

# C-19 BUSINESS IMPACT SURVEY

(SUMMARY)



**125** *responses*

Long-term financial difficulty defined as past 30 September



Reduced sales **73%**

Short-term financial difficulty **47%**

Long-term financial difficulty **28%**

Have let staff go, and were not expecting to re-hire **14%**

## ACCOMMODATION & FOOD SERVICE (49 OF 125)

92% experienced reduced sales with 63% experiencing short-term financial difficulty and 37% predicting long-term financial difficulty.



27% had staff they had to let go they were not expecting to rehire.

**26%** Businesses had none of their losses covered by government funding.

**33%** Businesses can't restart at present due to current restrictions still in place.

**6%** Indicated they needed more assistance.

## What would help?

- 1. LESS SOCIAL DISTANCING**
- 2. GRANTS AND FINANCE**
- 3. LESS TRAVEL RESTRICTIONS**
- 4. MORE COMMUNITY CONFIDENCE**
- 5. SUPPORT FOR INNOVATION, ENTREPRENEURSHIP AND TRAINING**

## COMMENTS

*"It is hard to make a 90-seat cafe viable when you can only accommodate 20 people and the landlord is not helping with rent."*

*"The control measures employed by the State Government have been excellent."*

*"Opening borders would be a great help and getting rid of the 4 sqm rule."*

*"I had access to the CCA Mentoring Program which was a great help."*

# THE COVID-19 BUSINESS IMPACT SURVEY

Detailed Report



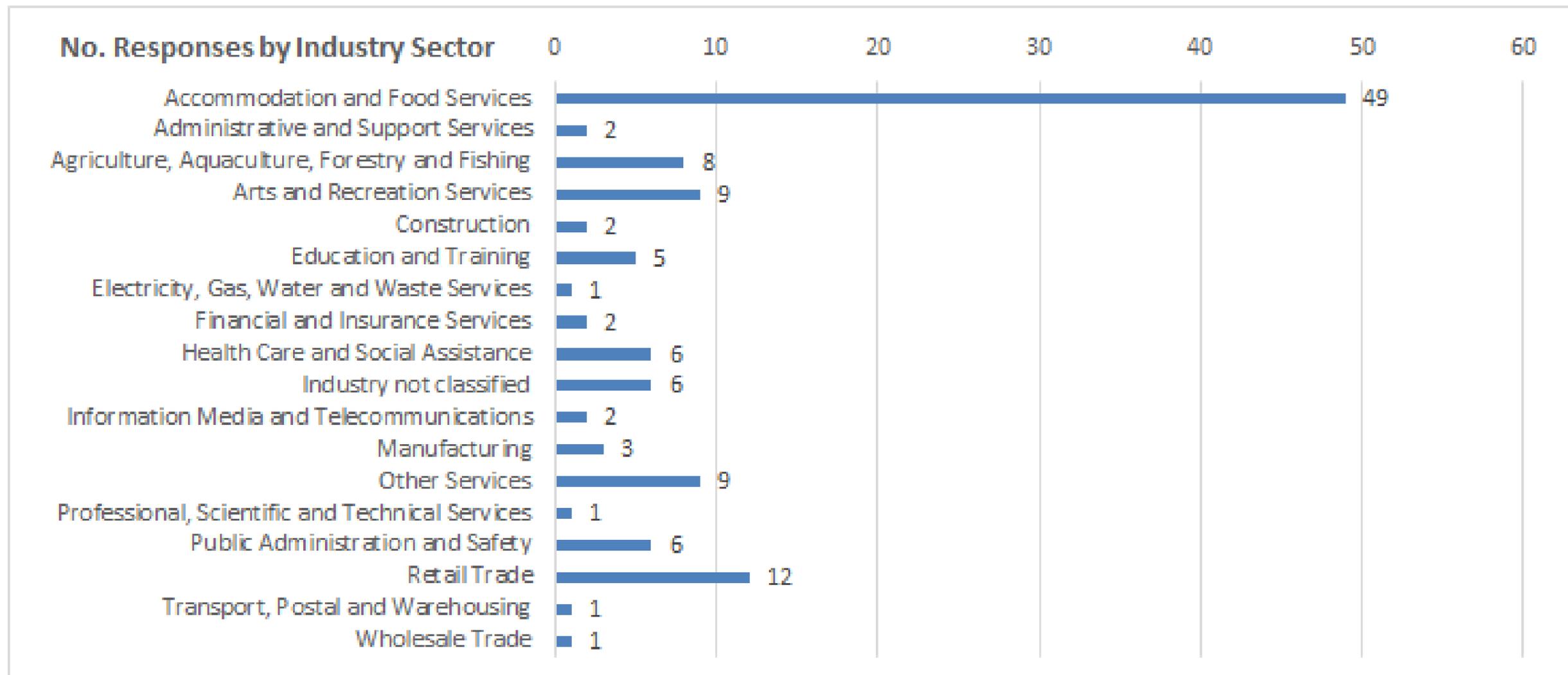


# INTRODUCTION

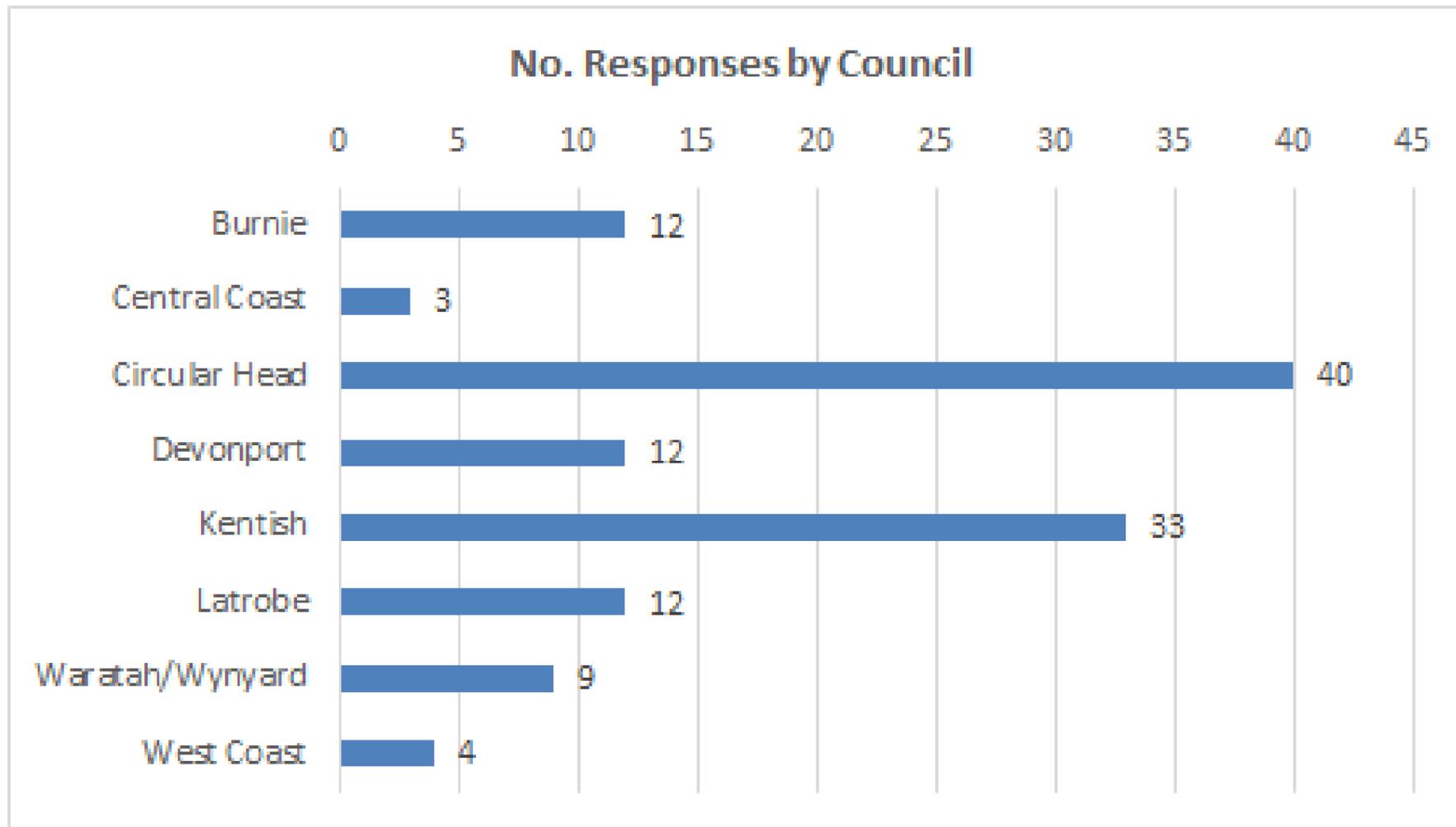
The COVID-19 Business Impact Survey was developed by the Cradle Coast Authority in June 2020 to help inform Cradle Coast Authority's COVID-19 recovery efforts. The results have been made publicly available through this report, and will be shared with decision makers across all three tiers of government and industry.

We wish to thank the 125 businesses who completed the survey, as well as the Chambers of Commerce and many other valued partners who helped promote the survey and who all play an important part in supporting industry in our region.

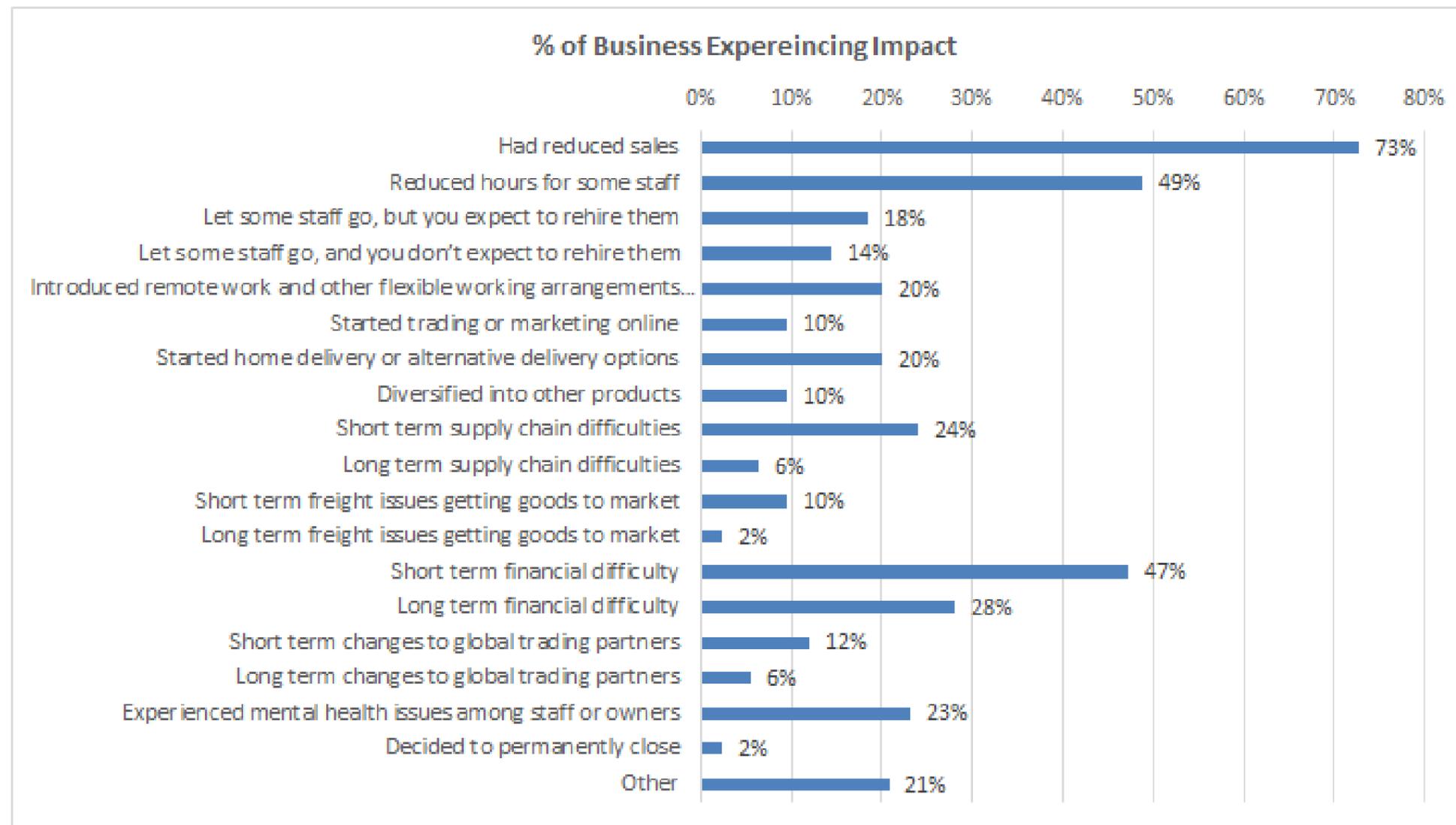
## Question 1: What Industry sector best describes your organisation? (single choice)



## Question 2: Where is your organisation primarily located? (single choice)



### Question 3: What impact has COVID 19 had on your organisation and how do you see it affecting you into the future? (multiple choice)



### **Agriculture, Aquaculture, Forestry and Fishing**

“Increased work due to industry requirements. Have had to employ more staff that do not attract JobKeeper and replace staff that originally had Jobkeeper attached. No Jobkeeper for these employees. Had to let staff go due to not being able to get JobKeeper for them as they were on a 444 Visa.”

### **Accommodation and Food Service**

“We have a family accommodation business and have had to close pretty much overnight with no income until the restrictions were eased last week but are still nowhere near capacity.”

“Business is for sale.”

“Closed since early March. Will re-open mid June. 0 sales during this time. Large booking cancellations. Takeaway was not a viable option. Paying rent on a closed restaurant.”

“We have grown around 15-20%.”

### **Arts and Recreation Services**

“Will most likely close if Interstate borders don't reopen by July 2020.”

### **Transport, Postal and Warehousing**

“We have been extra busy.....with people buying online with carton deliveries, which is a shame for small local businesses here. Also people doing renovations & painting etc. in their homes, so we were transporting more building materials etc. Staff stayed the same with possibly doing extra hours.”

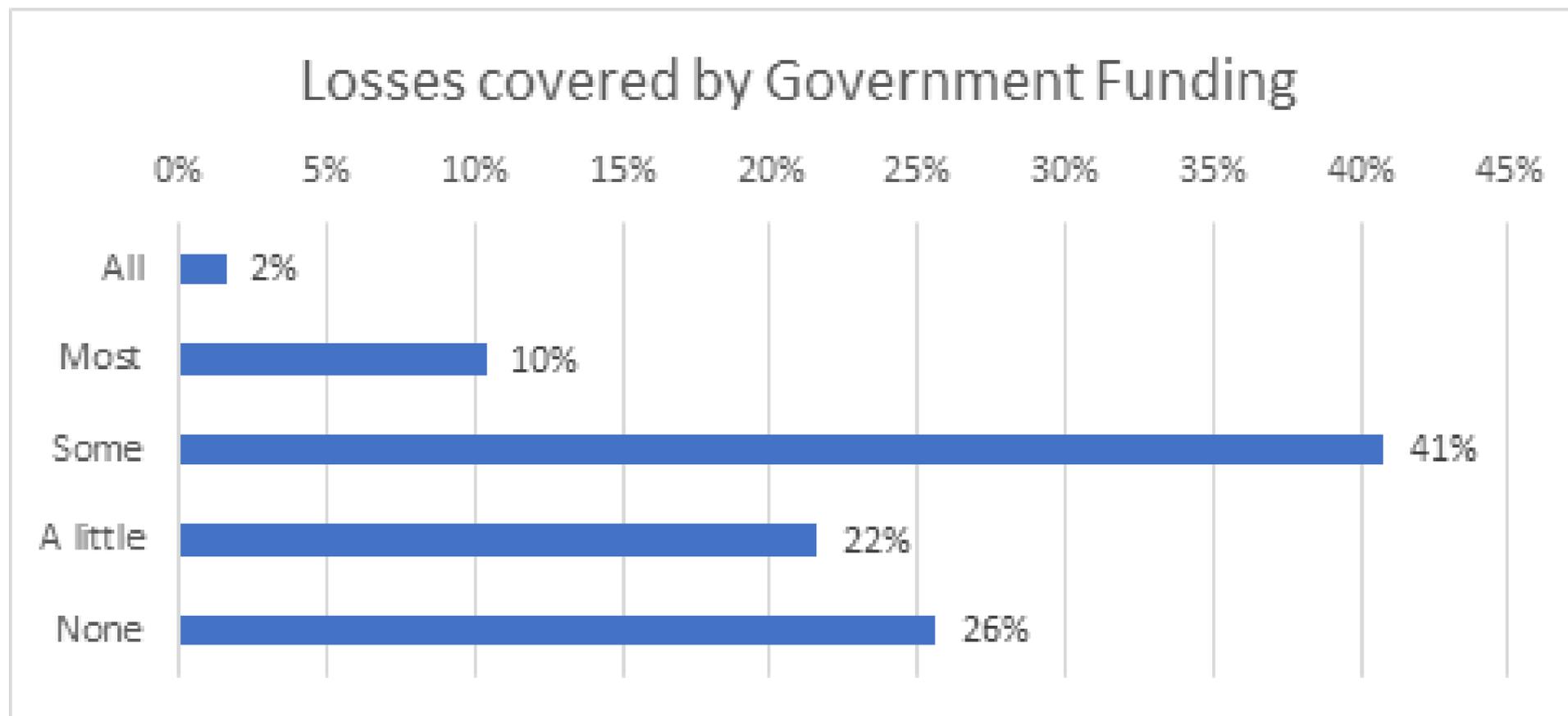
### **Retail Trade**

“Some employees were asked to take leave when the shut down was first put in place, but we were so busy that we asked some to come back to work, as we could not keep up with phone orders and deliveries.”

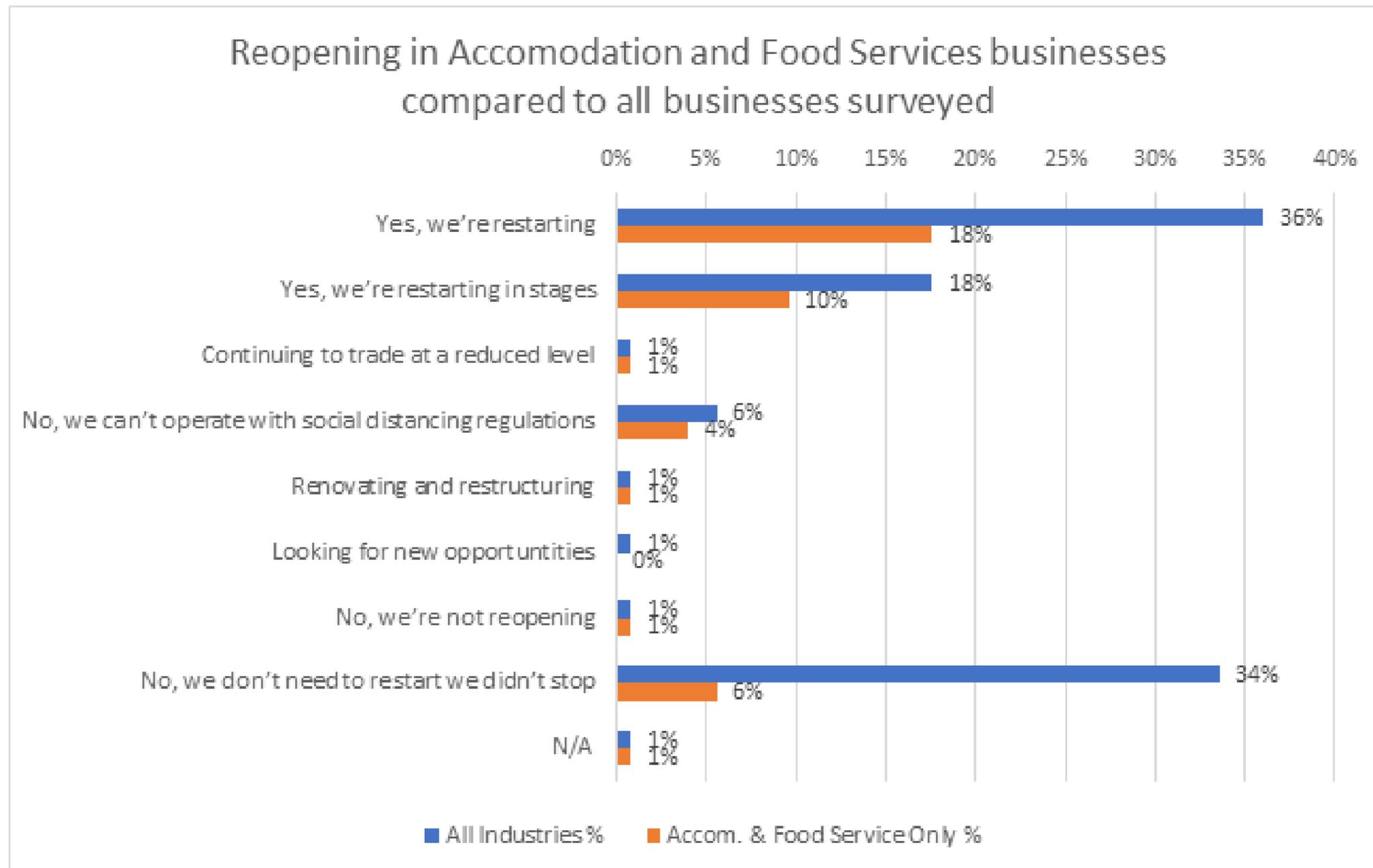
### **Health Care and Social Assistance**

“Increased working hours to cope with reduction in volunteers. Increased delivery of services to isolated community members. Experienced little issue in obtaining supplies. Due to COVID-19 financial support from government experienced no financial difficulties.”

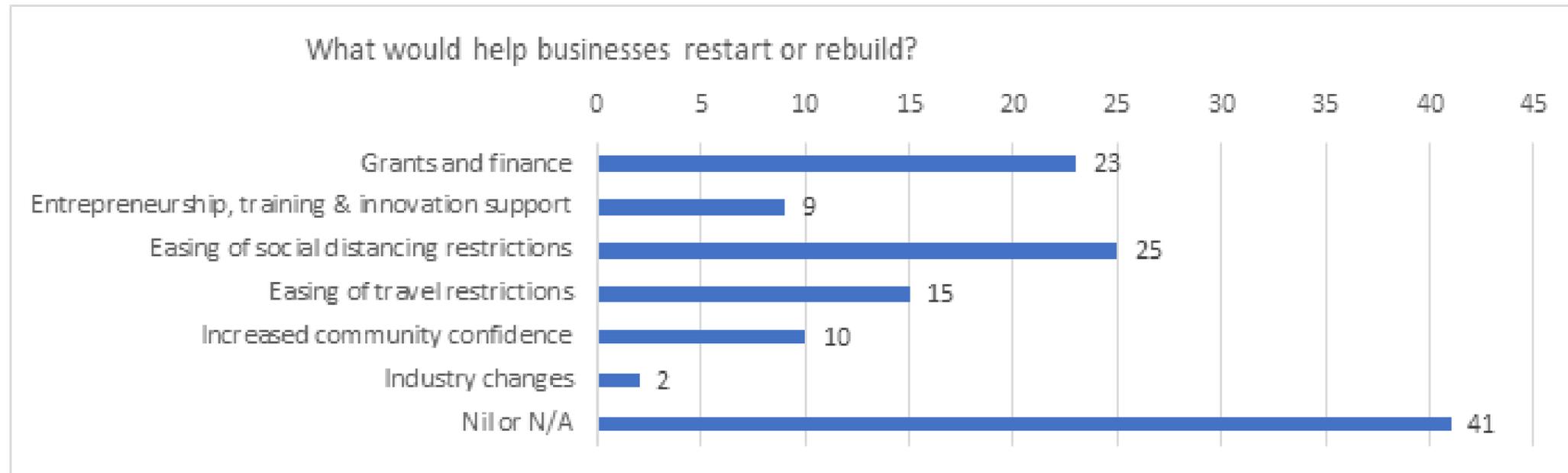
**Question 4: Have you received benefits from the Federal or State Government to offset any losses? (one choice)**



## Questions 5: Do you have a plan to restart your organisation as restrictions are eased? (one choice)



## Question 6: What would assist you to restart or rebuild your business? (text answer)



### A sample of responses:

“I think we've had an enormous amount of help already which puts us in a good position to restart on our own terms and timeframe.”

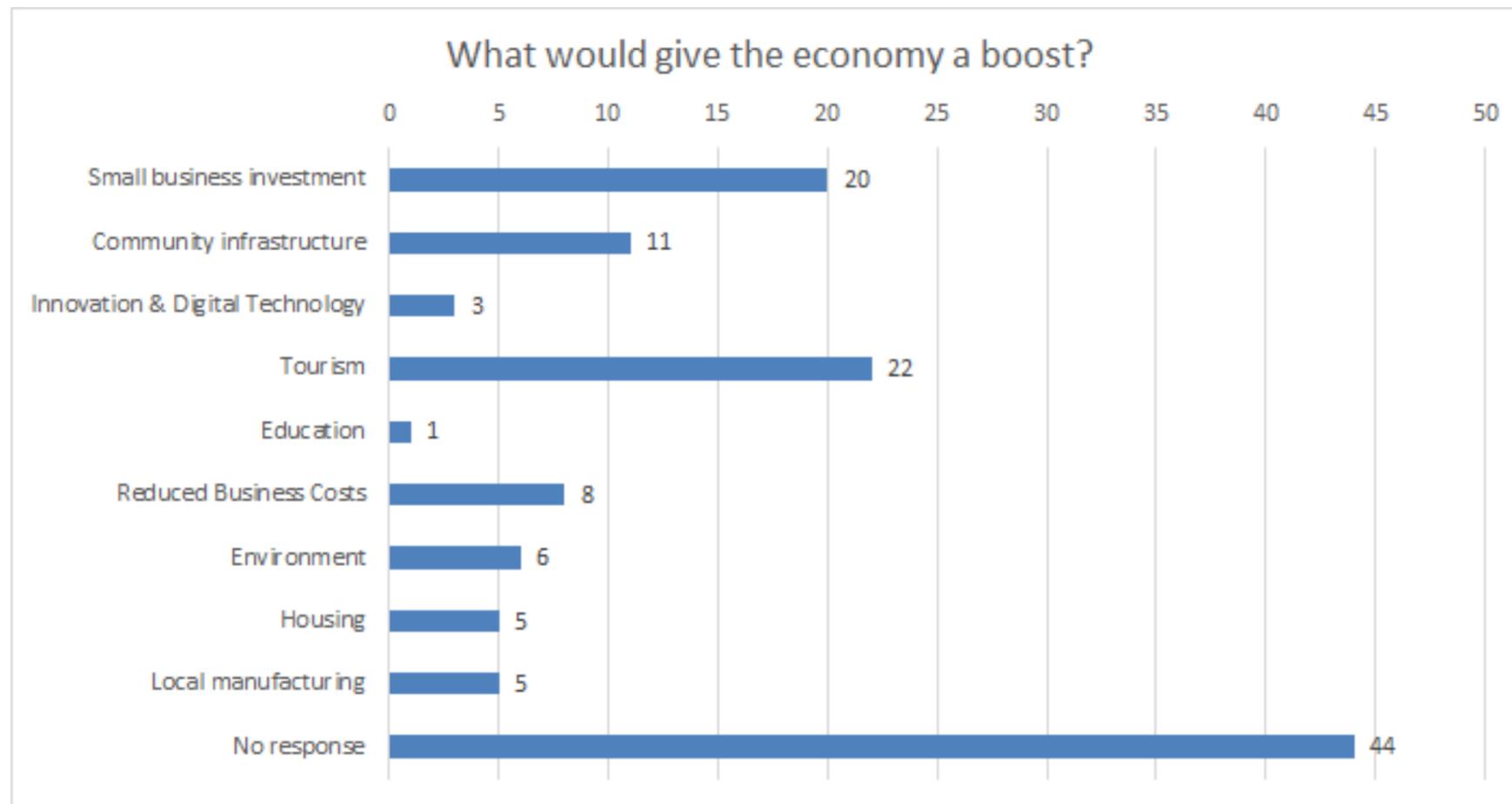
“Make sure there are no cut backs on the JobKeeper. Maintain it as promised and extend it if things are still bad.”

“Opening borders would be a great help and getting rid of 4sq metre ruling. It is hard to make a 90-seat cafe viable when you can only accommodate 20 people and the landlord is not helping with rent.”

“We are expecting a very slow start. As an accommodation business – it will only restart once people are wanting to travel again. We are not expecting to get back to normal for probably a year or so. By that stage we think we will probably be selling our self-contained heritage accommodation cottages.”

<b>What would help businesses restart?</b>	<b>Responses</b>	<b>%</b>
<b>Grants and finance</b>	<b>23</b>	<b>18.4%</b>
Low interest loan	1	0.8%
Tax breaks	1	0.8%
Funding	15	12.0%
Keep JobKeeper if still bad	4	3.2%
Hardship grant available again	1	0.8%
Support for the Arts	1	0.8%
<b>Entrepreneurship, training &amp; innovation support</b>	<b>9</b>	<b>7.2%</b>
Innovation grants	1	0.8%
Entrepreneurship support	3	2.4%
Free training for staff	1	0.8%
Digital education in business community	4	3.2%
<b>Easing of social distancing restrictions</b>	<b>25</b>	<b>20.0%</b>
Opening of borders - tourists.	23	18.4%
Freight or passenger planes to China	1	0.8%
Logistics industries fully functioning	1	0.8%
<b>Easing of travel restrictions</b>	<b>15</b>	<b>12.0%</b>
End of social distancing	13	10.4%
Work for the dole projects recommence	1	0.8%
Lift sporting bans	1	0.8%
<b>Increased community confidence</b>	<b>10</b>	<b>8.0%</b>
Community confidence	2	1.6%
Return to offices for most workers	1	0.8%
Tourism marketing	2	1.6%
Shop local campaign	3	2.4%
More customers	2	1.6%
<b>Industry changes</b>	<b>2</b>	<b>1.6%</b>
Community businesses	1	0.8%
Less temporary visa holders	1	0.8%
<b>No response or N/A</b>	<b>41</b>	<b>32.8%</b>
<b>Total</b>	<b>125</b>	<b>100.0%</b>

## Question 7: If funding was available for projects to boost the economy what would you choose to fund? (text answer)



### A sample of responses:

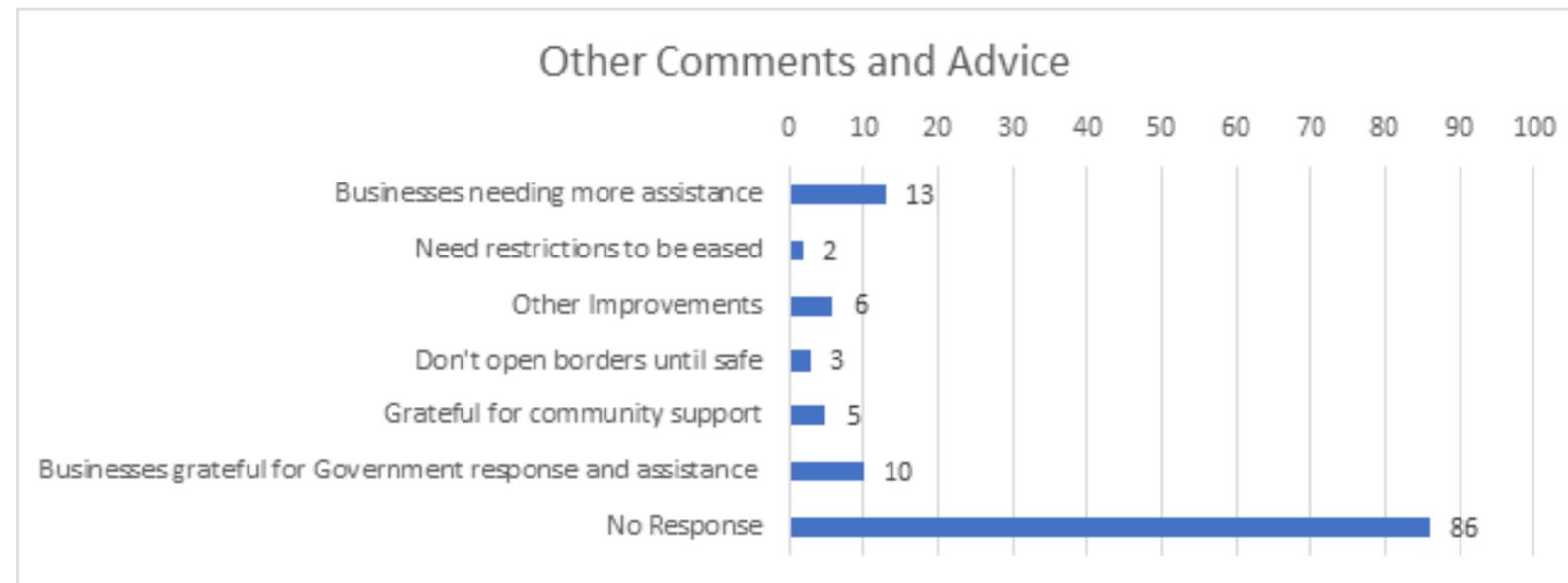
"COVID has made the public focus more on locally produced, healthy products which can be traced back to the farm where they came from or the business which value added them. More transparency and direct contact with producers is what people will be after and what will allow Tasmania to be more resilient to changes in global disruptions in the future. So any initiatives revolving around highlighting local businesses and creating awareness of what constitutes an economically sustainable and healthy product is going to match what the public is looking for at the moment. Perhaps an organic trail?"

"Fund a project to inform and educate everyone on the importance (as it relates on a world scale) of the Tasmanian environment, and hence the immediate necessity to protect what we have left of it. To not allow any more forests to be harvested. The only harvesting is to be the already established plantations and their replanting after harvest - leave alone and protect the coups that are not man-made yet are still flagged for destruction, leave alone and protect the natural habitat/forests, not just what is inside the world heritage areas. STOP destroying the environment and educate the people AND the government as to why it is so important."

"Instead of helping rich people to renovate their homes we should be restoring our heritage buildings for new uses and teaching the old trades to be able to do that. Helping disabled people to make their homes more liveable, put more disabled facilities in public places, supporting the arts, building facilities for young people who are stuck in old peoples nursing homes. I'd like to see a facility for inventors to get their prototypes made and help them get to market so we can have more manufacturing in Tasmania."

What would give the economy a boost?	Responses	%
<b>Small business investment</b>	<b>20</b>	<b>16.0%</b>
Small business investment	19	15.2%
Shop local campaign	1	0.8%
<b>Community infrastructure</b>	<b>11</b>	<b>8.8%</b>
Community infrastructure	7	5.6%
Burnie / Wynyard bike lane	1	0.8%
Road infrastructure	1	0.8%
Coastal Pathway to Port Sorell	1	0.8%
Coastal Pathway	1	0.8%
<b>Innovation &amp; Digital Technology</b>	<b>3</b>	<b>2.4%</b>
Digital business growth	1	0.8%
Fibre to the premises	1	0.8%
Emerging industries	1	0.8%
<b>Tourism</b>	<b>22</b>	<b>17.6%</b>
Tourism projects	12	9.6%
Tourism marketing	5	4.0%
Don River Railway station Devonport	1	0.8%
Events	3	2.4%
Subsidise Spirit	1	0.8%
<b>Education</b>	<b>1</b>	<b>0.8%</b>
Education projects	1	0.8%
<b>Reduced Business Costs</b>	<b>8</b>	<b>6.4%</b>
Research to prevent total lockdowns in future	1	0.8%
Reduction in WH&S regulation	1	0.8%
Reduced utility bills	2	1.6%
Reduced transport costs	1	0.8%
Air freight services	2	1.6%
Business support	1	0.8%
<b>Environment</b>	<b>6</b>	<b>4.8%</b>
Green energy - wind farms	2	1.6%
Upskilling in land management	1	0.8%
Sustainable local food marketing	1	0.8%
Environmental projects	2	1.6%
<b>Housing</b>	<b>5</b>	<b>4.0%</b>
Increased housing zoning in Circular Head	1	0.8%
Social housing	2	1.6%
Construction projects	2	1.6%
<b>Local manufacturing</b>	<b>5</b>	<b>4.0%</b>
Manufacturing and agriculture	1	0.8%
Local manufacturing	4	3.2%
<b>No response or not applicable</b>	<b>44</b>	<b>35.2%</b>

## Question 8: Do you have any other comments to add? (text answer)



### A sample of responses:

"With me only being in the business for 9 months and most of my staff being casual, Jobkeeper has not been available. The State Government grant of \$15000 was not awarded to ... 9 jobs are in jeopardy unless things pick up soon"

"It's going to be very tight. The extra few weeks between opening tonight and the end of stage three will potentially be the end."

"The control measures employed by the Tas Govt have been excellent, and much appreciated because it has meant only a short term disruption to our day to day lives."

"I am grateful for the measures put in place to protect small business and the Jobkeeper being one."

"This has been a very hard time for small business owners who not only have to manage their financials, but also OH & S Covid19 Safety Plans and then the added pressure of HR with Award changes."

"I have had access to the mentoring programme and this was a great help."

"Trying to keep Tasmania 100% COVID free ... will block the tourist industry for a very long time."

"Don't open the borders until it is very safe to do so. We don't want a 2nd or 3rd wave."

"The timeline for the lifting of restrictions proving to be too long. We need to move quicker to lift restrictions while being prepared to reintroduce if necessary."