**Getting Things up and Running Post COVID-19**

**Tutorial notes from the Venture Melton Webinar 2 July 2020.**

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1. **Key operational tasks post-COVID to reopen or scale-up**

* Contacting your **bank** (e.g. to reactivate merchant terminals)
* Reactivating **subscriptions and licences** (e.g. online booking systems, music licences etc.)
* Updating your **website** (e.g. with expected reopening details)
* Reaching out to your **employees** (e.g. organise a staff meeting to discuss reopening/scaling up procedures)
* Contacting your **suppliers** (e.g. to check their production lead times and their impact on deliveries)
* Checking your **premise** is ready to open (e.g. checking the heating, water, electricity are connected)
* Contact your **industry association** (e.g. for industry specific advice about reopening and recommended actions for dealing with restrictions)
* Researching and registering for all the relevant **support/stimulus/relief packages** available. Check what assistance the State Government, your bank and other organisations that provide a service for your business offer
* Checking your **insurance, including workers compensation,** to make sure it covers you if you change your business model or workers’ duties
* Identifying your **critical resources and staff** (e.g. ensure business continuity if staff get sick)
* Checking your **legal obligations to your staff** under your new arrangements (e.g. Fair Work Act, award or enterprise agreement requirements) and **contacting the Fair Work Ombudsman** for advice if unsure
* Making sure your **Terms and Conditions** and other documents reflect your new arrangements – you might need to get legal advice.

1. **Adapting Your Business (if necessary)**

The way your business operates, the products you sell and services you deliver, may need to change because of COVID‑19. This transition will be challenging for many businesses.

Developing an Options Template will assist you to map out and implement options you are considering.

As a starting point for exploring possibilities for your business, start thinking about the following questions.

1. Do physical and social distancing requirements **change the way your business engages** with customers?
2. Are you able to **change the physical setup/delivery of your service** so it is safe for everyone?
3. What **elements of your business model are difficult to maintain** in this new environment?
4. How can you **minimise these** **difficult to maintain elements** (for instance, by moving online)?
5. Can your business **temporarily change or expand** the range of goods and services it offers?
6. Are there **opportunities to expand or change an element of your business** to respond to an opportunity in the current environment?

**Key Considerations:**

* What makes your business product and services and your industry unique?
* What are the additional steps you need to take to keep everyone safe? and
* How will you communicate these steps with your customers, staff and suppliers?

**3. How to access a Small Business Mentor for Free.**

For a limited time, all Venture Melton Business Network Members businesses within the City of Melton can access the competitive advantage of a one-on-one business advisor for FREE!

Venture Melton will 100% subsidise your confidential consultations with an independent business expert from the [Small Business Mentoring Service](https://www.sbms.org.au/) (SBMS).

Expert one-on-one business advice is now available at ZERO cost.

**To Book:**

1. Login to the [Venture Melton Business Network website](https://vmbusinessnetwork.com/mentors) and enter your Membership Password
2. Go to the section on Mentors and enter the free mentor voucher code into the online form.
3. You will be contacted by the SBMS who will allocate a suitable business advisor based on your business needs.

For assistance, simply Contact Peter Forbes on 9747 5499 or email [peterfo@melton.vic.gov.au](mailto:peterfo@melton.vic.gov.au)