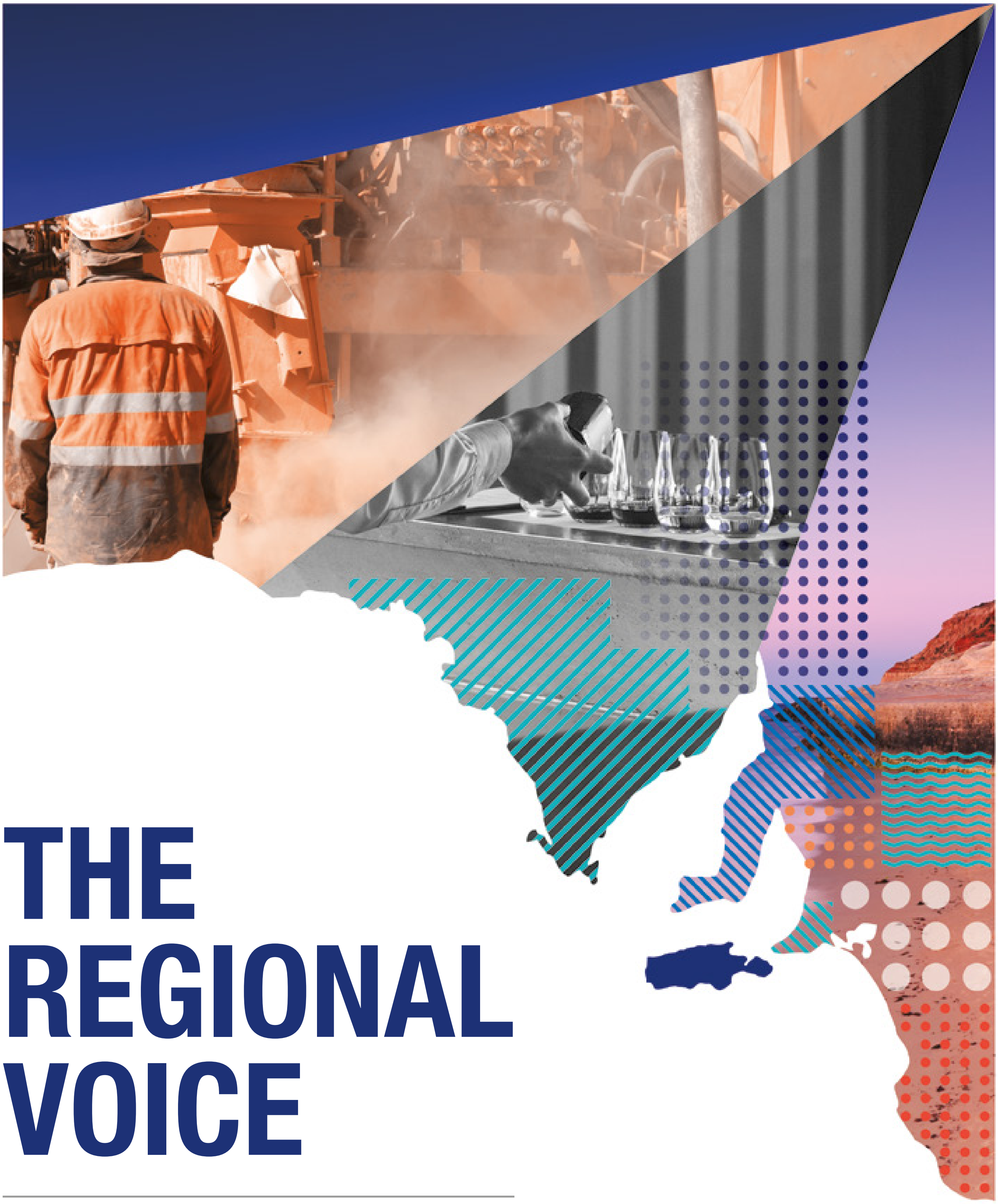

THE REGIONAL VOICE

2020 | Understanding regional South Australian business

Business SA
Chamber of Commerce and Industry South Australia

HOW REGIONAL BUSINESS FARED IN 2020

MARTIN HAESE, CEO **BUSINESS SA**

This has certainly been an unprecedented year of challenges for all South Australian businesses, including across the regions. With the devastating impact of bushfires to begin with, the regions have also faced the wrath of COVID-19. Despite all this, regional businesses are still relatively confident about the future and like their city counterparts, have rebounded quite substantially from the depths of the COVID-19 shutdown period.

Business SA is pleased to release the results of the 2020 Regional Voice survey, the third installment of this now biennial survey which was first undertaken in 2016. This is the largest survey of its kind of Regional South Australian businesses, and we are now beginning to see some strong patterns emerge following results of three separate surveys. Business SA thanks our Regional Chamber of Commerce partners and Regional Development Australia for promoting this survey and helping to ensure we attained solid representation across each key region.

Skills availability stood out as the primary issue for both individual businesses and across the regions more broadly, closely followed by the impact of COVID-19 restrictions. Businesses reiterated the challenges of attracting skilled staff to regional areas, even when offering competitive rates of pay. A lack of access to community infrastructure and necessary services was raised as another key barrier to finding people willing to move to the regions. Labour costs also rated highly as a key impost on regional businesses, as did a lack of population growth.

While overall, regional businesses' satisfaction with mobile coverage was relatively similar compared to 2018, there has been a much higher uptake of NBN services and concurrently, businesses reporting higher satisfaction with NBN. All that said, there were still a range of issues raised with mobile blackspots and the reliability of various NBN services, with much more work still to be done.

Looking to the Government, the number one area of red-tape was in relation to Council development applications. In terms of support, again investment in economic infrastructure including roads and ports was by far the highest priority of regional businesses. Investment in social infrastructure was not far behind while the top three was rounded out by businesses wanting the Government to primarily focus on lowering overall costs to support regional businesses. Regional businesses continued to flag their support for population growth, with just over two thirds of businesses now in support of a specific government policy.

Business SA also received considerable feedback on the impact of COVID-19 restrictions on regional supply chains, with the majority of businesses being impacted in some form. The specific impact of the bushfires is also covered, including how businesses have taken up the range of support measures at both a State and Federal level and their perspectives on its delivery. While there was widespread appreciation for bushfire assistance, there was also a level of frustration with bureaucratic processes to access support. Businesses also recognised the mental health impacts of such a tragedy, and were looking for further help on that front.

Regional Voice 2020 again highlights the key challenges facing Regional South Australian businesses and Business SA encourages political and Government decisions makers to listen to their voice. Many of the issues raised pose a challenge but Business SA believes these are the problems we must tackle to achieve real progress across Regional South Australia. And by working together, anything is possible.

CONTENTS

ABOUT BUSINESS SA

Business SA is proudly South Australia's largest membership-based employer organisation. Our focus is to be the independent voice of the business community that puts businesses and employers first.

From policy and advocacy to training and support, our organisation is here to help your business succeed. With over 180 years of experience, we have an impressive track record of policy and advocacy on behalf of South Australian businesses, and tailoring training, consulting and hands-on business advice for our members.

We work hard to help grow business and watch your back, working for the betterment of South Australia.

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Let us work harder for you and your business, by becoming a member of Business SA.

If you would like to discuss these membership opportunities further, go to www.buinsess-sa.com/membership, or contact Business SA Customer Service:

> 08 8300 0000

> customerservice@business-sa.com

Or, if you would like to further discuss the Regional Voice 2020 with the Business SA Policy Team, please direct your enquiries to:

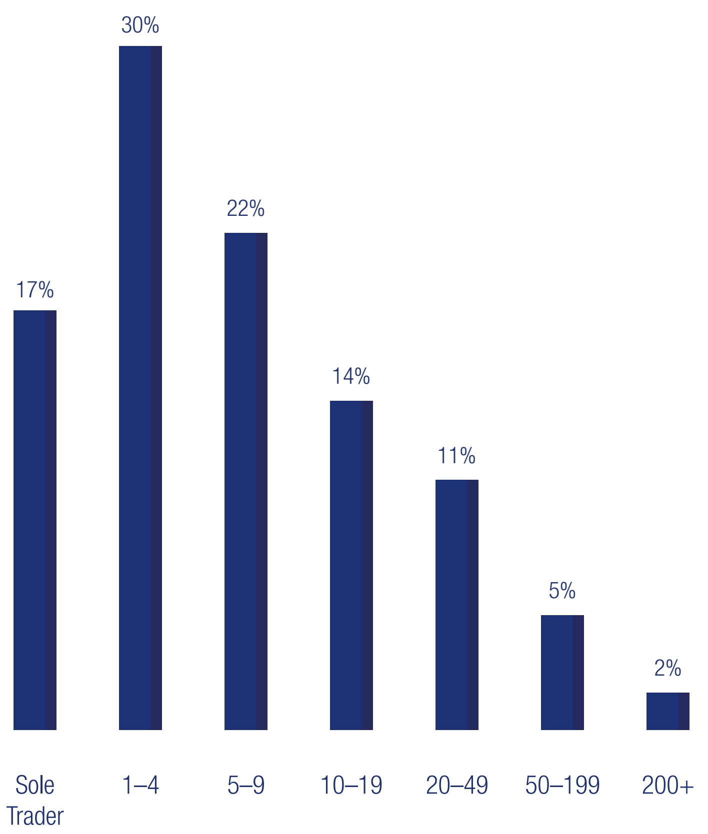
> policy@business-sa.com

BUSINESS DEMOGRAPHICS

For Regional Voice 2020, small business was again letting its voice be heard with 68 per cent of those surveyed employing under 10 people. Medium sized businesses made up 25 per cent of respondents and large businesses made up the remaining 7 per cent. Compared to Regional Voice 2018, we saw a slightly higher concentration of businesses with under 10 employees.

Industry response rates were very comparable to what was experienced for Regional Voice 2018, with businesses operating in the Agriculture, Forestry and Fishing sector again responding in large numbers.

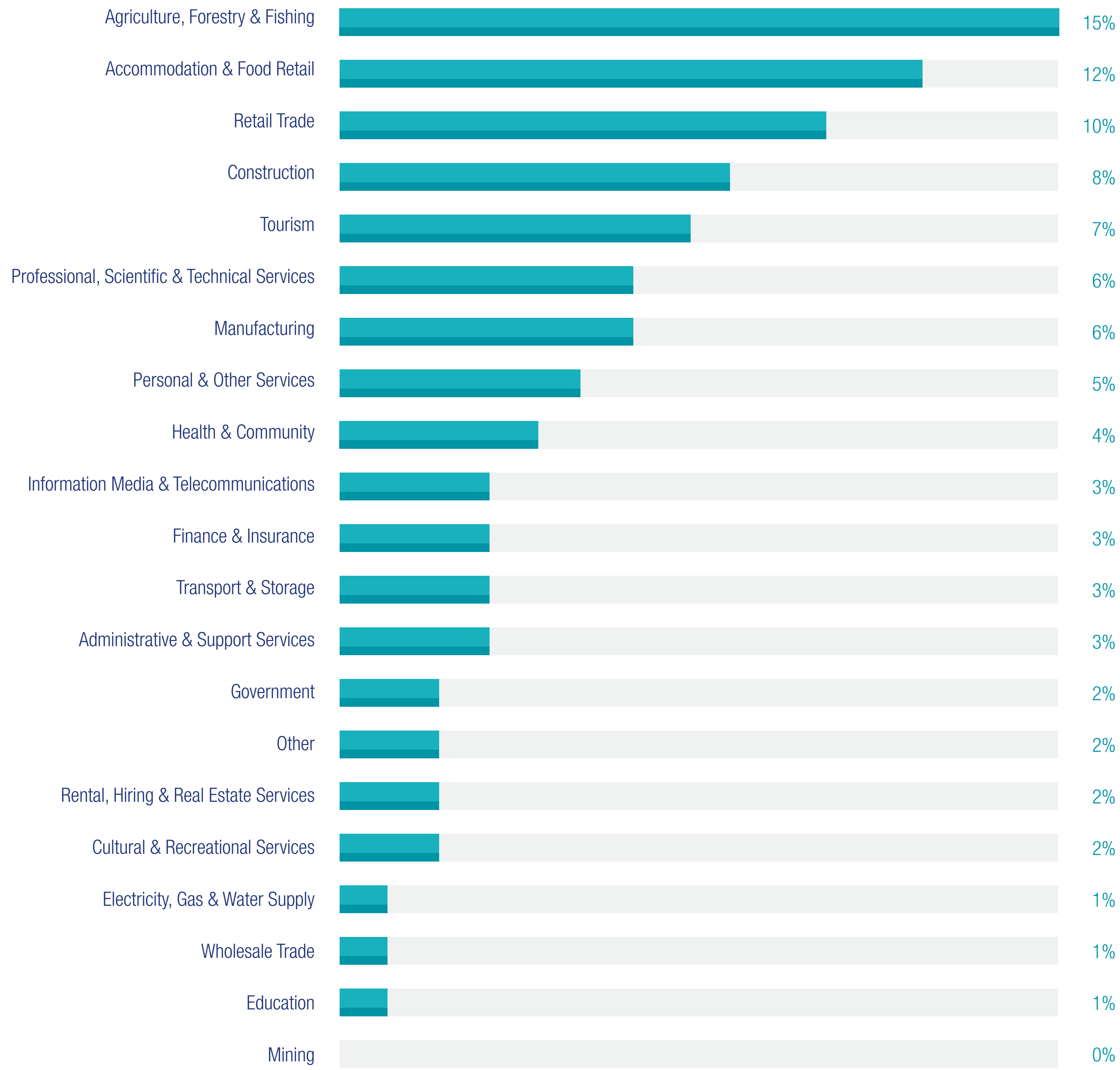
HOW MANY PEOPLE DOES YOUR BUSINESS EMPLOY?



69%

employed fewer than 10 people

WHAT INDUSTRY DO YOU OPERATE IN?



ECONOMIC CONFIDENCE

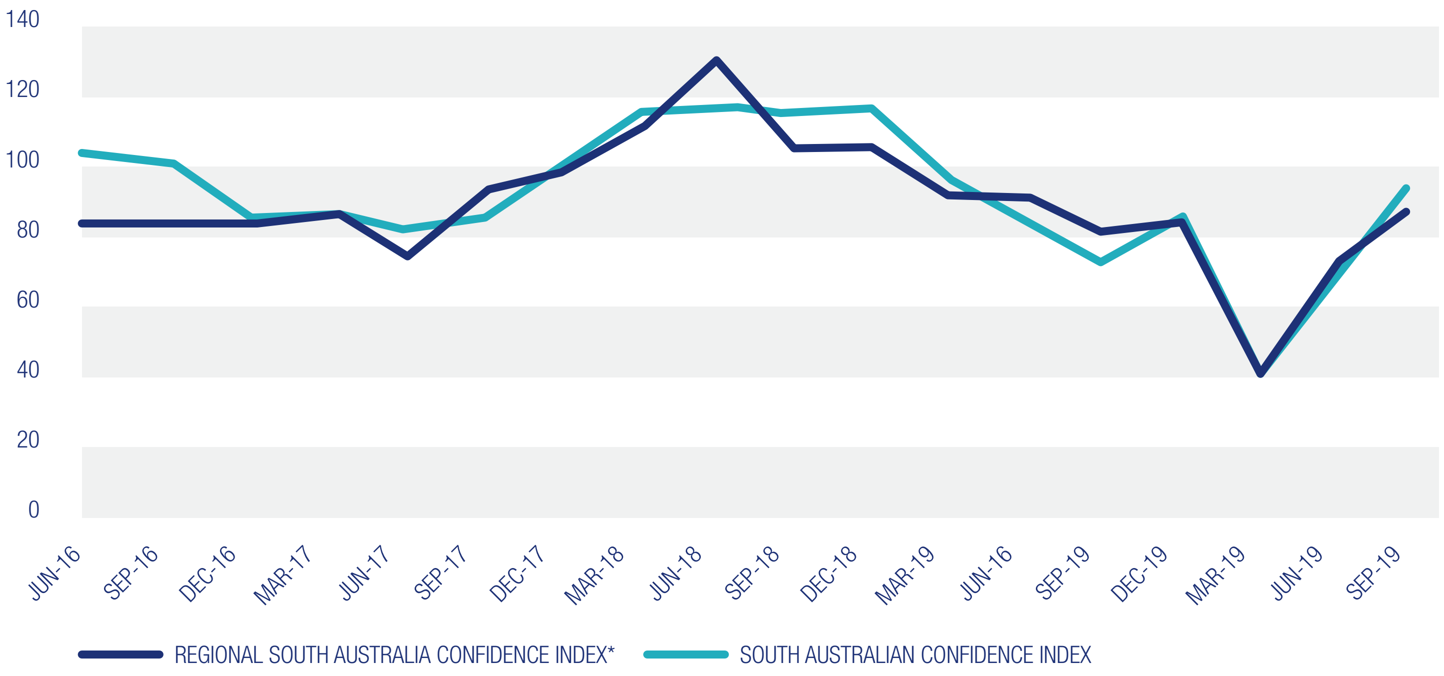
Not surprisingly given the year we've had, regional business confidence in the state and national economy has dropped significantly from the high reached in Regional Voice 2018.

	2016	2018	2020
South Australian Index	83.6	129.8	89.5
National Index	99.7	130.6	75.8

For the most part, the regional business confidence index has tracked closely with the broader South Australian index, with regional businesses at their most confident just post the 2018 State election.

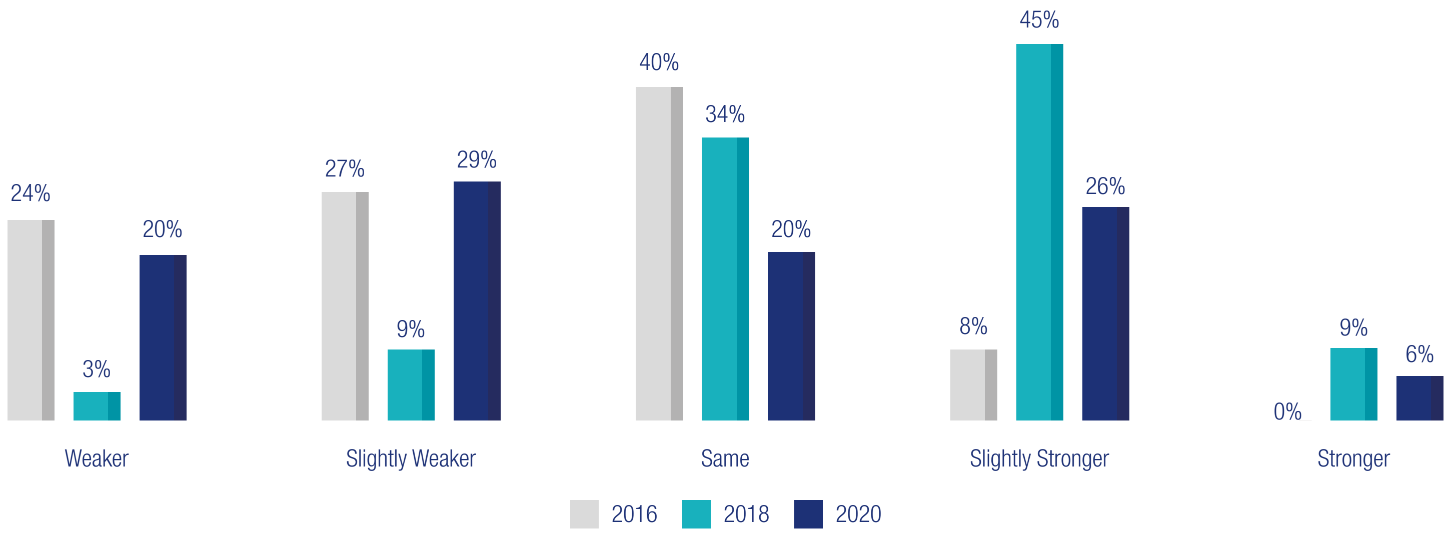
The Riverland was found to have the highest level of confidence across Regional SA, with a confidence level of 105.4, 15.9 points above the overall Regional SA confidence level. By contrast, the three regions with the lowest levels of confidence were also the three regions most impacted by the 2019/20 bushfire season.

REGIONAL SOUTH AUSTRALIA VS SOUTH AUSTRALIA CONFIDENCE INDEX COMPARISON



*To construct our regional confidence index, we have used both the results from our biennial Regional Voice survey and our quarterly Survey of Business Expectations (SOBE). By drilling down to the regional level in our SOBE, we are able to fill in the time periods between Regional Voice surveys.

HOW DO YOU EXPECT THE SOUTH AUSTRALIAN ECONOMY TO PERFORM OVER THE NEXT 12 MONTHS?



REGIONAL INDEX LEVEL

KEY ISSUES IMPACTING BUSINESS

Skills availability was ranked as the top issue facing both individual businesses and regions overall. Businesses ranked COVID-19 restrictions as the second key issue affecting them followed by labour costs, digital infrastructure and a lack of tourism rounding out the top five.

Not surprisingly, skills availability has always ranked highly as a key challenge facing regional businesses. In Regional Voice 2016, it was ranked number three and in 2018, number two. With border closures and a continued loss of younger people, the issue of sourcing labour and the necessary skills required has amplified this issue for regional businesses.

17%

of businesses ranked skills availability as their number one issue

19%

ranked skills availability as the top issue facing their region

In Regional Voice 2018, businesses ranked electricity costs as the number one issue impacting both their business and their region. In Regional Voice 2020, businesses ranked electricity costs as number six, and as a broader regional issue it dropped to number eight. However, as a direct cost to business, electricity costs still rank behind only labour costs at both an individual business level and as a regional issue.

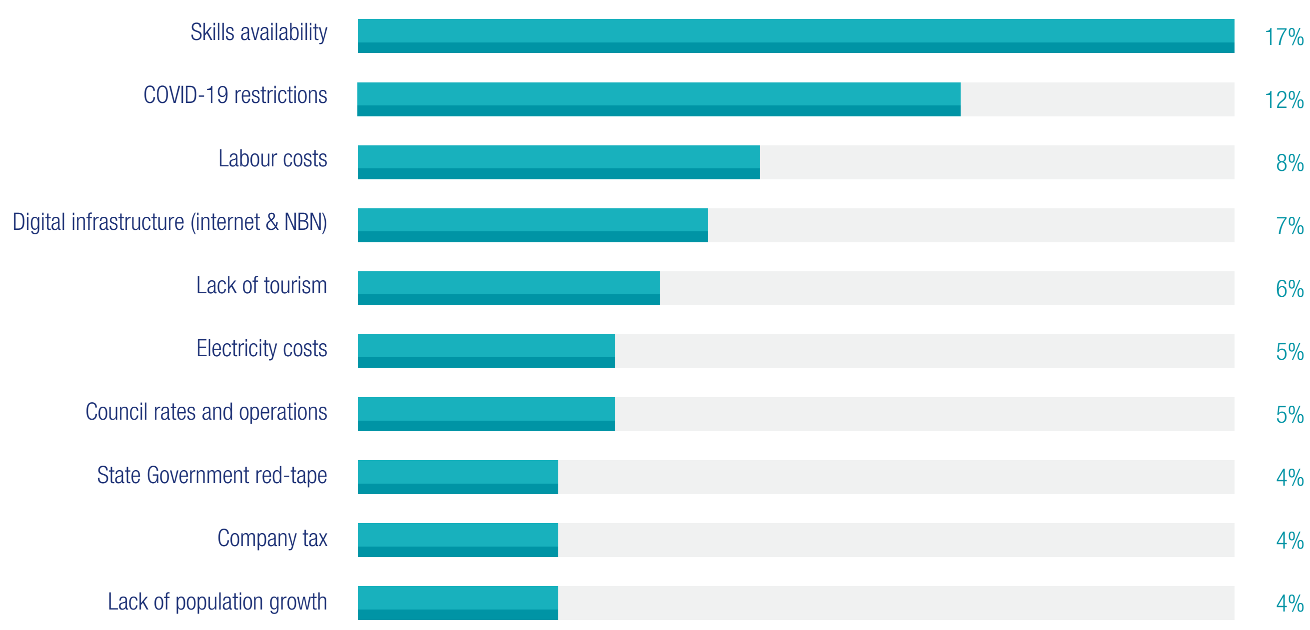
When ranking broader regional issues, businesses placed a lack of population growth just behind skills availability. However, with the onset of COVID-19 and the demonstration of successful working from home practices, many businesses see this as an opportunity to lure workers out of Adelaide and into the regions. Interestingly, a lack of population growth was ranked seventh in Regional Voice 2018.

"There is an opportunity due to COVID making people rethink their lives and work. Migration into the country will decline, this will have a great impact on regions. Obviously a plan needs to be put in place for this. Why would a Government just sit on their hands?" Yorke Peninsula/Mid-North/Port Pirie, Information Media & Telecommunications, 1–4 employees, < $250,000 turnover

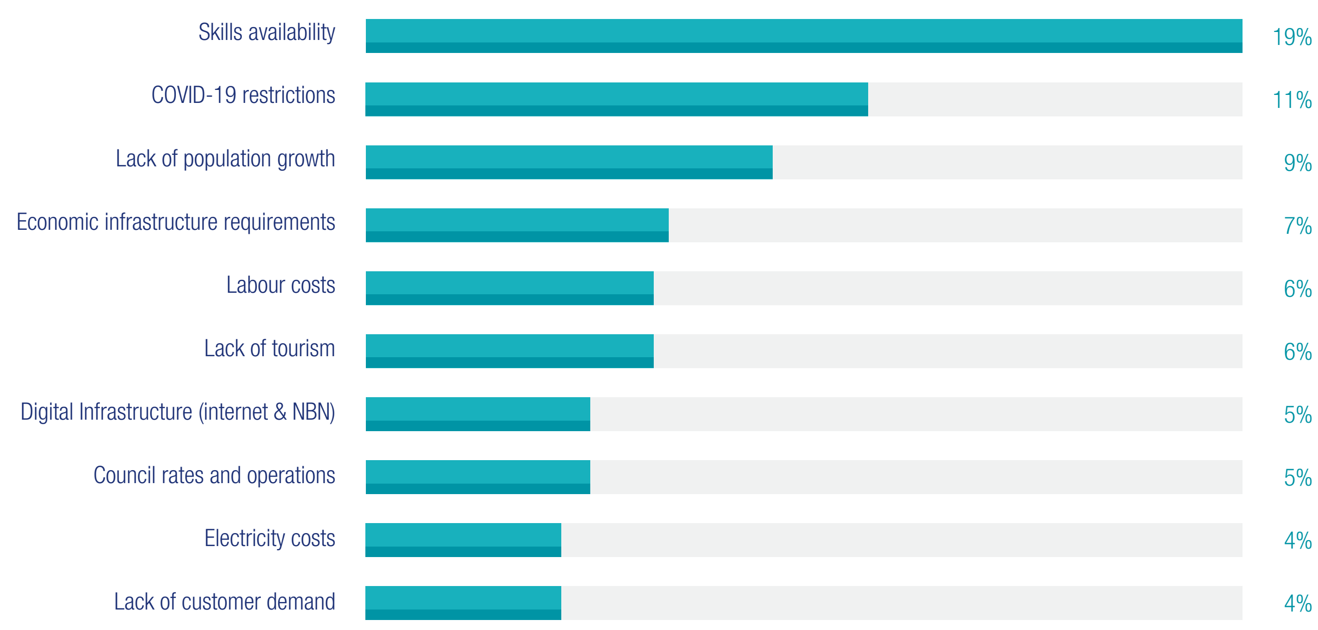
"Skilled technical/professional people often reluctant to move to regions" Riverland, Electricity, Gas & Water Supply, 20–49 employees, $2m–$5m turnover

"I recently advertised for a trainee & only received 3 candidates to consider." Murraylands/Mount Barker/Strathalbyn/Adelaide Hills, Finance & Insurance, 5–9 employees, $250k–$500k turnover

MOST IMPORTANT ISSUE AFFECTING MY BUSINESS



MOST IMPORTANT ISSUE AFFECTING BUSINESSES IN MY REGION



TOP 5 ISSUES AFFECTING BUSINESS BY SELECTED INDUSTRY SECTOR

ACCOMMODATION & FOOD RETAIL

1. COVID-19 restrictions ... 33%
2. Skills availability ... 13%
3. Lack of tourism ... 12%
4. Labour costs ... 8%
5. Council rates and operations ... 4%

TOURISM

1. Lack of tourism ... 35%
2. COVID-19 restrictions ... 19%
3. State Government red-tape ... 10%
4. Labour costs ... 6%
5. Lack of population growth ... 6%

AGRICULTURE, FORESTRY & FISHING

1. Skills availability ... 17%
2. Labour costs ... 11%
3. Water costs & supply ... 10%
4. COVID-19 restrictions ... 8%
5. Economic infrastructure requirements ... 8%

CONSTRUCTION

1. Skills availability ... 20%
2. Work, health and safety compliance ... 17%
3. Council rates and operations ... 14%
4. Company tax ... 9%
5. State Government red-tape ... 9%

MANUFACTURING

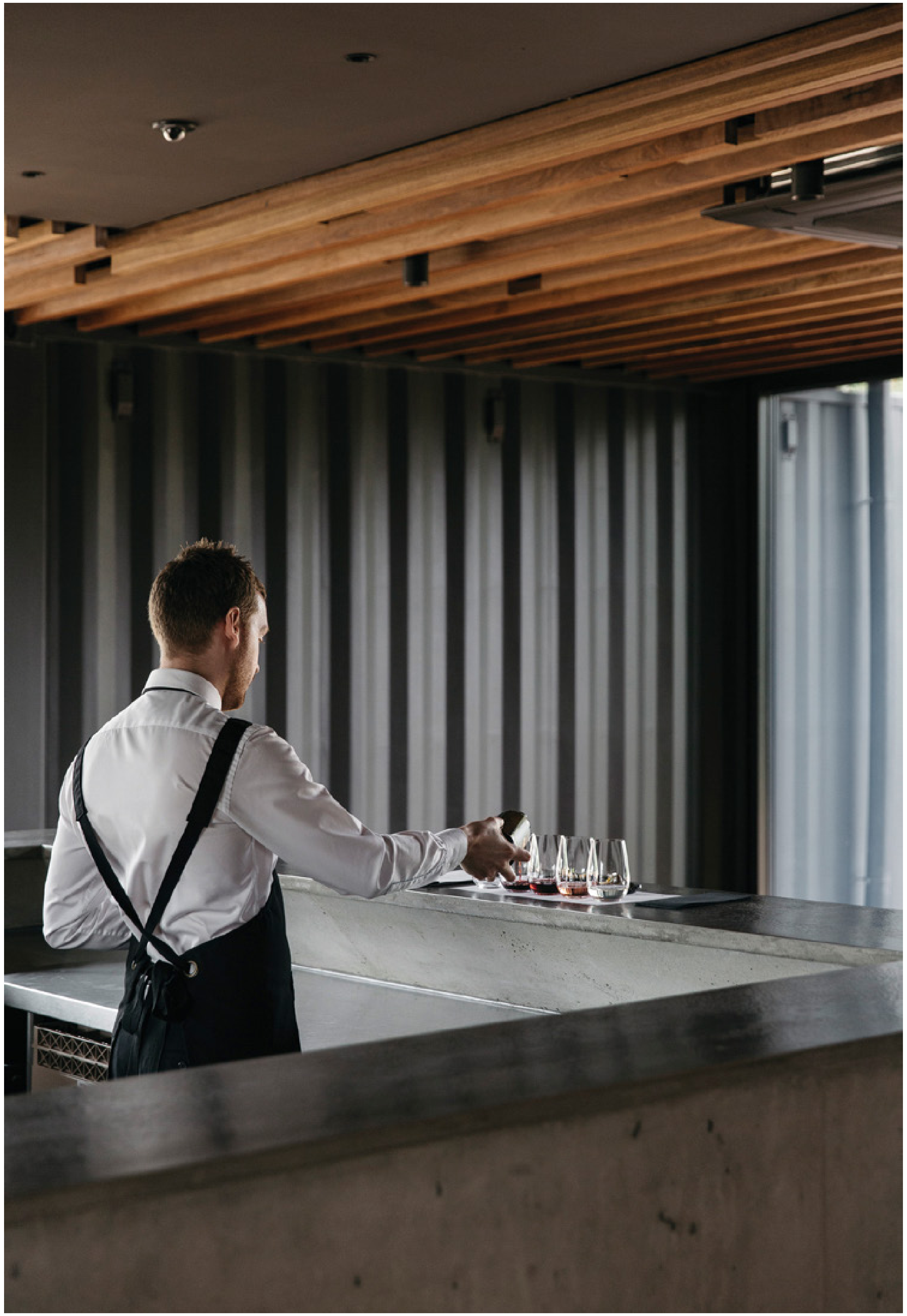
1. Skills availability ... 37%
2. Company tax ... 11%
3. COVID-19 restrictions ... 11%
4. Electricity costs ... 7%
5. Labour costs ... 7%

PROFESSIONAL, SCIENTIFIC & TECHNICAL SERVICES

1. COVID-19 restrictions ... 19%
2. Digital infrastructure ... 19%
3. Skills availability ... 15%
4. Electricity costs ... 11%
5. Council rates and operations ... 7%

RETAIL TRADE

1. Labour costs ... 13%
2. Lack of population growth ... 13%
3. Skills availability ... 13%
4. Company tax ... 8%
5. Council rates and operations ... 8%



GROWTH CONSTRAINTS AND LABOUR COSTS

Businesses were divided on their top growth cost constraint, with Council rates just nudging out personal income rates. However, payroll tax and company tax rate were represented strongly with 15 per cent and 16 per cent of businesses respectively. Interestingly, 19 per cent of businesses responded that taxes, rates and levies are not a constraint to their growth.

19%
said Council rates were biggest cost constraint

"Council rates are the highest in the state on Kangaroo Island, they have just increased above the CPI which should be investigated after the bushfires." Kangaroo Island, Tourism, 1–4 employees, < $250,000 turnover

This is in contrast to feedback in 2018, where only 13 per cent of businesses ranked Council rates as their top growth constraint with company tax ranked number one and Council rates coming in as the fifth most significant growth constraint.

"Company tax should be a flat 20%, but there needs to be far more resources available to fight tax avoidance."
Yorke Peninsula/Mid-North/Port Pirie, Tourism, 20–49 employees, $5m–$10m turnover

The 2020 survey found 23 per cent of businesses faced no significant labour cost challenges, a similar result to Regional Voice 2018. Similarly, like in 2018, Award rates and conditions (including penalty rates) came out on top as the primary challenge for 25 per cent of businesses.

While employers do their best to remain compliant, the complexity of the Modern Awards system was highlighted as an unnecessary burden to doing business.

"We currently employ people under 4 different Awards. Trying to comply with all of the subtle differences is pretty much impossible – different requirements for compulsory breaks and when they are taken just being one of the issues. Compliance is the biggest issue and we are constantly afraid that we will have missed something or not paid an allowance."
Fleurieu Peninsula/McLaren Vale/Victor Harbor, Manufacturing, 20–49 employees, $1m–$2m turnover

When breaking down the results by employee size, some interesting differences were observed. For small businesses in the 1–19 employee range, 20 per cent said Award rates were their primary challenge compared to just 8 per cent for Award conditions.

20%
of small businesses said Award rates were their top labour challenge

However, for medium sized businesses in the 20–99 employee range, this was reversed with Award conditions more of concern for 16 per cent of businesses and Award rates a primary concern for 14 per cent of businesses. Not surprisingly, 14 per cent of medium sized businesses also flagged payroll tax as their primary concern.

"The pay rates for cellar door employees is prohibitive in regional SA i.e. the South East. We have much less visitation due to our remoteness. Weekend Award rates are too high."
South East/Limestone Coast, Tourism, 1–4 employees, $250k–$500k turnover

TOP CONSTRAINING TAX, RATES OR LEVIES

- Council rates / 19%
- None are significant for my business / 19%
- Personal income tax rates / 17%
- Payroll tax / 16%
- Company tax rate / 15%
- Return to Work premiums / 8%
- Land tax / 4%
- Emergency Services Levy / 2%

TOP LABOUR COST CHALLENGE

- Labour costs are not a significant issue for my business / 23%
- Award rates / 16%
- Penalty rates / 11%
- Training costs / 10%
- Costs of WH&S compliance / 9%
- Market rates of pay / 9%
- Award conditions / 9%
- Payroll tax / 9%
- Return to Work premiums / 3%
- Paying above market rates to attract 457 (now TSS) visa holders / 1%

SKILLS AND TRAINING

In 2020, skills shortages in South Australia's regions were found to be a bigger problem than ever before.

Businesses said that two of the biggest drivers of this issue was finding appropriately skilled people willing to move to their region, and attracting high skilled trade or professionals even when offering competitive rates.

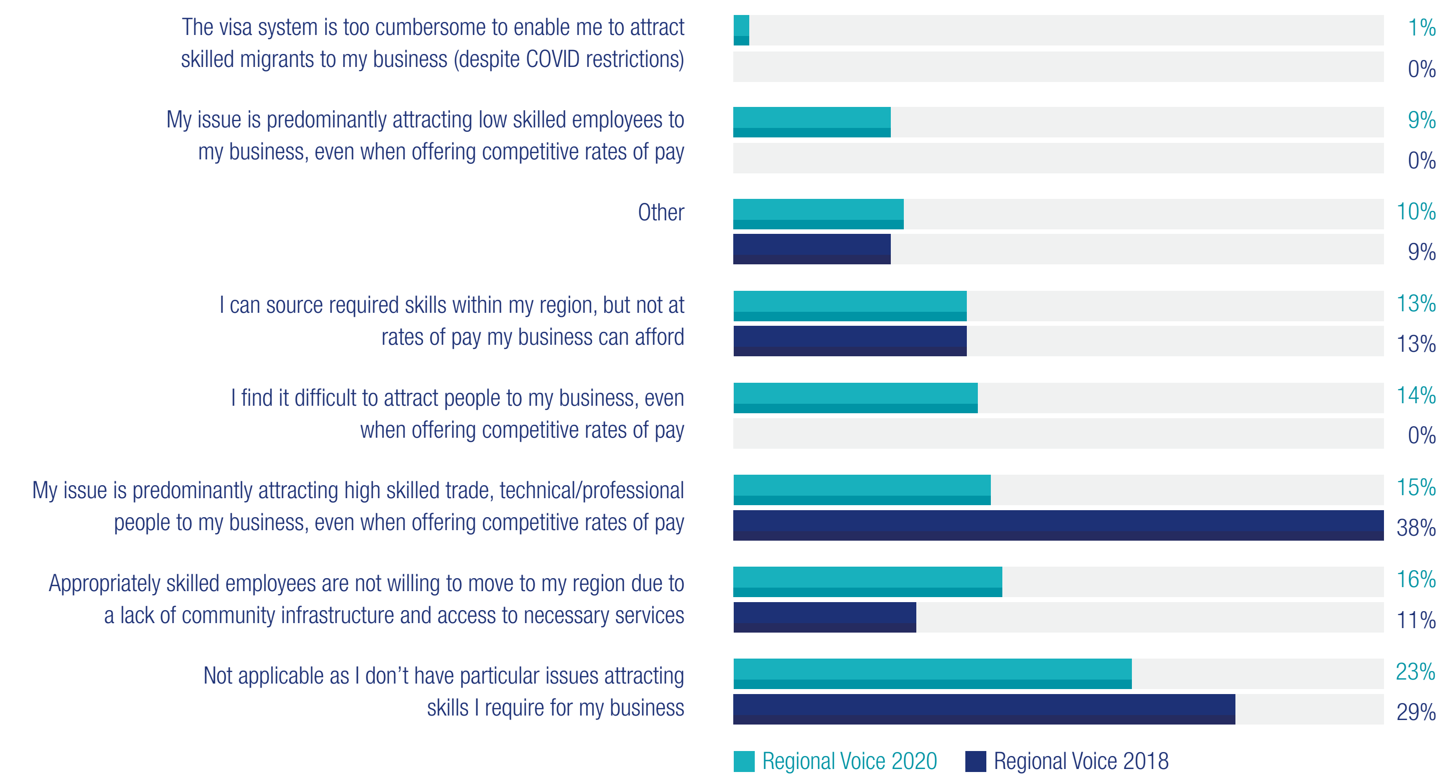
Across the board, businesses had issues attracting workers even with competitive rates of pay. While 23 per cent of businesses had no issue in attracting skills, this was below the result for Regional Voice in 2018 and 2016, which were both 29 per cent. Businesses highlighted that high rates of JobKeeper and JobSeeker were exacerbating the situation with potential workers comfortable not needing to work.

"Job Seeker is so high a lot can't be bothered to work or apply" Whyalla/Port Augusta/Far North, Accommodation & Food Retail, 10–19 employees, $1m–$2m turnover

"High JobSeeker rates disincentivising people to seek work. Currently have 10 vacancies. Most recently have had three qualified candidates accept positions but fail to show up to work as conditions under JobSeeker too good." South East, Accommodation & Food Retail, 50–99 employees, $5m–$10m turnover

In 2020, regional businesses again raised that sending employees to Adelaide for training was their primary training related challenge. However, this issue has declined in importance from 2018, when 22 per cent of businesses found it to be their primary challenge.

PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES



The number of businesses able to access cost competitive training dropped significantly from 2018, when 20 per cent of businesses were able to access cost competitive training, compared to 15 per cent in 2020. Noting, 2020 also includes businesses with access to online training.

With the onset of COVID-19, many training providers were unable to provide face to face training which consequently led to a revolution in online training, including through Business SA. A significant 51 per cent of businesses have taken advantage of this new wave of learning.

However, while some business wanted to adopt online training, they couldn't access the technology or mobile coverage/internet connection to do so.

"We struggled purchasing cameras to support what we needed to provide online training suited for us (everyone buying – products are on back order)." Yorke Peninsula/Mid-North/Port Pirie, Education, 5–9 employees, $500k–$1m turnover

Overall, businesses were satisfied with the quality of online training with only 8 per cent of businesses reporting being dissatisfied.

Feedback from respondents also found that some hands-on skills were unable to be taught online and still need to be taught face-to-face.

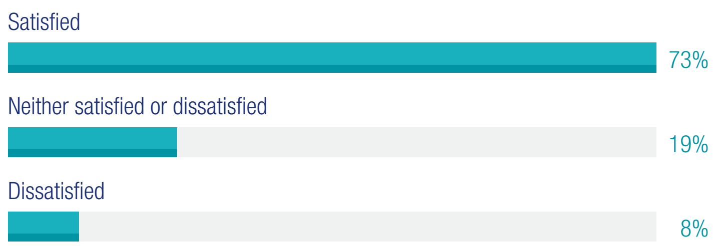
51%

of businesses will continue to use online training

"COVID has forced much great content online and broken the face to face paradigm. I believe this to be a great advance." Yorke Peninsula/Mid-North/Port Pirie, Manufacturing, 20–49 employees, $10m–$50m turnover

"Apprenticeships and traineeships will always require a reasonable level of face to face training, observation, mentoring and assessments." Yorke Peninsula/Mid-North/Port Pirie, Education, 100–199 employees, $5m–$10m turnover

SATISFACTION WITH ONLINE TRAINING



PRIMARY CHALLENGE IN ACCESSING TRAINING

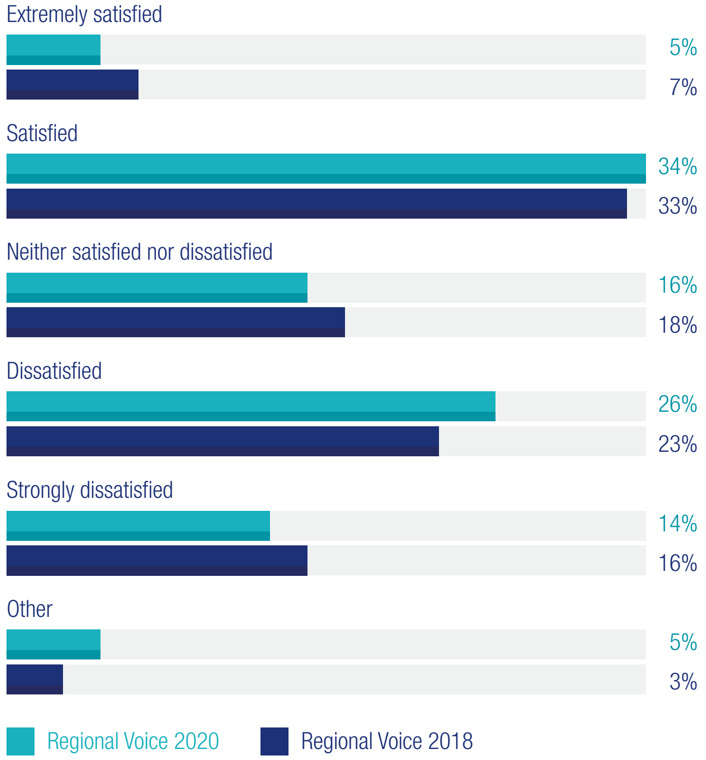
STATE OF COMMUNICATIONS

Overall, the level of satisfaction of regional mobile coverage has remained the same from 2018 to 2020.

After continued investment to decrease regional blackspots through the Mobile Black Spot Program, it's unfortunate not to see an uplift in business satisfaction. Moreover, feedback received from respondents indicated that many black spots still exist.

34%
of businesses satisfied with mobile coverage

SATISFACTION WITH MOBILE COVERAGE



Since Regional Voice 2018, NBN connection rates have increased significantly from 57 per cent to 73 per cent. Businesses reporting being satisfied with their NBN service has also substantially increased, with respondents either extremely satisfied or satisfied increasing by 12.9 percentage points from Regional Voice 2018.

However, feedback received through our survey shows a high number of respondents remain unhappy with the service of their fixed wireless and satellite NBN services. This highlights that respondents in more remote areas are experiencing sub-par NBN service compared to those in population centres that have access to fixed line services.

"Wireless NBN speed is so ridiculously slow that we may as well use our mobile phones." South East/Limestone Coast, Tourism, 1–4 employees, $250k–$500k turnover

"We are running a global business with huge demand on communication and data services. We need high speed, symmetrical system access for large file transfer, video communications, live web, marketing, supply chain and engineering workloads. Fixed wireless NBN is suitable for watching TV as no one is really put out if Netflix is a bit glitchy from time to time but when trying to maintain synchronised global databases – it's a pain." Yorke Peninsula/Mid-North/Port Pirie, Manufacturing, 20–49 employees, $10m–$50m turnover

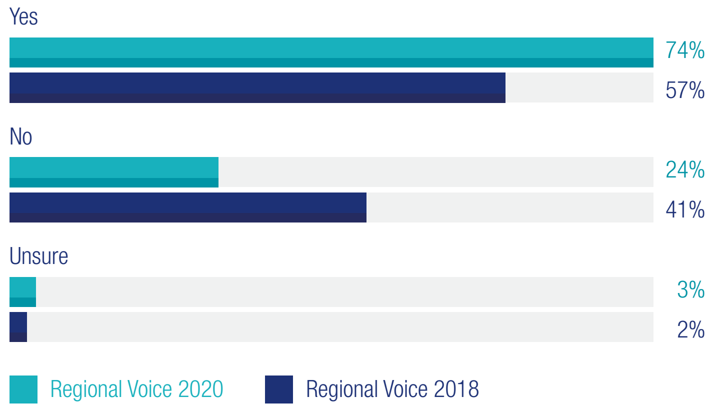
"Using satellite when there is fibre to the node in a town 2km away is dissatisfying. Satellite becomes congested and is affected by bad weather at times. We have had people on farms who we are unable to hire or service as they have inadequate connection and coverage." Yorke Peninsula/Mid-North/Port Pirie, Information Media & Telecommunications, 1–4 employees, < $250k turnover

When asked if they would be willing to pay a higher price for a higher speed/capacity NBN the results were divided.

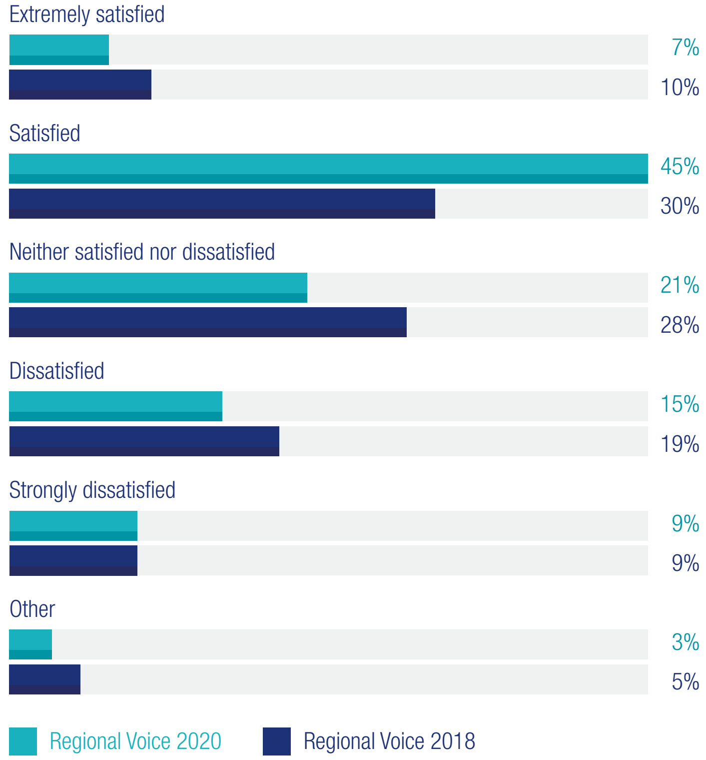
While 37 per cent of total respondents were willing to pay more, for those that said they were dissatisfied or strongly dissatisfied with their NBN, the willingness to pay more was slightly higher at 41 per cent.

The survey also found majority of businesses were more interested in a more stable and consistent connection, rather than speed.

IS YOUR BUSINESS CONNECTED TO THE NBN?



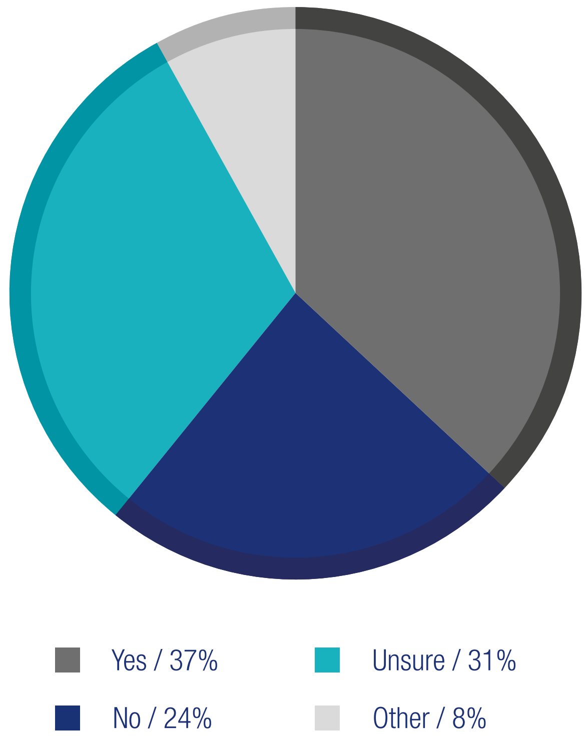
HOW SATISFIED ARE YOU WITH THE NBN SERVICE?



"I would pay more for stable service. I'm not interested in more speed, just constant supply." Fleurieu Peninsula/McLaren Vale/Victor Harbor, Accommodation & Food Retail, 20–49 employees, $2m–$5m turnover

"Internet is already expensive. Honestly there is no reason to charge more for a public infrastructure program funded by the tax payer. Especially when disparity in the service exists." Yorke Peninsula/Mid-North/Port Pirie, Information Media & Telecommunications, 1–4 employees, < $250k turnover

WOULD YOUR BUSINESS PAY MORE FOR AN INTERNET SERVICE WITH SIGNIFICANTLY HIGHER SPEED OR CAPACITY?



GOVERNMENT AND REGULATORY SUPPORT

Similar to 2018, majority of regional businesses supported Government promoting population growth in the regions with 65 per cent of businesses in 2020 saying more needs to be done compared with 68 per cent in 2018.

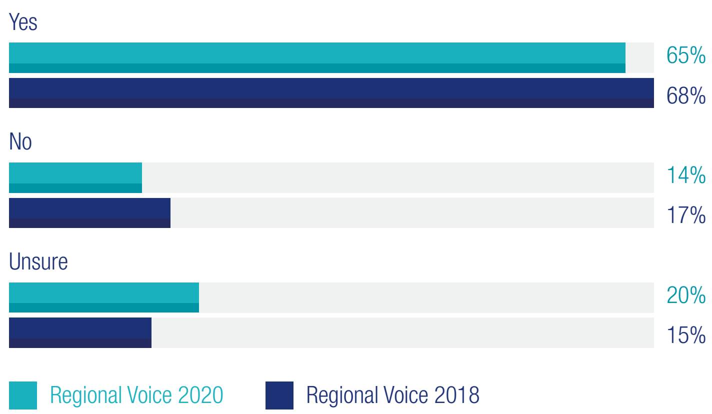
65%

want Government to promote population growth

Feedback highlighted that businesses understood that to attract people from the cities, they need jobs for them to come to in the first instance. Moreover, many businesses saw an opportunity for big business and Government departments to decentralise their workforce after observing successful working from home strategies during COVID-19.

"With more people being able to work from home, there is an opportunity to draw people to regional areas. In order for regional people to work they need access to excellent internet (high speed and reliable). They need vibrant communities, with services for kids and partners." Adelaide Hills/Murraylands/Mount Barker/Strathalbyn, Agriculture, Forestry & Fishing, 1–4 employees, $500k–$1m turnover

DOES SOUTH AUSTRALIA NEED GOVERNMENT POLICY TO SPECIFICALLY PROMOTE POPULATION GROWTH IN THE REGIONS?



Businesses ranked investment in economic infrastructure as their highest priority for further Government support.

Some of the projects that were suggested for further investment included:

- Augusta Highway duplication
- Development of a deep sea port for KI
- Multi-user deep sea port at Cape Hardy

Moreover, businesses wanted to see further investment in infrastructure that kept them connected to the rest of South Australia and the world, be that roads or communications.

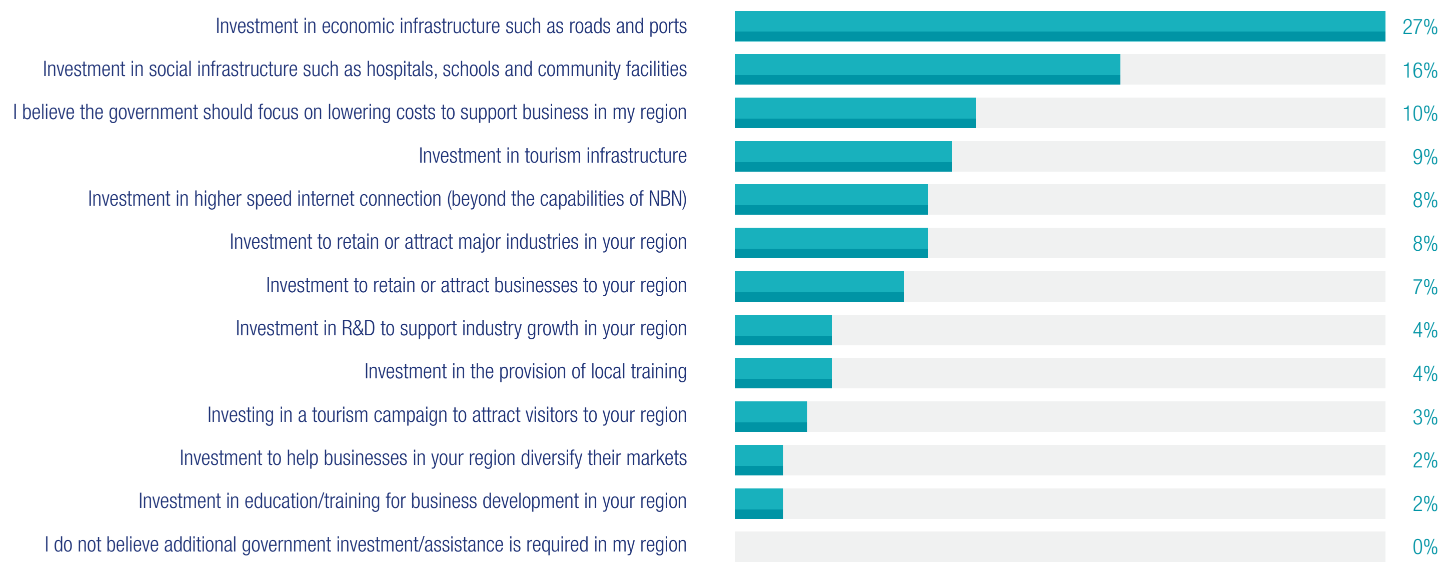
"Road infrastructure is a concern to many I speak with – unsafe roads, particularly for heavy vehicles." Yorke Peninsula/Mid-North/Port Pirie, Personal & Other Services, Sole Trader, < $250k turnover

"There is a huge risk that we won't see the benefits of 5G due to the reduced range and requirement for significantly more infrastructure." Yorke Peninsula/Mid-North/Port Pirie, Manufacturing, 20–49 employees, $10m–$50m turnover

Many businesses also wanted to see investment in social infrastructure to attract people to their regions and to cope with the ageing populations in regional areas, particularly hospitals and aged care facilities.

"Public transport to my region is almost non-existent. Hospital is not sufficient, police services are not sufficient. These things need to be sorted as a priority" Adelaide Hills/Murraylands/Mount Barker/Strathalbyn, Tourism, Sole Trader, < $250k turnover

TOP BUSINESS PRIORITIES IN REGIONS FOR ADDITIONAL GOVERNMENT SUPPORT



Dealing with Councils was highlighted as the greatest red-tape issue facing businesses, with 19 per cent raising Council development applications and complying with Council laws and regulations as their number one challenge. A common theme identified was the inefficiencies in dealing with three levels of governments that cost businesses both time and money. The intricacies of dealing with compliance was also found to be a major issue.

"We have to supply the same information every year to 30 odd different government and private companies. Takes up days of office work. We should only have to give it to one gov agency and everyone who needs it can access it from there."
Eyre Peninsula, Electricity, Gas & Water Supply, 5–9 employees, $500k–$1m turnover

Business satisfaction with local Council has declined since Regional Voice 2018. In 2020, 34 per cent of businesses were satisfied with the service delivery of their local Council down from 40 per cent of businesses satisfied with Council services delivery in 2018.

There was a range of feedback from businesses related to issues dealing with their Councils from slow approval times to poor infrastructure investment. However, on a positive note businesses praised the work of some Councils in helping them deal with COVID-19.

34%
satisfied with service delivery by Council

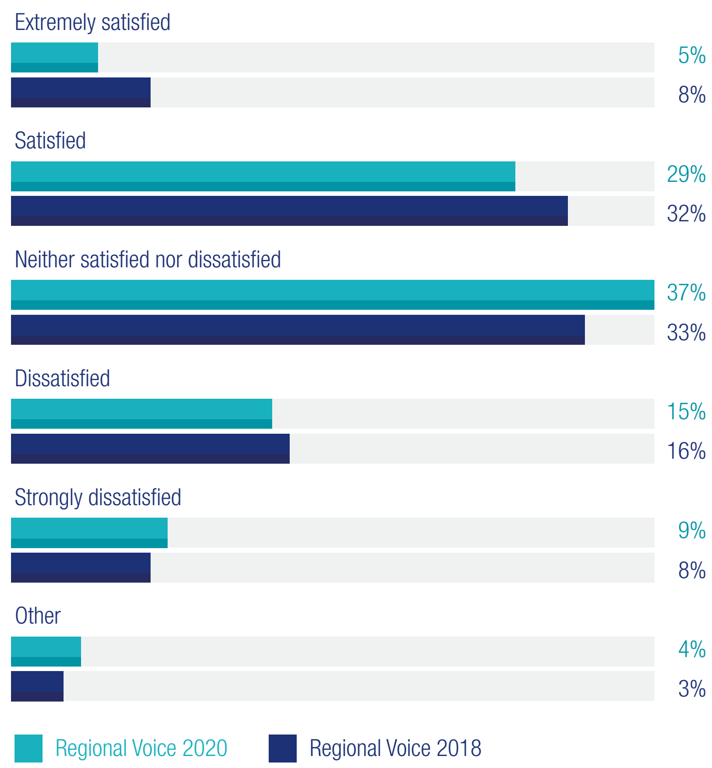
"They were supportive by waiving Council rates for a quarter after the initial impact of COVID"
South East/Limestone Coast, Retail Trade, 10–19 employees, $2m–$5m turnover

"It took us 6 months to have a basic sign approved which was just out the front to our office. Efficiency needs to improve dramatically." Yorke Peninsula/Mid-North/Port Pirie, Finance & Insurance, 5–9 employees, $250k–$500k turnover

Overall, businesses were not supportive of Council amalgamations with 42 per cent against and only 35 per cent for, with 20 per cent unsure. Businesses experiences from the amalgamation process show that while economies of scale can be created through amalgamations, the geographical size of many regional Councils can make them cumbersome. Following amalgamations, businesses found that Council's tended to focus on large population centres, leading them to forgot about those in the broader region.

"They have been in discussions with other Councils but one is too aggressively parochial and the other is geographically very long. A super-Council would result in a Council area the size of a medium-sized European country, so may not be suitable."
Riverland, Agriculture, Forestry & Fishing, 1–4 employees, $250k–$500k turnover

SATISFACTION WITH SERVICE DELIVERY OF LOCAL COUNCIL



TOP BUSINESS CHALLENGES IN RELATION TO GOVERNMENT RED-TAPE

WHAT IS YOUR VIEW ON YOUR LOCAL COUNCIL AMALGAMATING WITH NEARBY REGIONAL COUNCILS?

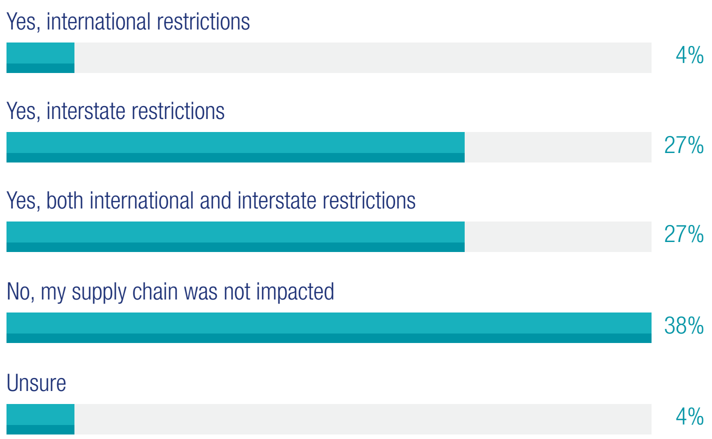
SUPPLY CHAINS

The onset of COVID-19 saw supply chains impacted significantly as sea freight saw delays early in the pandemic; and the halting of international and domestic flights saw air freight capacity reduced significantly. The closure of borders saw the movement of expertise and workers impacted significantly, affecting supply chains on another level all together.

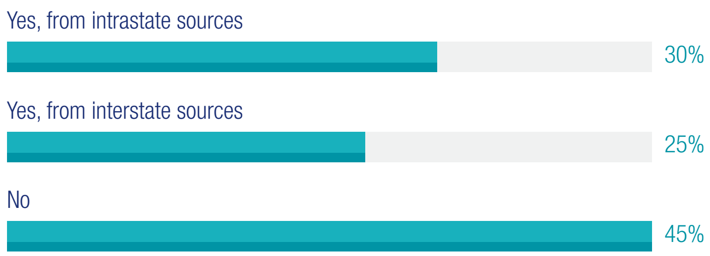
Across Regional SA, the survey found 58 per cent of businesses' supply chains impacted by border restrictions, in particular, interstate border restrictions. In most cases businesses experienced delays related to stock and materials. Moreover, local businesses were unable to access both international and domestic expertise, and had to scramble to find people within the state at extra cost and time.

"Parts, both internationally and nationally are becoming harder or slower to source." Adelaide Hills/Murraylands/Mount Barker/Strathalbyn, Personal & Other Services, 1–4 employees, $250k–$500k turnover

IMPACT OF BORDER RESTRICTIONS ON SUPPLY CHAINS



HAVE YOU BEEN ABLE TO SOURCE STOCK OR MATERIALS LOCALLY TO COMPENSATE YOUR IMPACTED SUPPLY CHAIN?



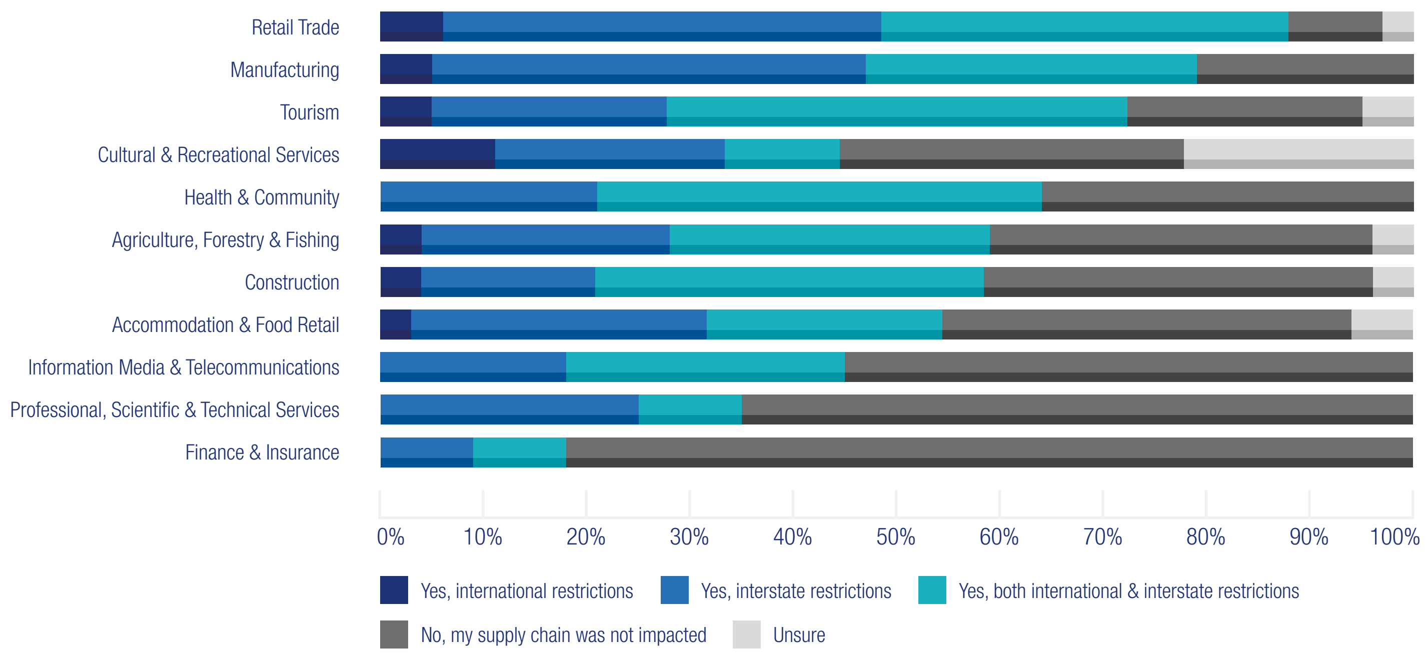
"Our large machine is serviced by Mildura and the technician has not been able to come over. We have had to get someone from Adelaide (6 hour round trip) plus we have had days where we could not work due to the machine being down."
Riverland, Manufacturing, 1–4 employees, $250k–$500k turnover

Unfortunately, 45 per cent of businesses with supply chain impacts were unable to repair or supplement their supply chain. Interestingly, only 30 per cent of businesses were able to supplement their supply chains from intrastate sources which highlights the need to further develop onshore supply chains.

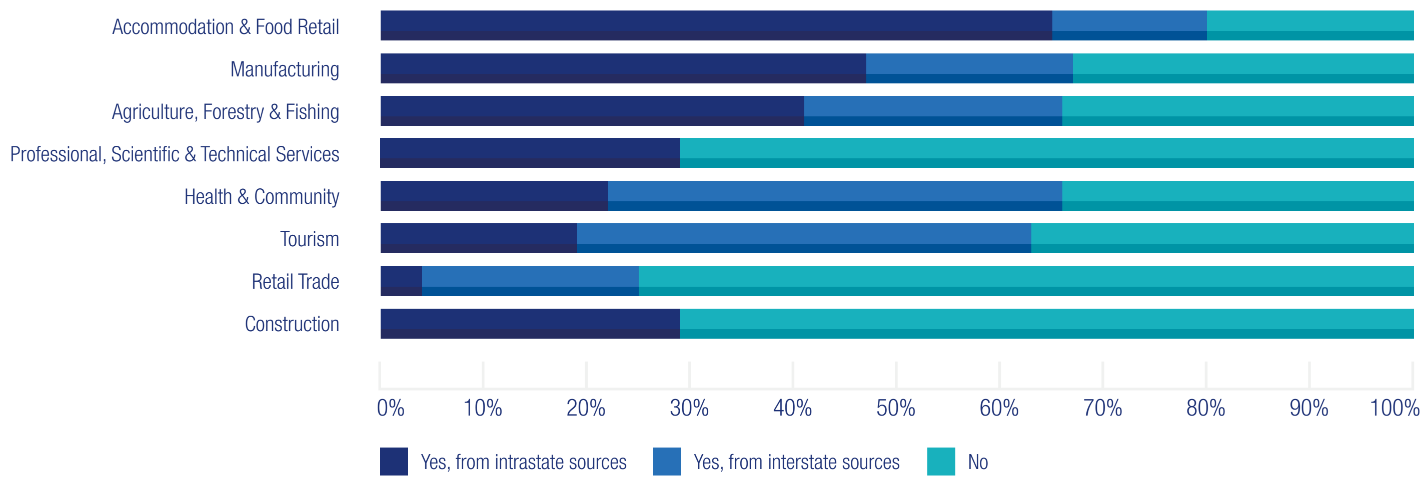
When the results were broken down by industry sector, Retail Trade and Manufacturing were two of the most impacted sectors. Both Retail Trade and Manufacturing were also highly exposed to interstate border closures with 81 per cent of businesses reporting their supply chains impacted by interstate restrictions. Not surprisingly the services sector including Finance & Insurance, and Professional, Scientific & Technical Services were the least affected.

The Accommodation & Food Retail sector was most successful in resolving supply chain issues from interstate sources. Unfortunately, businesses in the Retail Trade and Information Technology were the least successful in repairing their supply chains. On the other hand, while the Manufacturing sector was one of the most impacted sectors it has been quite successful in repairing supply chains with two out of three businesses able to source stock or material from either interstate or intrastate sources.

ARE INTERSTATE OR INTERNATIONAL BORDER RESTRICTIONS IMPACTING YOUR SUPPLY CHAIN?



HAVE YOU BEEN ABLE TO SOURCE STOCK OR MATERIALS LOCALLY TO COMPENSATE YOUR IMPACTED SUPPLY CHAIN?



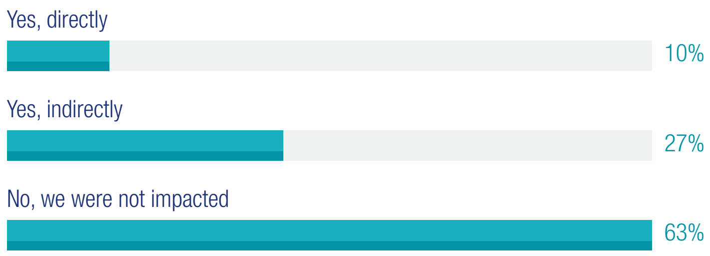
IMPACT OF THE BUSHFIRE SEASON

The 2019/20 bushfire season or Black Summer was one of the worst on record. While the eastern states saw the greatest devastation, South Australia certainly wasn't spared. In regional South Australia, 10 per cent of businesses were directly impacted and 27 per cent indirectly impacted.

Of those businesses directly impacted, 55 per cent were based in either Kangaroo Island or the Adelaide Hills, and 10 per cent from the Yorke Peninsula. Kangaroo Island businesses were the most impacted with 90 per cent of businesses responding that they were either directly or indirectly impacted by the bushfire season.

Many businesses who weren't directly impacted by fires, still felt the impacts the fires did to the local economy. As locals started the recovery process and the damage was counted, money that would normally be spent in local economies was either withheld or spent on recovery efforts instead.

WAS YOUR BUSINESS DIRECTLY OR INDIRECTLY IMPACTED BY THE 2019/20 BUSHFIRE SEASON?



90%

of businesses on Kangaroo Island were impacted by bushfires

"Our business was indirectly affected as it caused problems for the surrounding farmers who are some of our best customers."
Yorke Peninsula/Mid-North/Port Pirie, Retail Trade, 5–9 employee, $500k–$1m turnover

Businesses on Kangaroo Island and the Adelaide Hills that were either directly or indirectly impacted, were the most likely to receive financial support with 53 per cent and 41 per cent respectively, receiving some form of financial support. Businesses also praised non-financial support they received, such as from volunteer organisations.

"Blazeaid volunteer support was gratefully accepted."
Yorke Peninsula/Mid-North/Port Pirie, Cultural & Recreational Services, Sole Trader, < $250k turnover

While grateful for the timeliness and magnitude of the support on offer, many businesses indicated that bureaucracy made accessing help a challenge. Moreover, some businesses recognised the strain on mental health from the fire season and the need for further support in this area.

36%

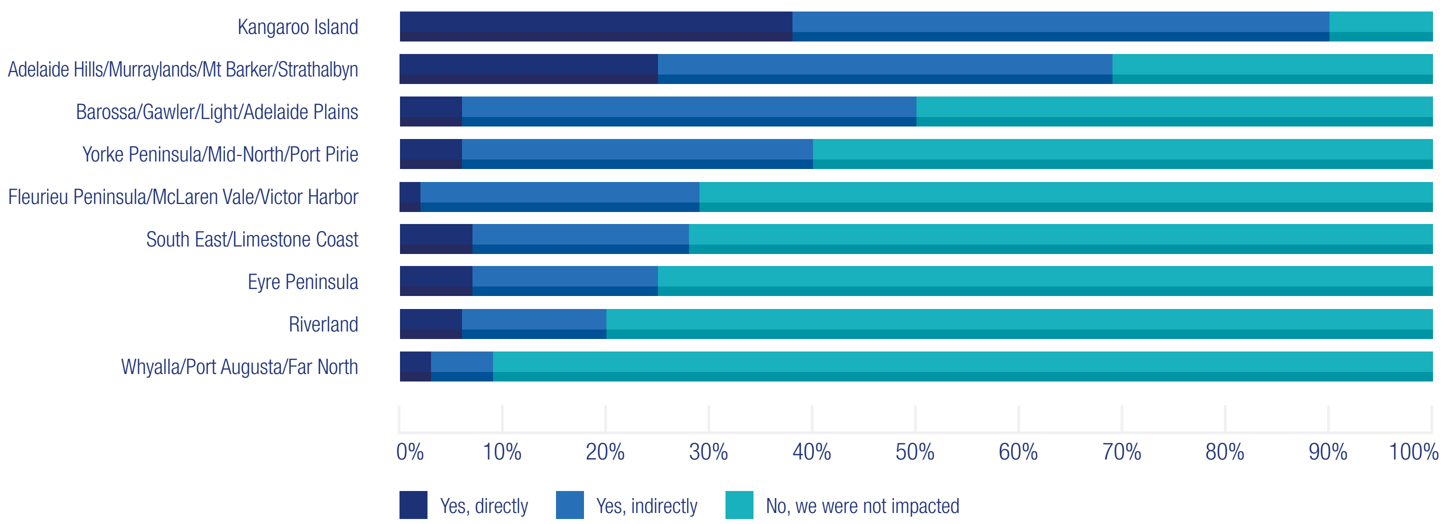
of businesses benefited from bushfire financial support

"Too much paperwork to apply for financial relief"
Barossa/Gawler/Light/Adelaide Plains, Agriculture, Forestry & Fishing, 10–19 employees, $1m–$2m turnover

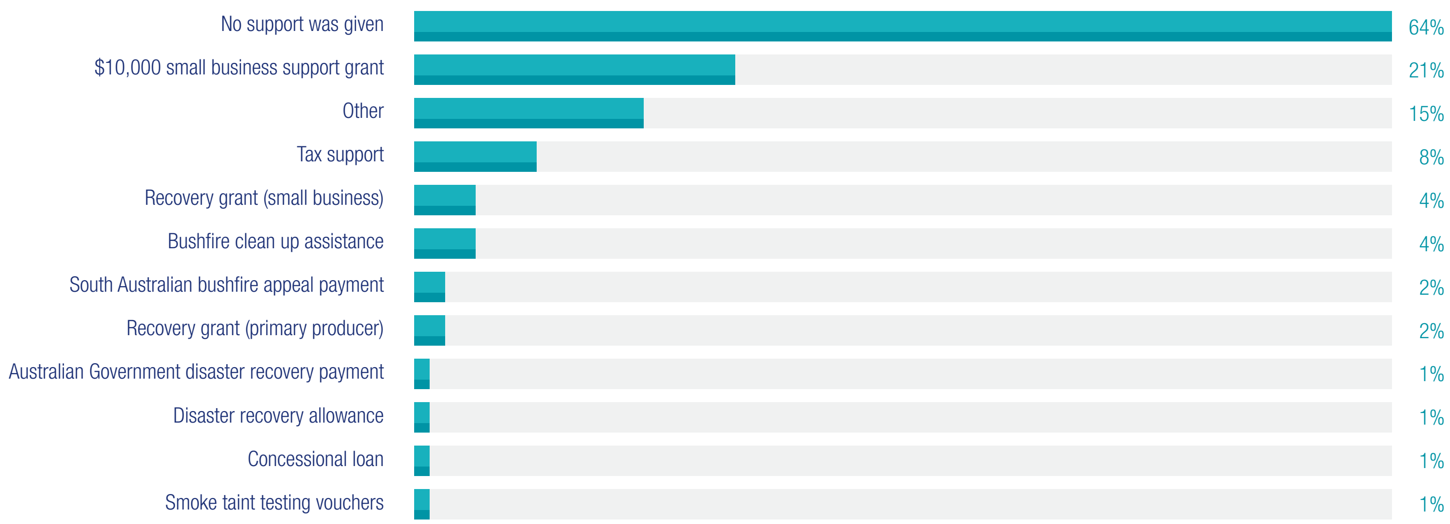
"Post bushfires the bureaucratic response and creation of more local bushfire committees has been too much, too late."
Kangaroo Island, Government, Sole Trader, $250k–$500k turnover

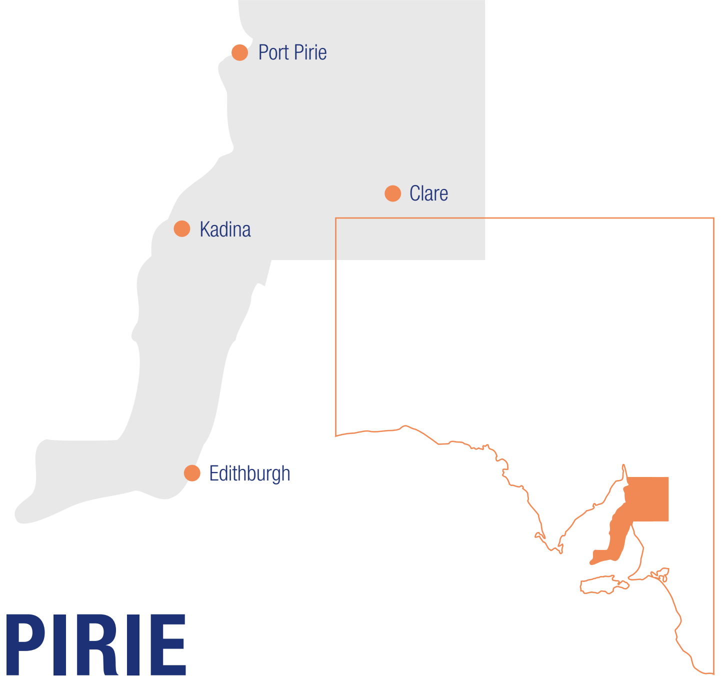
"Post-traumatic stress was not supported properly. A local service provider tried with poorly trained workers."
Yorke Peninsula/Mid-North/Port Pirie, Cultural & Recreational Services, Sole Trader, < $250k turnover

WAS YOUR BUSINESS DIRECTLY OR INDIRECTLY IMPACTED BY THE 2019/20 BUSHFIRE SEASON?



HAVE YOU BENEFITED FROM FINANCIAL SUPPORT?





YORKE PENINSULA, MID-NORTH & PORT PIRIE

KEY ISSUES IMPACTING BUSINESS

Skills availability was the number one challenge facing individual businesses across the Yorke Peninsula/Mid-North/Port Pirie (YPMNPP) region, followed by lack of population growth and COVID-19 restrictions. In fact, lack of population growth rated much higher for individual businesses in this region compared to the broader Regional SA average. When considering issues that impacted their region more broadly, businesses raised similar issues although digital infrastructure rated slightly higher. The notable absence in 2020 compared to 2018 was electricity costs, which was previously the top issue for YPMNPP businesses.

14%

ranked skills availability as number one challenge

GROWTH CONSTRAINTS AND LABOUR COSTS

Like Regional SA overall, YPMNPP businesses nominated Council rates as their biggest growth constraint with 22 per cent of respondents ranking this constraint as number one. This was followed by personal income tax rates, payroll tax and company tax rate, each having 18 per cent of businesses rank as their top constraint. Businesses also raised a number of points on how various rates and taxes impacted their viability, particularly land-based taxes.

"Council rates increase year on year, the value of farm land is increasing yearly, the Valuer General increases her rate and the Council increase their rate giving a compounded increase. The price we receive for our grain has not increased in 50 years, the only way we can survive is to be more efficient. Councils need to be more efficient with the money they receive."
Agriculture, 5–9 employees, $1m–$2m turnover

YPMNPP businesses ranked both Award rates (18 per cent) and training costs (18 per cent) as their most problematic labour cost challenges. While 23 per cent of all regional businesses said they faced no significant labour cost challenges, only 15 per cent found this to be the case across YPMNPP. Payroll tax also slipped back slightly in importance from 2018 to 2020, likely assisted by the fact that the State Government lifted the threshold from $600k to $1.5m in 2018, and 81 per cent of respondents had less than 20 employees. In terms of the Awards, penalty rates attracted the most attention from businesses.

"Award and penalty rates make it uneconomic to open our hospitality business on weekends and Public Holidays... we can't put our price up just because it's a Sunday!"
Tourism, 20–49 employees, $5m–$10m turnover

SKILLS SHORTAGES AND TRAINING

Similar to the broader Regional SA average, YPMNPP businesses identified the number one issue related to skills shortages was appropriately skilled employees being unwilling to move to the region due to a lack of community infrastructure and access to necessary services. Unfortunately, this is resulting in many businesses being unable to meet customer demand or improve the services they offer.

In relation to training, the biggest concern was the availability of locally provided training and also, the cost of sending employees to Adelaide for training. However, some businesses also found that online training is providing them more options, even if not always relevant, with 56 per cent of YPMNPP businesses utilising online training and 87 per cent satisfied with the quality.

"We have to use the range of tools available to us. Online is accessible and relevant for some topics. Port Pirie TAFE is rationalising its offering so we are now sending apprentices to Adelaide for part of their training at significant extra cost. Some providers are willing to travel to regional areas, we tend to gravitate toward those. We are also willing to attend training in Adelaide and interstate. It's too important not to."
Manufacturing, 20–49 employees, $10m–$50m turnover

STATE OF COMMUNICATIONS

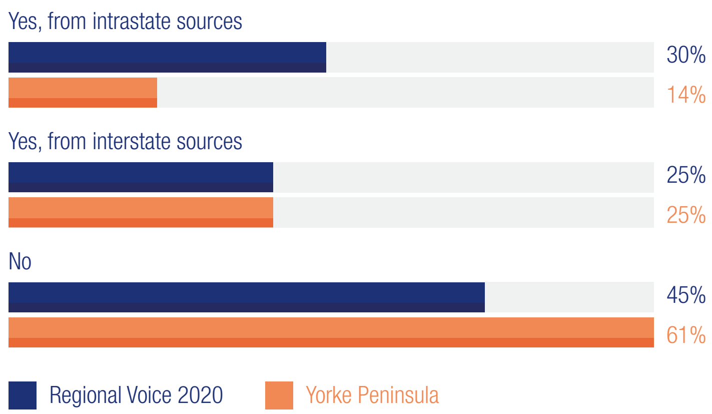
YPMNPP businesses indicated greater satisfaction with their mobile coverage than the broader Regional SA average with 46 per cent either satisfied or extremely satisfied compared to 39 per cent overall. However, there were still a range of comments on the lack of continuous coverage between main towns and in some farming areas.

The region had similar NBN connectivity levels compared to overall, at 71 per cent, but had a greater satisfaction level with the quality of their NBN connections, with only 13 per cent of businesses either dissatisfied or extremely dissatisfied compared to 24 per cent of Regional SA overall. Some businesses still commented on connectivity issues though, including for satellite and wireless NBN, noting that businesses often needed a higher level of capacity than households.

SUPPLY CHAIN CHALLENGES

Just over half of YPMNPP businesses have experienced disrupted supply chains due to both interstate and international border restrictions. Of those, less than 40 per cent have been able to source stock locally to compensate.

HAVE YOU BEEN ABLE TO SOURCE STOCK OR MATERIALS LOCALLY TO COMPENSATE YOUR IMPACTED SUPPLY CHAIN?



GOVERNMENT AND REGULATORY SUPPORT

The survey found 69 per cent of businesses backed specific Government policy to promote regional population growth, which was above the broader Regional SA average of 65 per cent and only behind the Whyalla/Port Augusta/Far North region. In terms of funding support, YPMNPP businesses overwhelmingly backed infrastructure investment with economic infrastructure (roads, ports) coming out on top, the same place as 2018. This was closely followed by social infrastructure (hospitals, schools, community facilities) and in third place, Government investment to both retain and attract businesses to the region.

"With the right infrastructure and support I believe the other topics will take care of themselves. Duplicating highway 1 from Port Wakefield to Port Augusta is important."
Manufacturing, 20–49 employees, $10m–$50m turnover

YPMNPP businesses ranked Council development applications as the most costly and challenging aspect of Government red-tape, although on average businesses were satisfied with Council service delivery with only 19 per cent expressing dissatisfaction against a broader Regional SA average of 25 per cent. Further, only 28 per cent of businesses wanted further Council amalgamations.

Tax related compliance rated second on red-tape challenges for YPMNPP businesses and a lack of information sharing amongst Government departments was also raised. Further, businesses suggested a customer service approach would benefit when they needed guidance on how to comply with specific rules and regulations.

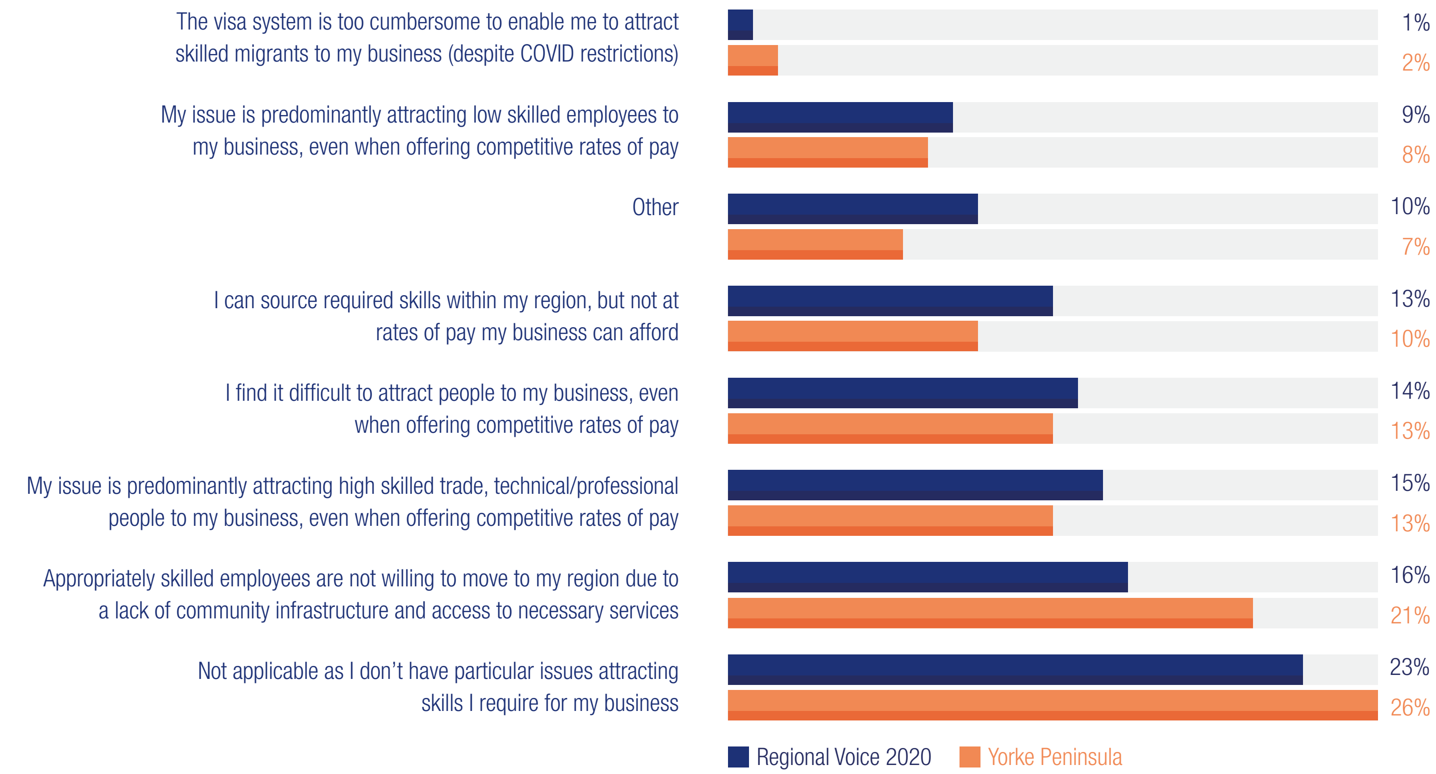
TOP 5 ISSUES AFFECTING MY BUSINESS

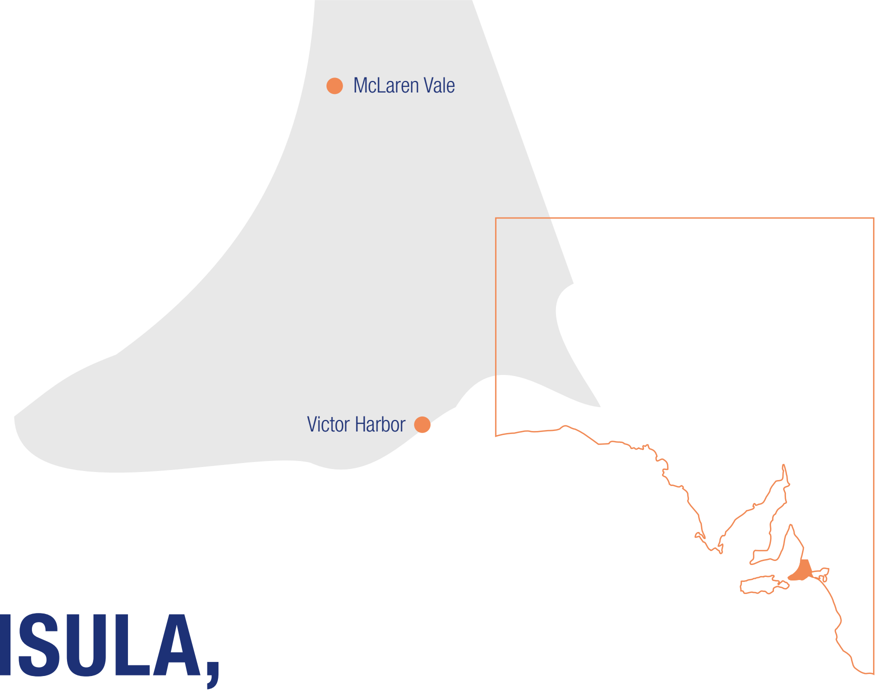
1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Council rates and operations (e.g. planning approvals)
3. COVID-19 restrictions
4. Digital infrastructure (internet & NBN)
5. Lack of population growth

TOP 5 ISSUES AFFECTING MY REGION

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Lack of population growth
3. Digital infrastructure (internet & NBN)
4. Council rates and operations (e.g. planning approvals)
5. COVID-19 restrictions

PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES





FLEURIEU PENINSULA, McLAREN VALE & VICTOR HARBOR

KEY ISSUES IMPACTING BUSINESS

Businesses in the Fleurieu Peninsula/McLaren Vale/Victor Harbor (FPMVVH) region found electricity costs to be their most pressing issue, like they did in 2018, even in the presence of COVID-19 restrictions which came in at number two. Digital infrastructure was the third most commonly raised primary issue for businesses in the region, despite 80 per cent of businesses being connected to the NBN, 6 per cent above the regional average.

14%

ranked electricity as number one challenge

When businesses in the FPMVVH region considered issues at a broader regional level, their priorities were perceived quite differently with lack of customer demand deemed number one, closely followed by a lack of tourism. This can be explained in part by a lack of international tourists and the lower propensity of locals to stay the night in a region situated within easy driving distance of Adelaide. An older demographic with lower incomes was also cited as a factor limiting customer demand. Economic infrastructure requirements, labour costs (including penalty rates) and skills availability rounded out the top five regional business issues.

GROWTH CONSTRAINTS AND LABOUR COSTS

Personal income tax rates were nominated as the top tax, rate or levy constraining the growth of businesses in the region, with Council rates close behind and company tax coming in at third. Considering the survey period closed just after the Federal Budget, we expect income tax cuts will boost non-incorporated businesses including sole traders, partnerships and trusts. Businesses also mentioned the disincentive of employment related taxes:

"High staff level manufacturing, hospitality etc are usually restricted more as they employ more staff, any levy that is geared to number of staff rather than turnover is a disincentive to employment" Accommodation & Food Retail, 20–49 employees, $2m–$5m turnover

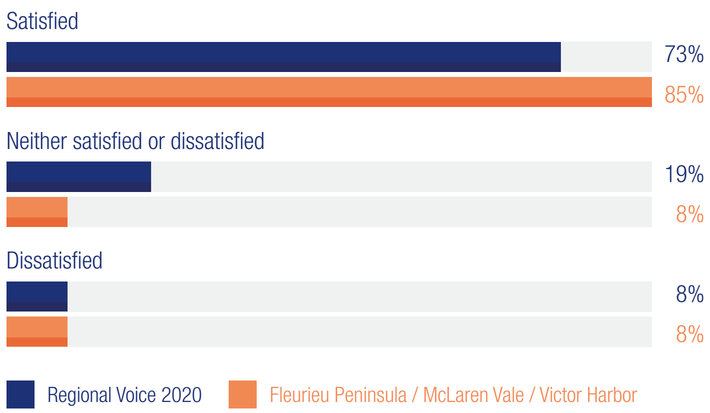
Award conditions, Award rates and penalty rates rounded out the top three labour cost challenges for FPMVVH businesses, with businesses commenting on the difficulty having to pass on Award wage increases while maintaining competitive prices. The complexity of Awards was also raised as a challenge, particularly with SMEs needing to move staff between various functions.

SKILLS AND TRAINING

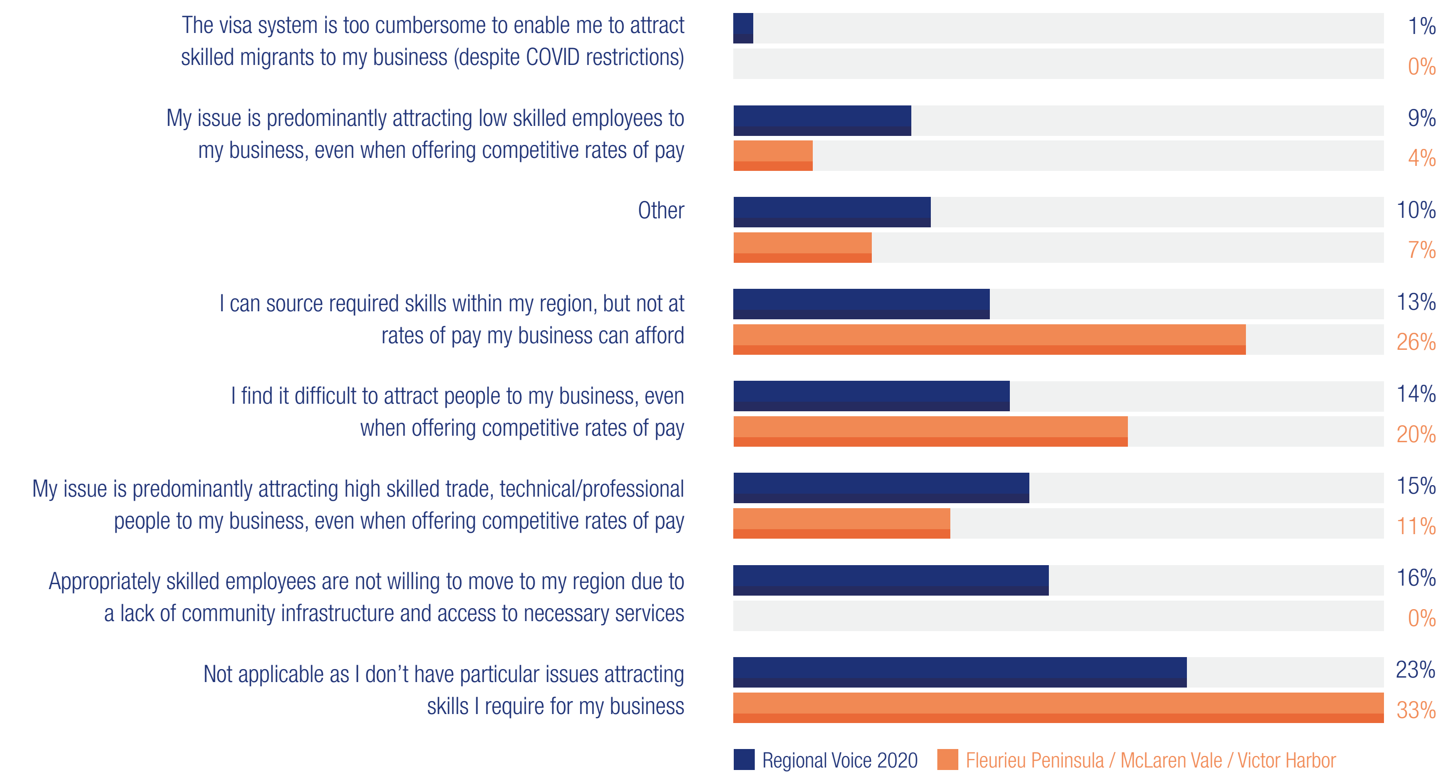
With almost a third of businesses in the FPMVVH region being able to attract required labour, this was well above the regional average of 23 per cent. This is a positive sign for the region, and no doubt supported by good commuting access from Adelaide. However, the most prominent skills related issue was actually being able to access required skills, but not at the rates of pay businesses could afford.

The top training related issue facing businesses in the region was being unable to access training locally. Not surprisingly, the region saw 58 per cent of businesses surveyed take up online training in the wake of COVID-19 restrictions, compared to 51 per cent for broader Regional SA. Moreover, satisfaction rates for online training were 12 per cent higher than for Regional SA. It comes as no surprise then that two thirds of businesses were likely to continue online training, 14 per cent higher than the Regional SA rate.

SATISFACTION WITH ONLINE TRAINING



PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES



STATE OF COMMUNICATIONS

The FPMVVH region experienced higher rates of satisfaction for mobile coverage with 56 per cent compared to 39 per cent for Regional SA. The Fleurieu was also unique in that 42 per cent of respondents were happy to pay more for a better NBN service, as well as generally having a higher than average connection rate. The desire for an improved NBN seemed to be more related to reliability as opposed to speed, albeit businesses commented on slowing speeds at times of high demand.

GOVERNMENT AND REGULATORY SUPPORT

While 56 per cent of respondents from the FPMVVH region advised that SA needed government specific policy to promote population growth in the regions, it was well below the broader SA Regional result of 65 per cent.

The top three areas businesses in the region wanted further support were:

1. Investment in economic infrastructure such as roads and ports
2. Investment in higher speed internet connection (beyond the capabilities of NBN)
3. Investment in tourism infrastructure

In fact, across the last three Regional Voice surveys, investment in economic infrastructure has been the number one priority of businesses in the FPMVVH region. Businesses in the region were generally more satisfied with their Council than more broadly across Regional SA.

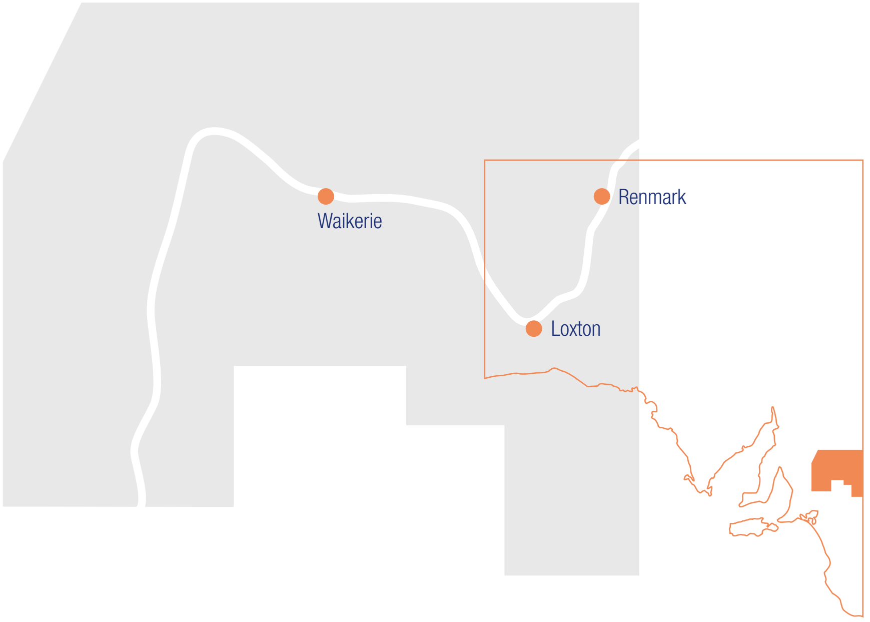
However, while the focus of Councils on tourism was welcome, there were also calls for a broader focus beyond this sector. There was some appetite for Council amalgamations, but this was relatively low and the number of businesses unsure on this matter, 32 per cent, was well above the Regional SA average of 20 per cent.

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Electricity costs
2. COVID-19 restrictions
3. Digital infrastructure (internet & NBN)
4. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
5. State Government red-tape (e.g. tender processes, regulatory compliance processes)

TOP 5 ISSUES AFFECTING MY REGION

1. Lack of customer demand
2. Lack of tourism
3. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
4. Economic infrastructure requirements (e.g. roads, airports, ports)
5. Labour costs (including Award rates and conditions, penalty rates etc)



RIVERLAND

KEY ISSUES IMPACTING BUSINESS

Skills availability was the greatest challenge facing individual businesses in the Riverland and the region generally, reflecting the overall regional response (replacing electricity costs identified as the top issue in 2018), closely followed by equally ranked labour costs and water costs and supply.

The significance of water costs for the Riverland had not changed since 2018 and was significant only for the Riverland out of all the regions, rating equal third for individual businesses but second for the region.

Mobile telecommunications coverage and electricity costs were equally ranked next. Although a significant number of businesses were satisfied with their mobile coverage, a majority were dissatisfied or strongly dissatisfied, exceeding the broader Regional SA response.

Feedback from Riverland businesses highlighted that infrastructure investment could include a focus on improving mobile coverage.

"All of these (Government initiative options) depend on better internet connection and mobile phone coverage."
Agriculture, Forestry & Fishing, 10–19 employees, $5m–$10m turnover

When considering issues that impacted their region more broadly, businesses raised similar issues but included the need for more economic infrastructure and lack of tourism as significant issues.

14%

ranked skills availability as number one challenge

GROWTH CONSTRAINTS AND LABOUR COSTS

Riverland businesses nominated payroll tax as the most significant growth constraint followed by personal income tax. This was significantly higher than the regional figure with 23 per cent of Riverland businesses ranking payroll tax as their greatest challenge in contrast to 16 per cent across Regional SA.

"Payroll tax reduces willingness to employ more staff. High top marginal personal income tax rates results in higher wages as staff seek higher wages to ensure they have sufficient take home pay." Electricity, Gas & Water Supply, 20–49 employees, $2m–$5m turnover

At the same time 28 per cent of Riverland businesses reported they faced no labour cost challenges, slightly above the regional trend.

SKILLS AND TRAINING

Riverland businesses experienced similar difficulty in accessing training to that of all Regional SA businesses.

The Riverland also reported the same level of skill shortages as Regional SA overall and an inability to attract skills of all levels regardless of the rate of pay offered. However, Riverland businesses reported that appropriately skilled workers were not willing to move to the region due to the lack of community infrastructure and services as a greater issue than indicated in the regions overall. Kangaroo Island and the Yorke Peninsula, Mid-North and Port Pirie also reported this as a prime reason for skill shortage.

COUNCIL EXPERIENCE AND AMALGAMATIONS

The Riverland was more satisfied with the service delivery of their local Councils than all other regions with 46 per cent of businesses responding with either extremely satisfied or satisfied and 35 per cent neither satisfied nor not satisfied. Businesses which did report dissatisfaction with Councils focused on rates and lack of support for local businesses in tenders and building development.

Despite general positive sentiment, Riverland businesses were also in favour of Council amalgamations (49 per cent), in contrast to only 28 per cent of businesses across Regional SA. Anecdotal responses indicate an expectation of cost savings, a reduction in parochial behaviour and fighting over scarce tourism resources. However, there is also an underlying fear that small Councils and small towns would lose out.

"Reducing parochialism in regions is a good thing. We are not competing across town and Council borders, it's nonsense to act like that." Information Media & Telecommunications, 1–4 employees, < $250k turnover

GOVERNMENT AND REGULATORY SUPPORT

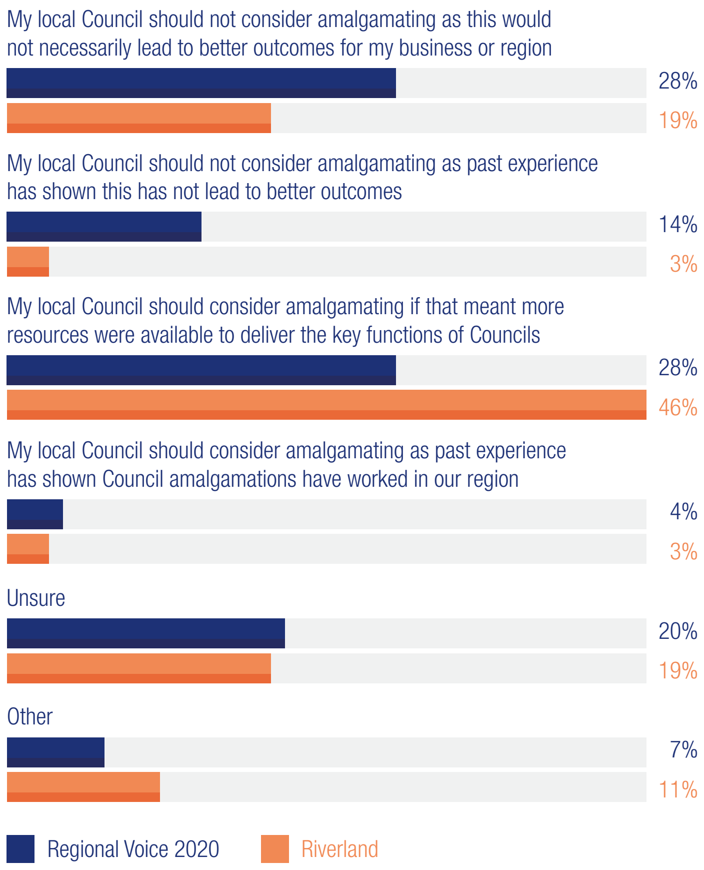
The top three areas of additional government support identified by businesses in the Riverland shared two with the overall Regional SA rankings. The Riverland stood out by ranking investment to retain or attract businesses to your region in the top three, when overall that came in at sixth and by not ranking investment in economic infrastructure within that top three. The ranked areas of additional government support identified by business were:

1. Investment in social infrastructure such as hospitals, schools and community facilities like pools
2. I believe the Government should primarily focus on lowering overall costs to support business in my region
3. Investment to retain or attract businesses to your region

Suggestions included: decentralisation of services, tourism campaigns, further utilisation of the river such as slipways and moorings.

"Investment in truly working with small/medium businesses for growth – stop focusing on the few big businesses – it is the small/medium operators that keep the towns alive" Transport & Storage, 1–4 employees, $250k–$500k turnover

VIEWS ON LOCAL COUNCIL AMALGAMATING WITH NEARBY REGIONAL COUNCILS



STATE OF COMMUNICATIONS

Mobile phone coverage was a bigger issue for businesses in the Riverland, with 53 per cent of businesses either dissatisfied or extremely dissatisfied with their mobile coverage in comparison to the overall regional dissatisfaction rate of 40 per cent.

Moreover, while 6 per cent more Riverland businesses where connected to the NBN (79 per cent) than the SA Regions generally, 37 per cent of those businesses were either dissatisfied or extremely dissatisfied with their NBN service.

"We only have access to fixed wireless NBN which is unreliable" Agriculture, Forestry & Fishing, 1–4 employees, < $250k turnover

"Our NBN is wireless at Loxton North and is constantly not working. Especially during the day when I am trying to do meetings via Zoom etc. Was very noticeable during early stages of pandemic as we were doing a lot more online instead of face to face" Wholesale Trade, 1–4 employees, $250k–$500k turnover

RED-TAPE

The Riverland's red-tape experience differed to Regional SA overall ranking compliance with Federal and State Laws and regulations as the most challenging or costly aspect for their businesses as opposed to Council development applications which was the top ranked issue across all regions. Interestingly Council development applications and applying for government tenders ranked three and four for the Riverland but were the top two ranked red-tape problems for Regional SA overall.

SUPPLY CHAINS AND INTERNATIONAL BORDERS AFFECTED BY COVID-19

Businesses report that international and interstate border restrictions affected the Riverland's supply chains slightly more than Regional SA overall. However, the Riverland was also the most successful in finding alternatives with 54 per cent of businesses able to source stock and materials from intrastate sources.

Businesses did comment that Australia Post was not reliable and that it often took longer for stock to come from Adelaide than from interstate pre-COVID.

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Labour costs (including Award rates and conditions, penalty rates etc)
3. Water costs & supply (e.g. SA Water costs, River Murray allocations for irrigators)
4. Mobile telecommunications coverage
5. Electricity costs

TOP 5 ISSUES AFFECTING MY REGION

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Water costs & supply (e.g. SA Water costs, River Murray allocations for irrigators)
3. Electricity costs
4. Economic infrastructure requirements (e.g. roads, airports, ports)
5. Lack of tourism

PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES

SOUTH EAST & LIMESTONE COAST

KEY ISSUES IMPACTING BUSINESS

The key issues affecting the South East and Limestone Coast (SELC) region have changed significantly since the last Regional Voice in 2018. Previously electricity costs and economic infrastructure requirements were the two most pressing issues, however in the 2020 survey businesses were most challenged by skills shortages and COVID-19 restrictions.

29%

ranked skills availability as number one challenge

SKILLS AND TRAINING

The SELC region's labour and skills challenges were similar to other regional areas in South Australia. While it is expected that COVID-19 has resulted in a skills shortage in the area, the issue runs much deeper with businesses concerned that a lack of infrastructure dissuades employees from moving to the Limestone Coast. 23 per cent of businesses believed that appropriately skilled employees were not willing to move to the region due to a lack of community infrastructure and access to necessary services. This was significantly higher than other regions with the average 16 per cent.

GOVERNMENT AND REGULATORY SUPPORT

South East and Limestone Coast businesses clearly want to see an increase in government infrastructure spending in the region. There were a number of infrastructure improvements that were suggested, including medical facilities and investment in tourism across the region. For example, the Government providing grants to assist tourism accommodation providers to upgrade their facilities, encourage visitors to extend their stay in the Limestone Coast and lifting up below average occupancy rates.

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Labour costs (including Award rates and conditions, penalty rates etc)
4. Lack of tourism
5. Company tax

TOP 5 ISSUES AFFECTING MY REGION

1. COVID-19 restrictions
2. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
3. Lack of population growth
4. Labour costs (including Award rates and conditions, penalty rates etc)
5. Lack of tourism

SUPPLY CHAIN ISSUES

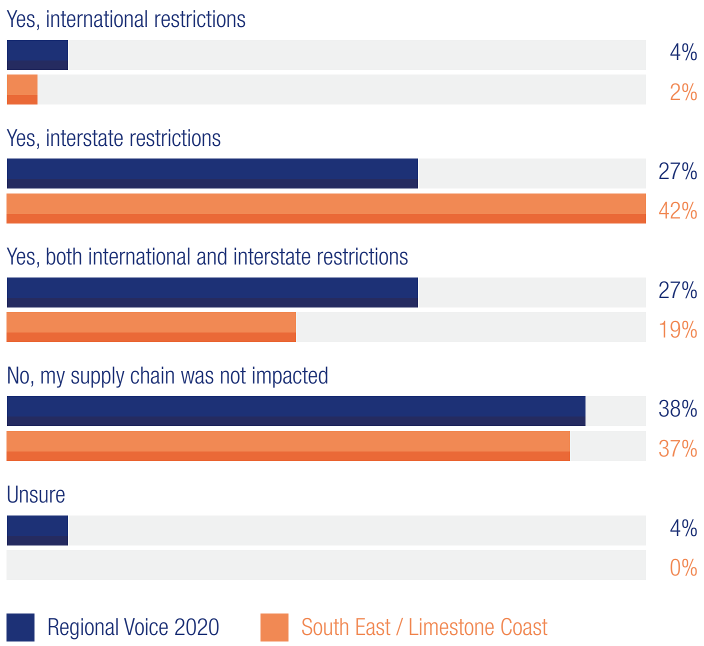
Due to its geographical location near the Victorian border, COVID-19 supply chain issues have made a big impact on the Limestone Coast. Businesses have seen a reduction in customers as well as a reduction in the number of people passing through the region to drive between Victoria and SA. There was also strong concerns about regular changes to border requirements, leaving border communities confused and uncertain.

"Shutting the Victorian border and living in the South East is a headache because that's a lot of clients I can't physically connect with." Professional, Scientific & Technical Services, Sole Trader, < $250k turnover

The domestic supply concerns were compounded by a number of respondents also indicating an issue with international supply chains. However, many businesses were able to source required supplies from interstate and intrastate alternatives, albeit at a greater cost.

"Delays on stock coming from overseas as well as state border controls delaying a business expansion." Retail Trade, 10–19 employees, $2m–$5m turnover

IMPACT OF BORDER RESTRICTIONS ON SUPPLY CHAINS



STATE OF COMMUNICATIONS

The Limestone Coast region experienced the second lowest rates of satisfaction for mobile coverage with 48 per cent dissatisfied compared to 40 per cent overall for Regional SA. The Limestone Coast also had very low levels of satisfaction for NBN coverage. South East respondents indicated the second lowest NBN connectivity levels (66 per cent) of all the regional areas, only behind Kangaroo Island (41 per cent). Businesses indicated that the major towns had decent coverage but outside of the town limits, there were significant blackspots that restricted the ability to do business. This Included concerns that internet connections were inadequate to conduct online training, a significant issue in COVID-19 times where a significant amount of training has moved to an online format. There were further concerns with the NBN network with a number of businesses experiencing daily drop outs or issues with speed.

"Mobile blackspots. It's horrendous that there are places in the South East where a signal can't be found. It's not only an economic or social issue, it's a health issue. It's dangerous." Professional, Scientific & Technical Services, Sole Trader, < $250k turnover

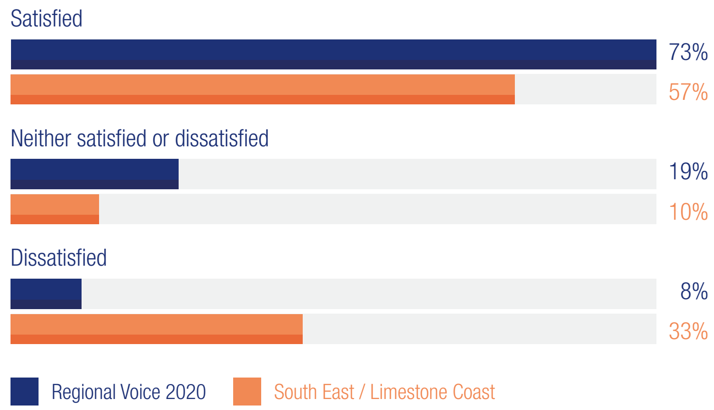
OTHER ISSUES FACING THE AREA

When asked what other significant issues faced the region's businesses, overwhelmingly the response was border restrictions. The issue is not just restricted to the supply chain but has caused multi-faceted issues, including employees unable to cross the border to attend work and a number of businesses whose customer base includes Victorians experiencing a significant drop in turnover.

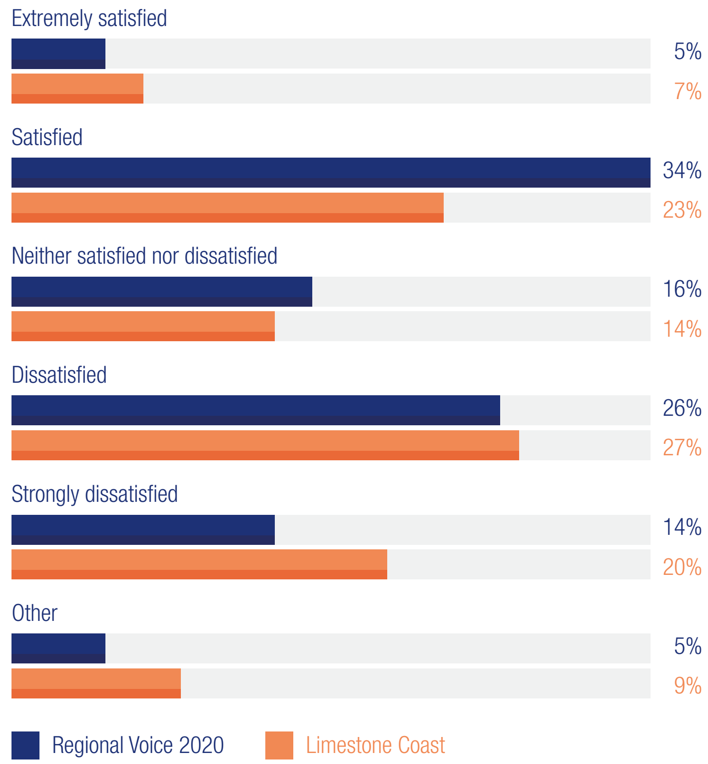
While businesses in general understood the reasoning behind the border closures, the issues they faced were compounded by the increased work load to get exemptions and there was additional stress due to the lack of communication from SA Health and SA Police. This resulted in businesses needed to provide the same information multiple times. Businesses also felt there was an inconsistency in the application of the restrictions.

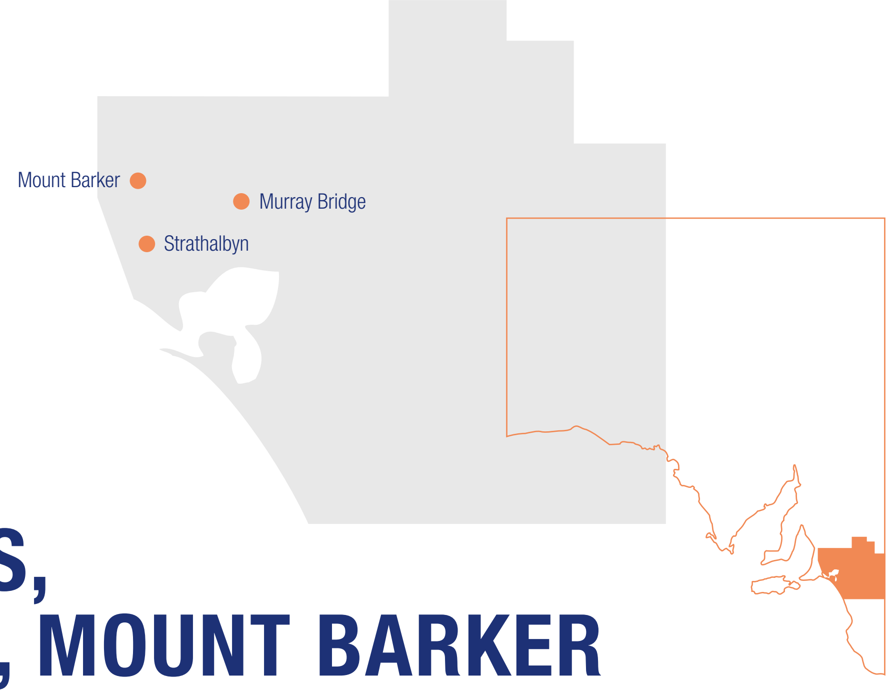
The final issue that was raised by a number of businesses was the tourism focus provided by the SA government and Tourism SA (South Australian Tourism Commission). The region felt that areas such as Kangaroo Island and the Barossa featured prominently in tourism campaigns and more could be done to promote tourism in the region.

SATISFACTION WITH ONLINE TRAINING



SATISFACTION WITH MOBILE COVERAGE





ADELAIDE HILLS, MURRAYLANDS, MOUNT BARKER & STRATHALBYN

KEY ISSUES IMPACTING BUSINESS

Overall the responses from the Adelaide Hills/Murraylands/Mount Barker/Strathalbyn (AHMLMBS) region were positive when compared to the responses of other regions.

Although there were many positive responses, there are still many challenges facing the region. Skills availability was the number one challenge facing individual businesses across the AHMLMBS region, followed by labour costs and COVID-19 restrictions.

20%
ranked skills availability as number one challenge

SKILLS SHORTAGES AND TRAINING

The AHMLMBS region had the lowest incident (3 per cent) of attracting low skilled employees, when offering competitive rates of pay out of any region. Moreover, the region also had the second highest result of businesses having no issues in attracting skills (31 per cent – following the Fleurieu Peninsula with 33 per cent). This is likely to be a result of businesses being within close proximity of Adelaide.

The region had the greatest response out of all the regions in accessing cost competitive online training with 15 per cent having no issues compared to 10 per cent of the overall Regional SA result. Overall the region faces less of a challenge in accessing training with responses lower across the board. Not surprisingly, overall the region's respondents were satisfied by online training with no respondents dissatisfied. In comparison, 8 per cent of the Regional SA result was dissatisfied by the quality of online training.

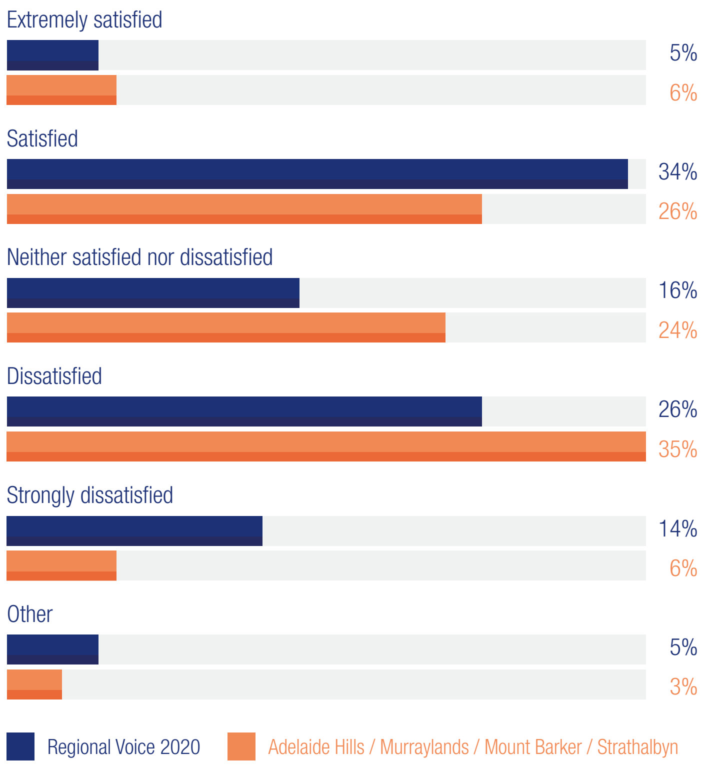
STATE OF COMMUNICATIONS

The region had greater NBN connectivity than the overall rate with 79 per cent of respondents compared to 74 per cent overall. Unfortunately, the region had the lowest satisfaction result though, with only 33 per cent of businesses satisfied with their NBN service compared to the Regional SA average of 52 per cent. Consequently, 44 per cent of respondents from the region would be willing to pay more for higher speed/capacity which was one of the highest results observed across all regions.

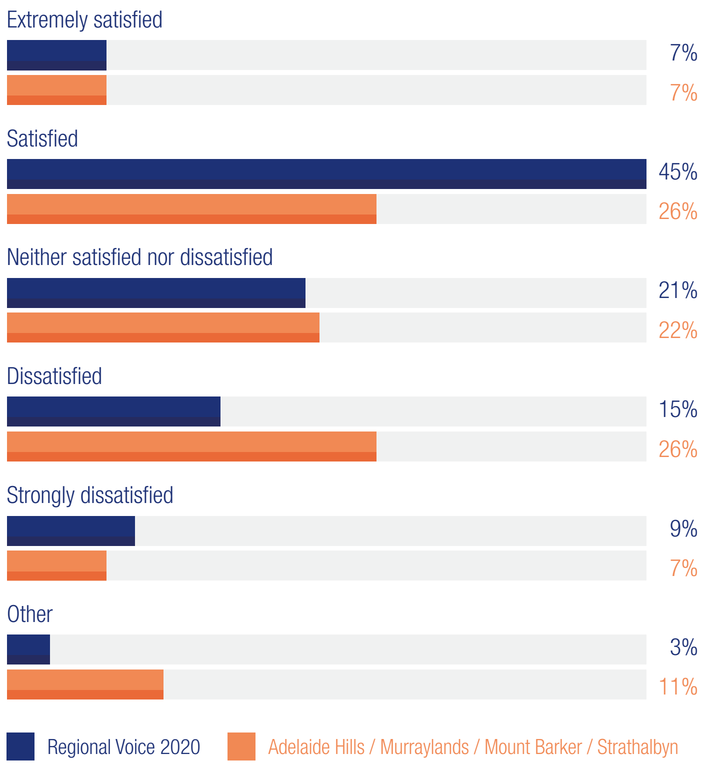
Mobile coverage for the region also had the highest dissatisfaction response out of all the regions, with 41 per cent of respondents being either dissatisfied or strongly dissatisfied.

Albeit within an hour of Adelaide, a significant number of respondents reported blackspots. While the mobile coverage in towns is adequate, black spots have still been reported on main roads between towns.

SATISFACTION WITH MOBILE COVERAGE



SATISFACTION WITH NBN SERVICE



GOVERNMENT AND REGULATORY SUPPORT

1. Investment in economic infrastructure such as roads and ports
2. Investment in social infrastructure such as hospitals, schools and community facilities like pools
3. I believe the Government should primarily focus on lowering overall costs to support business in my region

As one of the fastest growing regional areas, respondents expressed the need for improved investment in social infrastructure, including sports centres. Businesses were also looking for improvements to roads which are experiencing an increase in traffic due to population growth.

The Adelaide Hills region was the least supportive of Government policy promoting population growth with 29 per cent of respondents selecting they did not support government policy specifically supporting population growth, compared to 15 per cent for Regional SA overall. Although this is the second lowest percentage of support, 59 per cent did support population growth policy for the regions.

When commenting on Government red-tape, the biggest issue was the tardy response from Government departments leading to the impediment of business. The main issues highlighted by businesses were time delays, duplication and increased paperwork, with the requirement to provide the same information to multiple government departments. The complexity of the information required was also an issue with the associated cost to businesses.

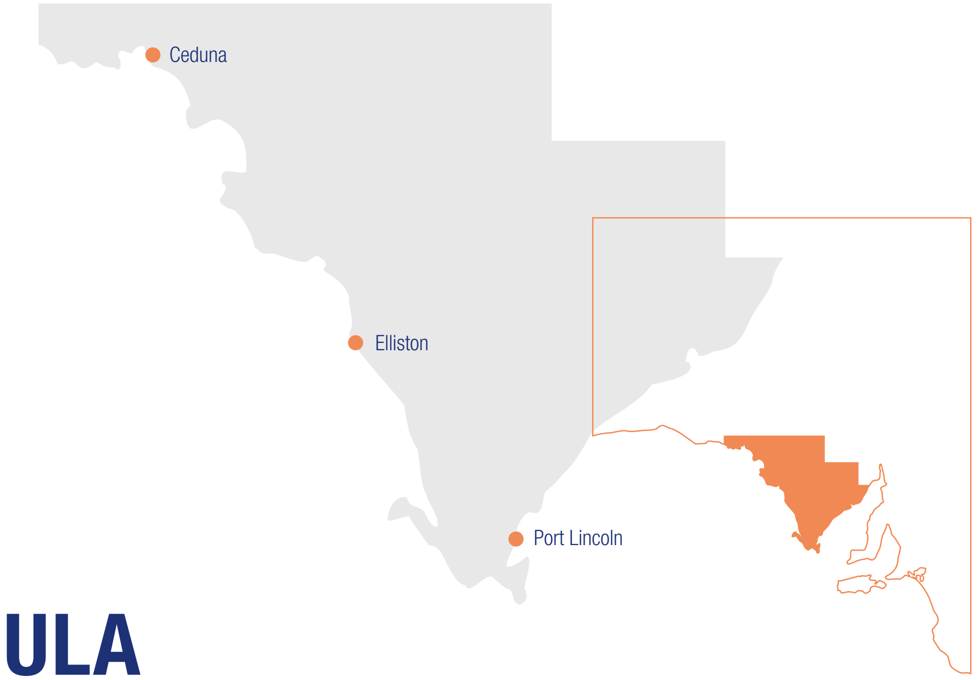
"I have employed a trainee through a training group provider which is costing $10K more than if I did it directly. However the paperwork side of things is too daunting to do direct so need the middle man. The total cost is then so high that it stops me from wanting to employ."
Finance & Insurance, 5–9 employees, $250k–$500k turnover

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Labour costs (including Award rates and conditions, penalty rates etc)
3. COVID-19 restrictions
4. Lack of customer demand
5. Digital infrastructure (internet & NBN)

TOP 5 ISSUES AFFECTING MY REGION

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. Labour costs (including Award rates and conditions, penalty rates etc)
3. State Government red-tape (e.g. tender processes, regulatory compliance processes)
4. Digital infrastructure (internet & NBN)
5. Economic infrastructure requirements (e.g. roads, airports, ports)



EYRE PENINSULA

KEY ISSUES IMPACTING BUSINESS

The number one issue facing individual Eyre Peninsula businesses was skills availability, followed by COVID-19 restrictions and labour costs (including penalty rates). This is in contrast to the Regional Voice 2018 which saw electricity costs as the top issue. In fact, electricity costs were well down the list in 2020, coming in at number 10. This reflects broader trends in the electricity market, led by wholesale market rates tracking at less than half their peak during price spike after the Northern Power Station closed in 2016.

Again, when businesses provided feedback on issues facing their region more broadly, skills availability came in at number one. COVID-19 restrictions were number two and economic infrastructure came in third, only dropping one place from 2018 after the inclusion of COVID-19. A call for further medical and dental services was also raised, on the basis that workers have families too, reiterating calls from respondents to the 2018 survey.

17%

ranked skills availability as number one challenge

GROWTH CONSTRAINTS AND LABOUR COSTS

Personal income tax rates, payroll tax and company tax rates were the top three most constraining taxes/rates/levies for EP businesses. With 89 per cent of the region's respondents having less than 20 employees, it was not surprising that individual tax rates ranked highest with more smaller businesses below the $1.5 million wage bill payroll tax threshold. Unlike the broader regional average, Council rates did not feature as a top constraint on businesses. The way taxes impacted upon reinvestment into productive assets was a theme of feedback from businesses:

"Impacts our growth & re-investment back into the economy because we can't afford to do it by the time all of the tax & super obligations are paid. This includes employment of staff."
Finance & Insurance, 5–9 employees, $500k–$1m turnover

Interestingly, the costs of work, health and safety (WHS) compliance was raised as the number one labour cost related challenge for Eyre Peninsula businesses, with Award rates coming in at number two.

Considering agriculture and construction businesses were the top industry respondents for the region, and the median employee number fell between one and nine, it was no surprise that many such smaller businesses struggled with WHS compliance. Further, with the minimum wage percentage each year flowing through to all Award rates, it is clear how this impacts upon small businesses. Eyre Peninsula businesses also pointed out the reality of having to compete against countries with low wages and low WHS standards, and raised specific issues in relation to penalty rates.

SKILLS SHORTAGES AND TRAINING

The number one skills related issue for Eyre Peninsula businesses was attracting employees, even when offering competitive rates of pay. This was also the same primary skills related issue from the 2018 survey and signifies the challenges of attracting staff to one of the State's most distant regions. Businesses also commented on the seasonality of work in the region which compounded the difficulty attracting staff:

"The seasonality of harvest also makes it difficult to attract the low skilled workforce needed to get the job done. Even at decent pay rates." Agriculture, Forestry & Fishing, 1–4 employees, $500k–$1m turnover

In respect to training, Eyre Peninsula businesses found having to send employees to Adelaide to be their primary challenge in accessing training for their staff (23 per cent). This included the difficulty in having staff away to train when many businesses were quite small and unable to practically accommodate this.

"Staff going to Adelaide for training, takes them out for a week. Hard to cover the staff." Retail Trade, 10–19 employees, $1m –$2m turnover

Despite being the region located furthest from Adelaide, Eyre Peninsula businesses had the lowest uptake of online training (32 per cent) against the broader Regional SA average of 51 per cent.

GOVERNMENT AND REGULATORY SUPPORT

Eyre Peninsula businesses overwhelmingly favoured investment in economic infrastructure (roads and ports), as their number one priority for government support, similarly to 2018. At 59 per cent of businesses seeing this as the top priority, it was well ahead of investment in social infrastructure, and investment to attract major industries, at 10 per cent respectively.

"Support for a multi-user deep sea port at Cape Hardy would be great. This would support and boost the economy of the whole of Eyre Peninsula. It would be a tremendous benefit to most farmers on EP. Road will need to be upgraded to support this vital project." Agriculture, Forestry & Fishing, 5–9 employees, $2m –$5m turnover

There were also comments made about a lack of permanent doctors inhibiting growth on the Eyre Peninsula.

Businesses brought up several concerns in relation to red-tape, with the most common issue related to applying for government tenders or carrying out government contracts. Broader challenges of compliance were also raised:

"We have to supply the same information every year to 30 odd different government and private companies. Takes up days of office work. We should only have to give it to one gov agency and everyone who needs it can access it from there." Waste Sector, 5–9 employees, $500k–$1m turnover

PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES

Respondents from the Eyre Peninsula were mostly neutral about the performance of their Council with 45 per cent of respondents neither satisfied nor dissatisfied. Further, the rate of dissatisfaction was the lowest of all the regions with only 14 per cent of businesses negatively responding, against the broader Regional SA average of 25 per cent. Not surprisingly, only 21 per cent of businesses supported further Council amalgamations on the Eyre Peninsula.

Two thirds of Eyre Peninsula businesses supported government policy to specifically support population growth in the regions, in line with the broader Regional SA average.

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Labour costs (including Award rates and conditions, penalty rates etc)
4. Company tax
5. Council rates and operations (e.g. planning approvals)

TOP 5 ISSUES AFFECTING MY REGION

1. Skills availability (e.g general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Economic infrastructure requirements (e.g. roads, airports, ports)
4. Lack of population growth
5. Digital infrastructure (internet & NBN)

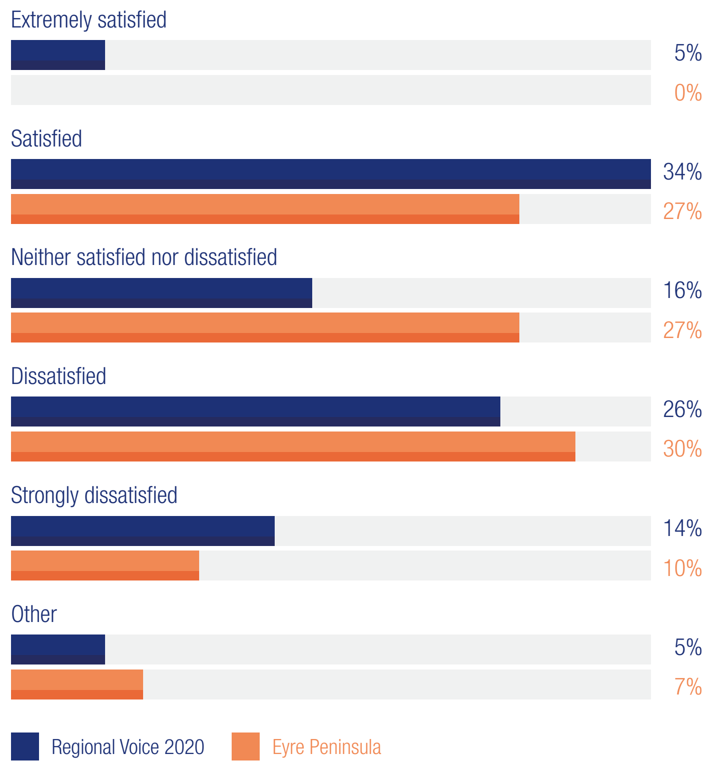
STATE OF COMMUNICATIONS

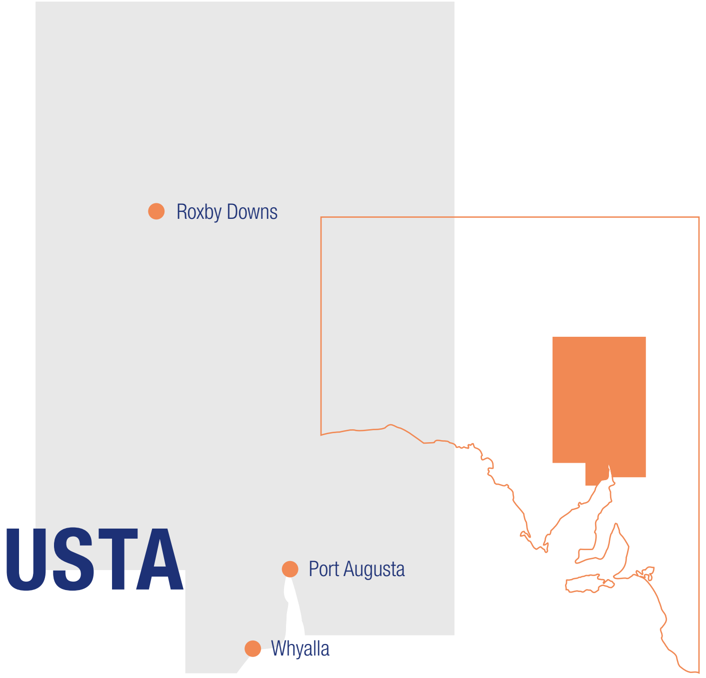
Eyre Peninsula businesses had the lowest rate of satisfaction with their mobile coverage of any region. With no businesses reporting being extremely satisfied, and only 27 per cent satisfied, this compared against the Regional SA average of 5 per cent and 34 per cent respectively. The state of mobile communications directly impacts on many different businesses, particularly when having to travel across the Peninsula and not necessarily being covered on highways. It also limits the adoption of technology by regional businesses:

"I do a mail contract 3 times a week & there is no coverage on 70% of the run. I don't even take a parcel scanner as it doesn't work" Postal contractor, Sole Trader, < $250k turnover

With 73 per cent of Eyre Peninsula businesses connected to the NBN, 55 per cent reported being satisfied and another 23 per cent neutral which was relatively consistent with the broader Regional SA average. For those businesses not so pleased, comments related to unreliability in the form of frequent drop outs.

SATISFACTION WITH MOBILE COVERAGE





WHYALLA, PORT AUGUSTA & FAR NORTH

KEY ISSUES IMPACTING BUSINESS

COVID-19 restrictions were the top issue facing individual businesses in the Whyalla/Port Augusta/Far North (WPAFN) region, the only region to nominate this as number one. Beyond that, skills availability was the second most important issue following Council rates and operations. Compared to 2018, electricity costs were no longer a major concern but Council rates and operations maintained second position. State Government red-tape and a lack of tourism rounded out the top five issues.

In relation to issues businesses identified as most important to their region, the same occupied the top three although Council rates and operations came out on top. Lack of population growth and economic infrastructure requirements came in at four and five.

"Council rates in Port Augusta are criminal and a hindrance to business and the willingness of people to live here."
Accommodation & Food Retail, 1–4 employees, $500k–$1m turnover

20%
ranked COVID-19 restrictions as number one challenge

STATE OF COMMUNICATIONS

Businesses across the WPAFN region were more satisfied with mobile coverage than the broader Regional SA average, at 47 per cent versus 39 per cent. This included the highest proportion of extremely satisfied customers of all regions at 11 per cent. However, the neutral portion of businesses in the region was lower than average (neither satisfied nor dissatisfied) with dissatisfied business customers close to the Regional SA average at 38 per cent. When asked for further comment, businesses which serviced customers beyond the major centres provided the most feedback on blackspots outside Whyalla and Port Augusta, for example hitting zero coverage heading north from Port Augusta. Businesses also raised concerns about blackspots between Whyalla and Port Augusta, and heading to Kimba.

The region however, did come out on top with the highest proportion of businesses connected to the NBN at 89 per cent. However, businesses satisfaction with NBN was slightly lower than the Regional SA average at 45 per cent versus 52 per cent, with reliability the most common issue raised.

BORDER RESTRICTIONS IMPACT ON SUPPLY CHAINS

Two out of three respondents across WPAFN advised their supply chains were impacted by either interstate or international border restrictions, the highest of any region in South Australia.

Further, only 39 per cent of businesses in the region were able to find alternative supply sources within SA or interstate, compared to 55 per cent of all Regional SA businesses.

GOVERNMENT AND REGULATORY SUPPORT

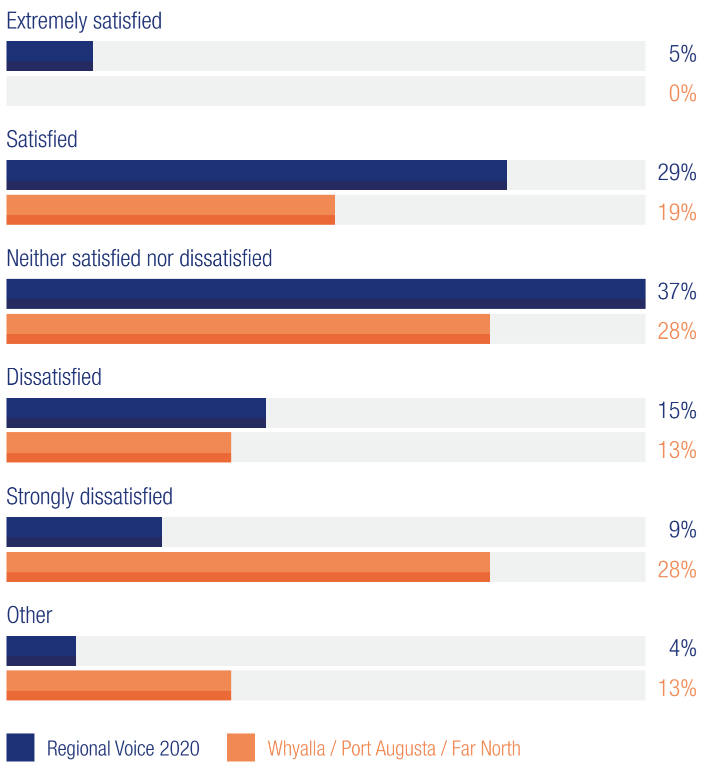
WPAFN businesses had the highest rates of dissatisfaction with the service delivery of their local Council compared to any other region with 41 per cent of respondents either dissatisfied or extremely dissatisfied in comparison to the Regional SA average of 24 per cent. The region also had the highest extremely dissatisfied result at 28 per cent, with the next closest region being Kangaroo Island at only 14 per cent.

Businesses in this region were in favour of specific government policy to drive population growth, with 86 per cent in support of the issue.

Similarly to 2018, investment in economic infrastructure was where businesses wanted to see government's focus on with 29 per cent of businesses ranked this as their number one priority. Investment to retain or attract major industries and investment in social infrastructure rounded out the top three.

"Role of government is to facilitate and enable private development by providing core hard and soft infrastructure and services, not to directly subsidise commercial businesses."
Education, 5–9 employees, $500k–$1m turnover

SATISFACTION WITH SERVICE DELIVERY OF LOCAL COUNCIL



GROWTH CONSTRAINTS AND LABOUR COSTS

Again, when considering the number one tax or levy constraining business growth in the WPAFN region, survey respondents nominated Council rates. While a relatively high number of businesses advised that taxes, rates or levies were not a significant issue for their business, company tax, Return to Work premiums and income tax rates made up the top five.

Looking at specific labour cost challenges, while a relatively high number of businesses in the region did not flag material concerns, most of those were sole traders. For employing businesses, Award rates and conditions were flagged as the top labour cost issue.

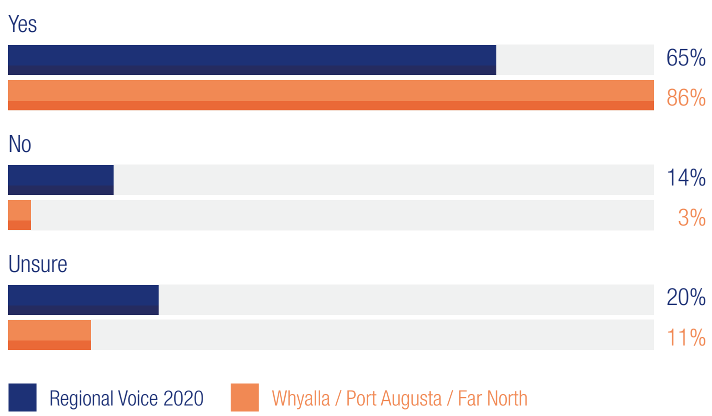
TOP 5 ISSUES AFFECTING MY BUSINESS

1. COVID-19 restrictions
2. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
3. Council rates and operations (e.g. planning approvals)
4. State Government red-tape (e.g. tender processes, regulatory compliance processes)
5. Lack of tourism

TOP 5 ISSUES AFFECTING MY REGION

1. Council rates and operations (e.g. planning approvals)
2. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
3. COVID-19 restrictions
4. Lack of population growth
5. Economic infrastructure requirements (e.g. roads, airports, ports)

DOES SOUTH AUSTRALIA NEED GOVERNMENT POLICY TO SPECIFICALLY PROMOTE POPULATION GROWTH IN THE REGIONS?



SKILLS SHORTAGES AND TRAINING

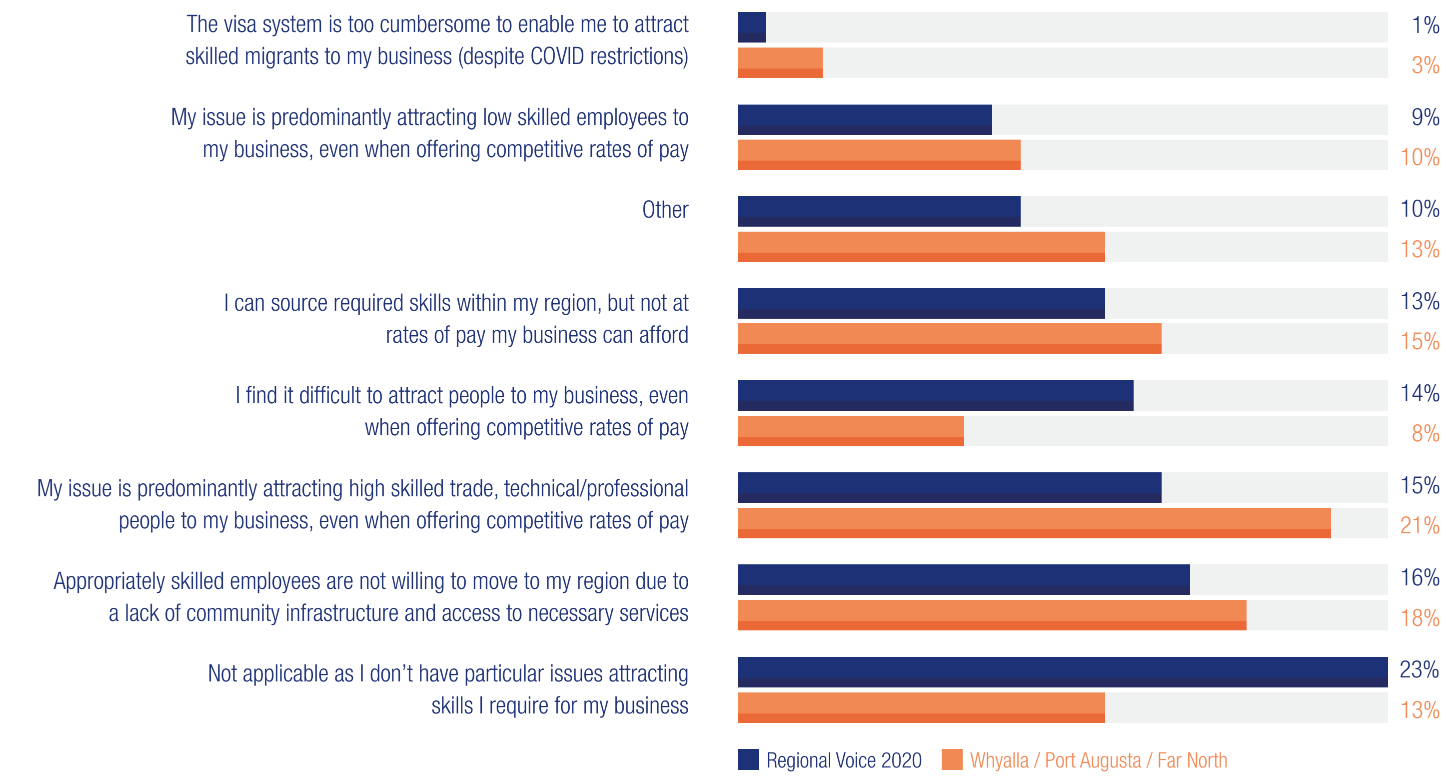
Similarly to 2018, businesses in the WPAFN region found that the most common characteristic facing them in relation to skills shortages was attracting skilled people, even when offering competitive rates of pay. However, in 2020, this issue was more acute for highly skilled trade, technical and professional people with 21 per cent of businesses raising this concern.

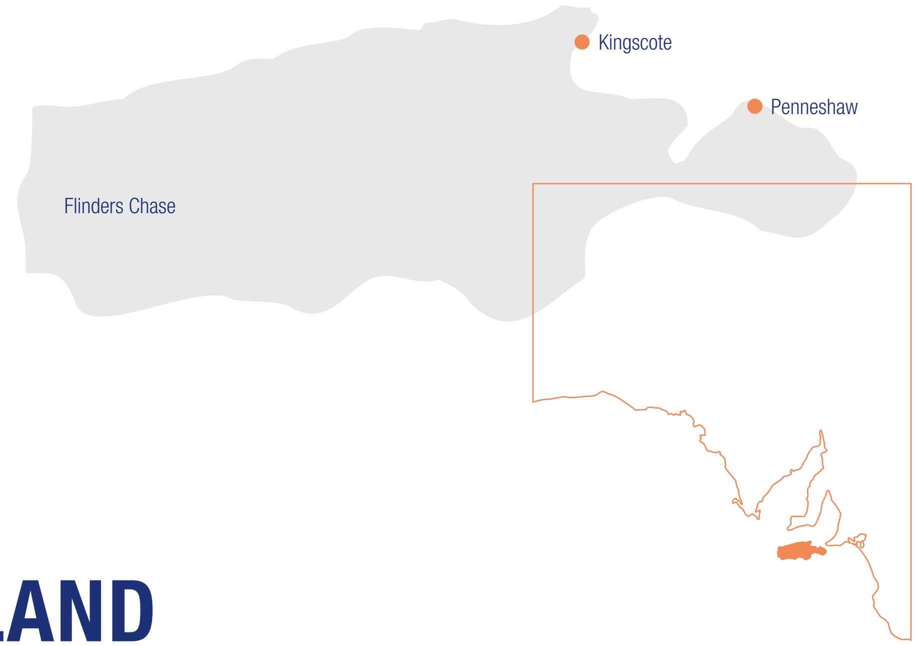
The next most significant skills related challenge was that appropriately skilled employees were unwilling to move to the region due to a lack of community infrastructure and access to necessary services. Overall, only 13 per cent of businesses in the region faced no skills shortage issue compared to 23 per cent across all of Regional SA.

On the training front, the most pressing issue for businesses was having to send employees to Adelaide for training which was considered too expensive. Surprisingly though, the region had the second lowest uptake of online training due to COVID-19, at only 42 per cent of businesses versus the broader Regional SA average of 51 per cent. However, businesses raised concerns about the limitations of online training.

"The biggest problem we face with training is missing out on the networking inherent in training (when it is done face to face)."
Professional, Scientific & Technical Services, 1–4 employees, $250k–$500k turnover

PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES





KANGAROO ISLAND

KEY ISSUES IMPACTING BUSINESS

Businesses on Kangaroo Island, like the rest of Regional SA, are experiencing an acute lack of skills. In fact, this was the biggest issue affecting individual businesses. More broadly, a lack of population growth was found to be the greatest issue affecting the entire region. Interestingly, Kangaroo Island was the only region to nominate population growth as their primary issue.

21%

ranked skills availability as number one challenge

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Mobile telecommunications coverage
4. Digital infrastructure (internet & NBN)
5. Lack of customer demand

TOP 5 ISSUES AFFECTING MY REGION

1. Lack of population growth
2. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
3. Lack of tourism
4. Labour costs (including Award rates and conditions, penalty rates etc)
5. Mobile telecommunications coverage

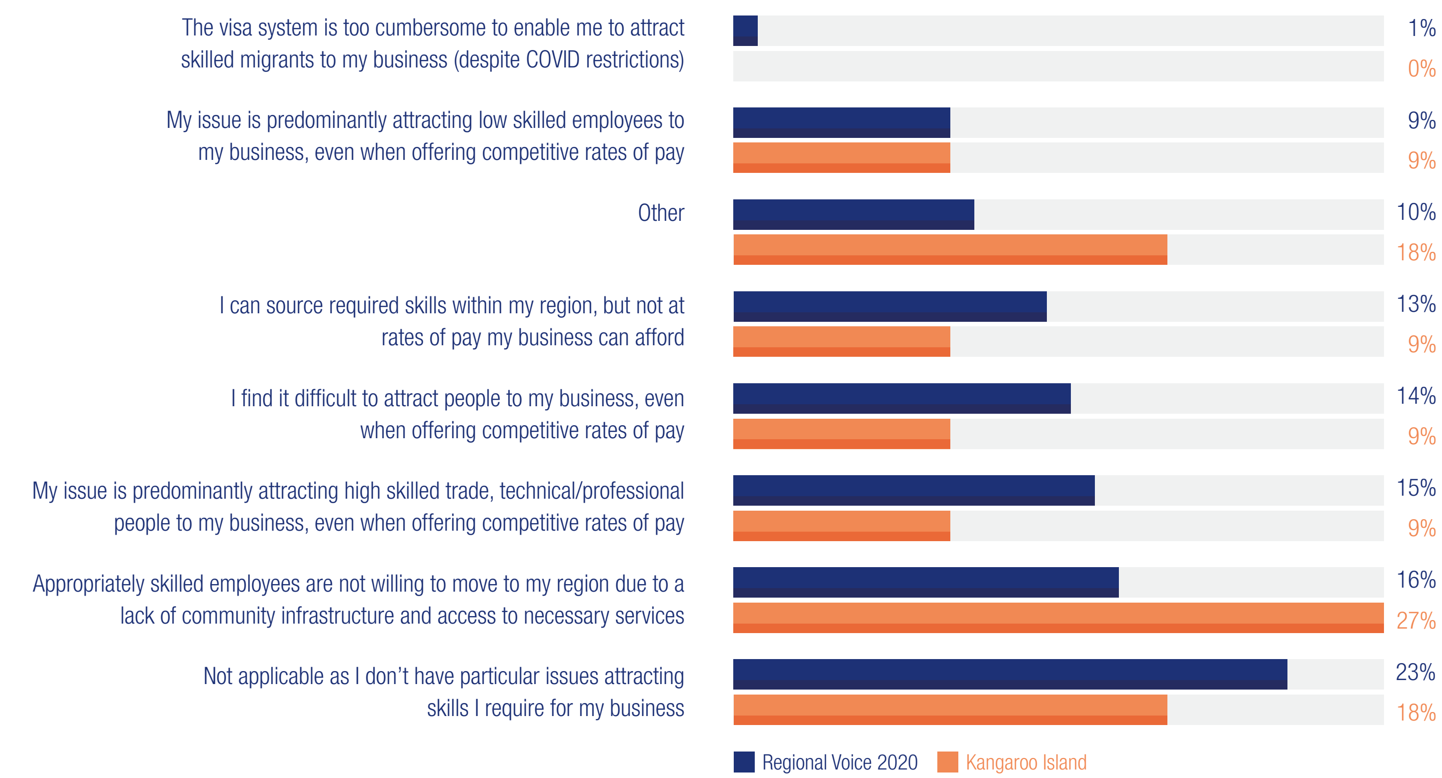
SKILLS AND TRAINING

Kangaroo Island's remoteness severely hampers its ability to effectively train employees with limited training opportunities available on the island. Businesses on the island also had difficulty in attracting the necessary skills to the island with 27 per cent of businesses putting it down to a lack of community infrastructure and access to necessary services. Of all the regions, Kangaroo Island businesses were affected by this issue more than any other.

"In Kangaroo Island's case, jobs tend to pay much less than on the mainland and skilled people will not come to KI to take up the equivalent low paying jobs. There is also a disconnect between businesses and VET/TAFE. Businesses don't know who is training in what to eventually employ and VET/TAFE run training without checking what jobs are available locally." Government, Sole Trader, $250k–$500k turnover

"Even First Aid courses are no longer available on the island and we now have to arrange private training which is seldom practical as we cannot have half of our staff away from work to do such courses!" Accommodation & Food Retail, 50–99 employees, $10m–$50m turnover

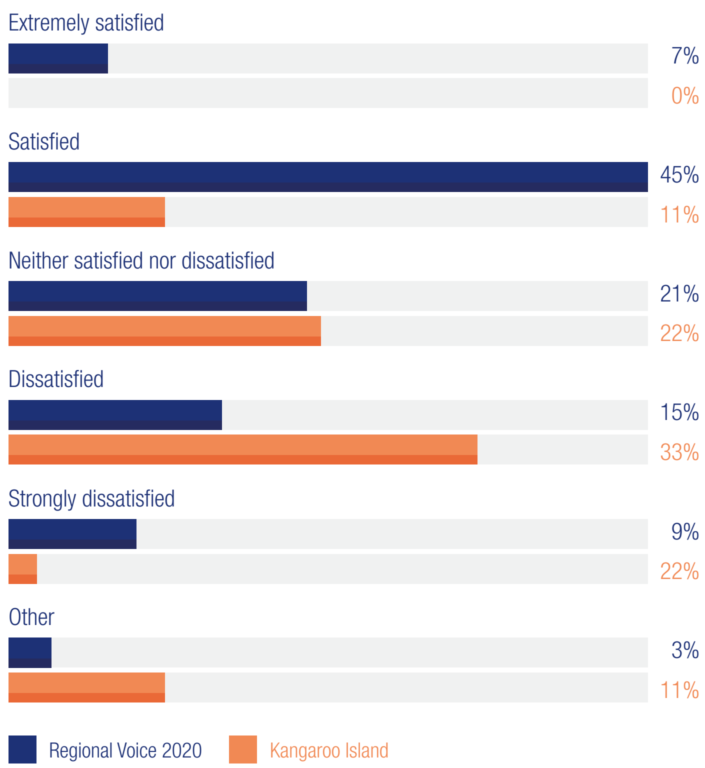
PRIMARY CHALLENGE IN REGARDS TO SKILLS SHORTAGES



STATE OF COMMUNICATIONS

Unfortunately Kangaroo Island had the lowest rate of NBN connection with only 41 per cent of businesses connected. Businesses that were connected to the NBN had the lowest satisfaction rates of any regions with only 11 per cent of businesses satisfied with their connection.

SATISFACTION WITH NBN SERVICE



BAROSSA, GAWLER, LIGHT & ADELAIDE PLAINS

KEY ISSUES IMPACTING BUSINESS

Individual issues for businesses in the Barossa/Gawler/Light/Adelaide Plains (BGLAP) region were similar to Regional SA overall, except Council rates and operations made the top five over digital infrastructure.

At a regional level, businesses found electricity costs and Federal Government red-tape a greater issue than for greater Regional SA.

"Licences/red-tape to operate – some doing the right thing, others not and getting away with it e.g. Pest Technicians Licences for vineyard spraying." Agriculture, Forestry & Fishing, 10–19 employees, $1m–$2m turnover

30%

ranked skills availability as number one challenge

TOP 5 ISSUES AFFECTING MY BUSINESS

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Labour costs (including Award rates and conditions, penalty rates etc)
4. Lack of tourism
5. Council rates and operations (e.g. planning approvals)

TOP 5 ISSUES AFFECTING MY REGION

1. Skills availability (e.g. general availability of skilled workers, costs of training, willingness of people to work in regions, willingness of people to work in manual jobs)
2. COVID-19 restrictions
3. Federal Government red-tape (e.g. tender processes, regulatory compliance processes)
4. Electricity costs
5. Lack of population growth

GOVERNMENT AND REGULATORY SUPPORT

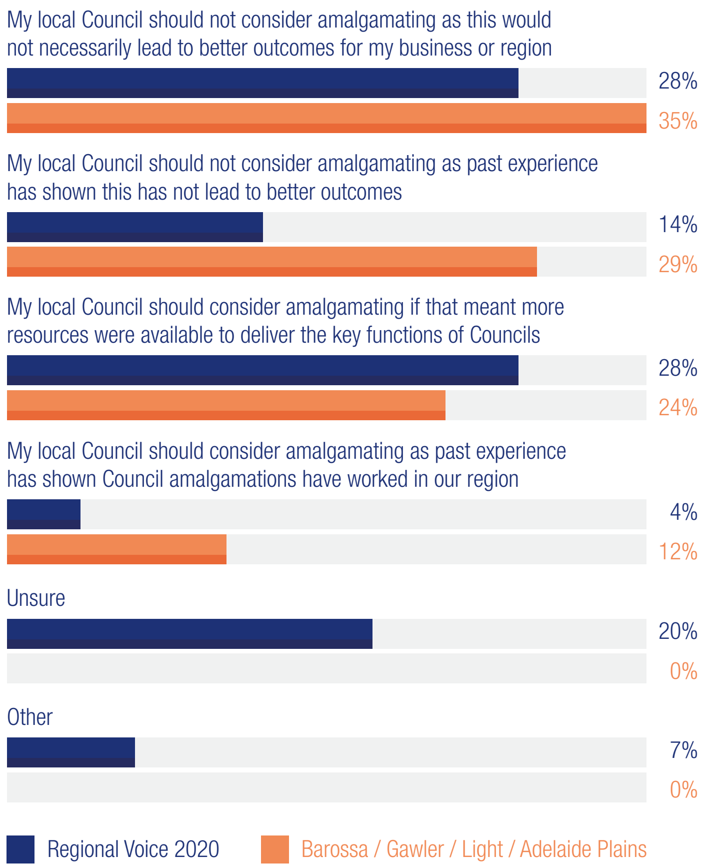
The delivery of local Council services did not raise the ire of many businesses, with almost half reporting being neither satisfied nor dissatisfied with local Councils. However, in general 30 per cent of businesses were either dissatisfied or strongly dissatisfied with their Council, which was higher than the Regional SA overall average of 24 per cent.

The proportion of businesses either extremely satisfied or satisfied with Council service delivery had also dropped by 7 percentage points to only 24 per cent compared to two years ago, further highlighting this as a significant issue this year for the region.

"DA take too long and rules are too rigid. We are disadvantaged to other wine regions who have supportive council which allow for greater tourism." Professional, Scientific & Technical Services, Sole Trader, $250k–$500k turnover

However, the region was strongly against Council amalgamations, with 64 per cent of businesses against compared to 42 per cent for Regional SA overall.

VIEWS ON LOCAL COUNCIL AMALGAMATING WITH NEARBY REGIONAL COUNCILS

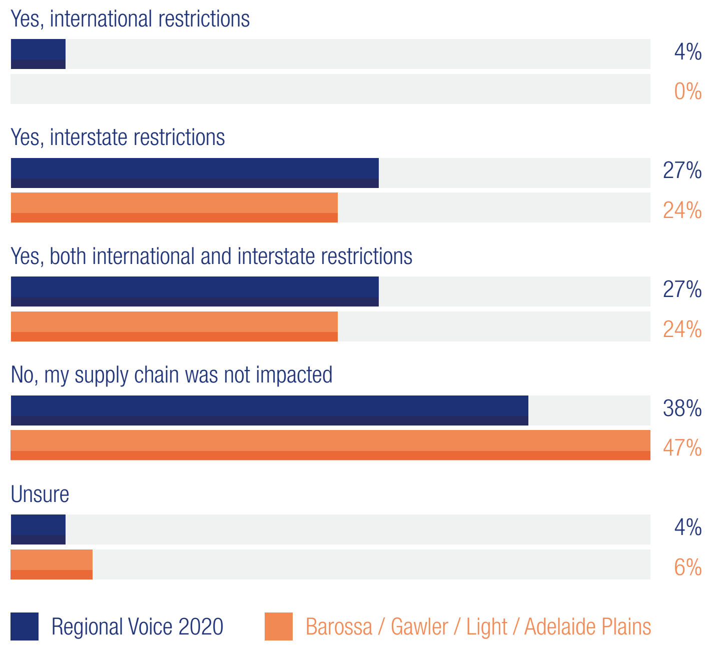


SUPPLY CHAINS

Supply chain impacts caused by border restrictions were found to be modest for the Barossa, with 47 per cent of businesses reporting no impact, compared to 38 per cent for Regional SA overall.

Of the 47 per cent of business that had impacted supply chains, 50 per cent of businesses were able to source materials and stock from intrastate sources. However, many businesses reported that they while their supply chains were not impacted, their ability to do business interstate was highly impacted. The survey found that border restrictions were a strong concern for businesses focused on tourism.

IMPACT OF BORDER RESTRICTIONS ON SUPPLY CHAINS



APPENDICES

YP/MN/PP = Yorke Peninsula, Mid-North & Port Pirie
FP/MV/VH = Fleurieu Peninsula, McLaren Vale & Victor Harbor
RL = Riverland
SE/LC = South East & Limestone Coast
AH/MB/ML/S = Adelaide Hills, Mount Barker, Murraylands & Strathalbyn
EP = Eyre Peninsula
W/PA/FN = Whyalla, Port Augusta & Far North
KI = Kangaroo Island
B/G/L/AP = Barossa, Gawler, Light & Adelaide Plains

1. What industry do you operate in?

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Agriculture, Forestry & Fishing	15%	14%	14%	18%	27%	9%	14%	7%	16%	26%
Accommodation & Food Retail	13%	11%	19%	8%	14%	4%	14%	13%	20%	9%
Retail Trade	10%	20%	2%	12%	6%	9%	11%	11%	8%	4%
Construction	8%	3%	9%	4%	8%	9%	14%	17%	4%	9%
Tourism	7%	6%	5%	8%	10%	4%	11%	11%	4%	9%
Manufacturing	7%	3%	8%	8%	8%	18%	2%	4%	0%	4%
Professional, Scientific & Technical Services	7%	0%	13%	6%	12%	4%	2%	9%	4%	9%
Personal & Other Services	5%	4%	3%	6%	0%	11%	5%	4%	4%	4%
Health & Community	4%	6%	2%	0%	0%	7%	0%	2%	16%	13%
Information Technology	3%	3%	6%	2%	4%	2%	5%	4%	0%	0%
Finance & Insurance	3%	7%	0%	4%	0%	7%	7%	0%	0%	0%
Transport & Storage	3%	3%	2%	6%	4%	0%	5%	4%	0%	0%
Government	2%	4%	2%	4%	0%	0%	2%	2%	8%	0%
Administrative and support services	2%	1%	5%	2%	0%	7%	0%	2%	4%	0%
Cultural & Recreational Services	2%	3%	2%	4%	0%	2%	0%	0%	8%	4%
Rental, Hiring & Real Estate Service	2%	4%	6%	0%	0%	0%	0%	4%	0%	0%
Other	2%	4%	3%	0%	0%	4%	0%	0%	0%	9%
Electricity, Gas & Water Supply	1%	0%	0%	4%	2%	0%	7%	0%	0%	0%
Wholesale Trade	1%	0%	2%	2%	2%	2%	0%	0%	4%	0%
Education	1%	3%	0%	0%	0%	0%	2%	2%	0%	0%
Mining	1%	0%	0%	0%	2%	0%	0%	2%	0%	0%

2. How many people does your business employ?

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
None (sole trader)	17%	20%	20%	16%	10%	18%	9%	13%	28%	17%
1-4	30%	27%	38%	33%	20%	29%	30%	33%	32%	22%
5-9	22%	21%	17%	22%	27%	11%	30%	30%	28%	13%
10-19	14%	13%	13%	8%	20%	18%	20%	13%	0%	17%
20-49	1%	7%	11%	16%	16%	20%	7%	2%	4%	17%
50-99	3%	6%	0%	2%	4%	2%	0%	0%	8%	4%
100-199	2%	3%	0%	2%	2%	0%	2%	9%	0%	0%
200+	2%	3%	2%	0%	0%	2%	2%	0%	0%	9%

3. What is your annual turnover?

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
< $250,000	25%	29%	37%	23%	17%	29%	20%	10%	38%	25%
$250,000 to $500,000	18%	20%	14%	21%	12%	17%	20%	24%	21%	10%
$500,000 to $1,000,000	15%	9%	11%	13%	19%	10%	23%	24%	17%	10%
$1,000,000 to $2,000,000	14%	14%	12%	19%	10%	12%	14%	12%	8%	20%
$2,000,000 to $5,000,000	12%	11%	19%	4%	7%	19%	11%	15%	4%	10%
$5,000,000 to $10,000,000	6%	5%	2%	11%	19%	10%	2%	0%	4%	10%
$10,000,000 to $50,000,000	7%	11%	4%	9%	10%	2%	5%	10%	4%	10%
$50,000,000 to $100,000,000	1%	2%	2%	0%	0%	0%	0%	2%	4%	0%
$100,000,000 plus	3%	2%	0%	0%	7%	2%	5%	2%	0%	5%

4. Please rank the top five issues in terms of importance to your business

Selected as number one issue of importance to each individual business

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax	4%	7%	6%	0%	4%	7%	7%	0%	0%	0%
Council rates and operations	5%	10%	0%	0%	2%	2%	7%	16%	0%	9%
COVID-19 restrictions	12%	10%	13%	8%	16%	9%	10%	20%	13%	9%
Digital infrastructure	7%	10%	11%	6%	4%	9%	2%	2%	8%	4%
Economic infrastructure requirements	2%	4%	3%	0%	2%	2%	5%	2%	0%	0%
Electricity costs	5%	3%	14%	8%	2%	4%	5%	0%	4%	4%
Electricity reliability and quality of supply	1%	1%	2%	0%	0%	0%	0%	0%	8%	4%
Environment and sustainability	2%	1%	2%	0%	0%	2%	2%	2%	8%	4%
Federal Government red-tape	3%	0%	3%	4%	2%	2%	5%	2%	4%	4%
Gas costs	1%	1%	2%	2%	0%	0%	2%	0%	0%	0%
Labour costs	8%	3%	5%	12%	14%	13%	7%	4%	8%	9%
Lack of customer demand	4%	1%	6%	6%	0%	9%	2%	2%	8%	0%
Lack of population growth	4%	10%	3%	4%	4%	0%	5%	2%	0%	0%
Lack of tourism	6%	4%	5%	6%	10%	4%	5%	7%	8%	9%
Land Tax	1%	0%	2%	0%	0%	0%	2%	2%	0%	0%
Mobile telecommunications coverage	4%	1%	2%	8%	4%	4%	2%	2%	8%	4%
Other	2%	4%	0%	2%	0%	2%	2%	4%	0%	0%
Payroll Tax	2%	1%	2%	4%	0%	2%	2%	0%	0%	4%
Return to Work levies and compliance	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%
Skills availability	17%	14%	6%	14%	29%	20%	17%	20%	21%	30%
State Government red-tape	4%	7%	6%	2%	4%	2%	2%	7%	0%	4%
Water costs & supply	2%	0%	2%	12%	0%	0%	2%	0%	0%	0%
Work, Health and Safety compliance	2%	0%	6%	0%	2%	2%	0%	2%	0%	0%
Workplace relations	1%	3%	0%	0%	0%	2%	2%	2%	0%	0%

Aggregated score of ranked top 5

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax	220	43	32	19	30	37	31	18	2	8
Council rates and operations	306	67	51	13	15	30	33	71	3	23
COVID-19 restrictions	420	71	59	44	60	43	28	57	24	29
Digital infrastructure	370	63	79	61	35	33	24	15	34	26
Economic infrastructure requirements	227	50	26	19	24	27	21	30	22	8
Electricity costs	367	55	64	46	53	53	26	29	20	21
Electricity reliability and quality of supply	118	20	26	12	2	6	18	10	14	10
Environment and sustainability	148	14	30	10	16	18	21	9	18	12
Federal Government red-tape	175	21	32	17	11	20	31	17	7	19
Gas costs	51	8	20	7	2	0	6	3	2	3
Labour costs	498	75	77	61	87	76	41	30	18	28
Lack of customer demand	245	23	49	30	26	33	29	22	26	7
Lack of population growth	315	79	28	40	36	1	35	58	23	15
Lack of tourism	329	55	57	43	52	14	29	31	21	24
Land Tax	105	22	24	12	4	15	13	12	0	3
Mobile telecommunications coverage	297	47	47	48	48	27	19	7	40	14
Other	103	25	14	12	6	11	11	18	3	3
Payroll Tax	152	36	17	25	12	18	14	22	0	8
Return to Work levies and compliance	105	20	19	11	13	11	11	6	5	6
Skills availability	706	122	59	73	110	78	67	101	54	42
State Government red-tape	293	50	50	31	23	46	39	37	6	11
Water costs & supply	124	20	23	43	0	5	6	10	4	12
Work, Health and Safety compliance	221	24	38	13	38	36	30	25	7	6
Workplace relations	175	22	34	20	21	23	16	21	3	6

5. Please rank the top five issues in terms of importance to businesses more broadly in your region

Selected as number one issue of importance to businesses more broadly in your region

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax	1%	2%	6%	0%	2%	0%	0%	0%	0%	0%
Council rates and operations	5%	8%	2%	2%	0%	3%	3%	17%	0%	5%
COVID-19 restrictions	11%	7%	6%	7%	24%	9%	15%	12%	0%	20%
Digital infrastructure	5%	10%	2%	0%	0%	9%	9%	7%	5%	0%
Economic infrastructure requirements	7%	5%	9%	10%	5%	9%	9%	7%	5%	0%
Electricity costs	4%	5%	4%	10%	2%	6%	3%	0%	5%	5%
Electricity reliability and quality of supply	1%	2%	2%	0%	0%	0%	3%	0%	5%	5%
Environment and sustainability	1%	2%	4%	0%	2%	0%	0%	0%	0%	5%
Federal Government red-tape	3%	3%	4%	0%	0%	0%	6%	2%	0%	10%
Gas costs	1%	0%	4%	0%	0%	0%	0%	0%	0%	0%
Having right to grow GMO crops	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Labour costs	6%	3%	9%	2%	10%	20%	3%	0%	9%	0%
Lack of customer demand	4%	2%	13%	2%	2%	6%	0%	5%	5%	5%
Lack of population growth	9%	14%	0%	2%	12%	3%	9%	12%	32%	5%
Lack of tourism	6%	7%	11%	7%	10%	0%	3%	5%	9%	5%
Land Tax	1%	2%	0%	0%	0%	0%	0%	0%	0%	5%
Mobile telecommunications coverage	4%	3%	2%	2%	7%	6%	6%	5%	5%	0%
Other	1%	2%	2%	2%	0%	0%	3%	2%	0%	0%
Payroll Tax	1%	0%	0%	2%	0%	0%	3%	0%	0%	0%
Return to Work levies and compliance	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
Skills availability	19%	19%	9%	29%	21%	20%	21%	17%	18%	25%
State Government red-tape	4%	5%	4%	5%	0%	11%	3%	5%	0%	0%
Water costs & supply	2%	0%	2%	14%	0%	0%	0%	0%	0%	5%
Work, Health and Safety compliance	1%	0%	4%	2%	0%	0%	0%	2%	5%	0%
Workplace relations	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Aggregated score of ranked top 5

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax	105	25	28	14	11	8	9	9	1	0
Council rates and operations	264	66	28	15	16	26	23	65	9	15
COVID-19 restrictions	362	50	50	36	67	32	36	42	15	29
Digital infrastructure	293	73	33	32	36	41	24	26	20	8
Economic infrastructure requirements	322	42	52	37	29	40	37	36	29	16
Electricity costs	291	46	39	45	30	50	18	29	16	18
Electricity reliability and quality of supply	108	14	19	4	15	5	20	7	18	6
Environment and sustainability	123	33	24	14	9	10	9	3	8	13
Federal Government red-tape	143	35	26	12	3	9	21	22	2	13
Gas costs	43	0	14	7	2	3	9	2	3	3
Having right to grow GMO crops	0	0	0	0	0	0	0	0	0	0
Labour costs	330	45	41	29	37	68	31	29	20	25
Lack of customer demand	191	29	49	15	12	20	10	28	13	14
Lack of population growth	381	85	46	36	61	11	28	53	44	17
Lack of tourism	319	48	36	46	66	17	26	36	32	12
Land Tax	44	10	7	4	0	8	1	4	1	9
Mobile telecommunications coverage	288	51	30	41	49	26	25	19	33	14
Other	67	16	8	7	4	4	5	14	5	4
Payroll Tax	75	19	7	18	7	8	7	7	0	2
Return to Work levies and compliance	39	4	6	3	9	3	7	3	1	1
Skills availability	696	112	77	112	92	71	60	85	40	45
State Government red-tape	237	36	20	28	26	36	45	36	5	5
Water costs & supply	144	23	24	48	11	7	6	5	6	14
Work, Health and Safety compliance	137	13	27	15	23	3	13	19	8	9
Workplace relations	83	7	17	5	9	9	8	22	0	3

6. Most constraining taxes, rates or levies to the growth of businesses

Selected as number one most constraining tax, rate or levy to growth of the business

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax Rate	15%	18%	15%	16%	14%	16%	13%	13%	23%	11%
Council Rates	19%	22%	17%	11%	17%	11%	16%	43%	14%	21%
Emergency Services Levy	2%	3%	2%	2%	0%	0%	3%	3%	0%	0%
Land Tax	4%	3%	6%	2%	5%	8%	3%	3%	0%	11%
Not applicable as taxes, rates and levies are not a significant issue for my business	19%	15%	19%	20%	21%	22%	16%	20%	18%	21%
Payroll Tax	16%	18%	11%	23%	21%	14%	22%	5%	14%	16%
Personal Income Tax Rates	17%	18%	19%	16%	10%	22%	25%	5%	27%	16%
Return to Work Premiums	8%	2%	11%	9%	12%	8%	3%	10%	5%	5%

Aggregated score of ranked top 2

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Company Tax Rate	167	20	21	19	17	20	16	19	15	9
Council Rates	176	26	22	18	21	9	11	37	8	9
Emergency Services Levy	28	5	5	3	1	1	5	3	1	1
Land Tax	50	5	11	4	6	9	3	5	0	5
Not applicable as taxes, rates and levies are not a significant issue for my business	139	12	19	20	19	18	10	16	8	8
Payroll Tax	153	19	16	27	22	14	15	9	11	8
Personal Income Tax Rates	171	17	28	23	18	20	19	11	15	9
Return to Work Premiums	87	5	14	10	16	11	8	12	3	5

7. Top labour cost challenges most problematic to businesses

Selected as top labour cost challenges most problematic to businesses

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Award conditions	9%	12%	19%	3%	2%	11%	3%	11%	5%	11%
Award rates	16%	18%	16%	15%	17%	8%	22%	18%	10%	22%
Compliance Costs of Work, Health and Safety compliance	9%	3%	9%	10%	10%	6%	25%	8%	10%	6%
Market rates of pay	9%	10%	5%	10%	12%	19%	0%	8%	14%	6%
Not applicable as labour costs are not a significant issue facing my business	23%	15%	26%	28%	19%	31%	22%	24%	38%	22%
Paying above market rates to attract 457 (now TSS) visa holders	1%	2%	0%	0%	0%	3%	0%	0%	5%	0%
Payroll tax	9%	12%	5%	18%	7%	6%	13%	5%	0%	11%
Penalty rates	11%	10%	14%	3%	17%	8%	9%	11%	5%	17%
Return to Work premiums	3%	0%	5%	5%	7%	3%	0%	3%	0%	0%
Training costs	10%	18%	2%	10%	10%	6%	6%	13%	14%	6%

Aggregated score of ranked top 2

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Award conditions	102	20	26	4	5	13	8	18	2	5
Award rates	154	30	21	19	22	13	16	17	6	10
Compliance Costs of Work, Health and Safety compliance	94	12	11	11	11	7	17	12	6	5
Market rates of pay	90	15	9	10	16	18	2	8	8	4
Not applicable as labour costs are not a significant issue facing my business	163	23	22	23	16	23	14	18	16	8
Paying above market rates to attract 457 (now TSS) visa holders	8	3	0	1	0	2	0	0	2	0
Payroll tax	76	18	7	16	9	5	8	5	3	5
Penalty rates	110	18	17	7	19	10	10	13	5	9
Return to Work premiums	45	3	6	8	10	6	7	4	0	1
Training costs	87	29	2	11	11	4	7	12	8	2

8. Primary challenge in relation to skill shortages	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Not applicable as I don't have particular issues attracting skills I require for my business	23%	26%	33%	23%	18%	31%	18%	13%	18%	22%
Appropriately skilled employees are not willing to move to my region due to a lack of community infrastructure and access to necessary services	16%	21%	0%	23%	18%	14%	12%	18%	27%	6%
My issue is predominantly attracting high skilled trade, technical/professional people to my business, even when offering competitive rates of pay	15%	13%	11%	18%	18%	19%	9%	21%	9%	22%
I find it difficult to attract people to my business, even when offering competitive rates of pay	14%	13%	20%	8%	23%	8%	18%	8%	9%	11%
I can source required skills within my region, but not at rates of pay my business can afford	13%	10%	26%	10%	7%	14%	15%	15%	9%	11%
Other	10%	7%	7%	10%	7%	11%	12%	13%	18%	11%
My issue is predominantly attracting low skilled employees to my business, even when offering competitive rates of pay	9%	8%	4%	10%	7%	3%	15%	10%	9%	17%
The visa system is too cumbersome to enable me to attract skilled migrants to my business (despite COVID restrictions)	1%	2%	0%	0%	2%	0%	0%	3%	0%	0%

9. How much of an impact has the COVID-19 pandemic had on your business finding labour?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Extremely impacted	15%	15%	13%	10%	16%	14%	18%	23%	14%	11%
Moderately impacted	28%	20%	26%	40%	41%	25%	27%	15%	32%	22%
Little impact	23%	30%	28%	15%	18%	28%	27%	26%	9%	17%
No impact	26%	31%	26%	30%	14%	25%	12%	28%	32%	39%
Other	9%	5%	7%	5%	11%	8%	15%	8%	14%	11%

10. Please select your primary challenge in relation to issues of accessing training in your region	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
I have to send employees interstate for training which is too expensive for my business	2%	2%	2%	0%	0%	3%	3%	0%	0%	17%
My internet connection is not good enough to adequately utilise online training	5%	2%	2%	11%	5%	3%	3%	5%	9%	6%
Accessing quality cost competitive face to face training in my region is not an issue	5%	18%	4%	5%	5%	6%	13%	0%	9%	0%
I can access required training within my region, but it is not to the standard I require	6%	9%	7%	5%	2%	3%	6%	8%	0%	11%
I can access required training within my region, but not at a cost competitive rate	9%	5%	9%	11%	14%	12%	13%	0%	0%	17%
Accessing quality cost competitive online training is not an issue	10%	2%	13%	8%	9%	15%	0%	11%	5%	0%
Other	19%	16%	20%	18%	14%	24%	16%	24%	27%	11%
I find online training unsuitable for the majority of training needs for my staff	13%	14%	11%	8%	23%	9%	13%	13%	9%	17%
I could upskill existing employees, but I cannot access required training within my region	15%	16%	18%	13%	16%	9%	10%	13%	18%	17%
I have to send employees to Adelaide for training which is too expensive for my business	17%	16%	13%	21%	14%	18%	23%	26%	23%	6%

11. With the onset of COVID-19 induced social distancing, did your business utilise online training for employees?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Yes	51%	56%	58%	55%	48%	50%	32%	42%	55%	56%
No	49%	44%	42%	45%	52%	50%	68%	58%	45%	44%

12. How satisfied was your business with the quality of online training?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Satisfied	73%	87%	85%	62%	57%	76%	60%	63%	92%	70%
Neither satisfied or dissatisfied	19%	13%	8%	33%	10%	24%	30%	38%	8%	20%
Dissatisfied	8%	0%	8%	5%	33%	0%	10%	0%	0%	10%

13. Will your business continue to utilise online training platforms over face to face training post COVID-19?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Yes	51%	58%	65%	33%	38%	53%	60%	44%	42%	70%
No	5%	0%	4%	10%	10%	0%	10%	0%	8%	10%
Depends on the training	44%	42%	31%	57%	52%	47%	30%	56%	50%	20%

14. How satisfied are you with the mobile coverage in the region to conduct your business?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Extremely satisfied	5%	2%	7%	5%	7%	6%	0%	11%	5%	0%
Satisfied	34%	44%	49%	32%	23%	26%	27%	37%	14%	39%
Neither satisfied nor dissatisfied	16%	20%	11%	8%	14%	24%	27%	11%	14%	22%
Dissatisfied	26%	20%	24%	32%	27%	35%	30%	21%	27%	28%
Strongly dissatisfied	14%	9%	7%	21%	20%	6%	10%	16%	36%	6%
Other	5%	5%	2%	3%	9%	3%	7%	5%	5%	6%

15. Is your business connected to the NBN?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Yes	74%	71%	80%	79%	66%	79%	73%	89%	41%	67%
No	24%	25%	20%	21%	27%	21%	23%	11%	50%	28%
Unsure	3%	4%	0%	0%	7%	0%	3%	0%	9%	6%

16. How satisfied are you with the NBN service to your business?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Extremely satisfied	7%	10%	11%	7%	7%	7%	0%	6%	0%	0%
Satisfied	45%	62%	58%	47%	31%	26%	55%	39%	11%	50%
Neither satisfied nor dissatisfied	21%	15%	17%	7%	34%	22%	23%	33%	22%	17%
Dissatisfied	15%	5%	14%	17%	10%	26%	18%	15%	33%	17%
Strongly dissatisfied	9%	8%	0%	20%	14%	7%	5%	6%	22%	8%
Other	3%	0%	0%	3%	3%	11%	0%	0%	11%	8%

17. If there was an internet service to your region which provided significantly higher speed/capacity than NBN, would your business be willing to pay a higher price for it?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Yes	37%	33%	42%	43%	41%	44%	9%	39%	44%	25%
No	24%	23%	25%	20%	10%	22%	23%	39%	22%	33%
Unsure	31%	31%	31%	27%	45%	15%	59%	18%	33%	33%
Other	8%	13%	3%	10%	3%	19%	9%	3%	0%	8%

18. Does South Australia need government policy to specifically promote population growth in the regions?	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Yes	65%	69%	56%	68%	64%	59%	67%	86%	50%	61%
No	14%	13%	20%	11%	16%	29%	10%	3%	18%	11%
Unsure	20%	18%	24%	21%	20%	12%	23%	11%	32%	28%

19. Priority areas of Government support

Selected as number one area of concern

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
I believe the Government should primarily focus on lowering overall costs to support business in my region	10%	12%	2%	14%	14%	16%	3%	6%	14%	6%
I do not believe additional government investment/assistance is required in my region	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%
Investing in a tourism campaign to attract visitors to your region	3%	0%	7%	3%	7%	0%	3%	0%	0%	0%
Investment in economic infrastructure such as roads and ports	27%	27%	33%	11%	14%	31%	59%	29%	33%	13%
Investment in education/training for business development your region	2%	2%	7%	3%	0%	0%	0%	0%	0%	0%
Investment in higher speed internet connection (beyond the capabilities of NBN)	8%	4%	14%	11%	9%	13%	3%	6%	0%	19%
Investment in research and development to support industry growth in your region	4%	4%	2%	6%	9%	3%	0%	3%	5%	6%
Investment in social infrastructure such as hospitals, schools and community facilities like pools	16%	19%	7%	14%	12%	25%	10%	15%	19%	31%
Investment in the provision of local training	4%	6%	5%	8%	0%	0%	0%	6%	0%	6%
Investment in tourism infrastructure	9%	10%	10%	11%	16%	3%	7%	3%	10%	6%
Investment to help businesses in your region diversify their markets	2%	0%	0%	6%	0%	0%	3%	3%	5%	0%
Investment to retain or attract businesses to your region	7%	12%	2%	11%	7%	6%	0%	9%	19%	0%
Investment to retain or attract major industries in your region	8%	6%	10%	3%	12%	3%	10%	18%	0%	13%

Aggregated score of ranked top 3

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
I believe the Government should primarily focus on lowering overall costs to support business in my region	163	28	6	18	26	25	8	14	14	12
I do not believe additional government investment/assistance is required in my region	4	1	0	0	0	0	0	3	0	0
Investing in a tourism campaign to attract visitors to your region	91	6	10	14	25	1	10	6	5	3
Investment in economic infrastructure such as roads and ports	358	62	35	22	34	41	60	44	26	10
Investment in education/training for business development your region	50	9	8	7	3	3	0	7	2	2
Investment in higher speed internet connection (beyond the capabilities of NBN)	157	21	13	18	21	27	7	12	13	13
Investment in research and development to support industry growth in your region	109	18	5	16	24	14	5	10	6	5
Investment in social infrastructure such as hospitals, schools and community facilities like pools	274	55	11	24	37	39	35	26	12	17
Investment in the provision of local training	74	15	8	11	11	2	0	8	6	4
Investment in tourism infrastructure	167	30	13	21	30	10	16	13	11	9
Investment to help businesses in your region diversify their markets	54	4	2	14	4	5	5	5	10	2
Investment to retain or attract businesses to your region	189	41	7	32	22	10	12	22	20	11
Investment to retain or attract major industries in your region	155	22	8	19	24	14	15	33	7	8

20. Most challenging or costly aspects for businesses in relation to government red-tape

Selected as number one area of concern

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Applying for government tenders or carrying out Government contracts	13%	11%	13%	8%	17%	10%	19%	15%	20%	13%
Council development applications	15%	17%	21%	11%	12%	20%	11%	12%	13%	19%
COVID-19 related compliance	8%	9%	3%	6%	10%	3%	11%	6%	20%	25%
Dangerous goods control	1%	0%	0%	0%	0%	7%	0%	0%	0%	6%
Duplication between requirements of different levels of government	8%	11%	13%	8%	5%	7%	11%	6%	0%	6%
Environment related compliance (e.g. EPA requirements)	3%	2%	0%	6%	2%	3%	4%	6%	0%	0%
Generally complying with council laws and regulations	4%	0%	8%	0%	7%	10%	4%	6%	0%	6%
Generally complying with Federal Government laws and regulations	4%	2%	3%	17%	2%	7%	0%	3%	7%	0%
Generally complying with State Government laws and regulations	9%	15%	8%	14%	2%	7%	11%	15%	0%	6%
Other	6%	6%	5%	8%	5%	7%	7%	6%	13%	0%
Plant and equipment standards	2%	0%	0%	6%	0%	3%	4%	6%	7%	0%
Return to Work related compliance	3%	2%	8%	0%	7%	0%	0%	0%	0%	0%
Tax related compliance, e.g. for GST or payroll tax	12%	15%	18%	6%	17%	7%	4%	12%	27%	6%
Trainee/Apprentice related compliance (e.g. contracts of training)	1%	2%	0%	3%	0%	0%	0%	0%	7%	0%
Work, Health and Safety compliance	8%	8%	3%	8%	12%	10%	15%	6%	7%	13%

Aggregated score of ranked top 2

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
Applying for government tenders or carrying out Government contracts	97	14	13	10	15	9	11	12	7	6
Council development applications	120	25	26	13	13	14	7	10	5	7
COVID-19 related compliance	69	13	6	7	11	3	6	7	8	8
Dangerous goods control	7	0	0	0	1	4	0	0	0	2
Duplication between requirements of different levels of government	87	17	14	9	9	7	10	9	6	4
Environment related compliance (e.g. EPA requirements)	24	3	0	5	3	5	4	4	0	0
Generally complying with council laws and regulations	41	3	10	1	9	6	3	7	0	2
Generally complying with Federal Government laws and regulations	51	11	4	14	6	5	3	6	2	0
Generally complying with State Government laws and regulations	69	18	7	13	2	8	7	10	1	2
Other	49	8	5	7	5	6	4	6	6	2
Plant and equipment standards	27	2	0	6	4	4	3	5	2	1
Return to Work related compliance	20	2	7	1	6	1	0	1	0	0
Tax related compliance, e.g. for GST or payroll tax	102	22	17	8	17	7	7	9	10	5
Trainee/Apprentice related compliance (e.g. contracts of training)	16	3	1	3	3	0	0	2	3	1
Work, Health and Safety compliance	87	13	7	10	16	10	12	9	4	5

	All regions	YP/MN/PP	FP/MV/VH	RL	SE/LC	AH/MB/ML/S	EP	W/PA/FN	KI	B/G/L/AP
21. How satisfied are you with the service delivery of your local council?										
Extremely satisfied	5%	6%	5%	11%	2%	9%	7%	0%	0%	0%
Satisfied	29%	23%	32%	35%	40%	34%	28%	19%	19%	24%
Neither satisfied nor dissatisfied	37%	49%	44%	35%	33%	22%	45%	28%	24%	47%
Dissatisfied	15%	11%	17%	5%	19%	19%	10%	13%	33%	24%
Strongly dissatisfied	9%	8%	2%	11%	7%	9%	3%	28%	14%	6%
Other	4%	4%	0%	3%	0%	6%	7%	13%	10%	0%
22. What is your view on your local council amalgamating with nearby regional councils?										
My local council should consider amalgamating as past experience has shown council amalgamations have worked in our region.	4%	4%	7%	3%	5%	0%	3%	0%	0%	12%
Other	7%	4%	5%	11%	7%	6%	7%	6%	19%	0%
My local council should not consider amalgamating as past experience has shown this has not lead to better outcomes.	14%	25%	7%	3%	14%	16%	10%	19%	5%	29%
Unsure	20%	15%	32%	19%	19%	25%	14%	28%	14%	0%
My local council should consider amalgamating if that meant more resources were available to deliver the key functions of councils.	28%	25%	27%	46%	23%	31%	17%	28%	24%	24%
My local council should not consider amalgamating as this would not necessarily lead to better outcomes for my business or region.	28%	28%	22%	19%	33%	22%	48%	19%	38%	35%
23. Are interstate or international border restrictions impacting your supply chain?										
Yes, international restrictions	4%	2%	5%	3%	2%	9%	7%	3%	0%	0%
Yes, interstate restrictions	27%	26%	17%	32%	42%	19%	24%	30%	29%	24%
Yes, both international and interstate restrictions	27%	24%	29%	30%	19%	25%	21%	33%	52%	24%
No, my supply chain was not impacted	38%	41%	43%	35%	37%	44%	38%	30%	19%	47%
Unsure	4%	7%	7%	0%	0%	3%	10%	3%	0%	6%
24. Have you been able to source stock or materials locally to compensate your impacted supply chain?										
Yes, from intrastate sources	30%	14%	41%	54%	36%	24%	20%	10%	29%	50%
Yes, from interstate sources	25%	25%	23%	21%	21%	47%	27%	29%	18%	0%
No	45%	61%	36%	25%	43%	29%	53%	62%	53%	50%
25. How do you expect the South Australian economy to perform over the next 12 months?										
Stronger	6%	4%	2%	11%	7%	3%	10%	6%	0%	0%
Slightly stronger	26%	21%	34%	41%	21%	19%	14%	25%	33%	24%
Same	20%	26%	20%	14%	16%	13%	28%	31%	14%	18%
Slightly weaker	29%	23%	29%	24%	44%	44%	21%	16%	19%	41%
Weaker	20%	26%	15%	11%	12%	22%	28%	22%	33%	18%
26. How do you expect the national economy to perform over the next 12 months?										
Stronger	3%	2%	2%	0%	5%	0%	3%	3%	5%	6%
Slightly stronger	18%	13%	22%	27%	14%	16%	24%	19%	5%	18%
Same	15%	21%	17%	24%	9%	9%	10%	16%	10%	6%
Slightly weaker	33%	28%	34%	24%	40%	34%	31%	31%	38%	47%
Weaker	32%	36%	24%	24%	33%	41%	31%	31%	43%	24%

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