

Business Characteristics Survey 2018-19

In correspondence, please quote this number ▼

Australian Business Number

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Please correct
any errors

Purpose of Collection

This survey provides information on characteristics of Australian businesses. It will enable analysis of changes to businesses over time and the impact these changes have on productivity and profitability. The survey will also produce key measures of innovation and information technology use within businesses. The results will be used by analysts and in the development of government policy.

Collection Authority

The information asked for is collected under the authority of the *Census and Statistics Act 1905*. Your cooperation is sought in completing and returning this form by the due date. The Act provides me with the power, if needed, to direct you to provide the information sought.

Confidentiality

Your completed form and personal information remain confidential to the Australian Bureau of Statistics.

Due Date

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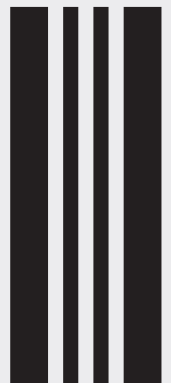
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Australian Bureau of Statistics
Reply Paid 91903
Dandenong VIC 3175



Australian Statistician

Person we should contact if any queries arise regarding this form

Name											
Title/ Position		Date	<table border="1" style="display: inline-table;"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>								
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Part 2 – Employment

5 Number of persons working for this business during the last pay period ending in June 2019

Including

- Persons paid a retainer, wage or salary
- Full-time and part-time employees
- Permanent, temporary and casual employees
- Managerial and executive employees
- Employees absent on paid or unpaid leave
- Employees on workers compensation who continue to be paid through the payroll
- Contract miners paid through the payroll

Excluding

- Employees paid under the Australian Government’s Paid Parental Leave Scheme
- Contractors paid on invoice
- Persons paid by commission only (i.e. a retainer/wage/salary is **not** paid)
- Non-salaried directors
- Self-employed persons such as consultants and contractors who are not employees, working proprietors or partners of this business
- Volunteers

Number

- (a) Working proprietors and partners if this is an unincorporated business (e.g. sole trader, partnership or joint venture)
- (b) Salaried directors if this is an incorporated business (e.g. Pty Ltd)
- (c) All other employees
- (d) **Total number of persons** (sum of Questions 5(a) to 5(c))

6 Of the persons reported in Question 5, how many were employed as casuals?

Note

- Persons employed as casuals usually receive a higher rate of pay to compensate for lack of permanency and leave entitlements.

.....

7 Of the persons reported in Question 5, how many usually worked 35 hours or more per week?

Including

- Casual employees

.....

8 Did this business have any persons working in seasonal or temporary jobs during the year ended 30 June 2019?

Definition

- **Seasonal or temporary jobs** are those which existed for less than 6 months of the year to deal with peaks in workload.

Excluding

- Jobs held by casuals on an ongoing basis throughout the year

No

Yes

Part 3 – Business structure and operations

9 As at 30 June 2019, how many years had this business been in operation:

(a) under current ownership?

Less than 1 year or Number of years

(b) regardless of changes in ownership?

Less than 1 year or Number of years

10 Number of locations operated by this business as at 30 June 2019

Note

- For those businesses where work is carried out at the client or customer's location, please report only those locations where business management activities are undertaken. For example, a mobile tradesperson working from a home base should only count the home base as the business location.
- Farms with more than one property should only count an individual property as a separate location if it is managed separately.
- Fishing businesses should only count any land based business premises or home base.

Including

- Warehouse locations where person(s) working for this business work on a regular basis
- Home-based locations

Excluding

- Warehouse space leased to other businesses
- Outlets operated by agents on behalf of this business
- Locations used for storage only

Number

11 Was this business a home-based business as at 30 June 2019?

Definition

- A **home-based business** has no other premises owned or rented by the business other than the home(s) of the working proprietors, partners or directors.
- A **home-based business** may include the situation where an office, workshop or studio is located in a separate structure from the home residence but is still on the same grounds. However, there must not be any other business locations outside of these grounds.

No

Yes

Part 3 – Business structure and operations – (continued)

12 What was the percentage of foreign ownership of this business as at 30 June 2019?

Tick one box

- (a) 0%
- (b) Greater than 0% and less than 10%
- (c) Greater than or equal to 10% and less than or equal to 50%
- (d) Greater than 50%

13 Did this business enter into any formal agreement or contract to supply goods or services to any government agency during the year ended 30 June 2019?

Including

- New, renewed and renegotiated agreements or contracts

Excluding

- Government transactions with no formal agreement or contract

Tick all that apply

- (a) No formal agreement or contract
- (b) Yes, federal government
- (c) Yes, state/territory or local government

14 Did this business receive income from directly exporting any goods and/or services during the year ended 30 June 2019?

Including

- Goods and/or services that were exported **directly** by this business, or by this business's agent

Excluding

- Income received from:
 - overseas visitors
 - goods and/or services exported **indirectly** (i.e. through other businesses)

Tick all that apply

- (a) Income from **directly** exporting goods
- (b) Income from **directly** exporting services
- (c) No income received from exports

15 Was this business involved in a franchising agreement during the year ended 30 June 2019?

Tick all that apply

- (a) No franchising agreement
- (b) Yes, franchisee (i.e. operated a franchise)
- (c) Yes, franchisor (i.e. controlled a franchise system)

Part 3 – Business structure and operations – (continued)

16 Compared to the previous year, did any of the following decrease, stay the same or increase?

Tick **one** box per row

	Not applicable	Decreased since last year	Stayed the same as last year	Increased since last year
(a) Income from sales of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Range of goods or services offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Profitability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Total number of jobs or positions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Export markets targeted.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Contracting out work or outsourcing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Structured/formal training for employees (including attendance at training, workshops and seminars)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Expenditure on Information Technology (IT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Social contributions (e.g. specific community enhancement projects, charity contributions or support).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 Was this business involved in any collaborative arrangements during the year ended 30 June 2019?

Definition

- To collaborate is to participate in joint projects with other businesses or organisations (including wider parts of this business's enterprise group), for mutual benefit. Each participant does not need to benefit commercially.

Including

- Informal arrangements

Excluding

- Franchise arrangements

No Go to Question **19**

Yes Go to Question **18**

Part 3 – Business structure and operations – (continued)

18 Which of the following types of collaborative arrangements was this business involved in during the year ended 30 June 2019?

Tick all that apply

	Including fee-for-service arrangements	Excluding fee-for-service arrangements
(a) Joint research and development	<input type="checkbox"/>	<input type="checkbox"/>
(b) Joint buying	<input type="checkbox"/>	<input type="checkbox"/>
(c) Joint production of goods or services	<input type="checkbox"/>	<input type="checkbox"/>
(d) Integrated supply chain	<input type="checkbox"/>	<input type="checkbox"/>
(e) Joint marketing or distribution	<input type="checkbox"/>	<input type="checkbox"/>
(f) Other collaborative arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

19 Did this business offer any of the following working arrangements to any employees during the year ended 30 June 2019?

Tick all that apply

- (a) Flexible work hours (e.g. to enable employees to deal with non-work issues) ...
- (b) Ability to buy extra annual leave, cash out annual leave or take leave without pay
- (c) Selection of own roster or shifts
- (d) Job sharing
- (e) Ability for staff to work from home
- (f) Paid parental leave
- (g) Flexible use of personal sick, unpaid or compassionate leave (e.g. to care for other people who are sick)
- (h) None of the above working arrangements

Part 3 – Business structure and operations – (continued)

20 During the year ended 30 June 2019, to what extent did this business focus on the following when assessing overall business performance?

Tick **one** box per row

	Not at all	A small extent	A moderate extent	A major extent
(a) Financial measures (e.g. profits, sales growth, returns on investments)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Cost measures (e.g. budget, cost per unit of output, inventory cost)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Operational measures (e.g. asset utilisation, on-time delivery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Quality measures (e.g. customer satisfaction, defect rates)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Innovation measures (e.g. new processes, new value added products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Human resources (e.g. job satisfaction, skills development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Environmental measures (e.g. recycling program, adherence to environmental regulations, sustainability considerations, carbon footprint analysis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do not return to the ABS

Part 4 – Finance

21 Did this business receive any financial assistance from Australian government organisations during the year ended 30 June 2019?

Note

- Government organisations include federal, state/territory and local government.

Including

- Financial assistance relating to:
 - employment (e.g. apprenticeship/traineeship rebates)
 - starting or expanding this business
 - R&D, innovation and/or exporting
 - hardship (e.g. natural disasters)

Excluding

- Tax deductions for normal business expenses

Tick all that apply

- (a) Grants
- (b) Ongoing funding
- (c) Subsidies
- (d) Tax concessions
- (e) Rebates
- (f) Other (please specify)
- (g) No government financial assistance received

22 Did this business seek any debt or equity finance during the year ended 30 June 2019?

Note

- Debt finance includes any finance that the business must repay.
- Equity finance includes any finance which is provided in exchange for a share in the ownership of the business.

- No Go to Question **25**
- Yes Go to Question **23**

23 Please indicate the type of finance sought and whether it was obtained

Tick all that apply

	Obtained	Not obtained	In progress
(a) Debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 4 – Finance – (continued)

24 Why did this business seek debt or equity finance during the year ended 30 June 2019?

Tick all that apply

- (a) Ensure survival of business (i.e. to ‘stay afloat’)
- (b) Maintain short-term cash flow or liquidity
- (c) Replacement of:

Note

- Replacement describes a new asset delivering essentially the same functionality as an old asset.

- (i) IT hardware
- (ii) Other equipment or machinery

- (d) Upgrade of:

Note

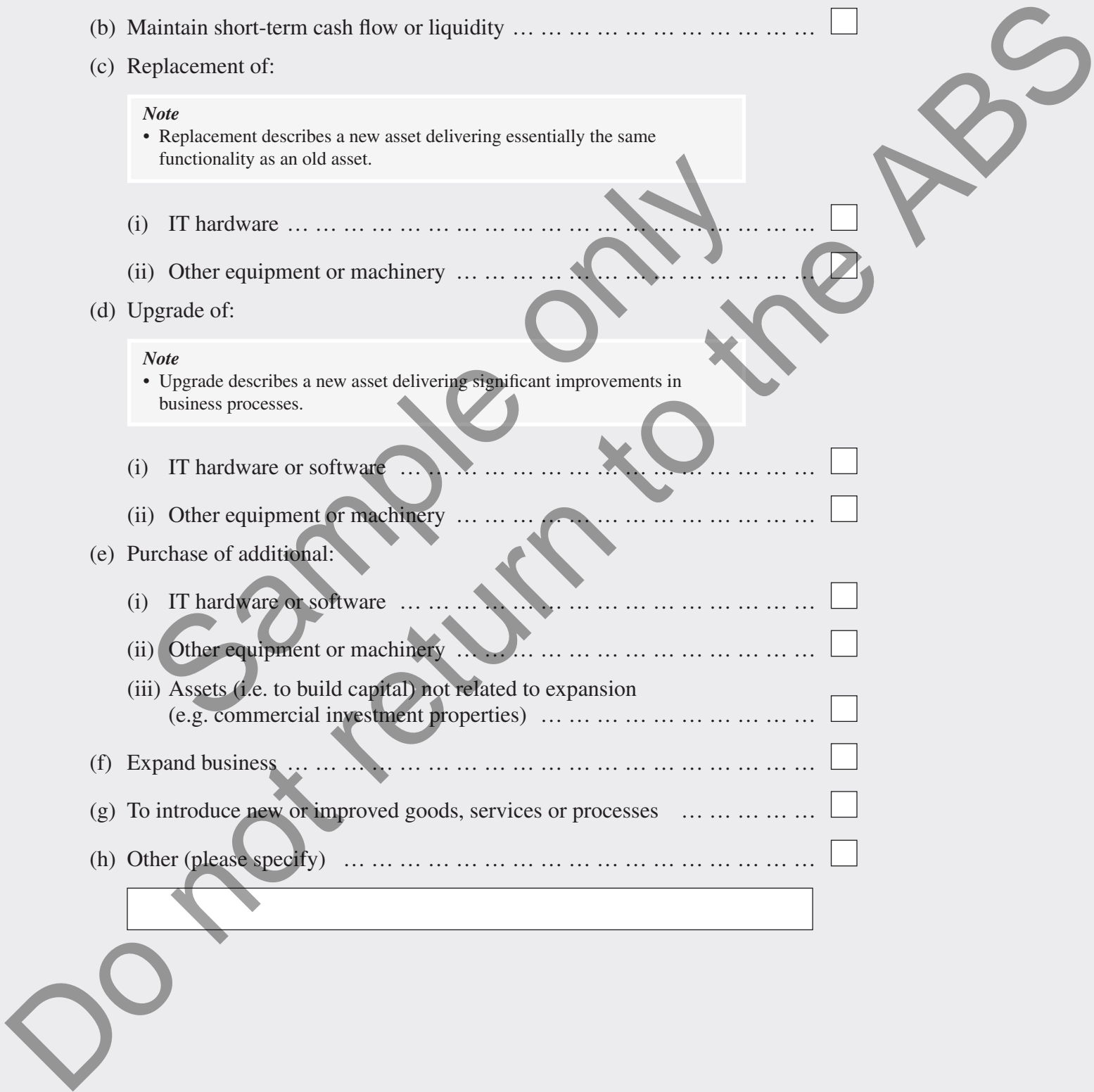
- Upgrade describes a new asset delivering significant improvements in business processes.

- (i) IT hardware or software
- (ii) Other equipment or machinery

- (e) Purchase of additional:

- (i) IT hardware or software
- (ii) Other equipment or machinery
- (iii) Assets (i.e. to build capital) not related to expansion
(e.g. commercial investment properties)

- (f) Expand business
- (g) To introduce new or improved goods, services or processes
- (h) Other (please specify)



Part 5 – Markets and competition

25 In which geographic markets did this business sell goods or services during the year ended 30 June 2019?

Tick all that apply

- (a) Local (the immediate area, town or city in which this business is located) ...
- (b) Outside of local area but within the state/territory ...
- (c) Outside of state/territory but within Australia ...
- (d) Overseas markets...

26 Which one of the following was the main source of income from sales of goods or services by this business during the year ended 30 June 2019?

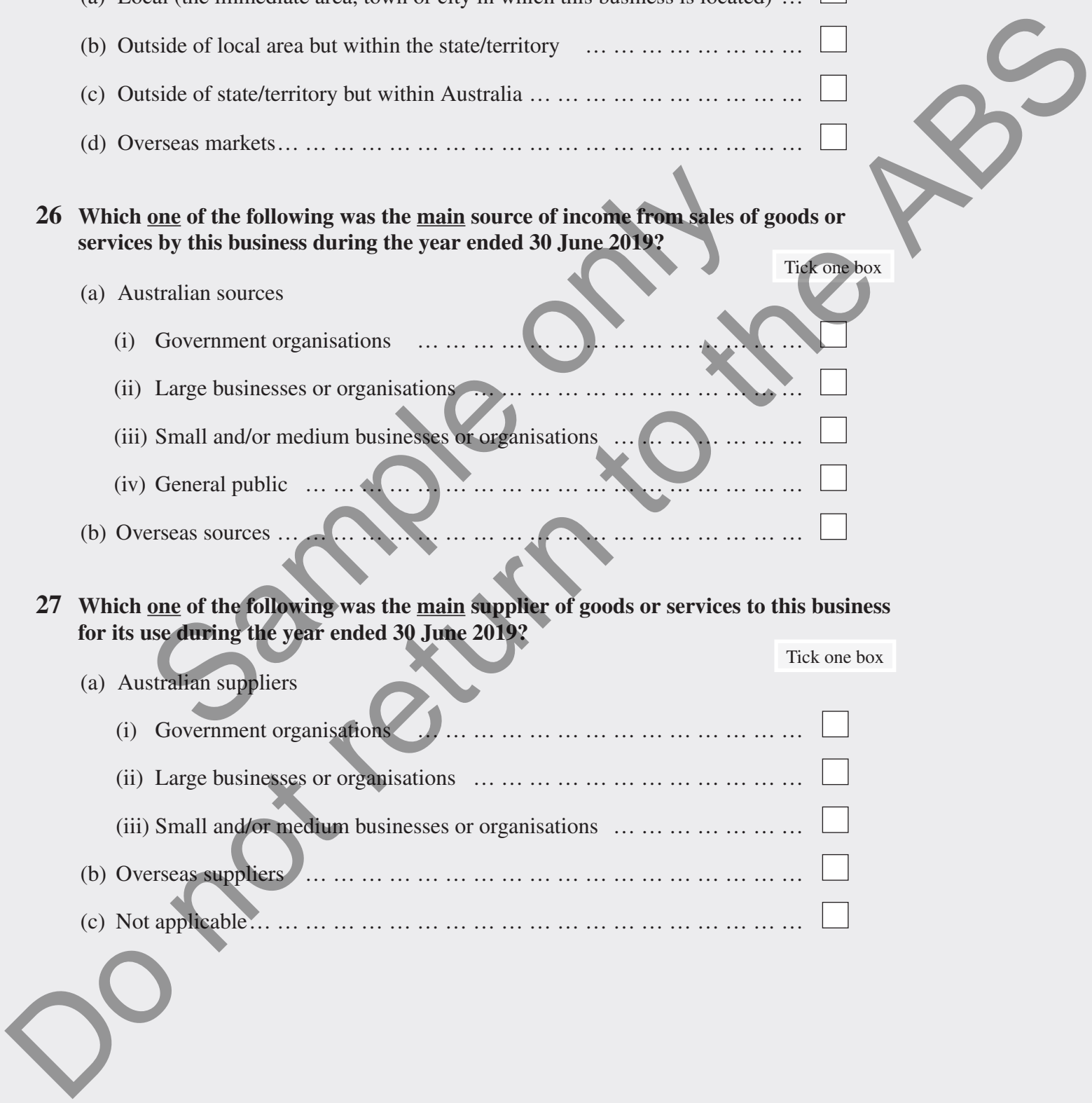
Tick one box

- (a) Australian sources
 - (i) Government organisations ...
 - (ii) Large businesses or organisations ...
 - (iii) Small and/or medium businesses or organisations ...
 - (iv) General public ...
- (b) Overseas sources ...

27 Which one of the following was the main supplier of goods or services to this business for its use during the year ended 30 June 2019?

Tick one box

- (a) Australian suppliers
 - (i) Government organisations ...
 - (ii) Large businesses or organisations ...
 - (iii) Small and/or medium businesses or organisations ...
- (b) Overseas suppliers ...
- (c) Not applicable...



Part 5 – Markets and competition – (continued)

28 During the year ended 30 June 2019, did this business rely on a small number of clients, customers or buyers to generate a significant proportion of this business's income?

No ► Go to Question **30**

Yes ► Go to Question **29**

29 If this business had lost one of these clients, customers or buyers, which one of the following would have been the most likely impact?

Tick one box

- (a) Little or no impact on this business's income as would have been relatively easy to find replacement client, customer or buyer
- (b) Moderate to large impact on this business's income as would have been difficult to find replacement client, customer or buyer
- (c) Extremely large impact which would have forced this business to close ...

30 Which one of the following best describes the number of competitors this business had during the year ended 30 June 2019?

Tick one box

- (a) None/captive market/no effective competition.....
- (b) One or two competitors
- (c) Three or four competitors
- (d) Five or more competitors

Part 6 – New goods, services or processes

Notes for Questions 31 to 39

- Questions 31 to 39 ask about any new or improved goods, services or business processes that differ significantly from the business’s previous goods, services or business processes that were **introduced** during the year ended 30 June 2019. Please do not include those which were **not** introduced during the period, these should be included in Questions 40 and 41.

31 During the year ended 30 June 2019, did this business introduce any new or significantly improved goods or services that differ significantly from those previously offered?

Definition

- A **new good or service** means any **good or service** or combination of these which is **new to this business**. Its characteristics or intended uses differ significantly from those previously produced/offered by this business.

Including

- Significant changes to aesthetic design or packaging

Tick all that apply

- (a) Goods
- (b) Services
- (c) None of the above

▶ Go to Question 36

32 For the year ended 30 June 2019, please estimate how many new or significantly improved goods or services were introduced by this business?

Tick one box

- (a) 1 to 2
- (b) 3 to 4
- (c) 5 to 9
- (d) 10 or more

33 Who developed the new or significantly improved goods or services introduced by this business?

Tick all that apply

- (a) This business or another business owned by the same company
- (b) This business in cooperation with other business(es) or institution(s) ...
- (c) Other business(es) or institution(s)

Part 6 – New goods, services or processes – (continued)

34 Were any of the new or significantly improved goods or services introduced by this business:

Tick all that apply

- (a) New to the world?
- (b) New to Australia but not new to the world?
- (c) New to the industry within Australia, but not new to Australia or the world?
- (d) New to this business only (i.e. none of the above)?

35 What percentage of the income reported in Question 3(a) resulted from new or significantly improved goods or services introduced during the year ended 30 June 2019?

Tick one box

- (a) 0% of income from sales of goods and services
- (b) Greater than 0% and less than 5% of income from sales of goods and services
- (c) Greater than or equal to 5% and less than 10% of income from sales of goods and services
- (d) Greater than or equal to 10% and less than 25% of income from sales of goods and services
- (e) Greater than or equal to 25% of income from sales of goods and services

36 During the year ended 30 June 2019, did this business introduce any of the following types of new or improved processes that differ significantly from its previous processes?

Tick all that apply

- (a) Methods of producing goods or providing services (including methods for developing goods or services)
- (b) Logistics, delivery or distribution methods
- (c) Methods for information processing or communication
- (d) Methods for accounting or other administrative operations
- (e) Methods of organising ongoing internal procedures or external relations ...
- (f) Methods of organising work responsibility, decision making or human resource management
- (g) Marketing methods for promotion, packaging, pricing, product placement or after sales services
- (h) Other processes (please specify)

- (i) None of the above

Go to Question 40

Part 6 – New goods, services or processes – (continued)

37 For the year ended 30 June 2019, please estimate how many new or significantly improved processes were introduced by this business?

Tick one box

- (a) 1 to 2
- (b) 3 to 4
- (c) 5 to 9
- (d) 10 or more

38 Who developed the new or significantly improved processes introduced by this business?

Tick all that apply

- (a) This business or another business owned by the same company
- (b) This business in cooperation with other business(es) or institution(s)
- (c) Other business(es) or institution(s)

39 Were any of the new or significantly improved processes introduced by this business:

Tick all that apply

- (a) New to the world?
- (b) New to Australia but not new to the world?
- (c) New to the industry within Australia, but not new to Australia or the world?
- (d) New to this business only (i.e. none of the above)?

Do not return to the ABS

Part 6 – New goods, services or processes – (continued)

40 During the year ended 30 June 2019, did this business abandon (during development or introduction) any new or significantly improved:

Tick all that apply

- (a) Goods or services
- (b) Methods for producing goods or providing services (including methods for developing goods or services)
- (c) Logistics, delivery and distribution methods
- (d) Methods for information processing or communication
- (e) Methods for accounting or other administrative operations.....
- (f) Methods of organising ongoing internal procedures or external relations
- (g) Methods of organising work responsibility, decision making or human resource management
- (h) Marketing methods for promotion, packaging, pricing, product placement or after sales services
- (i) Other processes
- (j) None of the above

41 As at 30 June 2019, was this business still in the process of developing or introducing (i.e. introduction was yet to occur) any new or significantly improved:

Tick all that apply

- (a) Goods or services
- (b) Methods for producing goods or providing services (including methods for developing goods or services)
- (c) Logistics, delivery and distribution methods
- (d) Methods for information processing or communication
- (e) Methods for accounting or other administrative operations.....
- (f) Methods of organising ongoing internal procedures or external relations
- (g) Methods of organising work responsibility, decision making or human resource management
- (h) Marketing methods for promotion, packaging, pricing, product placement or after sales services
- (i) Other processes
- (j) None of the above

Where to from here

- If you answered ‘None of the above’ to **all** of Questions **31, 36, 40** and **41** ► Go to Question **50**
- Otherwise ► Go to Question **42**

Part 6 – New goods, services or processes – (continued)

Notes for Questions 42 to 49

- Questions 42 to 49 ask about activities undertaken during the year ended 30 June 2019 for the development or introduction of new or significantly improved goods, services or processes, including those:
 - introduced during the period (Questions 31, 36);
 - abandoned during the period (Question 40); and/or
 - still being developed or introduced at the end of the period (Question 41).

42 What were the benefits to this business of the new goods, services or processes introduced during the year ended 30 June 2019?

Tick all that apply

- (a) Increased revenue
- (b) Reduction in costs
- (c) Gained a competitive edge
- (d) Improved customer service
- (e) Too early to measure benefits
- (f) Other benefits (please specify)
- (g) No benefits.....

43 During the year ended 30 June 2019, from where did this business source ideas and information for the development or introduction of new goods, services or processes?

Tick all that apply

- (a) Within this business or another business owned by the same company
- (b) Clients, customers or buyers
- (c) Suppliers
- (d) Competitors or other businesses from the same industry
- (e) Consultants
- (f) Universities or other higher education institutions
- (g) Government agencies
- (h) Private non-profit research institutions
- (i) Commercial laboratories or research and development enterprises
- (j) Websites, journals, research papers or publications
- (k) Professional conferences, seminars, meetings or trade shows
- (l) Industry associations
- (m) Other sources (please specify).....

Part 6 – New goods, services or processes – (continued)

44 During the year ended 30 June 2019, did this business collaborate with others to develop or introduce any new goods, services or processes?

Definition

- To **collaborate** is to participate in joint projects with other businesses or organisations (including wider parts of this business’s enterprise group). Each participant does not need to benefit commercially.

Including

- Informal arrangements

Excluding

- Straight fee-for-service arrangements
- Franchise arrangements

No Go to Question **46**

Yes Go to Question **45**

45 Please indicate the type of organisation (and location) with which this business collaborated to develop or introduce new goods, services or processes

Tick all that apply

	From within Australia	From overseas
(a) Another business owned by the same company	<input type="checkbox"/>	<input type="checkbox"/>
(b) Clients, customers or buyers	<input type="checkbox"/>	<input type="checkbox"/>
(c) Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>
(d) Competitors and other businesses from the same industry	<input type="checkbox"/>	<input type="checkbox"/>
(e) Consultants	<input type="checkbox"/>	<input type="checkbox"/>
(f) Universities or other higher education institutions	<input type="checkbox"/>	<input type="checkbox"/>
(g) Other research institutions		
(i) Private non-profit	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Government/public	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Commercial	<input type="checkbox"/>	<input type="checkbox"/>
(h) Government agencies (excluding government research institutions)	<input type="checkbox"/>	<input type="checkbox"/>
(i) Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

Part 6 – New goods, services or processes – (continued)

46 Did any of the following factors prevent or limit collaboration with others to develop or introduce any new goods, services or processes during the year ended 30 June 2019?

Tick all that apply

- (a) No expected benefit
- (b) Unable to find a suitable collaboration partner
- (c) Lack of access to knowledge or advice about collaborative arrangements ...
- (d) Lack of skills within the business... ..
- (e) Insufficient time
- (f) Insufficient funds... ..
- (g) Government regulations or compliance
- (h) Reasons relating to collaboration partner(s)
- (i) Differences in priorities or outcomes sought
- (ii) Different work practices
- (iii) Confidentiality or trust concerns... ..
- (i) Other (please specify)
-
- (j) None of the above

47 Did this business receive any financial assistance from Australian government organisations for the new goods, services or processes being developed or introduced during the year ended 30 June 2019?

Tick all that apply

- (a) No government financial assistance received
- (b) Yes, federal government
- (c) Yes, state/territory or local government

Part 6 – New goods, services or processes – (continued)

49 Of the expenditure on the development or introduction of all new goods, services or processes reported in Question 48, please estimate the amount related to the following activities:

Including

- Expenditure on the **development or introduction** of all new goods, services or processes reported in Questions 31, 36, 40 and 41
- Labour costs

Excluding

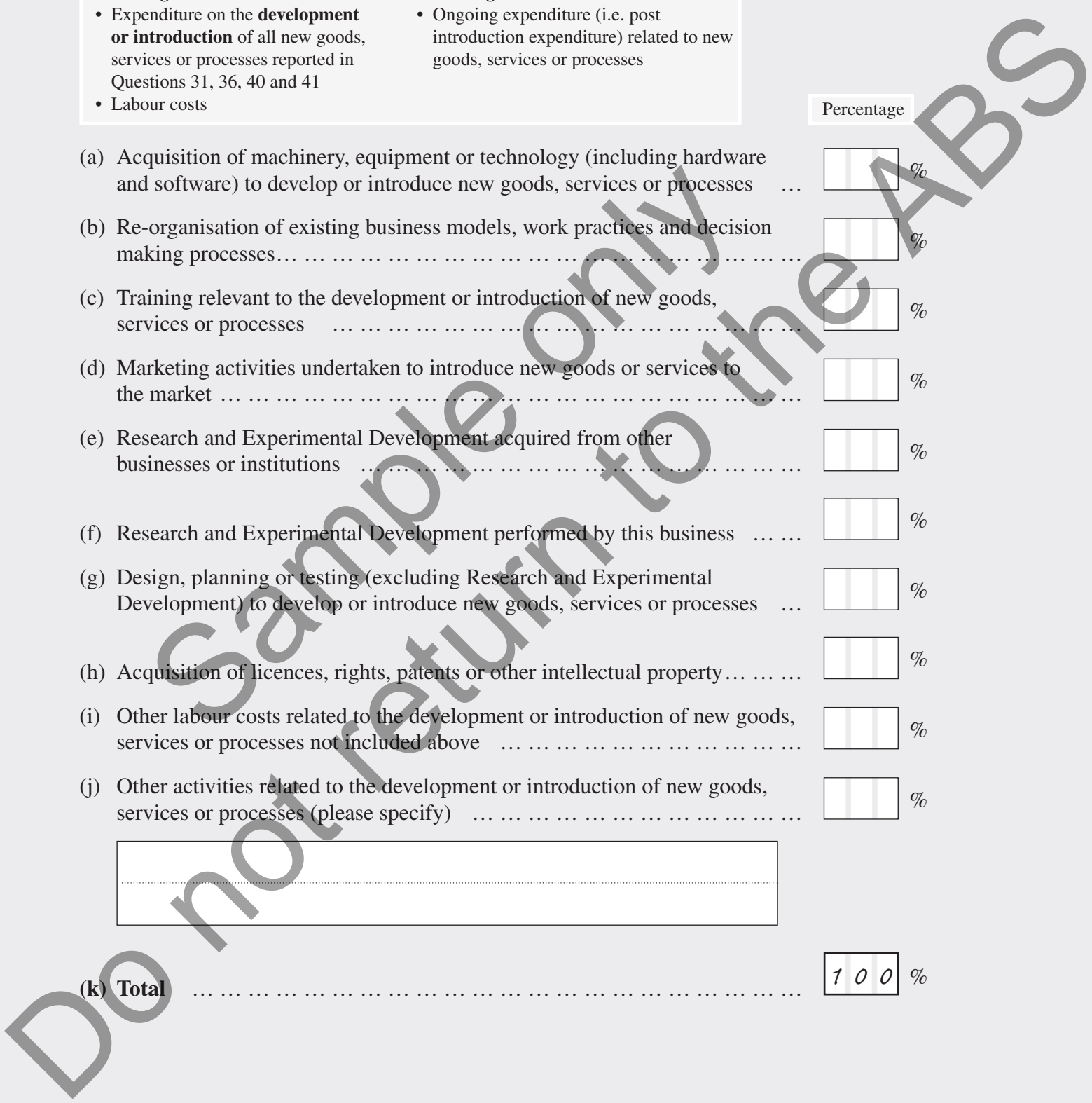
- Ongoing expenditure (i.e. post introduction expenditure) related to new goods, services or processes

Percentage

- (a) Acquisition of machinery, equipment or technology (including hardware and software) to develop or introduce new goods, services or processes ... %
- (b) Re-organisation of existing business models, work practices and decision making processes... .. %
- (c) Training relevant to the development or introduction of new goods, services or processes %
- (d) Marketing activities undertaken to introduce new goods or services to the market %
- (e) Research and Experimental Development acquired from other businesses or institutions %
- (f) Research and Experimental Development performed by this business %
- (g) Design, planning or testing (excluding Research and Experimental Development) to develop or introduce new goods, services or processes ... %
- (h) Acquisition of licences, rights, patents or other intellectual property... .. %
- (i) Other labour costs related to the development or introduction of new goods, services or processes not included above %
- (j) Other activities related to the development or introduction of new goods, services or processes (please specify) %

(k) Total %

1 0 0



Part 7 – Barriers to new goods, services or processes

50 During the year ended 30 June 2019, did any of the following factors significantly hamper this business in the development of any new or significantly improved goods, services or processes?

Tick all that apply

- (a) Lack of access to additional funds
- (b) Cost of development or introduction/implementation
- (c) Lack of skilled persons within the business
- (d) Lack of skilled persons within the labour market
- (e) Lack of access to knowledge or technology to enable development or introduction/implementation
- (f) Government regulations and compliance
- (g) Adherence to standards
- (h) Uncertain demand for new goods or services
- (i) None of the above

Part 8 – Barriers to general business activities or performance

51 During the year ended 30 June 2019, did any of the following factors significantly hamper this business in its general business activities or performance?

Tick all that apply

- (a) Lack of access to additional funds
- (b) Cost of inputs
- (c) Outstanding accounts receivable limiting cash flow
- (d) Lack of skilled persons within the business
- (e) Lack of skilled persons within the labour market
- (f) Government regulations and compliance
- (g) Lack of customer demand for goods or services
- (h) Lower profit margins to remain competitive
- (i) Environmental factors (e.g. natural disasters, compliance with water restrictions)
- (j) None of the above

Part 9 – Skills

52 During the year ended 30 June 2019, were any of the following types of skills used by this business in undertaking its core business activities?

Tick all that apply

- | | |
|--|--------------------------|
| (a) Engineering | <input type="checkbox"/> |
| (b) Scientific and research | <input type="checkbox"/> |
| (c) IT professionals | <input type="checkbox"/> |
| (d) IT technical support | <input type="checkbox"/> |
| (e) Trades | <input type="checkbox"/> |
| (f) Transport, plant and machinery operation | <input type="checkbox"/> |
| (g) Marketing | <input type="checkbox"/> |
| (h) Project management | <input type="checkbox"/> |
| (i) Business management | <input type="checkbox"/> |
| (j) Supply chain management | <input type="checkbox"/> |
| (k) Environmental management | <input type="checkbox"/> |
| (l) Financial | <input type="checkbox"/> |
| (m) None of the above | <input type="checkbox"/> |

Do not return to the ABS

Part 9 – Skills – (continued)

53 During the year ended 30 June 2019, was there a shortage or deficiency in any of the following types of skills used or needed by this business in undertaking its core business activities?

Definition

- A skills shortage occurs when there is an insufficient supply of appropriately qualified workers available or willing to work under existing market conditions.

Tick all that apply

- (a) Engineering
- (b) Scientific and research
- (c) IT professionals
- (d) IT technical support
- (e) Trades
- (f) Transport, plant and machinery operation
- (g) Marketing
- (h) Project management
- (i) Business management
- (j) Supply chain management
- (k) Environmental management
- (l) Financial
- (m) Other (please specify)
- (n) No skills shortages or deficiencies

Do not return to the ABS

Part 10 – Use of IT

54 During the year ended 30 June 2019, did this business use any of the following connection types to access the internet?

Tick all that apply

- (a) DSL (e.g. ADSL, ADSL2+, SDSL)
- (b) Fibre (e.g. FTTP, FTTN, FTTB, FTTdp)
- (c) Cable (e.g. Hybrid Fibre Coaxial)
- (d) Fixed Wireless (e.g. WiFi, fixed WiMAX)
- (e) Mobile Wireless (e.g. mobile WiMAX, 3G/4G via datacard or USB modem)
- (f) Satellite.....
- (g) Dial-up (Analog) or ISDN
- (h) Other (please specify)

(i) Did not have an internet connection **Go to Question 60**

55 Did this business have a website, home page or other web presence as at 30 June 2019?

Including

- Presence on another entity’s website provided this business had substantial control over content

Excluding

- Online listings or directories
- Social media

No

Yes

56 Did this business have a social media presence as at 30 June 2019?

Including

- Facebook, Twitter, LinkedIn, YouTube, etc.

No

Yes

Part 10 – Use of IT – (continued)

57 Did this business receive orders via the internet for any goods or services during the year ended 30 June 2019?

Definition

- An **order via the internet** is a transaction where the **commitment to purchase** goods or services is made via the internet regardless of how it was commenced. Commitment is the agreement to purchase, whether or not payment is made via the internet.

Including

- Orders received via the internet **with or without** online payment
- Orders received via **email**

Excluding

- Orders covered by a pre-existing contractual arrangement where the commitment was not made via the internet
- Orders **completed** via telephone, facsimile or personal contact
- Orders received over any computer network other than the internet
- Cancelled internet orders

No Go to Question **59**

Yes Go to Question **58**

58 Of the income reported in Question 3(a), please estimate the percentage which resulted from orders received via the internet for goods or services

Note

- For internet orders made on behalf of other organisations, include only the commission or fees earned on those orders.
- For financial services, include only the fees earned for providing services as a result of orders received via the internet.

Less than 1% or 1% or more %

59 Did this business place orders via the internet for any goods or services during the year ended 30 June 2019?

Definition

- An **order via the internet** is a transaction where the **commitment to purchase** goods or services is made via the internet regardless of how it was commenced. Commitment is the agreement to purchase, whether or not payment is made via the internet.

Including

- Orders placed via the internet **with or without** online payment
- Orders placed via **email**
- Online purchases of airline tickets, software, business travel, accommodation, stationery, etc.

Excluding

- Orders covered by a pre-existing contractual arrangement where the commitment was not made via the internet
- Orders **completed** via telephone, facsimile or personal contact
- Orders placed over any computer network other than the internet
- Cancelled internet orders

No

Yes

Part 11 – Comments and time taken

60 Please provide comments

- on any information you have supplied on this form (e.g. related to unusual movements or other factors)
(Please use BLOCK letters)

--

- on any difficulties you had in providing the requested information, or suggested improvements to this form
(Please use BLOCK letters)

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61 Please provide an estimate of the time taken to complete this form

Including

- The time actually spent reading the instructions, working on the questions and obtaining the information
- The time spent by all employees in collecting and providing this information

hrs

mins

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62 Before returning this form please check that you have:

- corrected any errors on the address label (on the front of this form)
- completed contact details (on the front of this form)
- recorded the time taken to complete this form (Question 61)
- made a copy of the completed form to retain for your own records

Thank you for completing this form