust Tairāwhiti Ltd	Yes	Sent to recipient	\$0.00
Western Bay of Plenty Tourism and Visitors Trust (Operating as: Tāpoi Te Moananui ā Toi Tourism Bay of Plenty)	Yes	Signed by both parties Invoice being processed	\$0.00
Hawke's Bay Tourism	Yes	Sent to recipient	\$0.00
Visit Ruapehu	Yes	Invoice being processed	\$0.00
Destination Lake Taupō Trust (Destination Great Lake Taupō - DGLT)	Yes	Sent to recipient	\$0.00
Rotorua Economic Development Limited	Yes	Awaiting invoice	\$0.00
Venture Taranaki Trust	Yes	Awaiting invoice	\$0.00
Whanganui and Partners Ltd	Yes	Sent to recipient	\$0.00
Central Economic Development Agency Ltd	Yes	Sent to recipient	\$0.00
Destination Wairarapa	Yes	Sent to recipient	\$0.00
Wellington Regional Economic Development Agency Ltd	Yes	Sent to recipient	\$0.00
Nelson Regional Development Agency	Yes	Invoice being processed	\$0.00
Destination Marlborough	Yes	Awaiting invoice	\$0.00
Development West Coast	Yes	Sent to recipient	\$0.00
Destination Kaikōura	Yes	Invoice being processed	\$0.00
Hurunui Tourism	Yes	Awaiting invoice	\$0.00
ChristchurchNZ Ltd	Yes	Sent to recipient	\$0.00
ChristchurchNZ Ltd (on behalf of Mackenzie District Council)	Yes	Sent to recipient	\$0.00
Venture Timaru Ltd	Yes	Sent to recipient	\$0.00
Tourism Waitaki Limited	Yes	Sent to recipient	\$0.00
Dunedin City Council	Yes	Sent to recipient	\$0.00
Lake Wanaka Tourism Inc	Yes	Invoice being processed	\$0.00
Central Otago District Council	Yes	Sent to recipient	\$0.00
Destination Queenstown Incorporated	Yes	Awaiting invoice	\$0.00
Destination Fiordland Incorporated	Yes	Sent to recipient	\$0.00
Clutha Development Incorporated	Yes	Invoice being processed	\$0.00
Great South	Yes	Sent to recipient	\$0.00
Total:			\$0.00