

COVID-19 Forum – TAG Commercial Development 11.00, 22/04/20

Clint Wooler **(CW)** – UQ Union

Nic Davis **(ND)** – UQ Union

Stacey Kirkpatrick **(SK)** – ActivateUTS

Haley Sewell **(HS)** – ActivateUTS

Jo Schagen **(JS)** – ActivateUTS

Nero Kulatunga **(NK)** – Macquarie University
Student Life

Robert Patterson **(RP)** – Griffith University Gold
Coast Student Guild

Grant Hall **(GrH)** - UCX

Gail Hadfield **(GaH)** – Charles Sturt University

General

ND Looking at how to best use social media to keep students engaged with the venues in preparation for when they return to campus.

Consideration needs to be given to the absence of international students if borders remain closed long term.

Also, consideration of reduced spending by students who may have lost their casual employment.

TAG Will there be an initial resistance to gathering in crowded places?

JobKeeper and Staff

RP Eligible for JobKeeper, and three commercial outlets remain open (general store, post office and café). But without students on campus, trade provides negligible.

Bars are likely to be amongst the last to return to full operations.

GrH Eligible for JobKeeper which will allow them to retain key staff, although they may lose some casuals.

Staff utilising leave balances. The university has also provided all staff with two week's COVID-19 leave, which has helped.

SK Staff are utilising leave balances, as well as being redeployed to the outlets remaining open if required.

CW Eligible for JobKeeper, and staff utilising leave balances. Only three staff from their commercial operations are currently working. Aiming to bring 2I-Cs back to work under JobKeeper shortly to prepare for return to trading.

- GaH** Staff have been divided into three teams. All working each day. This means that they are prepared for an immediate return to full operations when necessary.
- Not sure of JobKeeper eligibility, as they are part of the university.
- TAG** Staff being paid through JobKeeper are being used to do odd-jobs and projects but at some point, those projects and odd-jobs are surely going to dry up before September, when JobKeeper ends.

Event and Function Cancellations

- CW** Both functions and cinema have been impacted by cancelled/postponed events. Currently rebooking from September onwards. Cinema bookings looking strong.
- Some functions were refunded, others happy to be rescheduled, although the back end of the year is already quite full. This is exacerbated by the fact that the function rooms are booked for four weeks for exams.
- GrH** Many functions cancelled/postponed events. Fortunately, not too many refunds issued.
- Calendar is tight later the year which makes rescheduling difficult.

Operational

- SK** UTS has closed the AerialUTS Function Centre for the duration, to save money.
- JS** The retail shop remains operational, its provision of course notes being an influencing factor.
- HS** The Terrace Café and the Haberfield Club Kiosk remain operational. The kiosk, being situated on the popular “Bay Run” route is trading at almost three times usual volume. The Terrace Café however, being on the campus where access is restricted to access card holders only is considerably quieter and operating with reduced staff.
- GrH** Refectory is operating on one shift, providing meals for residential students once a week.
- Campus shop and post office still operating.
- School Locker outlet situated in the campus shop is very busy, as all Apple shops in town are closed. With the greater population working from home, technology items are in heavy demand for home offices.
- Hampers for students in need being distributed twice/week.
- Online ordering for ready-made meals available for students and staff. Delivering to student residences.
- CW** No UQ Union outlet is currently trading, as about 90% of their business is centered around the student hub area, where there are currently no students.

- GaH** Online store remains busy, as it supplies uniforms for students.
Reduced opening of outlets on each campus.
Investigating apps for delivery of meals to communities surrounding the campuses.
- NK** Just commencing an online ordering facility for pizza.
- CW** Have provided meals for UQ Life to distributed to students in need.

Tenants

- NK** Three tenant outlets operating on campus but at very limited capacity due to lack of foot traffic.
Anecdotally hears that rent relief has been offered to these tenants, as the university would not want them to disappear from campus completely, and have students return to a depleted service offer.
- CW** A few tenants remain operating on campus, and the University has offered them rent relief. The Union to do likewise for their own tenants.
- RP** A few tenants are still trading and are doing reasonably well due to the hospital on campus.
The university has asked the Guild to offer significant rent relief to their tenants.

Don't forget that there are GST exemptions for registered charities.

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