



COVID-19 FAQs

The BIA takes the health and safety of its members and their employees very seriously and continues to monitor the threat of COVID-19 globally with advice from official and trusted sources, including the World Health Organisation (WHO) and local Governments.

Our key focus is to retain support for our members and to ensure access to all of our services remain accessible during this challenging period to safeguard business continuity.

If you have any urgent queries please contact the BIA on office@bikeoz.com.au. In the meantime the following FAQs may answer your questions. Check back often as this is a fast-moving situation and we will be updating these FAQs as things change.

Also see our regular news updates on the latest information and advice tailored for retail businesses available on the [BIA website](#).

What is the coronavirus?

Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 that can affect your lungs and airways. It had not been previously identified in humans.

What are the symptoms?

According to the Federal Government, the initial symptoms can show in either:

A high temperature - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

A new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

If you have any of these symptoms it is advised that you stay at home and contact your local doctor via phone.

Has the government closed bike shops?

The government has advised Australians to exercise social distancing and identified four key criteria to leave the house;

- shop for food and other necessary goods and services
- access medical services or provide caregiving – for example, this includes shared parenting obligations or providing care and support to an unwell, disabled, elderly or pregnant friend or relative
- attend work or education where you can't do those things from home
- exercise.



At this stage, bicycle shops are still considered essential business and allowed to continue trading.

What should I be doing in my shop?

Evaluate your store and implement social distancing protocol for your store.

Resources to assist can be found in the [BIA website](#)

Ensure all your staff contact numbers and emergency contact numbers are up to date.

Make sure all your managers and employees know what to look out for and what to do if a colleague becomes unwell. Instruct your employees to let you know straightaway if they have coronavirus symptoms. If anyone starts to develop symptoms, they should go home immediately and self-isolate for seven days. (Anyone who lives with them will need to self-isolate for 14 days.)

Provide plenty of tissues, hand sanitisers and soap and water for frequent handwashing.

Can I lay off staff or ask them to work fewer hours?

During the current crisis you may need to close your business temporarily or reduce your employees' contracted hours. Talk to your staff as soon as possible so they understand what is going on.

The current retail award has been amended by the federal government to allow a more responsive approach to staffing in Covid

Can I require my employees to stay away from work as a precautionary measure even if they are not sick or showing any symptoms?

This means that you as the employer have made the decision not to allow the employee to work so they are entitled to full pay UNLESS:

You have the contractual right to lay your employee off without pay in these circumstances (see above).

The employee is instructed to work from home if feasible (not usually relevant for bike shops).

The employee agrees to take annual leave. You can tell your employees when to take annual leave but you must give twice as much notice as the amount of annual leave you want them to take.

Always take legal advice if you are unsure about this.

My employee has rung in with coronavirus symptoms, what should they do?

If they are unwell or displaying symptoms such as a high temperature or continuous cough, they should self-isolate for 14 days. Everyone else in their household should self-isolate for 14 days.



Will my business insurance cover me for losses caused by the coronavirus?

Check with your insurance provider to see if you are covered for business interruption. Unfortunately, many policies exclude pandemics. Even those that include pandemics will only cover damage to buildings. Specific 'supply chain' or 'denial of access' cover may enable you to claim for other losses.

I can't afford to pay my tax bill. What should I do?

If you are having difficulty paying your tax at this time, you may be able to get support via the ATO

How is the Government helping businesses?

Local, state and federal governments have released stimulus packages

For the latest information, look the [BIA website](#)

What else is the BIA doing?

The BIA, is currently lobbying the state and federal Governments to ensure that bicycle businesses remain on the essential services list.

We are also working hard to ensure that bicycle riding remains an allowed activity under state and national medical guidelines.

The BIA is supporting and working with We Ride Australia for investment in short term bike infrastructure along with allocation of infrastructure stimulus funding for permanent infrastructure build