



Civic Centre, 10 Watson Terrace  
Mount Gambier SA 5290

PO Box 56  
Mount Gambier SA 5290

Telephone 08 87212555  
Facsimile 08 87249791  
[city@mountgambier.sa.gov.au](mailto:city@mountgambier.sa.gov.au)

[mountgambier.sa.gov.au](http://mountgambier.sa.gov.au)

**I hereby give notice that a Special Council Meeting will be held on:**

**Date:** Tuesday, 5 May 2020  
**Time:** 5.30 p.m.  
**Location:** Council Chamber  
Civic Centre - virtual meeting available for live streaming  
<https://www.youtube.com/user/CityOfMountGambier/live>  
10 Watson Terrace  
Mount Gambier

# **CONFIDENTIAL AGENDA**

## **Special Council Meeting 5 May 2020**

A handwritten signature in black ink, appearing to read 'A Meddle', written over a light blue circular stamp.

**Andrew Meddle**  
Chief Executive Officer  
4 May 2020



## 5 NEW CONFIDENTIAL ITEMS

### 5.1 OUR CITY. OUR ECONOMY - BUSINESS SURVEY – REPORT NO. AR20/26987

#### CONSIDERATION FOR EXCLUSION OF THE PUBLIC

Pursuant to section 90(2) of the *Local Government Act 1999* the Council orders that all members of the public, except Mator L Martin, Councillors S Mezinac, K Amoroso, M Bruins, C Greco, B Hood, P Jenner, F Morello and S Perryman and Council Officers A Meddle, B Cernovskis, J Nagy, N Serle, M McCarthy, A Watson, A Meyers and E Solly be excluded from attendance at the meeting for the receipt, discussion and consideration in confidence of Agenda Item 5.1 AR20/26987 Our City. Our Economy - Business Survey.

The Council is satisfied that, pursuant to section 90(3) (d) and (g) of the Act, the information to be received, discussed or considered in relation to the Agenda Item is:

- commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected:
  - to prejudice the commercial position of the person who supplied the information, or
  - to confer a commercial advantage on a third party
- information concerning matters that must be considered in confidence in order to ensure that the Council does not:
  - breach any law, order or direction of a court or tribunal constituted by law,
  - breach any duty of confidence, or
  - breach any other legal obligation or duty

The Council is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances because the subject matter of the agenda item includes business information provided by survey respondents that has been provided in confidence to assist Council in determining an appropriate recovery response to the COVID-19 health state of emergency, the disclosure of which could reasonably be expected to prejudice the commercial position of the parties that provided this information and/or confer a commercial advantage on other 3rd parties.

The public interest in the non-disclosure of this information is considered to be outweighed by the public interest in the determination and implementation of a successful recovery plan during and following the COVID-19 health state of emergency.





**5.1 OUR CITY. OUR ECONOMY - BUSINESS SURVEY – REPORT NO. AR20/26987**

<b>Committee:</b>	<b>Council</b>
<b>Meeting Date:</b>	<b>5 May 2020</b>
<b>Report No.:</b>	<b>AR20/26987</b>
<b>CM9 Reference:</b>	<b>AF19/416</b>
<b>Author:</b>	<b>Barbara Cernovskis, General Manager Community Wellbeing</b>
<b>Authoriser:</b>	<b>Andrew Meddle, Chief Executive Officer</b>
<b>Summary:</b>	<b><i>This report is presented to Council for discussion and a considered response to be endorsed that supports the local business community as part of the Our City. Our Economy business survey.</i></b>
<b>Community Plan Reference:</b>	<b>Goal 1: Our People</b>
	<b>Goal 2: Our Location</b>
	<b>Goal 3: Our Diverse Economy</b>
	<b>Goal 4: Our Climate, Natural Resources, Arts, Culture and Heritage</b>

The Council is satisfied that, pursuant to Section 90(2) & (3) of the *Local Government Act 1999*, the information to be received, discussed or considered in relation to this agenda item is:

- (d) commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected: to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party
- (g) information concerning matters that must be considered in confidence in order to ensure that the Council does not: breach any law, order or direction of a court or tribunal constituted by law, breach any duty of confidence, or breach any other legal obligation or duty.

**REPORT RECOMMENDATION**

1. That Council Report No. AR20/26987 titled 'Our City. Our Economy - Business Survey' as presented on 05 May 2020 be noted.
2. That Council:
  - (a) Develop a program and projects that demonstrate the Council is supporting local businesses, encouraging others to do the same and advertising 'buy local'.
  - (b) Work with facilitating partners to boost digital literacy, promote the value proposition of technology and to encourage the uptake of technology as part of everyday business.
  - (c) Develop an interactive package with local businesses that helps build confidence in the region as an attractive destination for shopping and visits as a key part of our recovery, where social obedience restrictions demonstrate a clear best practice and *open for business* approach.
  - (d) Advocate partners to deliver coaching and mentoring in creative and professional skills for local businesses to help set them up for success as they transition into the digital economy.



## BACKGROUND

Council have prioritised the ***Our City. Our Response*** initiative that consists of three pillars – ***Our People, Our Economy*** and ***Our Recovery*** to address the many issues associated with the unprecedented COVID-19 event.

To date Council have responded by providing financial support to sporting, community and tourism tenants and residents experiencing financial hardship. Staff are continuing to be deployed to support key community services such as Foodbank, Meals on Wheels and SpareYaChange4Kids and capital work programs to support local businesses and jobs will continue to be rolled out.

The COVID-19 ***Our City. Our Response*** online portal continues to be updated and consolidates the volumes of information available and more importantly, provides updates to the community on how to access essential local service providers and services that are available from Council.

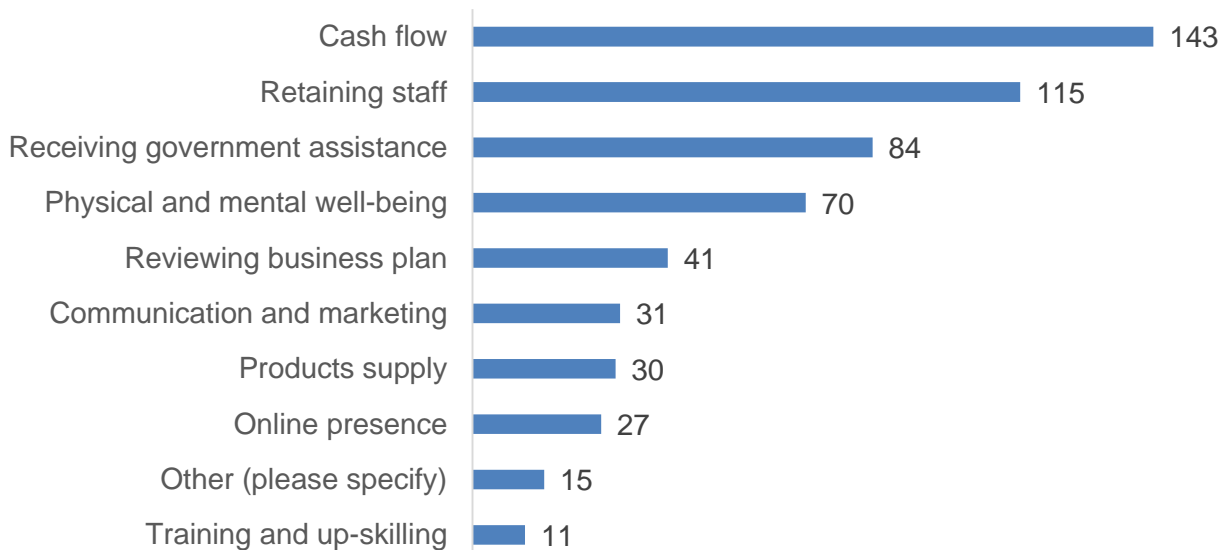
As part of the Council's commitment to leading our community to a strong recovery, attention has now included seeking direct input from the business owners and operators via a survey that concluded Friday, 24 April 2020.

***Our City. Our Economy - Business Survey*** analysis report (**Attachment 1**) has been prepared for Council to consider and use to inform decision-making moving forward that can support our local businesses.

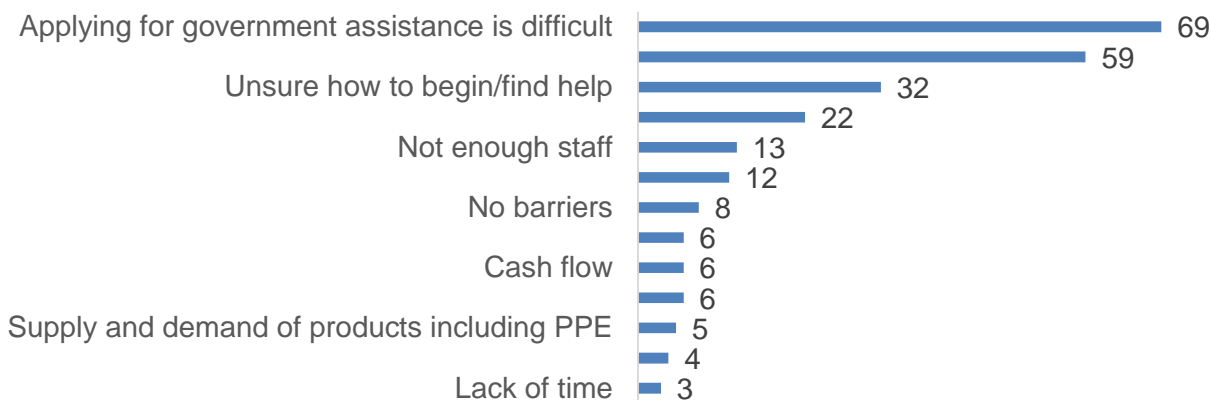
## DISCUSSION

A summary of key points from the survey for discussion include:

### ***What are the key priorities for your business:***

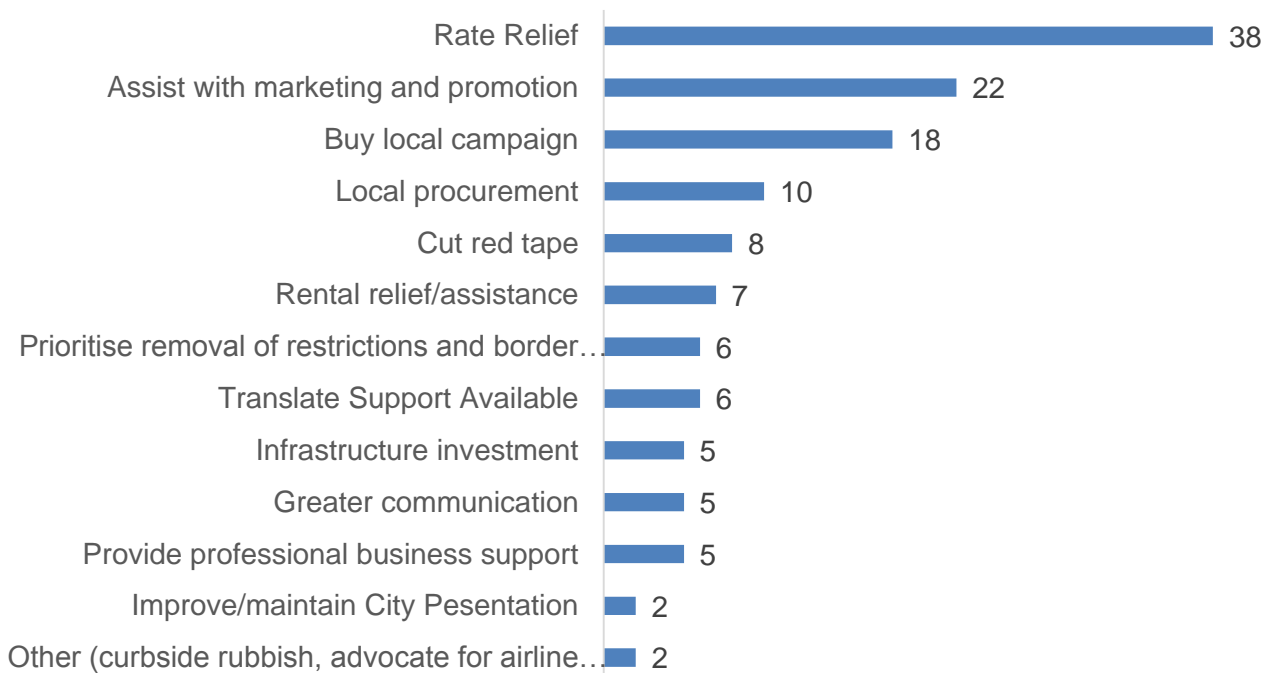


**What are the barriers to achieving your key priorities:**



A virtual informal gathering with Elected Members on Thursday, 30 April 2020 discussed the many outcomes of the survey and with the above (and attached) findings in mind attention turned to the question that specifically asked:

**At this time, what can the City of Mount Gambier do to assist your business?**



A strong majority of respondents sought consideration of rate waivers, concessions or deferrals. Requests for support in advertising and marketing referred primarily to the challenges in communicating the changing nature of business activities during COVID-19, particularly with limited cash flow. Initiatives that encourage shopping locally, Council prioritising local procurement and stimulated economic activity through fast tracked infrastructure development was clearly represented as was, clear support for progress with the Community and Recreation Hub.

References to ‘cutting red tape’ aligned to improved efficiency and approval timeframes attached to Development Approvals so work can be fast tracked and the provision of ‘constructive help, not just regulation’.



As a first step, in response to these outcomes there have been a number of reports prepared for his agenda that address accelerated works programs, employment programs and waiving of fees and charges associated with outdoor dining.

There is a consistent message that the sooner businesses can reopen the better. The challenge with this lies in the health and wellbeing of our local (and any visiting) communities. Adherence to a consistent, coordinated approach in terms of social obedience to **distance, density and hygiene** protocols will be one of the keys to businesses reopening and our economy recovering.

Building capacity within the business community to ensure the short term measures contribute to a more sustainable future will be crucial in this first phase of recovery. The ability to create, support and facilitate business resilience in an environment that not only strengthens them, but also one which encourages innovation, will need a paradigm shift. Some businesses will embrace this, others will not. It will suit some, but it may not suit others and this means that support has to be varied to ensure that there are options for success and not a one size fits all.

The Council has striven for a long time to be a smart city and an innovative, creative, vibrant destination. Whilst, the 'destination' part may need to wait, there is no reason why preparations for the next stage in the city's transformation cannot begin now. This transformation is envisaged in the draft Strategic Plan, but also by our partners in the business community.

#### **Next steps**

Further information will be provided to Council in a separate report. Phone backs are continuing with local businesses and given the pace that this environment is changing it is important that Council remain current and look longer term with solutions for business. It is envisaged that this further report will be drafted for the next Council meeting in May 2020.

#### **CONCLUSION**

The key focus during these times of uncertainty and the pressure to reopen businesses successfully will require a coordinated commitment by all businesses and our community to adhere to social obedience measures. This will create an environment that encourages sustained business activity and confidence for the benefit of all in our city.

#### **ATTACHMENTS**

1. Our City Our Economy - Business Survey Summary - Confidential [↓](#)





**COVID-19**

# Our Economy Business Survey

## CONFIDENTIAL SUMMARY

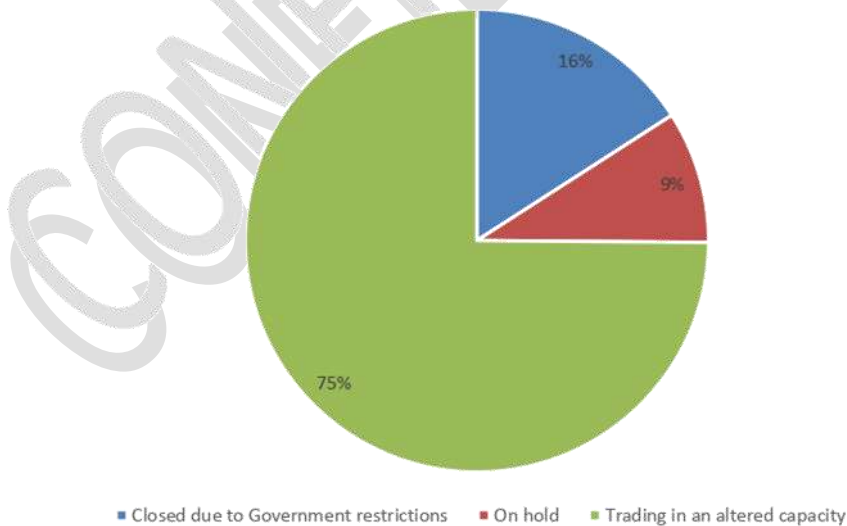


### What industry are you in?



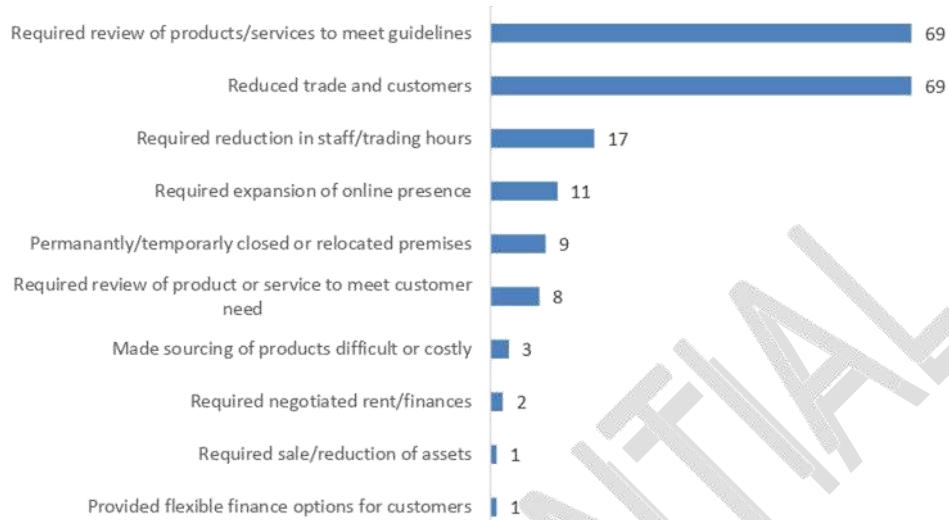
The vast majority of respondents represented Retail and Hospitality industries, totalling 64% of surveys completed. Outside of those listed, the 'other' field included industries such as agriculture, forestry, corrections, transport and recycling.

### What of the following best reflects your current business operations?



### How has your business altered?

(additional information if selected "Trading in an altered capacity" in Q-)



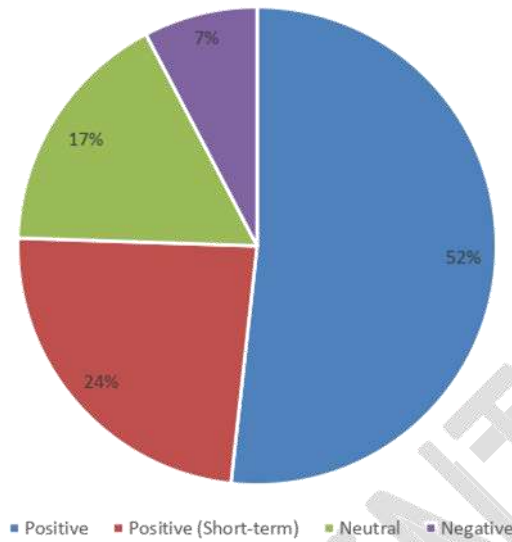
*Most respondents identified that they had modified their existing activity to suit the climate presented by Covid-19, either through health and safety considerations for staff and customers or through reduced hours to align to the economic climate. Some have temporarily closed or reduced their operations and associated staffing levels in response and commenced activity aimed at reducing further losses.*





**What do you consider the future viability to be for your business?**

(additional information if selected "Trading in an altered capacity" in Q-)



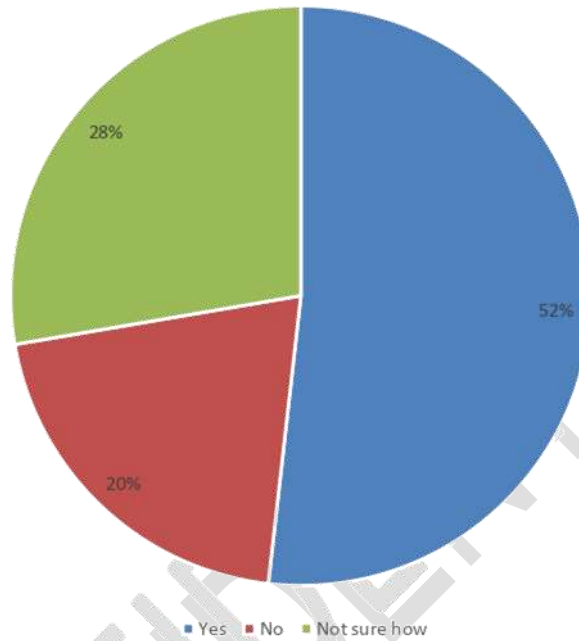
*This question was only asked of those who had identified that they were currently trading in an altered capacity. Of those, 52% identified that they felt their business would remain viable particularly if they were able to continue to adapt to the changes presented by COVID-19. An additional 24% identified that they would remain viable in the short to medium term, 17% were unsure and 7% reflected they would be concerned of their ongoing viability.*





**Do you have plans to alter your business model to better align to the climate by COVID-19?**

(additional information if had not selected "Trading in an altered capacity" in Q-)



*This question was only asked to respondents who had identified that they were yet to modify their business activity to respond to COVID-19. Of those, the majority identified a willingness to adapt to the climate in the future, albeit 28% were unsure how.*



### What changes/alterations are you exploring?

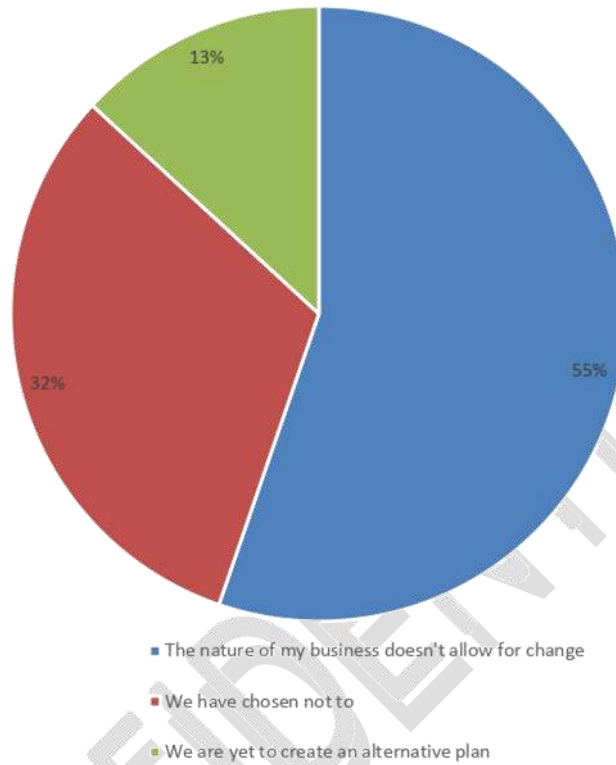
(additional information if selected "Yes" in Q-)



*Of those who were yet to alter their business activity to align to COVID-19, but were willing to do so, the vast majority intended improving their capacity to trade, or conduct business related activity, online. Others proposed reviewing the delivery of their business activity to align to government regulations or to protect staff and customers from COVID-19. Many were adapting to takeaway or delivery sales, reducing the presence of people in their stores or creating other response plans. In a few occasions, business operators were exploring the opportunity to close, relocate or renovate during this period.*



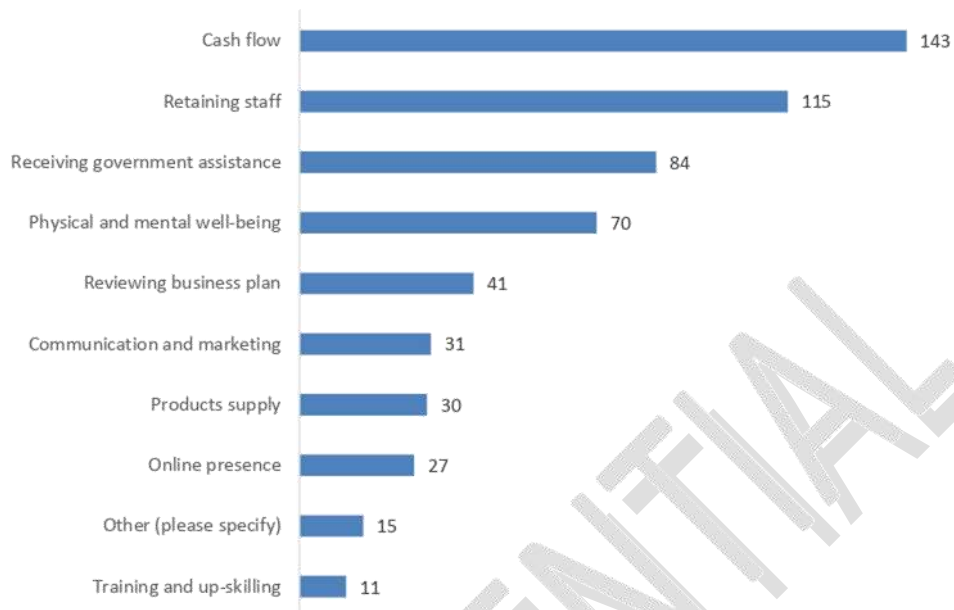
**Why are you not changing/altering your business model?**



*For those not intending to modify their business activity, the majority identified that the nature of their business activity restricted the capacity for change.*



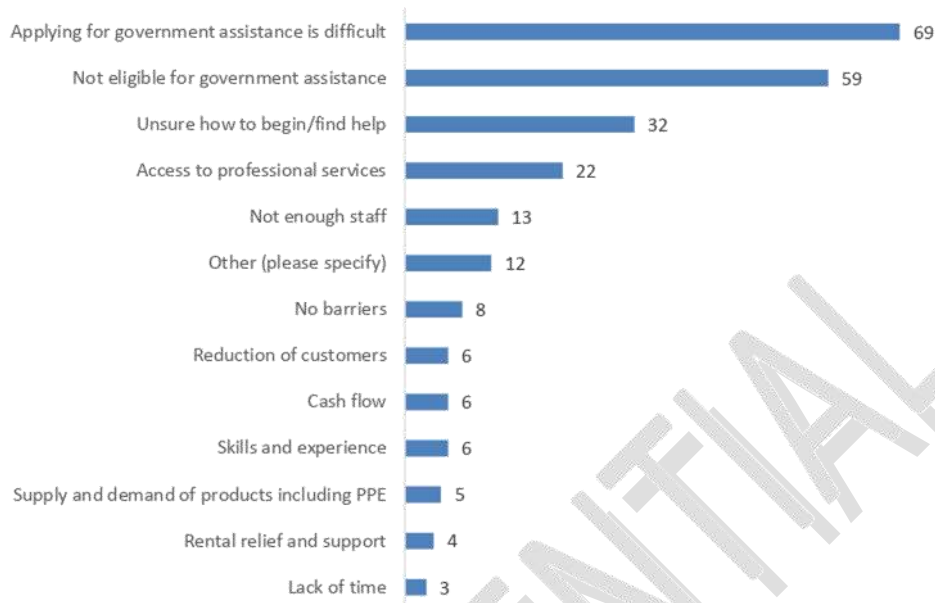
### What are your three current priorities?



*This question asked respondents to select from a range of pre-defined responses. Most respondents identified that cash flow was their key priority followed by retaining staff, achieving financial support and retaining the wellbeing of those attached to the business. Of those who selected 'other' responses included 'seeking government funding for capital refurb to improve the attractiveness of my business' or 'relocating premises to better position my business'.*



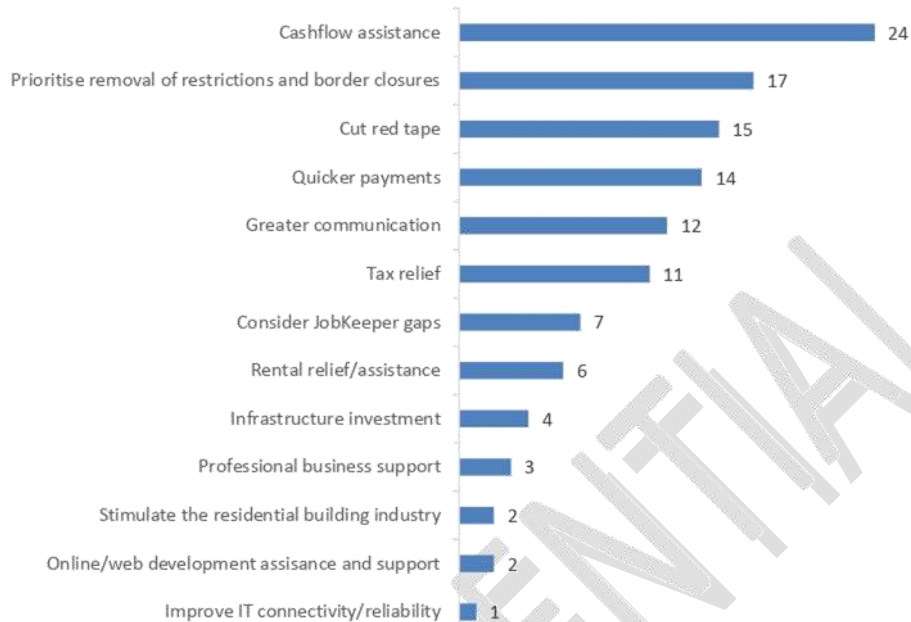
### What are the barriers to achieving your priorities?



*This question asked respondents to select from a range of pre-defined responses. Most business operators were concerned about obtaining Government assistance or where to find help during this period. Of those selecting 'other', answers included 'feeling overwhelmed', 'difficulty in obtaining supplies' and 'difficult environment in which to market to potential customers'.*



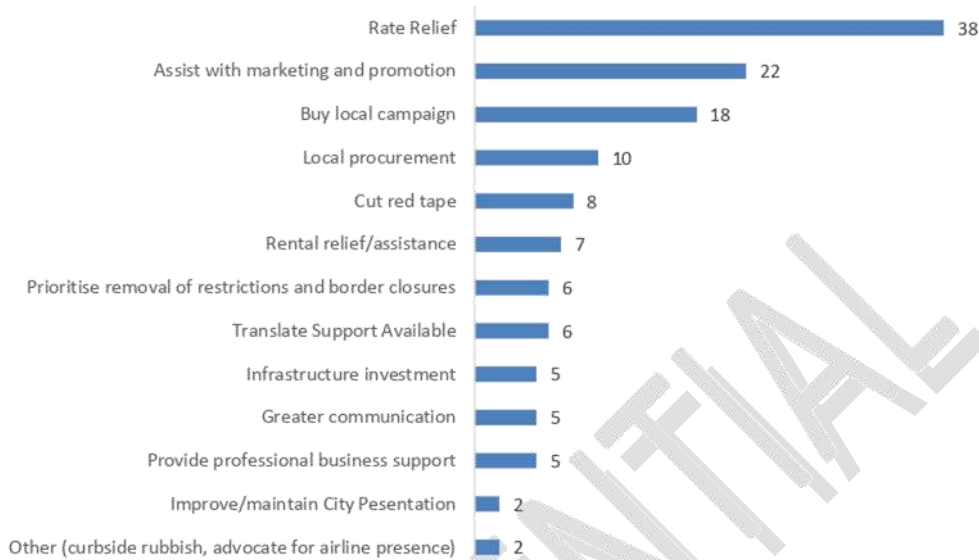
**At this time what can the Federal and/or State Government do to assist your business?**



*This question allowed participants to provide essay responses to the question. Of the themes generated, most respondents identified that money and cashflow was their most significant concern, particularly in responding to outgoings such as utilities and payment of wages prior to jobkeeper assistance. This was closely followed with a desire for trading restrictions to be removed as a priority. References to the reduction of red tape were aligned to the need for simplicity and flexibility in the application for, and provision of, financial assistance.*



**At this time what can the City of Mount Gambier do to assist your business?**

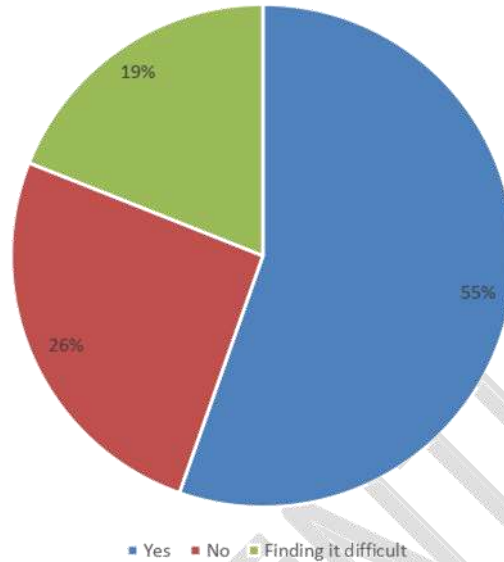


*This question allowed participants to provide essay responses to the question. From the themes generated, a strong majority of respondents sought consideration of rate waivers, concessions or deferrals. Requests for support in advertising and marketing referred primarily to the challenges in communicating the changing nature of business activities during COVID-19, particularly with limited cashflow. A strong desire was identified for initiatives which encourage shopping locally and for Council to prioritise local procurement and stimulated economic activity through fast tracked infrastructure development. Clear support for the progress with the Community and Recreation Hub.*

*References to 'cutting red tape' aligned to improved efficiency and approval timeframes attached to Development Approvals so work can be fast tracked and the provision of 'constructive help, not just regulation'.*



**Have you applied for Federal or State Government COVID-19 assistance through the various stimulus packages?**



**How many staff employed by your business Pre COVID-19 and currently?**

Pre COVID-19 Staff			Current Staff		
Full time	Part time	Casual	Full time	Part time	Casual
1720	174	866	1624	130	286

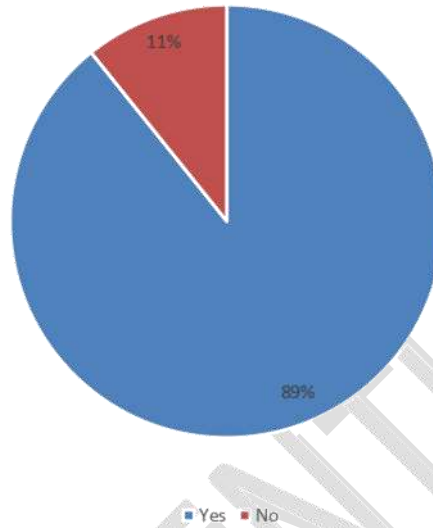
**Anything else you want to tell us about your business?**

Refer to text comments in Section 2

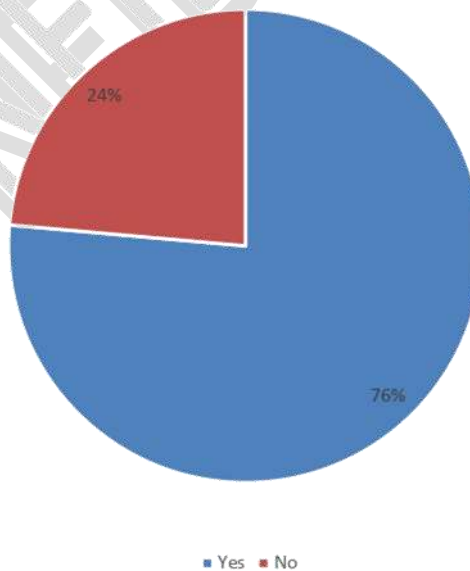




**Would you like to be kept up to date on the City of Mount Gambier's business support initiatives?**



**Would you like Council to contact you to discuss this survey further?**



**Section 2**  
Text Comments

CONFIDENTIAL



### How has your business altered?

<p>Isolation of workers during daily activities. Where possible employees working from home. No face to face meetings with employees or company representatives.</p>
<p>Minor</p>
<p>Have stopped seeing clients in person - doing work via phones instead</p>
<p>All casual employees are un-rostered in the short term approximately 52-60hours a fortnight. This has been due to decreased activity caused by travel and quarantine restricting peoples movement. Uncertainty of employment and income streams will no doubt play their part. Now trading in Naracoorte and Mount Gambier only Mon-Fri 10am-4pm Sat9-3 a reduction of from 44 hours to 33 hours weekly in Mount Gambier.</p>
<p>Reduced trading hours. Reduced staff hours.</p>
<p>Adopting all social distancing and extra hygiene precautions. Negotiated reduction in staff working hours.</p>
<p>limited face to face contact - staff working from home - otherwise business as usual</p>
<p>Clientele dropped off due to panic surrounding COVID-19 and cases in limestone coast area. We worked from home for 1.5 weeks on the retail and marketing side of our business to give us time to work on a plan to keep it running so jobs and business could come out still operating on the other side of this.</p>
<p>Insufficient works tenders</p>
<p>We have had to close our showroom, limit workers in company vehicles, have had downturn in residential works due to not being able to enter peoples homes, employees taking leave as they are concerned so numbers limited on jobs we need done, staggered lunchbreaks causing downtime for workers as they cant complete works on their own.</p>
<p>Minimise hours of several staff New clients dropped by 50%</p>
<p>Decline in incoming work. Also managing a child at home full-time, so work hours have had to adapt.</p>
<p>No public access to our building Staff working from home on reduced hours and days Income drop &gt;60% on prior year Online support mechanisms in place for clients</p>
<p>Now teaching online - have lost around half my business</p>
<p>Restrictions placed on our services - only emergency work allowed</p>
<p>Restricted to takeaway meals and coffee only. No dining in.</p>
<p>yes we have lost 65%-70% of our trade</p>
<p>work load has slowed down</p>



No customers ringing and booking in work since middle of March.
Enquiries and orders have slowed dramatically
being a real estate company all staff working from home no open inspections one on one private inspections
Slow down of clients coming in store
Reduced hours and had to put off all casual staff members
I am in Retail so the shop was closed initially for 2 weeks then I have reopened for smaller trading hours and days. Customers were initially told to stay home so it was not worth opening the shop as it is not considered essential services.
Trading with limited staffing due to poor traffic flow
April trade down 35%
less hours
Business has plummeted!
slower
We are a service based business and have noticed a very sharp decrease in enquiries. We provide services related to construction, development and generally anything to do with Land and it feels whilst there is still activity from projects prior to Covid19 there is a lack of confidence post this.
reduced sales
Restrictions in place, alter how business can be conducted and change consumers confidence levels.
Adjustment to shop to accommodate social distancing
Different staffing levels, lower turnover
Yes. Drop in trade and resources reduced
Now in isolation and working on Telehealth only
Less staff price of scrap dropped keeping our distance
more on contract
We can no longer offer dine in. 85% of our business.
Half staff working from home, greatly reduced incoming work, most projects put on hold for indeterminate amount of time.
Closed shop front for period of 2 weeks, continued by offering phone orders and free delivery via postage or delivery to residential addresses. Slowly reopening restricted hours, following covid 19 restrictions and adhering to govt standards.



Big drop in income due to cancellations of events. We provide accommodation for people attending those events (e.g. Gen Jazz, Easter dog show, long weekends, etc.). There are very few people in our tourist park and the limited number of staff can only stay on because of JobKeeper.
restrictions on amount of customers in store drop in retail trade
No dining in, less custom and reduced staffing.
trade down over 60% stand down 7 works now having to run business with delivers to get sells
Lots of cancellations by immune suppressed clients and Victorian clients based in Nelson and Casterton and Dergholm
I run a accommodation business I have had numerous bookings cancelled and poor forward bookings since Covis restrictions commenced
We have almost 0% occupancy with all forward accommodation bookings cancelled.
Working from home or at the office sparingly to avoid close contact with staff.
The sunset kitchen is now operating in a take away meal format only.
Distancing is a slight problem
Private customers have slowed dramatically, gov jobs are idling along
Marked downturn in inquiry for new home builds. Difficulty with banks in responding to clients re. length of time and approvals
Being in the construction industry we have been able to continue working however there has been a big reduction in enquiry & sales which has a long term effect. We are grateful to have a good work load ahead of us to be able to continue to work however it is vital that confidence and support is given to the community during and post covid-19.
PAUL WORKING ON HIS OWN - HIS FATHER IS TOO OLD TO SEND OUT TO JOBS - WE ARE STILL PAYING HIM
Take away only available and limited customer access
Yes catering functions have been canceled
Continuing to trade as normal as our core business was takeaway, the altered facet is that there is now no dine-in capacity. We have also developed a website to enable us to provide sales of specific products such as coffee beans, with free local delivery.
Retail shop front access altered due to social distancing requirements. Key staff working from home.
We work in construction. Currently we have only noticed an influx of work. Clearly this will not be on going but its business as usual at the moment.
TRYING TO PLAN FOR THE FUTURE
Staff working from home and office is closed





Our office is closed however we are all working from home within limits
Reduced work volumes and restrictions on travel and inspections
Some staff working from home, appointment only, restricted number of clients who can attend office
Landlord of multiple tenancies closed due to Government restrictions - 2 x 24 hour gyms, 2 x dance studios 3 x holiday rentals - restricted trade/closed - 2 x cafes, 2 x hairdressers 1 x fast food - turnover down across all retail tenancies. Commercial offices working from home. Majority of tenants have stopped paying rent and outgoings ie council rates while our mortgage and other commitments are still required to be met
We are trading as normal but have had a massive reduction of sales. Roughly fifty percent down on last year.
Restrictions on Veterinary procedures being undertaken non urgent differed
Limited customers at one time
Downturn in trade
Our restaurant has been closed down and our accommodation might as well be shut down, we are lucky to get 2 rooms/night. We now focus on take away cook at home meals. We have lost 90 to 95% of turn over, but still have significant over heads.
Border Closure
We are a motel with restaurant and meeting facilities. motel continues to be open for accommodation, restaurant has been closed down due to restrictions, and so has meetings/conferences/events. kitchen is serving a greatly reduced amount of meals, and we do delivery to guests in rooms plus a very small pre-ordered takeaway service.
Yes, less work, less income
Supply issue problems, social distancing affecting daily operation as well as cleaning and accessing supplies to protect staff and customers
Working from home. No/less face to face meetings.
A lot less walk in customers off the street. Regular trade business still existing in a reduced capacity.
Increased hygiene practices and awareness
Having to limit foot traffic through the door and only doing bookings
Work has slowed and I'm working one person team until workload picks up and i can employ workers again
Loss of some clients, gaining in other corporate areas.
Little if any over the period
As a gym we have had to close down but we have taken our training online. While we are getting by we have lost 85% of our revenue



<p>I have an online retail business in accessories - based on selling for events including weddings. I have no work for my 3 employees due to cancelled events and cancelled wholesale contracts. My products that I sell are held up in China, so that's out a hold on cashflow also. I also have 2 young children (4 and 7) so even though I have work to do, it makes it difficult while i'm trying to home school and care for them.</p>
<p>working from home mainly</p>
<p>At this time of year we should be selling football/netball/soccer footwear and accessories but due to no sport being played sales have ceased. As soon as the gyms closed we had an influx of customer wanted fitness equipment. So much so that we have sold out and so have our suppliers. We have also had lots of enquiries for trampolines, basketball systems and other outside activities. We are still selling items such as running shoes, track pants and hoodies.</p>
<p>a lot less floor traffic/customers Organised delivery of all stock purchased in case store was forced to close because of restrictions Increased cleaning regime internally Increased hygiene care with additional pillowcases for mattress trial, mattress hygiene spay Less delivery options offered regionally Reduced sales</p>
<p>We have started doing home deliveries</p>
<p>Working from home not from out office</p>
<p>With State borders obviously closed, that restricts approx 80% of our guest being able to travel. Also we have found Companies are looking after their staff, and not letting anyone travel anyway. As a result, our Business is down almost 100%</p>
<p>Meeting and and Personel movements</p>
<p>No Change at this stage to trading hours</p>
<p>Some product lines are unable to be sourced and others have increased in price</p>
<p>yes</p>
<p>We have seen a drastic reduction in " off the street " clients which is understandable with the restrictions in place</p>
<p>We have had a downturn due to reduction in corporate clients being able to travel to mount gambier</p>
<p>Additional Cleaning</p>
<p>We have implemented our pandemic operation plan which includes daily screening of staff, customers &amp; suppliers; restricting facility access to customers &amp; suppliers; having some staff work from home and thinning out work stations, lunch and meeting rooms.</p>
<p>Restricted PURCHASEING Travel restrictions Trainer restrictions Visitor restrictions Extra screening</p>



Condensed business hours. Less staffing. Lots of cleaning!
Lower sales outlook in construction
we have placed restrictions on the amount of people in the salon and have noticed a decline in customers because of the current state.
All dine in has ceased Takeaway only and increased delivery service
As a travel agency - we are cancelling all trips we had been working on - some for the last 12-18 months. Unable to make any new bookings due to current government restrictions. Therefore looking at no/very little income for the next 6 to 9 months.
Online (Zoom) training sessions. Home ergonomic advice, home guided stretching & well-being sessions for those working from home and home guided exercise routines. No treatments, no in gym or on-site training sessions. Maintaining 60% work load compared to where we were at.
Some staff working from home Implementing hygiene/distancing procedures to staff
95% of staff working from home and hours reduced
Hotel closed due to government restrictions. Trading under bottle shop licence only
Adapted my business model to work with clients from home & corresponding via online mediums.
We have a number of staff working from home. We have lost revenue due to closure of other business We have also had significant shortages in stock availability Skeleton staff and reduced operating hours and services.
We are working with those who are able to work from home are. Our mill and forest remain open and are operating with strict hygiene and disease control measures in place. To enable this in both areas our productivity is being impacted.
We have closed our office and now how staff working from home
dine in option has been removed also the sporting clubs we normally supply have ceased football,bowls,speedway,hockey,golf,etc
Less on site work Less customers on premises More cleaning More products in relation to Disinfectants Trading under govt regs
Events and sporting cancelled, general public and business hesitant to spend.
We have closed our showroom and noticed a downturn in requests for works to be completed
Our doors are now shut to the public to stop walk in traffic. We supply the Hospitality and Healthcare Industries which has changed significantly due to current events.
Reduced number of hours that businesses require my support
temp standown of trainee to reduce outgoings locked by appointment only shopfront reduced work intake
I am the Licensee for Hertz Rent a Car in Mt Gambier, Portland and Warrnambool. The travel restrictions have decimated the vehicle hire business world wide.





I have stood down staff and reduced my fleet. There is simply no demand for our services.
Closed our office and all working from home. No open inspections.
Definitely a slowing of trade, in our case foot traffic and account customers
Only my son, Greg, works at our Engineering business. Office door shut. Workshop door open but roped off so no one can enter. Customers leave jobs outside for Greg to collect & he leaves them outside once completed. Mostly irrigation work.
Limited accommodation trade throughout March/April months. Restrictions have lead to No restaurant, function food business.
We have stopped cleaning in occupied residential properties
as we are a hire equipment firm we are having to handle equipment in a new COVID19 process that we have developed within the business and the responsibility that we have towards our customers and staff.
Our service has been restricted to takeaway and deliveries only
Government restrictions has forced closure to may parts of our business
Now working from home with no 'face to face' client interaction.
Selling different products and msinjyball on Facebook
Social Distancing measures in place Increased cleaning / hygiene protocol 4 day working week for all employees
HAS NOT ALTERED BUT TRADING DOWN.
As a meal provider for early learning child care centres the recent government announcement of free child care as drastically altered the numbers we do resulting in a 75% drop in revenue
less customers coming in and tenant not paying rent
Tyre store, we are having restrictions in place for the waiting room & encouraging "urgent tyre repairs/replacement only"
Open for takeaway only
Have gone from 80% occupancy to about 10%
Hospitality, so moved from dine in to take away, no passing foot traffic, moving to online / facebook sales of preserves and jams.
Changing the way clients pay monies to us & limiting the amount of clients in the office at the same time
Business has dropped
Rental inspections have ceased, meaning no charge to landlords = decreased income Open inspections are banned for sale properties = reduced purchasers Large decline in properties being listed for sale
we are a mechanical repair business and we have experienced a downturn in customers as people are not using their vehicles unless necessary
No dining in. Takeaway only.



### What do you consider the future viability to be for your business?

<p>At the moment it is hard to forecast but just trying to do what we can to operate in a safe environment. long term - we may need to adjust how we do certain things and our hours etc but we are taking each week as it comes.</p>
<p>Depending on how long the isolation process is required, when restrictions are lifted will help. currently a 40 to 50% reduction in work, hang in there and tighten up.</p>
<p>Depending on if I can get the financial assistance as we are being told we can , it will depend on that to be able to continue trading with my staff.</p>
<p>I think we will be fine with the current accepted jobs in the system , which should provide work for the next few months. If lockdown restrictions continue for another 2 months or so , we might struggle , but if confidence is restored in the near future I predict a surge in sales moving forward</p>
<p>If the restrictions are lifted by September then we should be ok, but I won't be able to afford to pay employees for some time due to the loss of income.</p>
<p>This depends on the length of time of the current social distancing measure stay in place. If they are in place post September the business will not be viable and we will close.</p>
<p>With local support and the government stimulus packages we will probably scrape through, It will be the financial support we may still need come after September.</p>
<p>Can manage to stay afloat for a couple of months. If its much longer than that could be a huge problem trying to keep the doors open.</p>
<p>It remains viable in the short term but if current restrictions are in place for another 4-6 months I'd be extremely concerned. We rely heavily on tourism dollars as any other cafe in town does.</p>
<p>I guess it all depends on how long it goes on for and when trading will start to pick up again. I think I will be bale to get through theses times and come out the other side even if it last for another few months. Unfortunately as it stands as a sole trader who uses sub contractors I do not believe I am eligible for any govt funding.</p>



<p>It is hard to tell, given the current state of restrictions. Government advice is to expect no lifting of restrictions at all for 4 - 8 weeks, then only small steps at a time. Interstate travel will be much longer time frames, and advice is that international travel will be on hold until at least early to mid 2021.</p> <p>The business is only viable through loans due to limited cash reserves of the business and by increasing business loans from commercial lenders. This is not sustainable in the longer term. The viability of the business relies on visitors to Mount Gambier.</p> <p>The reality is with the low number of customers coming to Mount Gambier, our business (and most other accommodation based businesses) can run with little or no staff other than the owners. Payment provides the ability to keep staff engaged, however there is not enough work for all staff, and at some point in the coming weeks there may be no point in having them come to work. JobKeeper does not help to keep the doors open.</p> <p>The real worry is the fixed costs - power, gas, insurance, rates, principal and interest on loans, rent, equipment leases, telephone &amp; internet and so on.</p> <p>Most businesses in this industry that we have been in contact with have cancelled all services they can to reduce costs, but many fixed costs remain.</p> <p>Deferring loans, rates, utility expenses etc only shifts the 'crunch' down the track. I am certain that business activity and cash flow will not return in our industry in the next 12 months.</p> <p>An optimistic view is that this business will be able to see out 12 months, beyond that it is probably not viable to continue.</p>
<p>These are very uncertain times for the accommodation and restaurant industry. It is fair to assume that it will be some months before interstate travel is possible and some years before international travel is allowed, thus we have lost major segments of our market for an indefinite period.</p> <p>Restaurants will be one of the last sectors to be allowed to re-open and when it occurs will be in a severely reduced capacity. Large functions are unlikely to resume until a vaccine is developed.</p> <p>Therefore we expect a long period, say 3 to 5 years of severely impacted turn over and employment opportunities.</p>
<p>Hopefully we are able to travel domestically within the next 6 months, if this allowed and if Regional Express continue to service Mt Gambier then I believe we have implemented the correct changes to ensure the business continues after the COVID-19 pandemic is over.</p>
<p>We expect business income to drop but unsure as to how much. People who are employed buy properties so the flow on effect to our business is that due to job losses many potential buyers are now not in a position to buy or are fearful to buy due to fear of the unknown and if our local property market will see a reduction of property values.</p> <p>The upside is that once borders re-open we can see more people from high density city areas wanting to move to the country areas as our property values are more affordable.</p>
<p>Viable with reduced staff number and office requirements in the medium to long term</p>
<p>should be OK, depends on how long before sales return to normal</p>
<p>Due to border restrictions we were unable to continue with interstate work. We have since been replaced on a major interstate project which will equate to 20-40% decrease in work per annum. Coupled with a downturn i anticipate 40-50% reduction in turnover in a few months time</p>
<p>Will take 12 to 18 months to get sales back to pre Covid</p>





Slow recovery to trading as normal as can be after the pandemic
I think we should be able to continue to trade, however, we are operating at a significant loss. We had a moderate of cash reserve to see us through.
It will be ok but in a reduced caps in the short term
Depending on the duration of this crisis we are endeavouring to ride it out and wear the cost without reducing staff. This may alter if existing conditions continue for many more months.
Average
Very poor until Interstate and Overseas travel restrictions are removed
Unsure, probably will depend on how long this lasts
Not sure yet depends how long the borders are closed and travel is impossible
We will continue to operate the risk will be to retain all staff if this continues for another 6 months
Reasonable over the short term 4 to 6 months.
Will try keep open for LOYAL customers
We can sustain this for another 2-4 weeks before shutting our doors and hopefully reopening in a month or two when the work is there again.
trading will be ok into spring but quite uncertain from that point onward due to lack of inquiry at present
Hoping to survive but the extent of the financial impact on us is not known as the duration of the lockdown is anyones guess. We are an estimated 70% down on revenues and not many businesses can survive that for a extended period of time. We are not out of the woods by any stretch of the imagination.
the property as such will more or less keep the value but it might be hard to find new tenant if the current one is defaulting
Our current work in hand is strong but have noted a decline in new opportunities coming to us. The viability of the business will depend on how long some of the restrictions are in place and what support is provided to stimulate the economy as we try to recover.
Low sales - down by 70%
We will be forced to reduce staff if the current trend continues.
not good
At risk of closing if we cant return to normal soon.
With current restrictions the future of my business is grim, stock availability is hard due to a percentage of it coming from overseas, this being limited due to flight restrictions and shortage of flights currently coming in with air freight. Any stock already in warehouses in Australia is ok at this stage but with continued restrictions this may change also.



Employees may have permanently reduced hours or no position at all if restrictions are to continue as income is reduced
Limited customers coming in at the moment and we will have to reduce staff hours.
Part time trading
pretty hard if situation continues
Possibly downsizing due to weakening economy
IT IS GOING TO SLOW DOWN WITH LESS HOUSES BEING BUILT AND PEOPLE SPEND LESS MONEY ON RENOVATIONS
unknown
Not sure at this stage
With the current guidelines we will be able to keep on trading in a limited capacity we are however making smaller profit margins as cost of goods has increased yet we feel with the social attitudes at the moment it's not the right time to pass on price rises. We are also trying our hardest to keep staff on as we know they aren't eligible for government help.
hopefully with government help we can get through this
Unknown
Okay at this point in time but expect a downturn especially in the general insurance and writing of loans
50 50, we are governed by the freight market
Not sure how quickly it will bounce back -dance isn't a necessity so if people are short on money they won't dance. Concert time is one of the most important events for the studio both financially and emotionally so that will be hard if we can't do this
Unsure given my age
We expect good but will rely heavily on the commitment to proposed government projects. Housing we expect to have a considerable downturn mid year.
while coronavirus active viability will decrease, to what extent is unknown
It is a precarious situation and dependent on being able to access some kind of funding. Am hopeful that we can trade out to the other side
Unsure - depends on the duration of the restrictions and the speed of the economic recovery
Unsure at this stage. Our industry is going through unprecedented changes as well as the effects of markets and the virus.
We are continually looking to adapt where possible. There are a lot of online providers to compete with.
60/40
50/50



Unknown
It will be slow for a while as sales have dropped but hoping for it to get back to normal soon.
only time will tell, we have work load to keep us going for a couple months but rely on selling 4-5 jobs per week to keep our staff going and down to selling 1 -2 at the moment
My business relies completely on the return of normal economic activity and the resumption of the Regional Express flight schedule. Fortunately I have been in business over 23 years and have reasonable cash reserves. This money will not last forever, and the longer travel restrictions remain in place, the more pressure will be placed on my financial viability.
Unknown
Our business will remain strong however the predictive market impacts will flow to a negative impact. The uncertainty of how Covid-19 impacts business is an area that reduces productivity through the time it takes for key employees to manage Covid-19 to create a safe workplace, unknown and ever changing circumstances and scenarios.
This is an unknown at the moment. It really depends on how long we are living as we are. If banks don't lend money, people don't earn money there will be a downturn in our industry as a whole which effects all of our team including employees and subcontractors
Provided we have work people coming to stay (and we have a few), it has kept us afloat. This coupled with the suspension of mortgages, and wages Jobkeeper, and govt stimulus, we should be able to ride it through depending on how long this goes on.
Good
Good
We will be OK as moving forward people are still going to need electricians. The construction work is still happening which we do a lot of, however, the service and maintenance aspect has dropped off. We think this will recover once restrictions are relaxed.
excellent
Good if we adapt enough
At this point we will be fine as we are trading as normal with only a short term downturn in work due to the initial knee jerk reaction which has now eased.
Grow when business operates as normal and looking at diverse marketing
Out of chaos springs opportunity. If we survive the current malaise by the grace of our creditors and community support. The new normal will have a similar effect to the introduction of GST. After the sugar hit of stimulus it will be back to the burden of compliance, regulation and reporting to three tiers of government. Some will embrace it others will find their capital or line of credit has evaporated or they won't have the stamina to rebuild. We don't expect many short term or any long term benefits from government relief packages.



Positive- businesses will always need accountants and bookkeepers
Feel that we will still be able to trade, just a matter of volume of sales
Excellent - cleaning is a big thing right now -probably always has been, and perhaps always will be.
We will survive in our current format but profitability will be severely affected,
Hard to predict, but if the Government don't shut us down we should be ok
We'll be ok. I think it could go a few ways depending on the economy position as a whole when we can open back up. But we had a strong member base before so we should be ok
Once back to normal we should get back to where we were
We are in a position to cope with the current crisis and will be ready to pick up when restrictions are lifted.
I am encouraged that the adaptations will sustain the viability of my business model.
Strong
We should be ok
Healthy.
No change this is a mere hump in the road
Our business has dropped off a lot but we feel it will pick up once people have confidence to get back to life.
We will be fine
We have no grave concerns at the moment, as our delivery side has increased by at least 30% which has balanced our loss due to no dine ins.
Possibly OK
In the long term we hope to see and return to business, as government funding changes
Sound business with good prospects
It will hopefully return to normal once the Covid-19 restrictions have been lifted
Good but only because we are an innovative and technologically advanced business in an industry that will survive this, and likely thrive due to the increased requirements, but the roll on affect of many of our clients, and our clients clients will inevitably affect us all, regardless of which industry we are in...
I believe with hard work it will be viable but it will be a long / hard road and its not going to be easy.
I will be able to work through at reduced hours, and believe that I will bounce back as I have minimal overheads and can do business via online means.
Should get through
with restructuring we will be viable but will need support from all levels of government
good





with the changes it is viable
We will remain operational however our profitability will be reduced
At this stage we are trading OK, but are expecting some downturn due to some of our customers who are not currently trading.
little change
We will be effected but once restrictions lift I feel our business will move back to some normality it will also be impacted by the stimulus packages that our area receive to help speed the recovery
We will go back to normal when we are able to.
Fine
very hard to say but we positive
As we have upcoming commercial projects, our business will continue to be viable
Very good, believe we will recover and in many ways in a stronger position. Nothing taken for granted.
WE WILL CONTINUE LIKE THIS
as long as construction/housing industry sites are kept open, we are able to keep all our existing workers (35+) in jobs
good as im in a specialist field
Excellent
Good ongoing work from various sources
Very good
no real issues - personal services
Ok at this stage.
Strong
Our main regular customers are tradies so as long as they are working will should remain open.
Strongly viable
We are expecting a downturn in trade over the next 3-6 months as some people are now without work therefore less disposable income to spend. However we should be able to trade through this time by altering our product/trading.
Good, subject to state and local government bodies continuing to offer opportunities.
Good future viability, IF we do the right things now to prepare and conserve cash and reduce expenses
We currently continue to trade well, although we have noticed a drop in our regular patrons. This has been offset by an increase of new customers, who hopefully, will continue to patronise us when things return to normal.
Strong
No issue with future viability
I cant see any reason why our business growth would change or suffer in any way once local sport is back to normal





it will keep going but it will be hard times
Good & Positive. There will be a downturn and cash flow needs to strictly managed and operating costs monitored.
Ok
good if government would keep there nose out
WE SHOULD BE ABLE TO MAINTAIN OUR BUSINESS BUT NEED TO MAINTAIN TENANCY OF BUSINESS PREMISES AROUND US TO PROSPER.
We believe our business to still be viable now and in the future
Positive
Very strong
We feel the future will be promising, once COVID 19 is under control, we feel we'll see Companies start to push their own Businesses sales etc, therefore have their staff travelling a lot more
ok - receiving assistance from a national level to enable continued trade
Whilst it is largely unknown we remain positive about the future viability of our business post COVID-19.



**What changes/alterations are your exploring?**

External communications by video links. Additions of more electronic aids such as GPS tracking/monitoring.
More email and phone interactions with clients Less postage of invoices
Change in products offered. Smaller store
More deliveries to clients rather than in store transactions. Phone contact with clients rather than personal face to face contact.
Adding a waiting room at my salon to control the number of clients, their friends or family who will attend with them in the future for example carers or children. Introducing home care product packs. Individual client equipment packs for client services in salon Expanding client visits an extra half hour.
Online sales of products Online Virtual Consultations DIY kits for home use
social distancing, trading hours?
At the moment to adhere to distancing requirements we have decided to not have senior stylists working on the same day so we can control the numbers and distance in the salon. We are leaving 15 mins between each client to sanitise completely and using the eftpos machine for payment.
Having to leave rental workshop
cutting back all staff to 4 days a week to prolong work load
I will look to introduce online classes.
Increasing our online presence to support our clients rather than face to face
Just trying to explore ways to teach online
Expanding takeaway and delivery as no dine in allowed
Being the only Nightclub in Mount Gambier, we intend to use these trying times to alter & make changes at the club. At the moment we are working through what the changes will be.
We have adapted well to cater for takeaway options, constantly brainstorming new options and ways to advertise. Things that may not have been the norm previously.
We are considering all options
we have introduced deliveries now
Takeaway only and now offering delivery and changing up of products on offer
Online shopping on my website.



Additional measures added to current sanitation. Creating boundaries for less contact and spread!
moving into online sales
Virtual everything!
Moving all my business online.
Have already changed staffing levels
Reduced resources Reduced service levels Reduced stock holdings Cutting back on stock and expenses
We are offering phone orders, delivery, change of products, operating hours
Using existing business practices we already had in place (Working remotely, more cloud based systems) but as mentioned only able to because we are in the right Industry (IT)
going online for sales with a website.
To do takeaway on a new menu
change in trading hours, greater online presence
We have changed our product and service offers to suit the altered market.
online ordering deliver rent renegotiation
Once I have some certainty regarding Jobkeeper payments I want to relaunch my business in an altered capacity, streamline the menu, promote online ordering and start to do delivery.
less hours open
I am looking at leasing some proeprties on a longer term basis and at reduced rates just to get through theses times and also some properties that I lease and use in my business to surrender the lease and re build again after Covid is over.
Online hand painted cookie kits
Travel arrangements
Interaction with our clients using Zoom, Hangout, Skype etc. Limited number of trades onsite.
Multiple options
Have changed the way we order supplys and interact with customers
Online Boxing Classes



Online class options through zoom
Depending on future guidelines in place we might drop back to coffee only. . . But that means ww loose staff hours.
Putting in place catering options that comply to restrictions
Work from home options, contact less inspections and meetings
Staff levels and general management. Attempt to be more selective with clients to avoid clients who clearly are problematic and make no attempt to pay for services rendered.
We have reduced staff hours and dropped nearly all of our advertising.
Delivery and Click and Collect. Phone orders
I have already cut staff and reduced hours for the others and working more hours myself
Continue our cook at home meals.
Bring quality food to customer
Using an Online platform, but nothing compares to the ability to see another person, to feel like you are a part of something bigger than yourself.
online /delivery
We have already gone online. If we are able to open with restrictions we have the measures to be able to do so (large gym social distancing not a problem with altered class numbers), change up style of training so no sharing equipment etc each class.
I am creating alternatives for promotion/ photoshoots, I have created an affiliate marketing avenue on my website. Due to not being able to do photoshoots, this allows social media influencers to show off my products and then if they get a sale from this they receive commission.
More social media posts. Reducing staff. Reducing TV, radio and print advertising. Recognising the "new" needs of the community. Our store is not currently part of the Intersport online sales, but this is a possibility.
Reduced staffing, reduced regional freight runs, reduced operating hours
We have had an online shopping facility up and running for 18 months, which was only click and collect until COVID-19. We are now doing home deliveries and freighting to homes outside of our local area.
Scheduled Holidays for Staff if business slows.
Cancellation of some product lines and trying to source alternative product to replace these.
investing elsewhere
Finance options for clients , altered working hours to stretch out the jobs we currently have booked in , DIY options for those not wanting us in their homes





Reductions in expenses such as stock and wages
Additional sanitation and distancing measures.
We have implemented our pandemic response plan
Due to this being the first occasion and we are in uncharted waters we will evaluate when its all over and put in place learnings and implement additional protection to our food and supply chain
Reduce expenses Manage cash, increase liquidity Take advantage of economic stimulus Implement marketing program to strengthen brand and get more leads Take a survivalist approach - look at what we have and utilise it to fullest extent. Customer base/contact list, leads and quotes pipeline, lots of telesales calls out to customers to follow them up and keep in touch Look out for other opportunities Train staff during quiet time Improve systems in quiet time Networking with other businesses Getting very good advice
EVERYTHING! I think this will flip a lot of business models on its head, we have looked at changing things from opening hours, services we offer, time in the salon and our online store etc.
Implementing online ordering Contact less service Limited entry to the building to staff only and providing markers for customers to stand
Cutting costs in every possible way, enrolling all staff in Job Keeper, trying to use free advertising in every possible way.
More on-line presentations with companies interstate and abroad. More teaching, training, assessing and a reduction in treatments.
staff hours reduced to reduce overheads
Personnel re-structure
On line services & products to cater for current client needs.
If it goes for much longer. I might start a home delivery service for healthy homemade meals
We will be providing more flexibility for staff working remotely in the future
How we deal with the general public and cleaning requirements
Ways to promote our business in a challenging environment
signage to help make people understand social distancing and sneeze guards for counters.
We are going to explore online ordering to see if that would benefit the business





more technology based increasing delivery services
more online presence online client forms less face to face with clients improving digital interaction
I have stood down staff and drastically reduced the hours for those that remain. I have also sold off as many vehicles as possible prior to the car wholesale market going into recess.
Online Auctions for our properties. Property Video walk-throughs for all of our properties.
We have a contactless drop off and pick up service available to our customers.
As a photographer my job requires being within 1.5 metres of clients such as posing newborns. Once I start operating again I'm looking into wearing the appropriate PPE for each job such as masks or gloves.
Expand our delivery module - new products We have a new strict hygiene policy
New / different offers such as take away food / home delivery.
Appointments via webex, facetime etc
Online and Website
CREATING A LARGER ON LINE PRESENCE
Direct delivery system as apposed to contracting to the the centre
collection of cars to eliminate people in the waiting room, however this puts pressure on office staff
Physical changes have been made. Will need to be made more permanent so that the shop doesn't look like it has a temporary vibe... eg: a severy window
I am teaching online yoga sequences twice a week for my students (private Facebook page).
Online sales, create a wholesale operation to better handle such situations.
Payment methods, altering business services



**At this time what can the Federal and/or State Government do to assist your business?**

Making exceptions for young businesses (not just start ups) and acknowledging casual staff no matter how long they have worked for the company.
Help small business keep afloat
It would be amazing to be able to apply and know the criteria for job keeper etc. At present, there's only the option to be put on a waiting list and so it remains unclear.
Provide cash flow so that we can continue trading albeit in a more limited capacity
I am waiting for the job keeper payment claim to be accessible. We can't apply for this assistance for 3 more days so we will wait and see how that goes.
pay money quicker cut the red tape
Re-open regional areas to normal trading as early as possible.
Govt stimulus. Advertising for people who need to self-isolate, encouraging people who work in Mt Gambier to stay with us.
Help with cash flow and to help set up online
Open the border
Continue to see "services" and construction work as essential so we can continue to trade.
Lead us through this turmoil ack to normal operations
\$750 wages and tax relief
Speed up payments to people who have lost their jobs
I'm hoping to get jobkeeper payment for small business to tide me over during the Covid-19 restrictions on teaching to a live audience.
Nothing
Tax relief
My business will improve once the restrictions are lightened. I can safely conduct my business adhering to the social distancing guidelines, 1.5 metres away from another person, anda minimum 4 square metres per person.
unsure
Process finance packages ASAP.
Provide assistance in applying for government assistance. The delay in receiving assistance is a big cash flow issue.
Get cash support to us quicker
Help with the servicing requirements of our clients and the restrictions and compliance requirements we have to meet.
Not much else they can do at this stage



Get businesses back into full trading capacity asap and improve cash flow for business so they can continue to pay and get the professional business support that they need.
Access to quality cleaning staff.
Reduction of taxes and levies would be a great help. The assistance packages announced by both levels of government will be good as long as the criteria is not too strictly applied.
Rental Assistance
Keep the information coming and make it easy for us to apply and be granted assistance. Don't make it too confusing like it has been so far with the jobkeeper
Job keeper -Assistance with commercial leasing -Allow trading with restrictions (our gym is insanely clean, and huge. No one has to come close to each other and we don't have to share equipment)
Tax relief & grant assistance
Yes, however we do not plan to seek that assistance unless absolutely necessary
Continue to support service industry with grants.
Let us open U can go to Bunnings but u can't go to a restaurant or play a pokie machine.
Stimulate the residential building industry
Due to the nature of my business accessing funds to build online website and presence
I need to do my applications and I will know more after that.
unsure
Nothing
Support package seems to be the only option right now as I can't film/photograph events and my business clients have all restricted their marketing spend. I hope that once restrictions lift and businesses can operate as normal my work will resume as before but I fear it may take a while for businesses to have the budget for film and photography.
The JobKeepers subsidy is going to assist with some of my staff members.
Provide details on how assistance will get to businesses eg JobKeeper sounds great but actually executing is a nightmare
Clarify the employee assistance fund.
Keep me informed of changes
nothing
Jobseek for employees wages



I am waiting to find out if I am eligible for the State Government grant of \$10,000 but I have had no response as yet. Jobkeeper is being applied and waiting on assistance to see if I am eligible for that as well.
I think they could relax restrictions a little in areas such as ours where we do not have high covid cases. If they allowed people to move freely within their own postcodes and restricted people coming in from other areas I don't think Mt Gambier would have a problem and it would send a message of confidence that we can start returning to some sort of normality. Use Robe for an example , if they allowed their pubs to reopen but forced a locals only policy they wouldn't have an issue. With only one way in to their town they could monitor this easily
SUPPORT Backing Business Investment (BBI)
Give me a wage to get through.
Financial support would be the most important.
I am still going through the steps to see if I am eligible for any assistance through Centrelink. As my business is still considered in the start up phase im not sure if I will be eligible for any assistance.
No not at this stage, once COVID/19 is under control our club is looking forward to getting back into the community doing what we do best
Nothing released yet that will apply to us
I applied for job seeker as my Nail Salon was closed and my husband only works 15hrs a week. We do not have enough super and then a week later the job keeper stimulus was released but to change would mean I would have to apply again and I have been nearly 4 weeks without an income and still waiting for my application to be approved. I have spent over 7hrs on hold on the phone and we are solely depending on family at the moment. We have food but no capacity for all our bills and hoping to be approved soon to be able to pay our home loan. My fear is that utilities etc will be beyond us soon and my ability to purchase stock will be unlikely so I am worried after 28yrs in this industry if I will be able to reopen, at least not to the same capacity to earn as I had before.
I think the grant and job keeper are great schemes as long as I am eligible
Jobkeeper and possibly a \$10,000 grant coming out
I believe there is going to be some tax relief and Job Keeper allowance. I can't see that other than doing everything they can to get covid-19 under control, so we can get back to business as soon as possible. I'm concerned about gathering restrictions staying in place that would continue to impact on our marquee event hire business.
At the time of filling out this form we are in need of financial support to pay our outgoings eg rent, facilities, rates.
We have received the 10k tax offset with this quarters BAS. I think if restrictions move past stage 3 - dependant on what they are - they could have a possible effect - however this is pure assumption
Financial assistance and holding/waving rates etc
Be consistent
Review child care funding





<p>I'm unsure. There is/was no government assistance (that I am aware of) for beekeepers who lost hives or production due to the heatwaves - only to fires - and losses needed to be "proven" somehow. Access to those funds feels like a world away. COVID-19 impacts my business primarily because my wife works in healthcare, so I am keeping our kids at home, which is a full time job. I was/am trying to grow my business but I'm unable to do any sort of expansion because of COVID-19, and I'm unaware of any funds for businesses attempting to expand (and I don't have time to look).</p>
<p>Improve connectivity to make it more reliable across the region</p>
<p>help get rents reduce more..... help with assets to government funding, it seems so hard.</p>
<p>Proceed with the school projects and bring forward construction opportunities for the area.</p>
<p>Ensure that we maintain our experienced staff</p>
<p>Fast forward Jobkeeper payments and assistance so it is not paid in arrears. I desperately want to retain staff but cannot afford to retain them at \$750 each per week for the 4-8 weeks before the jobkeeper payments roll in,</p> <p>As soon as the job keeper funding is in my bank account I can kick on but until then my cashflow is a disaster. More debt is not the answer but at the moment it is my only option. I still have aged payables from when my business was trading in its full capacity and now am struggling to meet these payments. Fast tracking Jobkeeper will solve most of my issues.</p>
<p>Fast track the government assistance packages, it's hard to know if/what you can qualify for?</p>
<p>I've applied for the jobkeeper program for staff.</p>
<p>Make the applications for assistance simplified.</p>
<p>Bring forward financial support mid May and June 1st is still weeks away.</p>
<p>Roll back restrictions!!! We are a regional area, it's beyond overkill that we are still under such limiting restrictions... Leave the borders closed, but open up the regions for Business again before it's too late for too many.</p>
<p>At this stage I am unsure if we even qualify, so unsure at the given moment.</p>
<p>Get the stimulus money out quicker. State government haven't release the \$10000.00 application either. Everything is just taking so long.</p>
<p>In short money is needed more than anything</p>
<p>I have registered interest in JobKeeper (currently awaiting accountant's advice re. eligibility). I can access Superannuation - however this is a last-resort for me. I may be able to apply for the SA Gov state grants - however unsure of eligibility criteria.</p>
<p>Create immediate funding for businesses that are closed</p>
<p>Better access to information</p>





<p>Jobkeeper subsidy, which is a lot more difficult than was first interpreted. Business stimulus packages which are being investigated on our behalf by our accountant.</p>
<p>I am unsure how they can assist basically I need cash flow for my business to survive so if there are any grants available for Sole traders who do not employ staff but use contractors I am keen to know.</p>
<p>Lift restrictions</p>
<p>Emergency cash flow assistance</p>
<p>We receive the \$10,000 tax relief at this stage</p>
<p>Force utility companies to apply discounts for businesses in severely affected industry sectors such as accommodation. Grant programs for refurbishment - will stimulate other parts of the economy and help to lift the standard of the experience for visitors when restrictions relax, help to attract visitors to the region.</p>
<p>lift the small business definition</p>
<p>We are receiving generous support from the Federal government through Job Keeper and PAYG rebates. The state government assistance however is virtually non-existent. The \$5.7 million tourism package is grossly inadequate and does not apply to us anyway. My biggest issue is the lack of payroll tax relief. We do not qualify for any relief at all as our payroll is grouped with another business with common shareholders. In Victoria, 12 months payroll tax was refunded to businesses. South Australia has been far less generous and this will have a major impact on businesses when considering re-hiring employees.</p>
<p>reduction in all government charges, financial assistance to small business, reduction in red tape</p>
<p>I believe the Job Keeper scheme from the Federal government and the \$10k grant from the State government will help things a lot. As a travel agent our business was the first to be affected and will most likely be the last to recover from everything. It would be good for the government to realise this and offer more support later down the track when the travel industry is still struggling.</p>
<p>Jobkeeper, However it is difficult in our industry to show a 30% loss as some money may still come in to the business from sales contracts signed prior to COVID-19</p>
<p>Deferral of tax payments - waiver Land Tax</p>
<p>Streamline the process for Jobkeeper payment</p>
<p>Assist with expenses that are still required regardless of no cash flow currently happening</p>
<p>Relax some of the rules for regional areas that have no covid19 cases</p>
<p>potentially Jobseeker</p>
<p>Access some funding creditors are demanding payments as is now 4 weeks since our dramatic downturn and I am now have had to dip into savings to pay employees.</p>
<p>Our business relies on the community being able to afford to buy property in most instances by being employed. Helping other businesses keep their staff and keep their jobs will ensure that our business stays viable. People will then be able to afford to buy homes if they have a job.</p>
<p>I'm still waiting to hear back.</p>



Encourage online counselling services Provide online outlets for young people
Once the state has covid cases remaining at zero we need to get open and allowing flights etc internally so businesses can start contributing to the economy again
Let the restaurants open up. My pokie room is cleaner than our hospital
What they have offered/provided so far appears to be suitable for most businesses.
Keep doing what they are doing to keep the economy going as best possible
Keep the airlines! - remember the really little guys like me who sometimes struggle to make a profit even in "good" years.
At the current time i am not eligible for Jobkeeper so the only assist that can benefit my business is Government stimulus
Some funding would be of benefit
Lifting bands on doing nails from home as I only work one on one
Provide clarity and consistent support across all industries
not much
provide further financial assistance
Financial Assistance in relation to ongoing business expenses such as rent, insurances, electricity, water etc
I feel the government is doing a lot for everyone at the moment in uncertain times.
assist we keeping our staff
I believe what they are doing is fine and policies are aligned with what is needed. My concern is not necessarily now or the next few months but being able to maintain the same business structure in 6 - 12 months.
Still lobbying for assistance
Cash flow
Get things moving again in a safe manner, to get work through the doors of so many effected businesses, businesses need customers / sales to survive, no sales no cash, and I'm sure like us still overheads to met costs involved. Assisting with any tax relief is a great start. Cash injection to cover some of the overheads helps.
Develop vaccines
JobKeeper Payments and Payroll waivers
Help assist in loss of income and upcoming marketing
Find a Vaccine for Covid-19
NOTHING JUST HELP TO MAKE PEOPLE PAY THEIR ACCOUNTS THEY OWE US
financial assistance clarification
Nothing as I am just short of the criteria



The "lockdown" rules, while necessary, are geared toward metropolitan areas. I think that regional areas could have some opportunities to continue to trade with modified arrangements that incorporate social distancing and forced hygiene requirements. The metro areas are in a position to recover much quicker than regional locations and I'm concerned that the government will look at the city numbers and relate them to the regional areas
Delay tax payments
Not sure if i qualify for assistance
Nothing - we cannot trade, are making absolutely no money and as a sole trader operated business, ineligible for support.
Nothing with regard to COVID-19. Fed. GOvt. has increased red tape on our business exponentially over the last 5 years
Keep as many people working & businesses open as possible.
Encourage other businesses to reopen there doors in an effort to create traffic in our business hub
May be able to assist with wages of our current apprentices. Unsure at this stage whether we qualify for Jobkeeper allowance as waiting for accountant to complete our latest BAS however we have applied for it just in case.
30% drop to business income is top high, if it was drop to 20% so could get assistance then would be easier to remain open but at this point every week it is harder to stay afloat.
We have casual staff with less than 1 year with our business.
I think what they are doing currently is excellent support for individuals and businesses
In our industry the regulations for what people can manufacture need to be addressed as at the moment unqualified people are able to manufacture or just sell items without any trade qualifications or background.
Overhaul the taxation system to ensure the burden of taxation is not unfairly carried by wage earners and small business. Strengthen our democracy by making political donations to political parties illegal
Quicker access to available funds to be able to keep operating
JobKeeper
Push projects forward to allow investigations and design work to proceed. Shorter payment terms. Transparency on how departments business plan to continue.
Jobkeeper allowance cash back on Payg stimulus maybe some grants but i dont know what ones
Provide grants and financial assistance
Provide funding
Nothing there's no avenue for my business to access Jobkeeper or other assistance.
Continue to provide leadership and assistance where needed





Provide alternative ways to consider who is eligible for funding. Currently our sales are down but our accounting system doesn't demonstrate this as it recognises a sale when the items are delivered and we are currently delivering stock sold pre Covid-19
financial assistance easier to access, rental assistance,
continue to communicate with the public via mass media
Make us eligible as a small business not on the cashflow of March last year as I had only just come back to work after having a baby and business was already slow due to me not being there and then to have to make another 30% downturn on what was already not good has made me not eligible for jobkeeper. Also I boosted March sales this year when the gov introduced the 30 min rule. I fitted in all my clients whom this affected the night before and stayed at the salon till 10pm trying to help them out only to boost cashflow for this March and miss out completely for gov assistance.
make it easier to apply for assistance
make it clear on the qualification of job seeker payments as you may pay out then not qualify at the end of each month leaving you more out of pocket in these tough times already
besides what the government has already promised so far they could reduce the GST payable for businesses
hurry up with payments that was offered
Do not know
I think they are doing very well at the moment
We are able to access some government assistance but unlikely to be eligible for Job Keeper. We have been able to retain our staff in gainful employment but being in the legal profession we are involved in more administration, court attendance is only by telephone and we are advising business clients who are in difficulty with virtually no chance of ever being paid. A simple court appearance is now very arduous and some magistrates are not being flexible. If the court rings a practitioner for a matter and you do not answer within 3-4 rings they close the matter to the detriment of all concerned. Courts need to be more flexible and work with practitioners rather than sit in the court in complete safety whilst practitioners are disadvantaged. Very unhappy with the attitude of some judicial officers, some of them are treating this as a holiday.
The travel restrictions are a vital tool in preventing the spread of COVID19, and I believe that all levels of Government have done a good job at balancing the health and economic needs of the country. I am hoping the State Governments in SA and VIC will allow the suspension of vehicle registrations. I am also hopeful the Federal Government will be able to provide an industry wide assistance package, possibly in the form of gst and fuel excise rebates? Finally, once the travel restrictions are lifted, I hope all levels of Government do whatever possible to assist the airline industry to fully recover - the flow on effects are crucial to the economic recovery of our region.
Continue with financial support for business and employees
Consultation of proposed decisions in relation to Policy and other regulations that may change or be initiated. Through being consulted businesses have more time to prepare for the implementation to any changes. To continue to recognise the essential nature of our business.
FED : ALL STAFF TO BE COVERED BY JOBKEEPER . STATE : TO REMOVE PAYROLL TAX ( FOR MIN 6 MAONTHS MIN PREFER FOR EVER )



<p>The best thing Governments can do is be sensible leave business alone I have mention the EPA saga The EPA are unreasonable and militant Screening a scrap yard making us take away rock and soil down to 5.00 mm dia for no useful purpose my father open and closed 3 yards over 30 years nobody is the worst for owning land he sold so epa is just causing usless needless expense</p>
<p>Truthfully, I think the measures they have introduced are enough</p>
<p>The State Government - we have applied for the cash grant The Federal Government - we have applied for Job Keeper</p>
<p>adequate supply of products and cleaning/safety for staff and customers</p>
<p>THEY ARE DOING A GOOD JOB AT THE MOMENT WITH HELPING WITH WAGES AND TAXES</p>
<p>A lot of Business's have not shown down turn till beginning of April so now having to wait 1-2 months to prove the down turn then waiting to receive the help it will be too late for a lot of smaller business's</p>
<p>The Job Keeper will enable us to trade through this period of reduced income.</p>
<p>Nothing at this stage as my job is not a necessity, I would rather see full recovery before I start taking newborn and wedding bookings again. I currently have another job which has helped during this time.</p>
<p>Continuing to provide information too support business.</p>
<p>Assistance to retain staff</p>
<p>help with day to day expenses -utilities electricity, rates etc.</p>
<p>some assistance has been provided regarding landtax, payroll tax, maybe check with water and electricity supplier if the supply and sewer charges can be reduced/ waived</p>
<p>The existing assistance package are very helpful, particularly in relation to staff retention. Not sure what they can do but the relaxation of lockdown is the only way to get our business back on track, however I understand and support the lockdown strategy from a health perspective. A timeline and a restart plan would assist business planning and proprietors mental health.</p>
<p>covering work rent and utility bills would help</p>
<p>Assist home buyers in building- reduce stamp duty, influence banker lending, reduce deposit required Help workers get back to work - which really means helping business stay open Keep business costs to a minimum as supplies are already increasing significantly as a result of covid-19 there needs to be some assistance in staying afloat and keeping costs to a minimum.</p>
<p>Bring forward future planned projects to be designed during this period of unknown to be shovel ready when things are 'back to normal'</p>
<p>Nothing</p>





**At this time what can the City of Mount Gambier do to assist your business?**

Continue with current support in relation to local companies undertaking project work in the limestone coast.
Just to make sure process of applications a smooth
Free help in promoting our local businesses when we are operating would be helpful. Reduction on commercial rates for a period would be handy?
Not sure
A stronger campaign about supporting local businesses. Creative momentum About opening the town again. Creating excitement.
Create a positive local environment and be a sounding board of local issues and pass onto higher government where possible. Ensure basic services continue and the city 'ticks over'
12 months ago I moved my Business home so to have the ability to enter a payment plan on our rates has helped so much. I have been very happy with the emails and support from the City of Mount Gambier just this survey makes me feel like you are supporting all of our businesses through these worrying times
Provide assistance in getting our business' new model out into the community.
advertising,
I'm not really sure.
Where possible create more opportunities for tendering of construction projects large or small
for us putting building approvals through faster to sure up our workload
Rates assistance would be appreciated. I am a pre-qualified contractor with City of Mount Gambier with a long history of producing work for Council, so supporting my business at this time is crucial.
Defer payments owed, zero penalties, free curbside rubbish pick up
Nothing really, as we are event based, we can only wait until this is all over.
Wish I could have my rent reduced but not sure if you could help with that
Reduce our rates
Start footy and netball season
Supply constructive help with reopening businesses, not just restating regulatory requirements.
Spend more time talking on social media explaining the rules. There has been a huge lack of leadership from leading figure heads in our town. It won't be forgotten when I'm voting next time.



Financial support would be the most important.
Unsure.
not sure
Blocking commercial street of on weekends. Have family's and shoppers having fun and buying up. Get rid of the farmers markets.
keep us informed of the current situation
Help landlords to be able to offer reductions in rent to be able for businesses to keep operating?
as I have quoted for works in your council, award jobs to keep us going
Nothing unfortunately until the Need/Want for our work is there again, a lot of people are just to scared to spend money right now which I completely understand but we rely on the Camping industry to need our work and that will not pick up for a long time to come.
If there are any opportunities for film/photography during this pandemic to promote what City of Mount Gambier are doing then please let me know!
I don't think there much the local council can do until restrictions have been lifted.
communicate better
Unsure
??
A decrease in the rates would be good. I pay these quarterly.
Address on going pricing problems at the waste transfer station
Do not Know
Grants for business
Don't know yet
keep going with planned project works
Rate relief is paramount
Unsure
not shour
Business as usual. Get the Hub project going once things settle down. Development creates confidence. There is a lot of commercial activity and construction going on which i believe is changing the way this town looks from the outside and making it more attractive. Work with



<p>developers to get projects moving. I believe Mt G is resilient and has enough supporting industry to flourish and we need to keep supporting and developing that.</p>
<p>promote local businesses that are still open</p>
<p>Be there for support, give guidance as to what to do next, help with what is available for business owners.</p>
<p>Some relief with rates would be good and support to businesses with all the changes we are trying to work through at the moment</p>
<p>Unsure.</p>
<p>promote that the CBD is still open for business</p>
<p>Lobby govt for ease of restrictions</p>
<p>Rate relief for our premises</p>
<p>The Mount Gambier council needs to also be reasonable at wireless road premise the rear lean to fell down it had rotten pine trusses and 3 inch pipe uprights We cleaned up and bilt new trusses with 150 by 50 by 3.0 steel put it up in the same place with 150 by 50 by 3.0 uprights not 3 inch pipe council visited and stopped the project wanted a total new DA very unreasonable same slab same roof area same position if we separate it we need heavier uprights if we leave it there we need a fire main as it goes over area according to new laws if we where left alone and the building seen as replacement the structure is twice the strength of what was there a new building would be up long since Again council red tape and bullshit hindering business We have also recently wasted 20 k applying for a new scrap yard council said they would support Then council lets us down Planning also is up the creek Rural living and housing estates have been allowed to adjoin heavy industry land making it virtually impossible to get business premises for heavy industry the town is turning away business The council should make it easy may need to look at developing land itself to make sure land for heavy industry is available</p>
<p>I think everyone is working really hard to make this all work, Its just the time delays. Maybe city council can help small business with council rate reduction? or council rate hold? or even household rates on hold? any small amount of stress removed from everyone's life will make this that little bit easier</p>
<p>Be a country leader in pushing for the region to re-open! Stop putting ridiculous limitations in place that are affecting the mental health and wellbeing of our community at further risk, there's no reason for playgrounds, parks, etc to be closed! Open up the community to the community members again. Understand that 'stay home, stay safe' is easier said than done for a large majority of our region that do not live in the ideal conditions that politicians and the well off end of town do.</p>
<p>promote local businesses that are still operating or trying to operate.</p>
<p>Relief on rates bills until this finishes.</p>
<p>Put a hold on rates</p>
<p>waiving of this quarters rates, reduction of red tape so once restrictions are lifted we can start new projects quickly.</p>
<p>Talk to landlords to help negotiate rental and financial assistance.</p>



Reduced rates?
help us to get the government assistance by running workshop or free session with people who know what to do.
Perhaps look into creating advertising grants for small business to be able to continue to get our message out there when we want to re-start? Advertising is a cost that does not have an immediate ROI but is vital to spread the word? My marketing guru is also a local small business and this money will help her help me to create a marketing strategy to re-launch?
Encourage the Liberal state government, ( we are a large Liberal safe seat) to bring that economic package release date forward -June is too late. I have gone and applied to get another job at Coles and Woolworths to pay my business bills!
Not increase council rates or offer a subsidy for business's affected by Covid19
Rate relief
Delay council rate payments
Not sure
We are receiving on line support and rent on facility has been waived, I don't think that there is anything more that could be done
Nothing
continue to promote the virtues and opportunities available in mount Gambier. Support local where possible and including use of local business for public projects
Similar to above keep business and residential costs to a minimum Support businesses in pivoting- grants, training, business plan advice, communicate with the community- encourage confidence building for businesses and employees as everyone find the new normal. Help business owner support their teams mental health through this and after this. I CANT SEE HOW YOU CAN HELP
Keep me informed and engaged with the community
If the Council Rates could be put on hold for 12 months.
Nothing. Tied up with federal restrictions
Just making it known that business are still safe and any form of wage assist would be great. Now that people are adjusting and more places are reopening we could face more financial pressure as we will all be sharing the same limited customer base. We need to make people feel safe again.
Put in reduced advertising in local media
Continue to provide support and leadership
Not sure what can be offered from local councils.
Making sure the Hub goes ahead is a big thing for the community. There might be some backlash but its a must for the community going forward.





LOWER RATES FOR BUILDINGS AND PUSH NEW HOME THOUGH SO PEOPLE DONT HAVE TO WAIT TO GET APPROVAL TO GET THE JOBS STARTED
Unsure
Nothing.
Possibly a central and free marketing portal on council website with businesses currently operating and to what capacity
No particular issues with City of Mount Gambier and I believe that Council Staf/employees are doing a very good job.
Waiver Council Rates
Allow some of the other non essential businesses to re open.
Rate relief?
Shop local campaign
Not sure
Rate relief for businesses is critical to their survival.
nothing, the Lady Nelson/ Main corner is closed.
Reduce/waive rates for this quarter.
Streamline development processes to encourage swift return to "normal" for businesses
They would not be interested
Rate relief - not deferral, but discounted rates for certain industry sectors most severely affected.
SUPPLY PERSONAL PROTECTIVE EQUIPMENT IN HEALTH CARE
Allow restricted opening to my business, using the above mentioned guidelines.
reduce rates, remove penalties for late payment
Preference to use local skills.
A reduction in rates would help whilst cashflow is impacted.
Ensure that our application for change of use application is processed and a certificate of occupancy issued as soon as possible once we take possession of our new business premises (10-12 Elizabeth Street) on 11 June. Planning approval has already been granted.
Same as above but probably not possible (rental assistance)
Nothing





Keep giving me work when available
Nothing really.
Give the tradespeople and delivery staff access roads around the city designated 60 mph eg. <ul style="list-style-type: none"> <li>• Suttontown road</li> <li>• Lake Terrace East</li> <li>• Wireless Road</li> </ul>
I'm not sure
Reduce rates
re-open the toilets in Commerce Arcade - we don't have facilities in our office and these are the closest for us, but they've been closed for a month (without notice)
nothing
Market what stores are still open, promote this as a positive ie we are there for our community.
Help! I don't know how you can help, but there are many small businesses and micro-businesses which are an integral part of the community really struggling just as bigger businesses are, and we are going to end up permanently on the Centrelink line (for those who are eligible) and as a community surely it's in our best interests to have us come back stronger and harder due to being a regional community. The community needs community in our circumstance and we all need to work together because we are all in this together. So maybe those with so many vacant shops on the main street and throughout the city can come up with innovative ways to give broken people premises on a commission basis or perhaps a pay as you earn basis to get us on our feet and then revisit lease agreements as businesses grow? I think that makes a wonderful amount of sense. Even maybe a vacant shop providing premises to 2 micro-businesses/small businesses to help them grow. I think as a community we have to look at the resources we have available as a whole and launch out of this together pooling every resource we have, together.
I actually don't know if there's a lot
Lower Rates
Source locally and ensure all local businesses are supported. We have bided to supply all the structural steel for the Recreation Centre. If Tier 1 builders run a dutch auction post awarded we will be screwed out and will watch out of town contractors come in to deliver the project. Mandate transparency of tenders by the builder as we lost a similar size project at Timberlink due to a dutch auction being run and builder then told Timberlink we didnt have capacity as a reason which was a lie!
Assist businesses / people with reduced rates and access to services.
Unsure
Very disappointed with council in ref to af11/308 more costs we are reviewing our investment.
Award the rec hub and show locals that things will still move forward regardless of the current world crisis. Make sure the government are pushing forward jobs such as Grant high and Tenison upgrades.



Promote community confidence. Maintain a positive "can do" attitude. Continue and improve community services.
Purchase more products and services
Maybe have printing of signage made available to non office work places.
Help us find out what grants are available to us Help us get a marketing program in place
Get kids back to school. Open the borders. I realize these are both above councils control but going forward continue the locals supporting locals theme. Locals buying from locals, locals employing locals, locals helping locals, locals sharing with locals. Maybe just expand the locals theme to be all about locals. Locals swimming locally, locals fishing locally, locals eating locally, locals building locally, locals driving locally, locals shopping locally, locals riding locally etc etc. Encourage to buy from bricks & mortar stores locally rather than buying online to save \$5.
Keep us informed
A feature of local businesses on a dedicated facebook page, so we can easily find local businesses and see the news shared.
marketing. Without access to funds were unable to put into marketing. Supporting local food venues operating in marketing ventures.
Any additional promotional assistance for local businesses that are still operating is a bonus. There has been a lot of media about support for takeaway food, and coffee, the news report on a single gym (leaving all others out), social media sites established to promote all business in the limestone coast still just focus on a handful (promoting each multiple times a week). A level playing field would be helpful.
Encourage people to keep buying local and supporting local businesses
Commercial Lease help
use radio to communicate changes to services and restricted access to city owned attractions
Continue to support through promotion and advocacy of local businesses and engage the community.
We are fairly self-sufficient however additional marketing highlighting the businesses that are still open would be good,
It's a tough one as most of the critical decisions will be the ones made by the State Govt. Having said that I don't think an across the board rate increase would be well rec'd this year.
Our business is directly impacted by the tourism industry so from an advertising point of view I think we need to be on the front foot to capture tourism when people start to mobilise again.
Continue to support cross border travel for our employees. Investigate and explore the benefits of adopting a Wood Use Encouragement Policy similar to other local SA Councils.
When all the restrictions are over, I would love to trade at events in Mt Gambier.
Support the local professional services businesses (see previous comments)



reduce council rates
Keep our City as normal as possible - the one way around the Blue Lake in my opinion was a mistake by Council, not very well thought through.
Lobby state gov to push the building environment
Not at present
The Council always has supported our sign company, we have supplied the Council signs for Social Distancing recently.
Nothing at this stage
Issue small grants to for businesses to specifically allow them to get the professional advice and assistance they need while trying to navigate through jobkeeper/ cash flow boosts programs and grants. Most small businesses are not equipped nor experienced or educated on the legislative requirements but they don't have the money to pay for help, so they are doing it themselves. It's stressful for them and it's hard for them to be expected to keep up.
?
improve efficiency with building applications
Maintain a relationship with Regional Express and lobby for the return of services as soon as possible.
my business is all about cash flow and that has stopped
We are managing at the present time even though we have seen a significant downturn in the last 6 weeks. In 6 weeks time this may be different, but our highest costs are wages so we will take advantage of the job seeker payments if we qualify to help us.
One thing down the track when borders re-open will be promoting our region as a great place to live and an affordable place to live with great value properties and a beautiful community to live in. I think many will want to leave high density areas after this which could help our property market and our local businesses in general.
Nothing at this stage
Advertise businesses that are still working through this hard time
Assistance with council rates for those industries effected.
We just ask for local support
Nothing but we need to be a team and work and support the greater community where we can
Same as above nothing as I have another income. Just want to see full recovery before making any changes back to normalcy.
Nothing.
Provide financial support / relief.



unsure
Find out about rent .. do we have to back pay to landlord if we only have to i Pay 50% now .. my landlord isn't working with me at all
TO PROMOTE AND MAINTAIN A VIBRANT CBD FOR THE BENEFIT OF ALL THE COMMUNITY
Rate relief
council rates to be reduced - I think no interest and penalty fee payment already in place
Put a hold on Rates, offer free advertising for businesses that remain open
Support to set up online presence. Either \$\$ and expertise
Discount rates to our landlord, so that rent can be reduced during this difficult time when our income has dropped significantly.
Reduce council rates
Support all local businesses
Advertising and promoting
Keep on doing what you are doing.
Keep the streets clean & safe
I have no idea.
I'm not sure
Help is required to find out what packages we are entitled to and how to complete and register for these packages
Maybe help with rent to businesses that are still trying to stay open, at This point government won't help unless your business is closed - if we close we will not be able to reopen.





**How many staff employed by your business Pre COVID-19 and currently?**

Pre COVID-19			Current		
Full time	Part Time	Casual	Full time	Part Time	Casual
116	2	5	116	2	5
5		3	5		3
1	2	1	1	1	
2	0	0	2	0	0
1		3	1		
		2			2
12	2		12	2	
15	10	0	15	10	0
2		1	0	2	
3		4	2		2
1		1	1		1
4	2		4	2	
9	0	1	9	0	0
35	0	0	35	0	0
20			16		
3	2		1	3	1
		7	0		2
11	3	1	2	0	0
	1	8	0	1	3
3		28	1		
1		25	0		0
2		8	2		
1	2	11	1	2	1
3		28	3		3
4	7	8	2	0	9
3		3	0		0
1		2	1		
3	1	2	3	1	2
1			1		
3		1	3		1
9	1		9		
5	2	10	2	2	0
		2			
4	4		3	1	
2	1		2	1	
	6	1		6	1
2	1	2	2	1	
2	6	0	1	0	1
6	2	6	1	1	1
		1		0	0
1			0		





Pre COVID-19			Current		
Full time	Part Time	Casual	Full time	Part Time	Casual
5	2		5	2	
2	0	1	2	0	1
3	2	0	3	2	0
1	1		1	1	
1		1	1		
4	1	6	4	1	6
16	2	1	8	0	1
	5		0	2	
2	2	4	2	2	
4		7	3		4
7	1	1	7	1	0
		2			1
	1	3			4
		9			0
2	1	0	1	0	0
6		6	6		4
3	2	5	2	1	0
5	1	15	3		
	1			1	
0	0	2	0	0	0
		3			1
12			12		
1			1		
15			15		
		2			0
6			6		
6	2		5	3	
1	2		1	1	
		1			1
2	2	15	0	0	0
		1			1
3		14	0	3	
		11			8
0	0	2	0	0	2
1	1	2	0	1	2
29	2	0	29	2	0
28	1	0	28	1	0
6		2	6		2
18	1	1	18	1	0
3			3		
10	4	0	8	0	0
8	2		8	2	
3	0	1	2	0	0
48		2	48		1



Pre COVID-19			Current		
Full time	Part Time	Casual	Full time	Part Time	Casual
5	4		5	4	
1			1		
	4	3		3	
3		67	3		2
1		2	0	1	0
2		4	2		2
3	3	12	1	1	0
1	0	1	1	0	1
2		1	2		1
2		22	2		22
7		1	7		1
6	0	1	6	0	1
18	1	3	18	1	2
1			1		
	1	1		0	0
		16			16
		4			3
2		8	2		3
0	0	3	0	0	0
	1			0	
1	1	1	1	1	1
5		3	5		
4	4	1	3	2	1
1		1	0	0	0
9	2	39	9	2	39
4	1		2		
2	1	5	2	1	3
61	4	0	61	4	0
25		2	25		2
1	2		1	1	
8	1	0	8	1	0
3		3	3		3
1		1	1		
19	0	0	19	0	0
180		10	180		10
		3			1
8	1	2	8	1	1
1		5	1		
3		1	3		
1		11	1		9
3	1	0	3	0	0
2	1		0	1	
22	2		22	2	
		3			3



Pre COVID-19			Current		
Full time	Part Time	Casual	Full time	Part Time	Casual
12	1	0	3	10	
1		18	1		
30	2		30	2	
12	5	7	12	5	7
385	6	3	385	6	3
		1			0
140			140		
8		10	8		10
3	1	1	3	0	0
5		1	5		1
6		1	6		1
33	3		33	3	
5	2		5	2	
1			0		
		1			0
2			1		
3		8	3		2
6	1		6		
2		2	2		
	1			1	
11	4	40	11	3	11
		1			1
11		1	11		1
3	1	11	3	1	10
24	7	172	17	1	15
		1			1
2			2		
1	0	3	0		3
12	2		12	2	
2	0	8	2	0	8
1			0		
4		1	4		2
15	2	25	8		
	1	4	0	1	1
1	0	1	1		
0	0	4	0	0	0
1		2	1		2
0	0	0	0	0	1
	2	2	0		
1	2		1	2	
2			2		
		2	0		2
<b>TOTAL</b>					
<b>1720</b>	<b>174</b>	<b>866</b>	<b>1624</b>	<b>130</b>	<b>286</b>



**Is there anything else you would like to tell us with regards to your business?**

We continue to be an essential business and supporting the local community where ever possible.
Just the longer it goes on, the harder it will be to hang on and climb back! Nothing you don't already know
No
As accountants we can provide true insight into economic matters in the city - without giving away identities. We are the direct link between government and business - in climates such as now we can provide instant feedback on how schemes impact business and who misses out
Just how sad it has been, that it is uncertain how many more months I will be closed I completely understand the measures that have been taken and I hope that I can recover as there is so much information out there all of it mostly contradictory on the government sites, centrelink as well. Mostly that we are all struggling and will I have clients able to return.
confusion surrounding beauty and hair salons has been a major problem. Price Attack as a business decided to close for the protection of staff and clients. It will be a long road to recovery.
Some staff have cut back their hours taking pay cuts
No
one arm of our business we only took over in January this year so it ultra tough climate to be starting in a fresh business, but the only blessing is that we are all in this together
Our intention is to trade through Covid-19 however so many of our clients are experiencing significant financial hardship which in turn impacts on our income and cash flow. Our clients are also adhering to social distancing requirements so therefore there is zero face to face contact which has stopped our business model in it's tracks.
Hoping people have money when we open
Time to look after local business. Council need to look at mount gambier people. We need to become strong and just look after people in our town.
not at this stage
We service and manufacture products for the Forestry/Trucking and transport industry. This means that we need to stay open for emergency repairs so they can continue to work, this could happen at anytime, therefore we need to remain open while having 80% loss of work and our employees with nothing to do until such time we have work come in . Puts us in a tricky situation where we can not stand down and shut but have to pay all overheads to remain open in case of an emergency job.
'
no
I have applied for the job keeper and because the gov pay in arrears I need to spend 18000 in the month of May before I am able to receive any money back. I don't know when we could



reopen or what that looks like when we return. I still need to pay 15000 for my last month stock bill
no
Occupancy has been reduced from 75% pre Coronavirus to now mostly under 10%
one of the lucky ones who can still remain open at this time
N/A
nope.
no thank you
Whilst we are trying to provide Telehealth, we are experiencing great difficulty across the region with even maintaining telephone connectivity with many of our clients.
council also need to adhere to its own medicine to support local Council scrap is going to millicent Council steel is bought off infra build Not local suppliers Council needs to refund fees and charges in applications if it doesnt support them Council need to get out side down sit down with people and really get it sorted Stop raising rates every year stop planting trees in the foot path where there is no root width make sure trees are planted with a root director if they are planted so the foot paths are not stuffed by roots cost money develop the lakes put a shop and a lift in or restaurant
WE understand everyone is working hard, and all of us are thankful for the support. We all must band together and help where we can so Mt Gambier can come out the other side, and all business can re open and re hire,
We are a small family business who is just trying to survive this like everyone else
As ive had my business closed for 4 weeks now, paying the rent (even at 50%) is difficult. I am able to leave the rent until things become 'normal' again but am afraid that my debt will be too big then.
I think overall Australia has done a great job, government and citizens.
we need help getting the assistance its just so hard
I am only 6 weeks into opening my business and its heartbreaking to have to close so early (and with so much debt!!)
We are doing the best that we can under difficult circumstances. The well being of our volunteers is very important to us and so we are trying to continue with as few people in the premises as possible.
Council should look local before bringing in out of town contractors
NO





<p>Treehouse Adventure Centre - We planned to invest heavily in our business in January knowing that we are going into our busiest period of the year, winter. Now it looks as though we are going to miss winter and two school holiday periods that provide necessary income to drive us throughout the rest of the year.</p> <p>Kaboom Family Entertainment - Over the past year we have invested an enormous amount of money to provide Mt Gambier with a fun/safe space for families to enjoy. I would like to see Kaboom re-opened to the community as soon as possible with heavily reduced numbers for safety. We are willing to open longer hours to space out customers and keep numbers as low as possible. After seeing Golf re-opened I would like the opportunity to also open in a safe manner.</p> <p>I have invested too much in Mount Gambier's entertainment to have it all shut down if we go into voluntary administration. [REDACTED]</p>
<p>I have a home based bakery which is a sole trading business, I am trying to adapt to a change of catering options and will not need any staff at the moment.</p>
<p>Promote and us local business's where ever possible.</p>
<p>We are trying to adapt to the required changes to our business but compliance restraints make this hard</p>
<p>Some of the changes required to be implemented from the fallout of the banking Royal Commission should be reconsidered.</p>
<p>I have always regarded Mount Gambier as an excellent place to work and reside and very glad that I am facing these issues in Mount Gambier. I believe the community has worked well together and our recovery will be much swifter than some other regional areas.</p>
<p>Not at the moment</p>
<p>Looking forward to welcoming guest back to our wonderful city and region</p>
<p>CITY OF MOUNT GAMBIER IS EVER DOING BEST PROCESS</p>
<p>As a Sole Trader with a small income, it is increasingly difficult to stay open due to not meeting any of the Government assistance packages. My clients have been very supportive, but the Online world just doesn't suit my business.</p>
<p>employing subcontractors - they need support, help</p>
<p>encourage public to support those that are truly local - not the big chains whose profits disappear from our town</p>
<p>We are making every effort to maintain all of our staff and to remain open.</p>
<p>I have listed rental assistance... this is mainly because I am in a grey area as a sole trader and aren't eligible for any assistance the government has released if I was a small - medium business I would be.</p> <p>The government has not shut my industry down (barbering) so I have had to put myself, family and second work place (SAMFS Firefighter) at risk through out this time being in physical contact with people just to pay out goings.</p> <p>Just a quick outline on where my thoughts are!</p>
<p>It will never be the same unfotunately.</p>
<p>Looking forward to assisting City of Mt Gambier in future projects</p>
<p>Not really, we are doing O.K. :)</p>



No
I don't think so
No
I apologise, but there is a lot to say, and then there isn't because we are all in the same boat. I guess all I can say is the blueprint never fits everyone and there are always gaps. For example, NZ residents who are not eligible for Centrelink, etc.. There are many in Mount Gambier. If there is no work there is no money if there is no money there is no food, rent, utilities, business etc.. We have to think outside the box to keep this beautiful regional city pumping after this is over. I have been here a year, officially since mid March, I love this town, and we have to keep it together.
The Business in DMK Engineering. To find a larger engineering company you have to go to Adelaide. There is nothing capability wise that we cannot deliver. Council needs to ensure it knows local suppliers capabilities and not go to the city through ignorance which has happened in the past. Support your rate payers.
No
We are deemed as an essential service so we are continuing normal operations with some COVID-19 restrictions. The health and welfare of our employees is paramount to give us the workforce to meet our customers expectations
Our business has national clients that we serve from Mt Gambier. We are very passionate about keeping it this way and supporting the local community.
I'm Frank Monger. Professional photographer in the region for over 30yrs. AIPP Licentiate. Things will be different this time next year. Some businesses will fold, others will rise up. I feel council does an excellent job promoting & supporting this wonderful city. If there is anything else to add it would be supporting the sporting & recreation clubs in the area. Football, netball, hockey, baseball, motor sport etc are all organizations that run primarily on volunteers & rely on gate entry fees & sponsorship from local businesses. A big portion of this sponsorship money will not be available in the next 12 - 18 mths as businesses get back on their feet so support there would be helpful. Maybe capital works grants for facility improvements that i'm sure most organizations would be planning may relieve the pressure a bit. IE: Upgrade of change rooms at the footy club, new carpet for the hockey club, upgrade lighting for the bowls club. Hope this is of some help.
No
Please keep in mind that the travel industry will be one of the last to recover. When all the pubs and restaurants are open and able to trade again people may still no be able to travel anywhere. Therefore my business still has no income.
We haven't come this far, to only come this far.
I am working on a project to support the engagement of vulnerable and marginalised community members post the COVID-19 situation and would be keen to share with local council to support people after isolation to reassimilate back into community activity.
In regards to question number 16. No staff have been let go but casuals are not working and permanent staff hours have been significantly cut. All staff still on full pay and casuals receiving Job Keeper payments.
No



<p>My business so far has gone into hibernation. But will be trading as soon as possible.</p>
<p>Please see previous comments.</p>
<p>In Business for over 30 years - lots of challenges faced and lots of changes made over the years, never anything like this, working together as a community will get the best outcome.</p>
<p>Not at this time</p>
<p>My son works 4 days a week &amp; I work Friday mornings taking in work for the following week</p>
<p>No</p>
<p>No</p>
<p>i am a hobby bee keeper who supports people with bee issues and sells honey from my home</p>
<p>I'm working 12 hours a day to keep the business going due to \$150000 stock and to help cash flow</p>
<p>Still going along quite strongly. Really haven't noticed much of a change in terms of customer enquiry and foot traffic</p>
<p>For all retail businesses is to be able to promote a strong shopping environment so that customers will visit "bricks and mortar" and to minimise customer spending ( usually ) on line or out of the city .</p>
<p>The immediate pressure is financial and so the challenge is to manage the daily crisis and pivots alongside the longer term planning required to be able to emerge a resilient business</p>
<p>I am a sole trader who employed another teacher casually last August for about 5 weeks. Otherwise I operate the yoga studio by myself.</p>
<p>Even tho we still employ the same amount of workers they have had their hours reduced - you didn't give to option to mention that when asking about employees.</p>



**CONSIDERATION FOR KEEPING ITEMS CONFIDENTIAL**

1. In accordance with Sections 91(7) and 91(9) of the *Local Government Act 1999* the Council orders that the report 5.1 AR20/26987 Our City. Our Economy - Business Survey and its attachments, the discussion and the resolution/s and minutes arising from the report, having been considered by the Council in confidence under Section 90(2) & (3) (d) and (g) be kept confidential and not available for public inspection until 24 months have passed since the end of the COVID-19 health state of emergency has been lifted, to be reviewed every 12 months including for the potential extension of the duration of the confidentiality order if the financial and economic impacts of the COVID-19 state of emergency remain prevalent for the survey respondents at the end of the 24 month period.
2. Further that Council delegates the power to review, revoke, but extend of the confidential order to the Chief Executive Officer in accordance with the provisions of Section 91(9)(c) of the *Local Government Act 1999*.

CONFIDENTIAL

**MINUTES OF CONFIDENTIAL VIRTUAL SPECIAL COUNCIL MEETING  
HELD VIA ZOOM ON TUESDAY, 5 MAY 2020 AT 5.30 P.M.  
VIRTUAL MEETING AVAILABLE FOR LIVE STREAMING ,  
<https://www.youtube.com/user/cityofmountgambier/live>**

**PRESENT  
VIA ELECTRONIC  
MEANS:**

Mayor Lynette Martin (OAM), Cr Sonya Meziniec, Cr Kate Amoroso, Cr Max Bruins, Cr Christian Greco, Cr Ben Hood, Cr Paul Jenner, Cr Frank Morello, Cr Steven Perryman

**OFFICERS IN  
ATTENDANCE:**

Chief Executive Officer	- Mr A Meddle
General Manager Community Wellbeing	- Ms B Cernovskis
General Manager City Infrastructure	- Mr N Serle
General Manager City Growth	- Dr J Nagy
Manager Executive Administration	- Mr M McCarthy
Communications Officer	- Mrs A Watson
IServices - Support Officer	- Mr A Myers
Executive Administration Officer	- Mrs E Solly

**5 NEW CONFIDENTIAL ITEMS**

**5.1 OUR CITY. OUR ECONOMY - BUSINESS SURVEY – REPORT NO. AR20/26987**

**RESOLUTION 2020/176**

Moved: Cr Ben Hood  
Seconded: Cr Sonya Meziniec

**CONSIDERATION FOR EXCLUSION OF THE PUBLIC**

Pursuant to section 90(2) of the *Local Government Act 1999* the Council orders that all members of the public, except Mayor L Martin, Councillors S Meziniec, K Amoroso, M Bruins, C Greco, B Hood, P Jenner, F Morello and S Perryman and Council Officers A Meddle, B Cernovskis, J Nagy, N Serle, M McCarthy, A Watson, A Myers and E Solly be excluded from attendance at the meeting for the receipt, discussion and consideration in confidence of Agenda Item 5.1 AR20/26987 Our City. Our Economy - Business Survey.

The Council is satisfied that, pursuant to section 90(3) (d) and (g) of the Act, the information to be received, discussed or considered in relation to the Agenda Item is:

- commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected:
  - to prejudice the commercial position of the person who supplied the information, or
  - to confer a commercial advantage on a third party





- information concerning matters that must be considered in confidence in order to ensure that the Council does not:
  - breach any law, order or direction of a court or tribunal constituted by law,
  - breach any duty of confidence, or
  - breach any other legal obligation or duty

The Council is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances because the subject matter of the agenda item includes business information provided by survey respondents that has been provided in confidence to assist Council in determining an appropriate recovery response to the COVID-19 health state of emergency, the disclosure of which could reasonably be expected to prejudice the commercial position of the parties that provided this information and/or confer a commercial advantage on other 3rd parties.

The public interest in the non-disclosure of this information is considered to be outweighed by the public interest in the determination and implementation of a successful recovery plan during and following the COVID-19 health state of emergency.

**CARRIED**

The Mayor sought the approval of at least two-thirds of the members present at the meeting to suspend meeting procedures:

Purpose of the Suspension: Discuss Item 5.1

Carried by more than two-thirds of the members present at the meeting.

Meeting Procedures were suspended at 06:43 PM

Cr Kate Amoroso left the meeting at 6:43 PM and did not return

The Mayor determined that the period of suspension should be brought to an end;

Carried by more than two-thirds of the members present at the meeting.

The Period of Suspension came to an end and Meeting Procedures resumed at 07:26 PM

## **MOTION**

Moved: Cr Steven Perryman

Seconded: Cr Christian Greco

1. That Council Report No. AR20/26987 titled 'Our City. Our Economy - Business Survey' as presented on 05 May 2020 be noted.
2. That Council:
  - (a) Develop a program and projects that demonstrate the Council is supporting local businesses, encouraging others to do the same and advertising 'buy local'.
  - (b) Develop an interactive package with local businesses that helps build confidence in the region as an attractive destination for shopping and visits as a key part of our recovery, where social obedience restrictions demonstrate a clear best practice and *open for business* approach, and Council endorses a partnership with the locally developed COVID Prepared initiative including an initial allocation of up to \$2000.00 for establishment costs.



- (c) Council refund rates for the last quarter of the 2019/2020 financial year for businesses whose operations were restricted or closed as a result of being ordered to comply with non-essential business and other activities No 4 (COVID-19) direction 20/20 issued by the Commissioner of Police on March 22 2020 subject to;
- i. The affected business making an application to Council,
  - ii. The business activity is listed in the emergency management direction,
  - iii. Can provide evidence that the business is an approved recipient of the job keeper payment for at least 1 month between April 2020 and September 2020.

- 3 That Council continue to review the effect of COVID-19 on the economy and consider further rate waivers on a bi-monthly basis.

LOST

Cr Steven Perryman called a division.

The declaration was set aside.

Voting by division being:

In Favour: Crs Christian Greco, Ben Hood and Steven Perryman

Against: Crs Sonya Meziniec, Max Bruins, Paul Jenner and Frank Morello

The PRESIDING MEMBER declared the motion

LOST 3/4

#### MOTION

##### RESOLUTION 2020/177

Moved: Cr Steven Perryman

Seconded: Cr Ben Hood

The CEO prepare a report for a special meeting of council on the following 2 matters:

1. COVID Prepared initiative.
2. Effect on Council's rates income of granting a refund or waiver of 1 quarter of rates for all Mount Gambier based businesses impacted by the COVID pandemic direction in the event that every business on that list was to make application for a rate refund or waiver.
3. The further special meeting for consideration be held 5:30 pm Thursday, 7 May 2020.

CARRIED



**RESOLUTION 2020/178**

Moved: Cr Max Bruins  
Seconded: Cr Frank Morello

**CONSIDERATION FOR KEEPING ITEMS CONFIDENTIAL**

1. In accordance with Sections 91(7) and 91(9) of the *Local Government Act 1999* the Council orders that the report 5.1 AR20/26987 Our City. Our Economy - Business Survey and its attachments, the discussion and the resolution/s and minutes arising from the report, having been considered by the Council in confidence under Section 90(2) & (3) (d) and (g) be kept confidential and not available for public inspection until 24 months have passed since the end of the COVID-19 health state of emergency has been lifted, to be reviewed every 12 months including for the potential extension of the duration of the confidentiality order if the financial and economic impacts of the COVID-19 state of emergency remain prevalent for the survey respondents at the end of the 24 month period.
2. Further that Council delegates the power to review, revoke, but extend of the confidential order to the Chief Executive Officer in accordance with the provisions of Section 91(9)(c) of the *Local Government Act 1999*.

**CARRIED**

