

APPENDIX 3: Business Survey Results

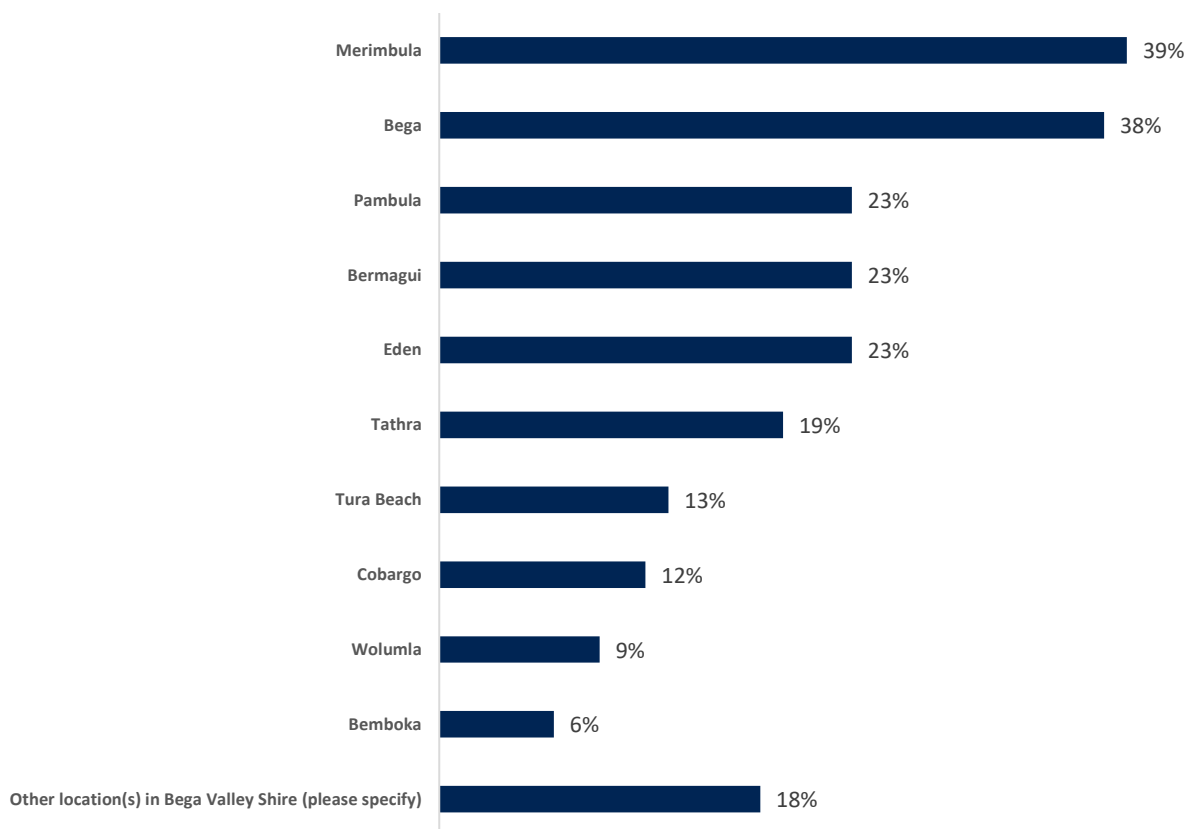
90 surveys were received in the online business survey of which 77 (N=77) were completed.

The results for the Bega Valley Shire are presented below. A separate analysis of results has also been extracted for those respondents based in Eden.

Jobs and Skills Bega Valley Survey – Bega Valley Shire analysis

Question 1 Where does your business operate in the Bega Valley Shire? Please check all that apply.

N=77



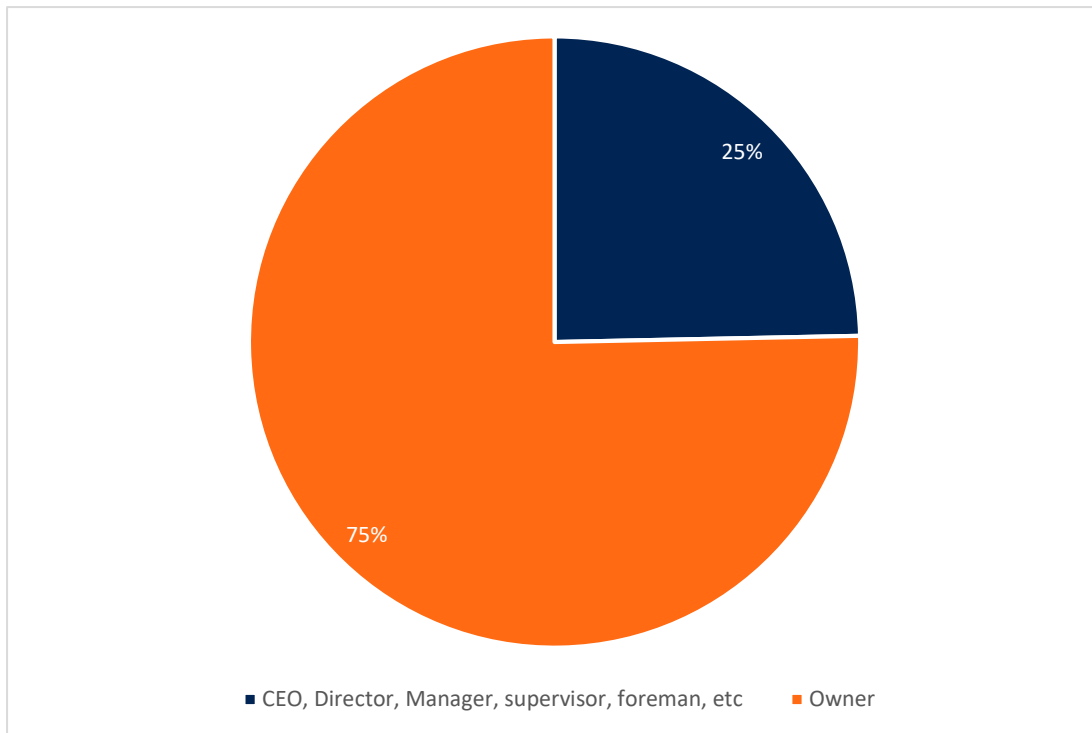
Other locations include:

- Kiah
- Candelo
- Lochiel
- Rocky Hall
- Narooma
- Coolagolite
- Quaama
- I am an online store that also does markets so I service the whole area.
- Wallaga Lake Heights
- My business is national, operating online, based in Merimbula
- Whole region and into Eurobodalla, Snowies and Victoria
- Pambula Beach
- Candelo Millingandi

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

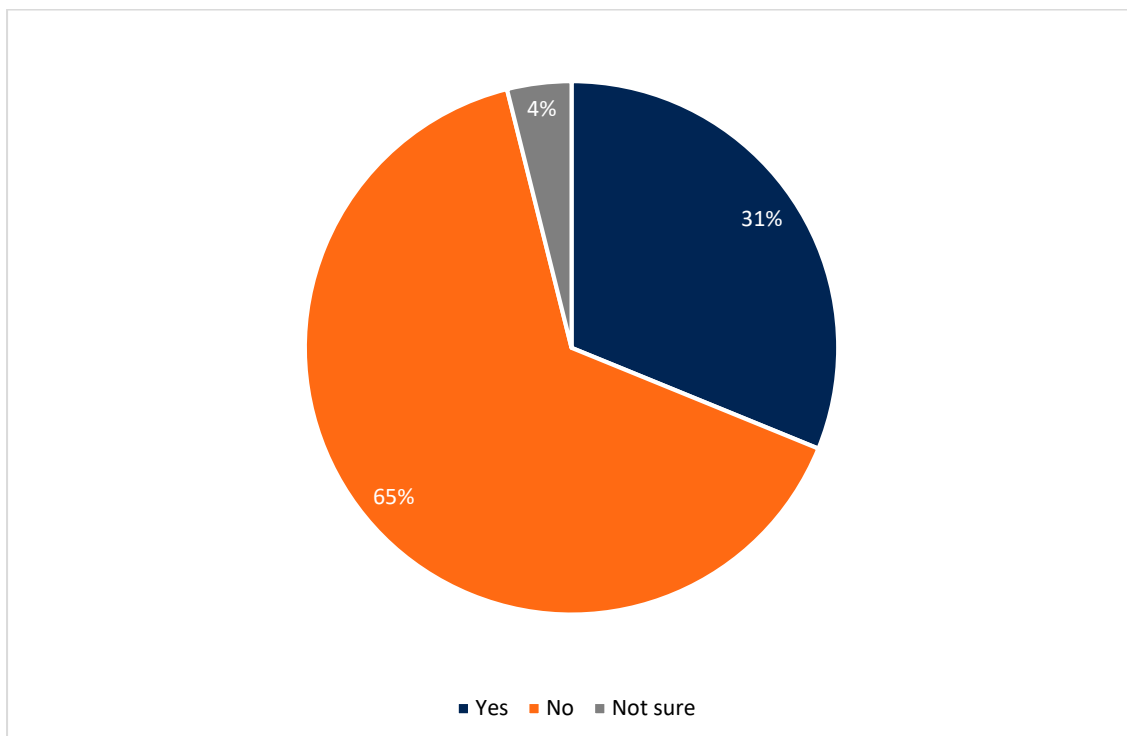
Question 2 Are you a business manager or owner?

N = 77



Question 3 Is your business in the tourism industry?

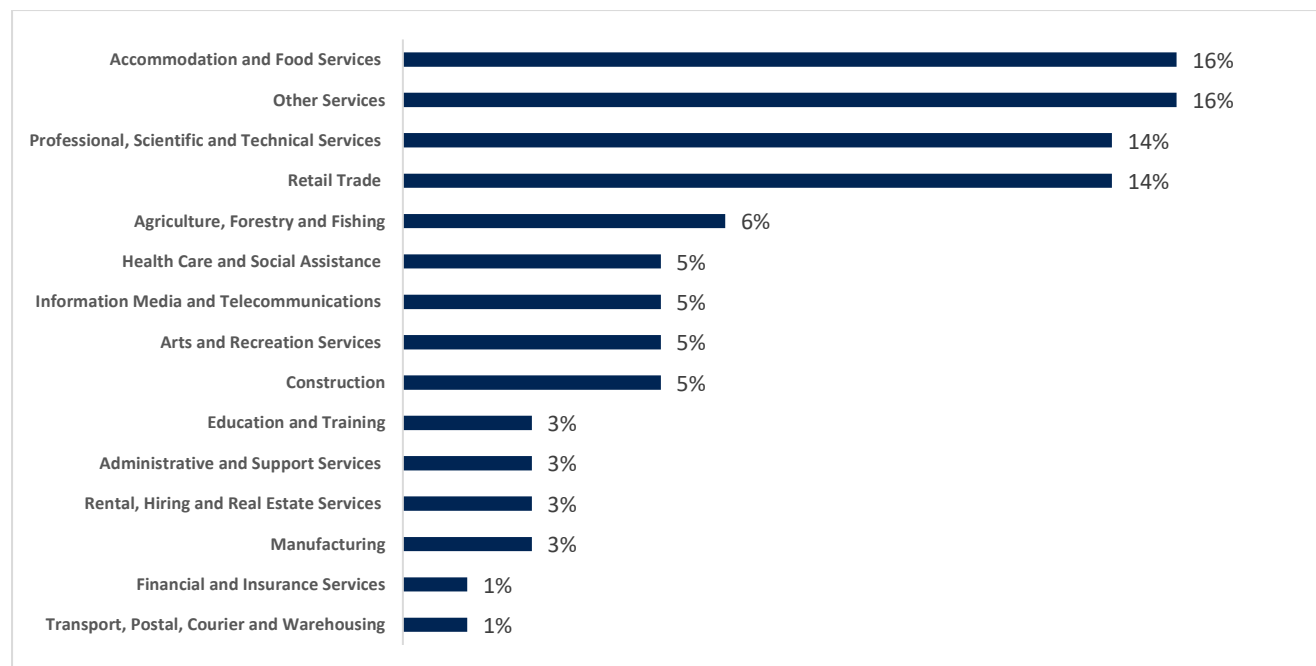
N = 77



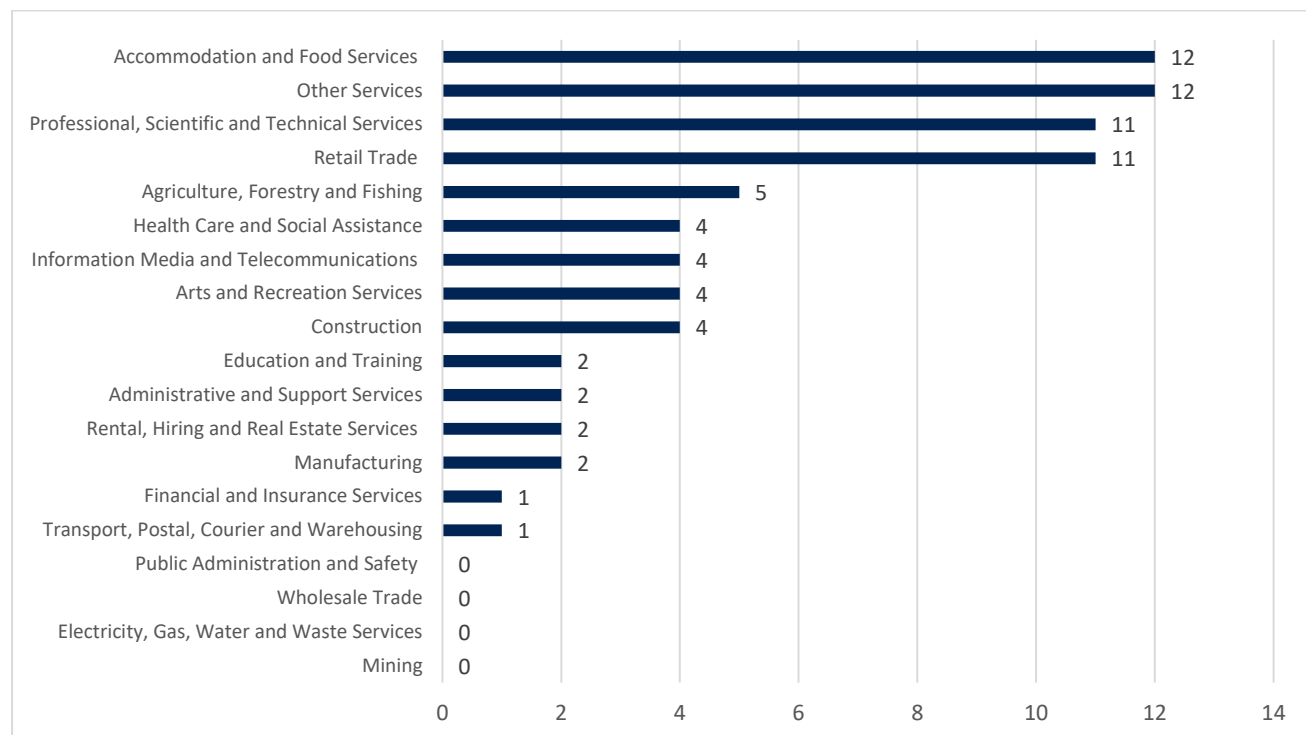
JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 4 Which of the following best describes which industry sector your business operates in?

N = 77. Proportion (%) of respondents' businesses in each industry sector



Number of respondents' businesses in each industry sector



Other services listed:

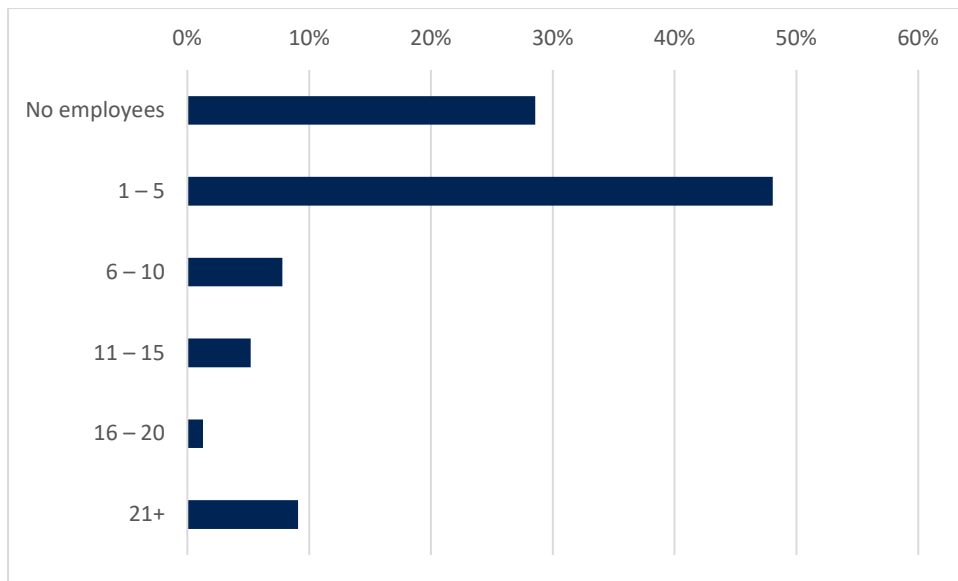
- Beauty
- Motor Industry, Sales/Parts/Service
- Tourism
- Mechanical and Retail
- Clothing alterations and repairs

- Tourism
- Cooking mentorship
- Repairs and maintenance
- Wellness Personal Development
- Insurance restoration, specialist cleaning
- Hair and Beauty
- Beauty and Wellness Centre

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

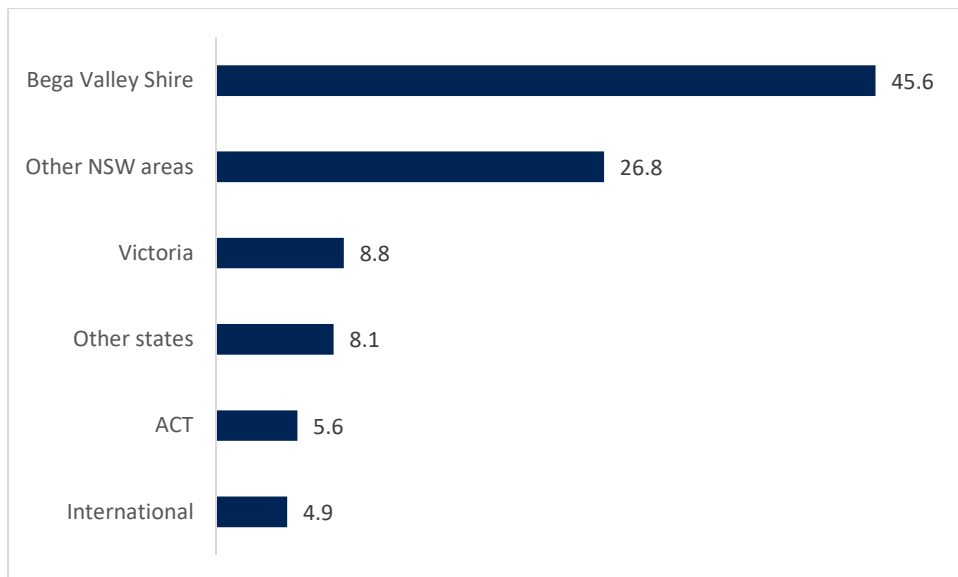
Question 5 How many full time equivalent workers do you currently employ at your business?

N = 77



Question 6 What percentages of your business purchases are from the following regions? (If there are no purchases from a region please type '0'; answer should add up to 100%)

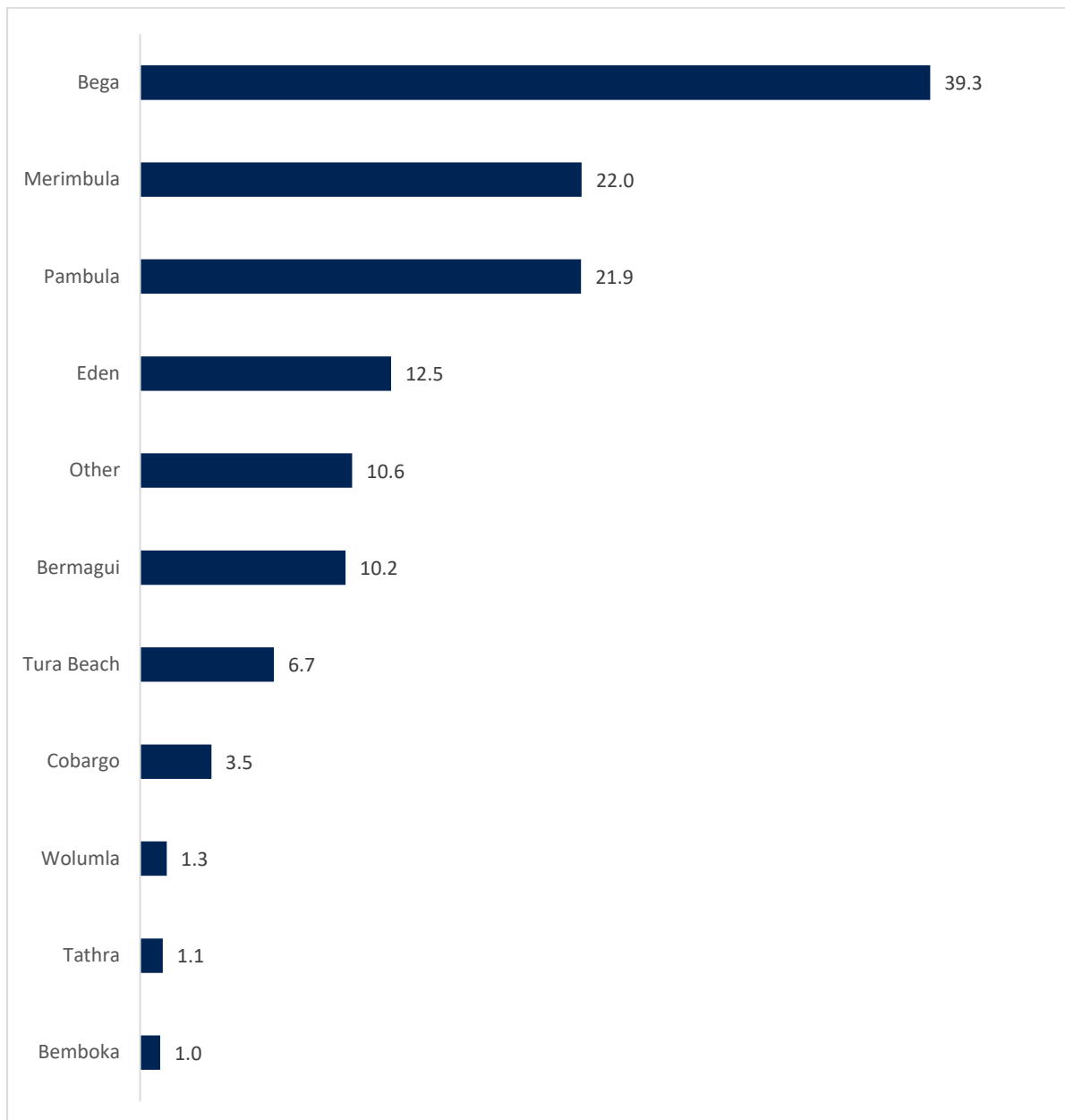
N=77



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 7/8 Please estimate the percentage split of your business purchases between the following Bega Shire locations (answer should add up to 100%, does not include labour)

N=45

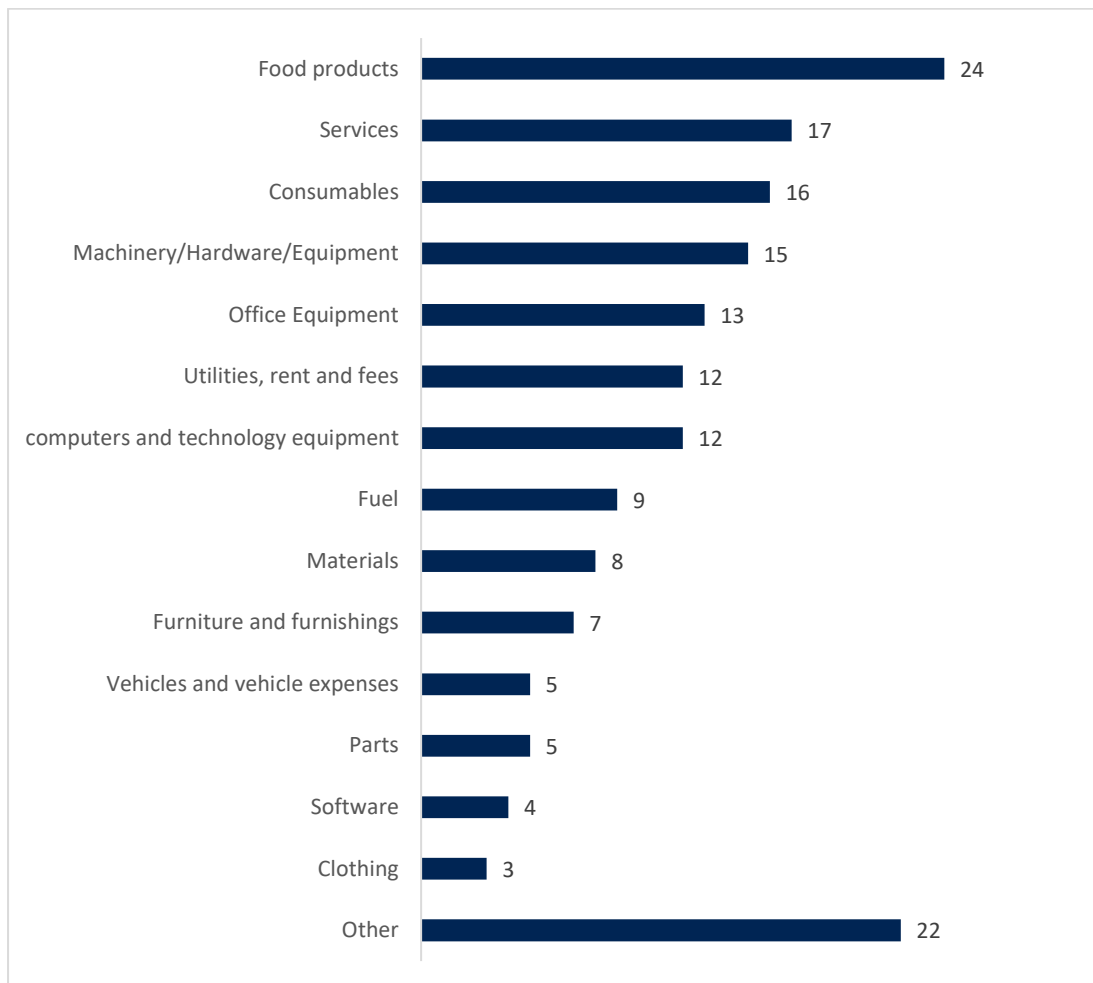


Note – the question was augmented by adding Bermagui part way through the survey. The question was renumbered online but analysis was completed across all relevant data sets.

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 9 What are the top 3 products and services your business purchases by value (excluding labour)?

N = 77



Other:

Art	Labour	Signage
Gifts	Cultures	Accessories
Internet hosting	Pipework	Venues
Wholesale products	Travel	Farm supplies
Recording studio	Cleaning and maintenance	Communication
Stock	Sewing needs and fabric	Social media
Linen hire	Event related expenses including catering	Printing
Skincare		

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

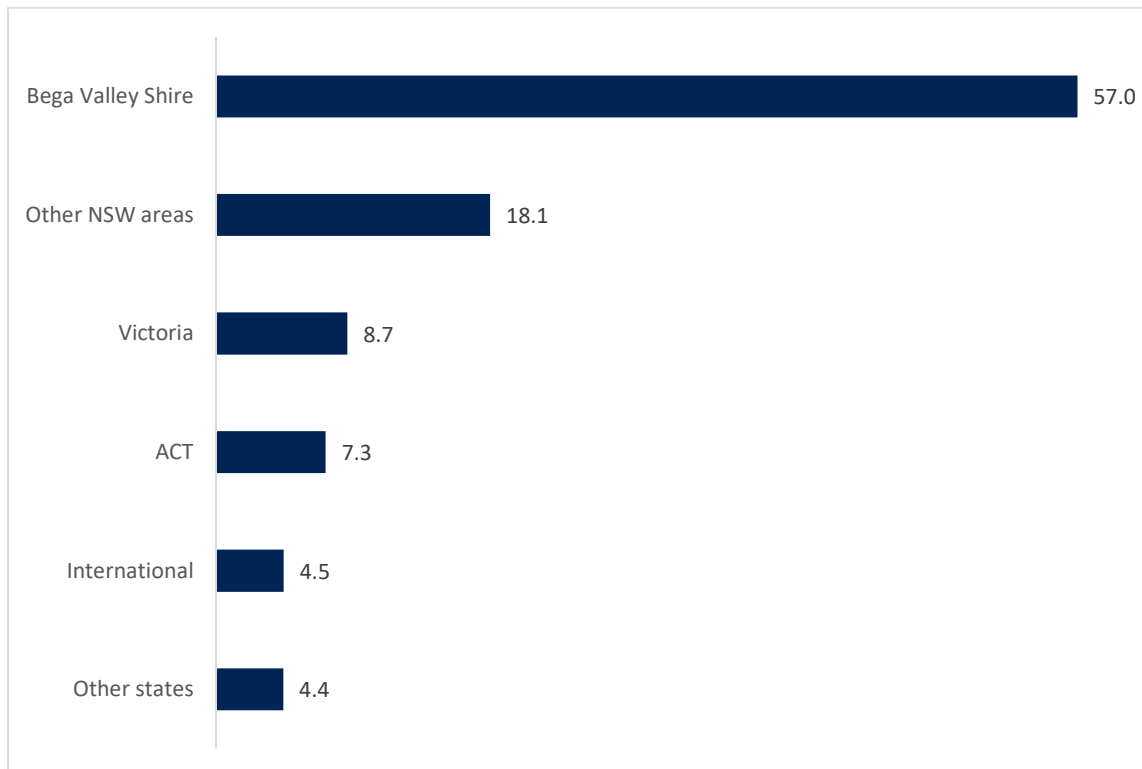
Question 10 What percentage of these top 3 products and services are purchased within Bega Shire?

N=77

Average: 51%

Question 11 What percentage of your sales are to the following regions? If there are no purchases from a region please type '0'; answer should add up to 100.

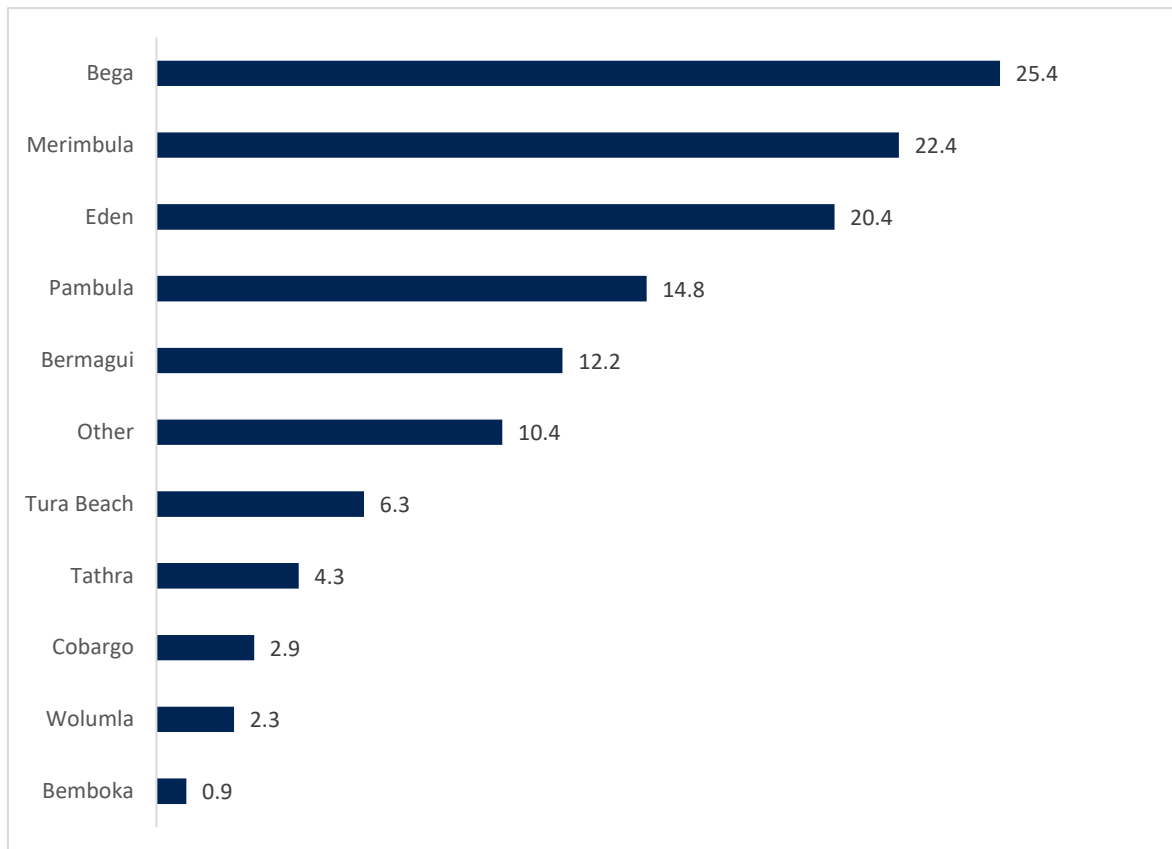
N=58



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 12/13 Please estimate the percentage split of your sales between the following Bega Valley Shire locations

N=38



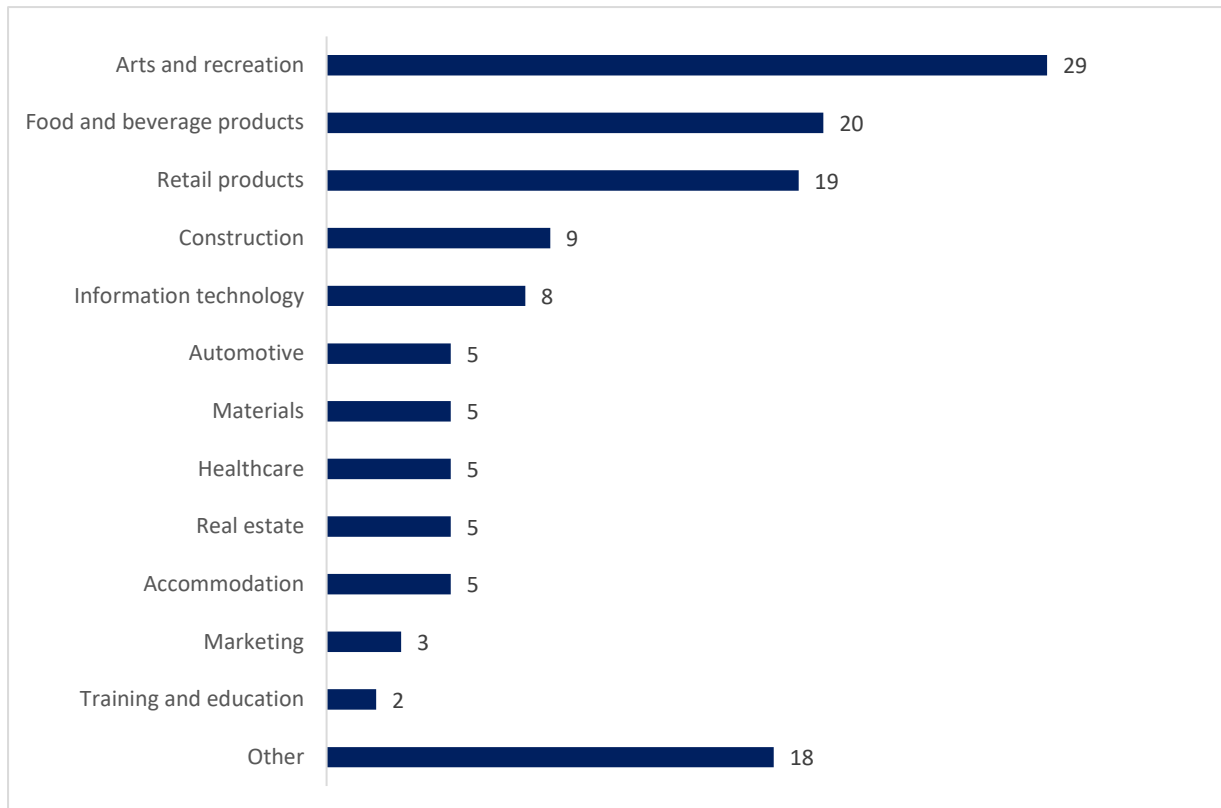
Note – the question was augmented by adding Bermagui part way through the survey. The question was thus renumbered online but analysis was completed across all relevant data sets.

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 14 What are the top 3 products/services (by value) which you sell?

N=77

Products and services stated by ABS Industry classification (INDP 1) industry sector.



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Verbatim responses that were grouped into the industry sectors above were:

Accessories	Footwear	Nursing support
Accommodation x 5	Freight	Odd jobs
Anti ageing skincare	Furniture	Office desks
Art, Art items x 3	Giftware	Open water dive courses
Arts coordinator	Gravlax	Paintings
Bags	Handmade Crochet Body and Face Cloths	Parts
Beauty therapy	Health aids	Photography x 2
Boat diving tours	Health care x 2	Plastering
Build Commercial	Hems	Rentals commission
Build Residential homes x 2	Homewares	Repairs
Business events	Hosting/Cloud	Retail
Business Service	Houses x 2	Sawmill Equipment
Camping	Houses - Homes and units commission	Silicone Bowl Covers
Cards	Insulation	skincare
Ceramics	Insurance restoration	Smoked salmon
Cheese x 2	IT Consulting	Smoked trout
Chicken	IT Support	Social media management
Choral directing	Jewellery- dress	Software
Cleaner/cleaning x 4	Kayak tours	Software Engineering
Clothing	Labour for repairs and maintenance services	Space rental
Co working	Land	Stainless Steel Pegs + Straws
Coffee x 5	Lifestyle properties	Storage
Conference facility	commission sales	Teambuilding/ vocal immersion
Consulting x 3	Marketing services	Textiles
Consumables- fuel, paint etc	Massages	Timber
Creams	Materials Handling	Training and education x 2
Creative services	Mechanical Services	Transport
Design x 2	Medical procedures, consultations x 2	Tyres
Desktop Publishing	Mentoring	Walking and camping tours
Digital Marketing	Motor vehicles	Walking tour transfers
Educational services	Mould remediation	Web and Mobile Development x 3
Engineering Services	Multiple adjustments	Whey Protein/Powder
Equipment rental	Music	Wine
Film, film production x 2	MV Service and Repairs, spare parts x 2	Writing i.e. songs / soundtracks
Financial services		
Food and beverages x 6		

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 15 What percentage of these top 3 products/services are sold within Bega Valley Shire?

N=77

Average = 67%

- 45.6% of business sales are made within the Bega Valley Shire. A further 26.8% from within NSW (next most common area).
- 39.3% of sales in Bega Valley Shire are from Bega, Merimbula 22%, Pambula 21.9%
- Food, services and consumables are top products sold
- 51% of top three products are sold in Bega Valley Shire
- 57% of all sales to Bega Valley Shire with 18% to NSW (next most common area)
- Within the Bega Valley Shire - 25.4% of sales to Bega, 22.4% to Merimbula, 20.4% to Eden

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 16 Please list the top five trades/skills that your business currently employs in order of importance to your business.

N=77

Trades specified by industry sector ABS Industry classification INDP 1 level. Note those that were not classified are listed in Other below

Agriculture, Forestry and Fishing	Manufacturing	Construction	Retail Trade (e.g. store based retailing)	Accommodation and Food Services (e.g. cafés, restaurants, bars, clubs, accommodation)	Arts and Recreation Services (e.g. creative and performing arts, heritage, sports and recreation)	Transport, Postal, Courier and Warehousing	Information Media and Telecommunications (e.g. publishing, broadcasting, internet service providers, library and other)	Financial and Insurance Services	Rental, Hiring and Real Estate Services (e.g. vehicle, farm animal rental and other goods and equipment rental; real est	Professional, Scientific and Technical Services (e.g. architectural, legal, accounting, advertising, computer system	Education and Training (e.g. Pre-school, school, tertiary and adult, community and other education)	Health Care and Social Assistance (e.g. Medical, Hospitals, residential care services, social assistance services)
Agriculture	Processing	Plastering	sales/custom er service	management	Dive instructors	Truck Drivers	Information Technology Support	business advice	sales persons	Software Engineering	Manager	care workers
Farm managers	Tech/Profess ionals - Quality Technical Engineer Managerial	Builder	Mechanic	Plumber	Coordinator	Mecha nics	Software Engineers	Business intros	Customer service skills	Experienced professionals	Educators /facilitators	General practitioners
Diesel mechanics	Admin	Carpenter	customer orientated	communication	Photography	Admin	Network Supplier		reception	Website Design	Mentors	nurses
Boilermakers	Electrical	Labourer	Book keeping	Marketing	Maintenance		Digital Marketing		Sales skills	Film Production		domestics
hospitality and tourism	Sales	Blue collar sub- contractors	customer service skills	Attention to detail	Dive masters		Website Design		maintenance			admin staff

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Agriculture, Forestry and Fishing	Manufacturing	Construction	Retail Trade (e.g. store based retailing)	Accommodation and Food Services (e.g. cafés, restaurants, bars, clubs, accommodation)	Arts and Recreation Services (e.g. creative and performing arts, heritage, sports and recreation)	Transport, Postal, Courier and Warehousing	Information Media and Telecommunications (e.g. publishing, broadcasting, internet service providers, library and other)	Financial and Insurance Services	Rental, Hiring and Real Estate Services (e.g. vehicle, farm animal rental and other goods and equipment rental; real est	Professional, Scientific and Technical Services (e.g. architectural, legal, accounting, advertising, computer system	Education and Training (e.g. Pre-school, school, tertiary and adult, community and other education)	Health Care and Social Assistance (e.g. Medical, Hospitals, residential care services, social assistance services)
Construction	Mechanical	Office staff	ordering	Office management	Digital technology		Sales		Problem-solving skills	admin		cleaners
Truck drivers	Manufacturing		Salesperson	reservations	Videography		IT Training		repairs	Health professionals		handyman
Fitters and Turners			knowledge	Cleaning Servicing	Cleaner		Bookkeeping		Admin - computer technology and accounting	Web Design		allied health
General property duties			Sales	Builder	Underwater photographer		Software Design		painting	Admin		Health
Trades such as plumbing and electrical			Marketing skills	friendly	Dance instructors		Customer Support		Drivers license	Photography		
Machine operators			bookkeeping	Barista	Marketing					marketing		
Design Engineers			Service Advisor	Reliability of staff	Accountant					Cloud Technologist		
logistics			problem solve	Cleaning	Arts professional					Design		

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Agriculture, Forestry and Fishing	Manufacturing	Construction	Retail Trade (e.g. store based retailing)	Accommodation and Food Services (e.g. cafés, restaurants, bars, clubs, accommodation)	Arts and Recreation Services (e.g. creative and performing arts, heritage, sports and recreation)	Transport, Postal, Courier and Warehousing	Information Media and Telecommunications (e.g. publishing, broadcasting, internet service providers, library and other)	Financial and Insurance Services	Rental, Hiring and Real Estate Services (e.g. vehicle, farm animal rental and other goods and equipment rental; real est	Professional, Scientific and Technical Services (e.g. architectural, legal, accounting, advertising, computer system	Education and Training (e.g. Pre-school, school, tertiary and adult, community and other education)	Health Care and Social Assistance (e.g. Medical, Hospitals, residential care services, social assistance services)
Administration officers			Social Media Management and Website Development	reception/ admin	Film Editing					Cleaning		
Draftsmen			communication skills	Yard Pool maintenance	Lawyer					Graphic Designer		
General Trades			design	trust	Photographer					Gardeners		
.			Parts Interpreter	Chef	Composing					Marketing /Sales		
			friendly	Excellent product						Consulting		
			Manufacturing/sewing/crocheting	Accounting						Equipment maintenance		
			display skills	grounds/caretaker								
			social media	Plumbing								
			Accountant	Customer Service								

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Agriculture, Forestry and Fishing	Manufacturing	Construction	Retail Trade (e.g. store based retailing)	Accommodation and Food Services (e.g. cafés, restaurants, bars, clubs, accommodation)	Arts and Recreation Services (e.g. creative and performing arts, heritage, sports and recreation)	Transport, Postal, Courier and Warehousing	Information Media and Telecommunications (e.g. publishing, broadcasting, internet service providers, library and other)	Financial and Insurance Services	Rental, Hiring and Real Estate Services (e.g. vehicle, farm animal rental and other goods and equipment rental; real est	Professional, Scientific and Technical Services (e.g. architectural, legal, accounting, advertising, computer system	Education and Training (e.g. Pre-school, school, tertiary and adult, community and other education)	Health Care and Social Assistance (e.g. Medical, Hospitals, residential care services, social assistance services)
			honest	Arrival on time								
			Business Acumen	Grounds maintenance								
				housekeeping/ cleaning								
				Electrical								
				Reliable and consistent outcomes								

JOB & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

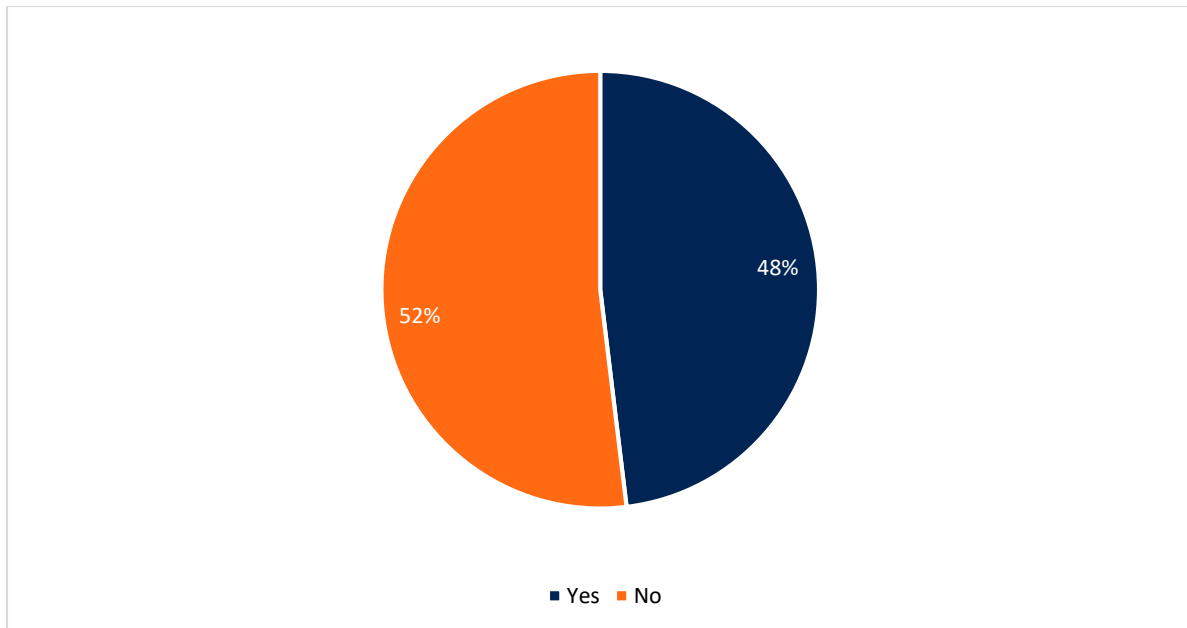
Other not elsewhere classified above or indistinguishable by industry listed were:

service	Graphic design	Customer service	Contents assessment for restoration
Business management	Kinesiologist	Web Develop	IT
Mechanic	trades	Administration	
Above basic sewing skills	labour	Accredited mould remediation	
Marketing	Clothing construction knowledge	Administration	
Maintenance personnel	Content writing	Massage therapist	
Accredited water restoration	Welding	Employment consultant	
Creatives	High pressure cleaning	Reception	
Barista	Social media	Tour guiding	
Beauty therapist	Energy healers	Sewing machine knowledge	
community services	professional	Digital Marketing	
retail	cleaning	Accountant	
Business administration	Accurate measuring skills	Specialised cleaning	
Tyre Technician	Video/Photography		

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 17 Is your business having any difficulty in finding and recruiting specific skilled staff?

N = 52



Response by industry sector

Industry	Yes	No
Agriculture, Forestry and Fishing	25%	75%
Manufacturing	50%	50%
Construction	100%	0%
Retail Trade	40%	60%
Accommodation and Food Services	43%	57%
Arts and Recreation Services	25%	75%
Transport, Postal and Warehousing	100%	0%
Information Media and Telecommunications	0%	100%
Financial and Insurance Services	0%	100%
Rental, Hiring and Real Estate Services	50%	50%
Professional, Scientific and Technical Services	43%	57%
Education and Training	100%	0%
Health Care and Social Assistance	67%	33%
Other Services (please specify)	64%	36%
Total	48%	52%

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 18 Please state why is your business having difficulty in finding and recruiting specific skilled staff?

N=24

Verbatim responses, categorised by broad themes were:

Relating to lack of local skilled workers

- Insufficient skill base in the Valley
- Not enough skilled workers
- Skill level and broad ranging experience inadequate
- A specific skill is required – e.g. a qualified kayak guide
- Because the small populations does not support people with those skills. Young people leave the area and older people come here to retire
- Lack of professional experienced nursing staff locally but also in Australia
- Not enough trained people in the area, we train apprentices where possible
- Lack of qualified beauty therapists
- Lack of skilled workers in the field, not much work here for them so they don't move here
- Doctors are very difficult to find and keep in a rural area
- Small talent pool to choose from
- Lack of interest, lack of skills, lack of applications, poor attitude
- Don't exist in region – supply
- None in the area reach application process

Relating to lack of accessibility to local training

- Too expensive to employ, no local courses
- Specialist skill with no local training organisation
- Very specialised accreditation needed. Quals are expensive in this field

Relating to attitude towards work

- I find that some are not at all interested in my business and just want the pay at the end of the week. In retail I find some just don't want to work one weekend here or there. Some just don't know how to multitask.
- Lack of people willing to go and remain in Transport Industry
- Lazy not willing to work for the money

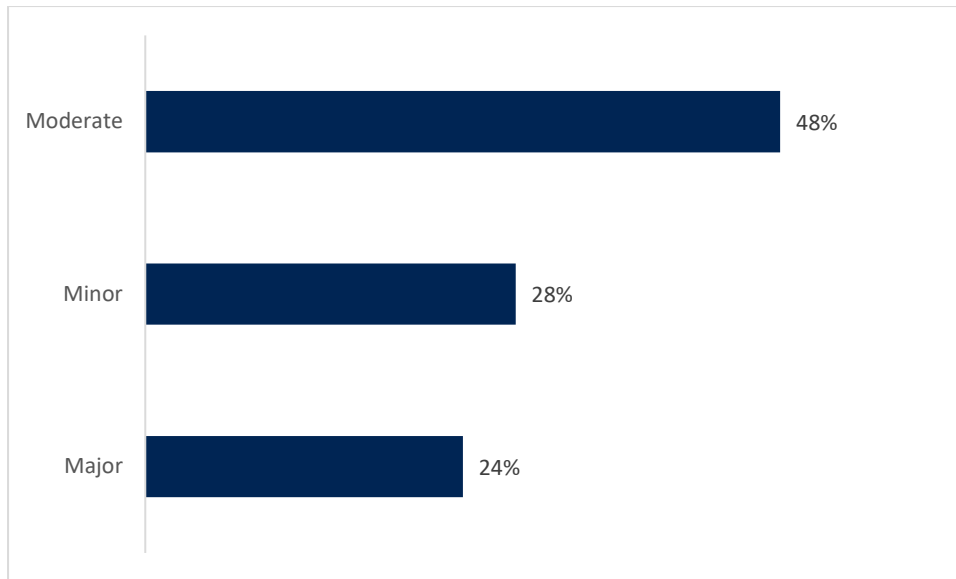
Other

- Our industry has a lot of compliance to meet
- Unique business, normally in large cities only
- Program restraints Rural Australia has not yet embraced the business opportunity of technology
- Don't know

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 19 How large is the impact of skill shortages on your business?

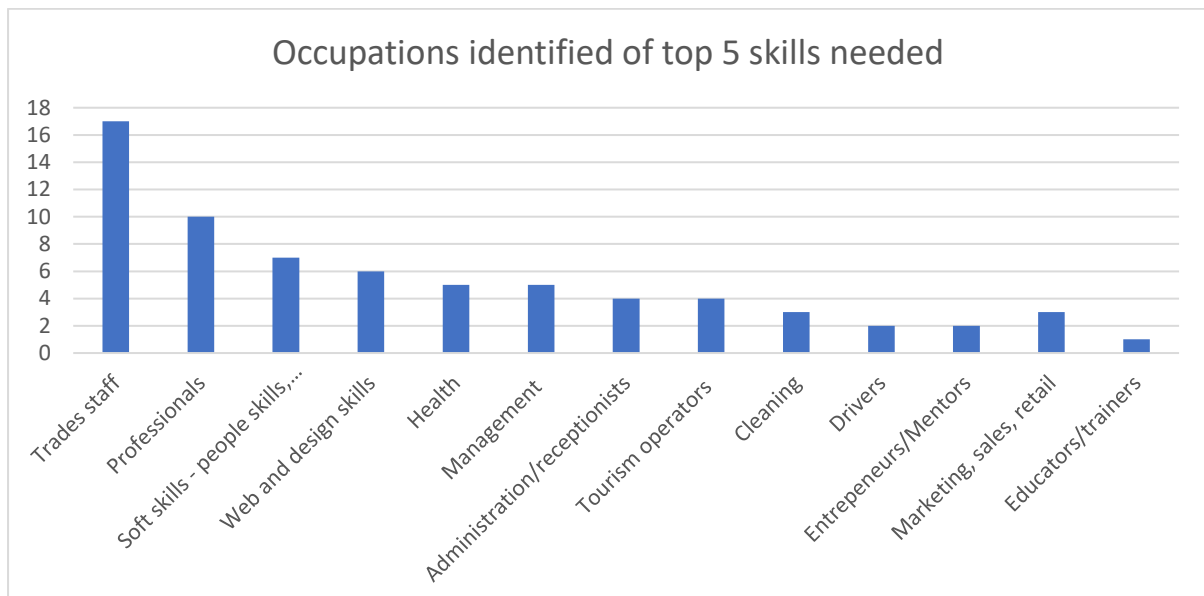
N=25



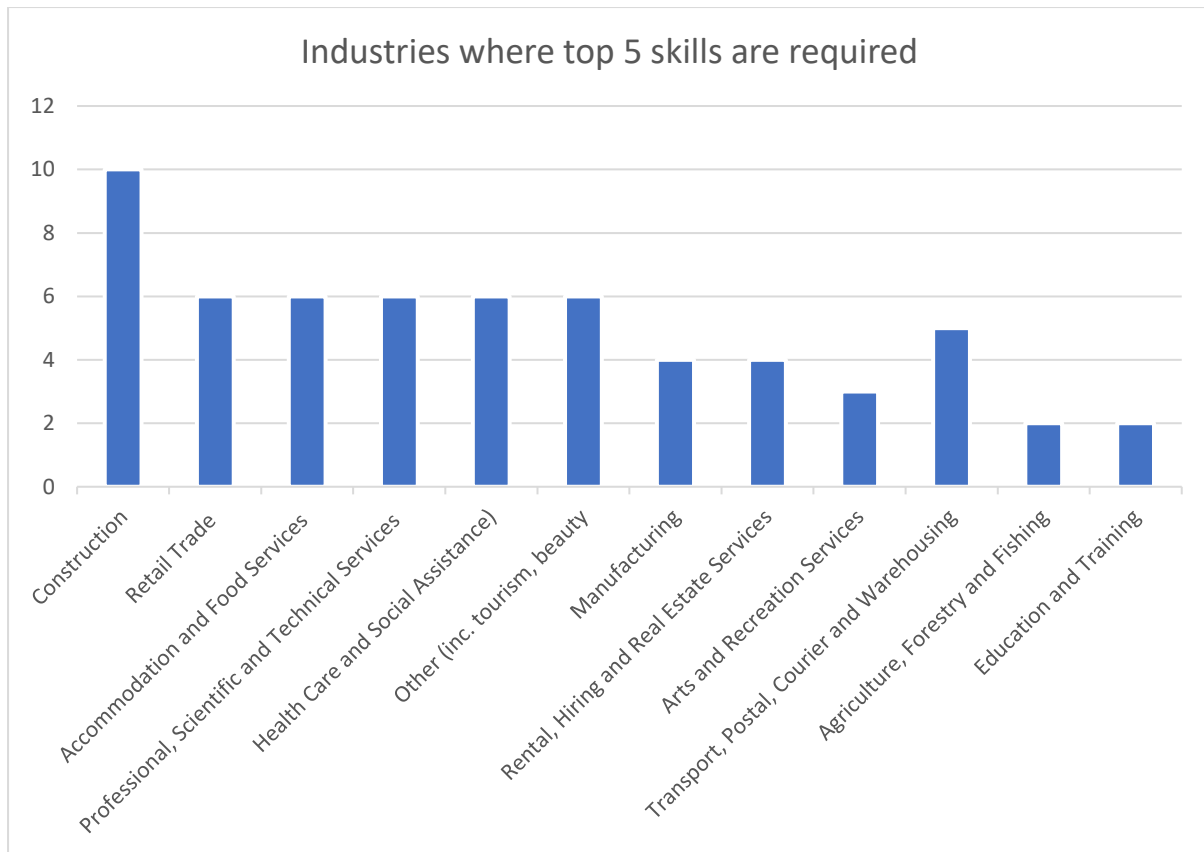
Question 20 Please list your top five trades/skills shortages in order of difficulty to recruit.

N=22

Responses have been grouped into themes by occupation and industry. Trades staff were identified as the most in need occupation and correspondingly the challenges were identified in the construction sector.



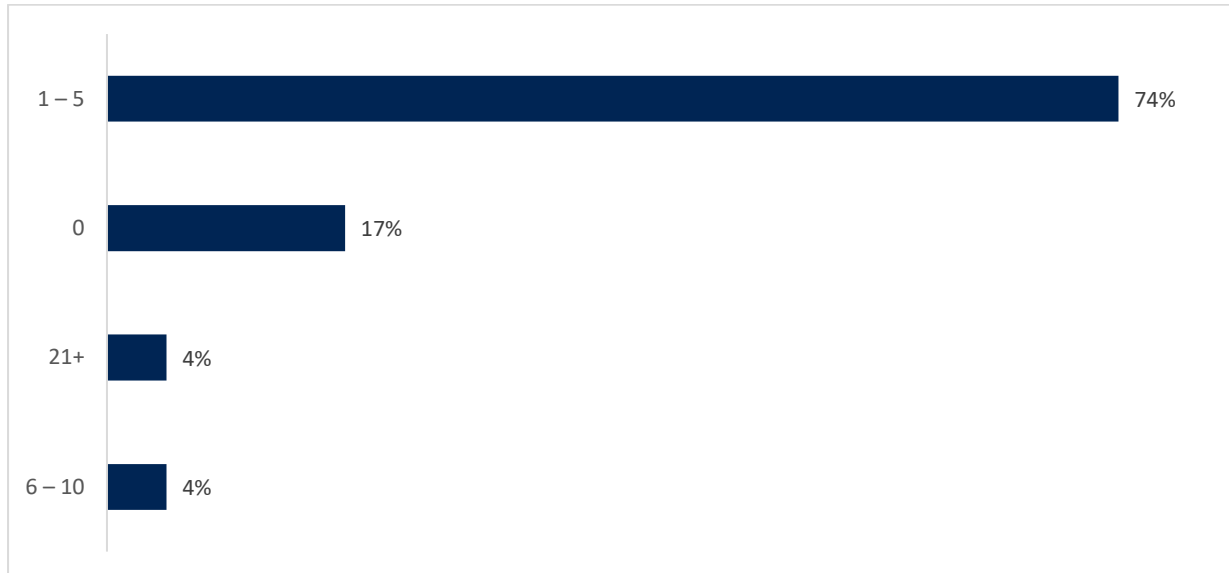
JOB & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

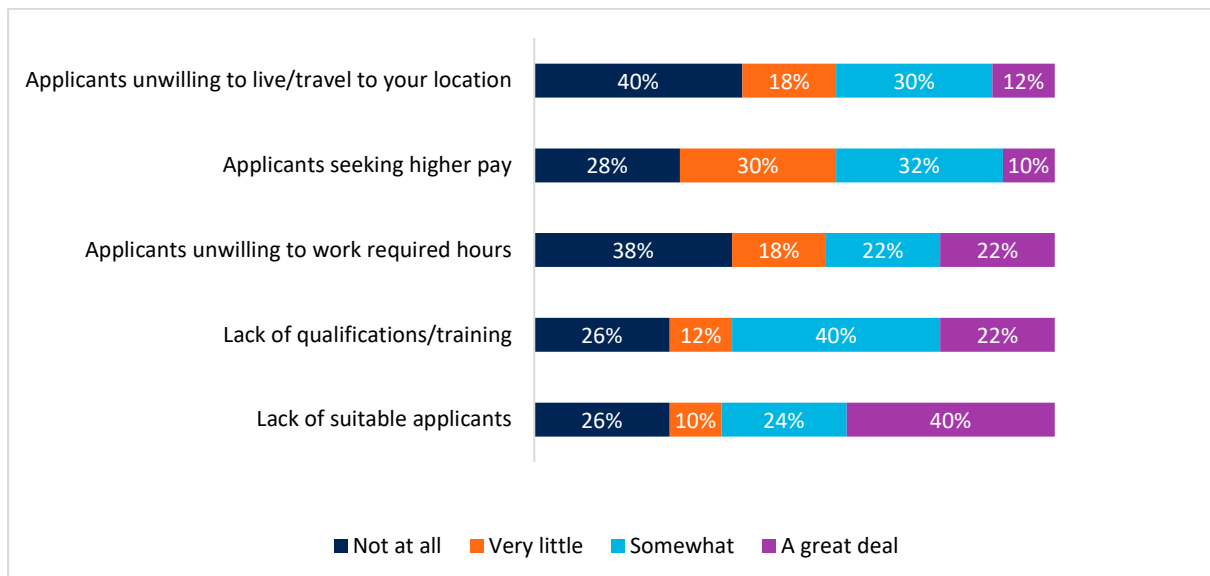
Question 21 How many full time equivalent additional staff would you hire right now if the right skills were available?

N=23



Question 22 When recruiting for your business, how much do the following issues impact on recruitment success?

N=50

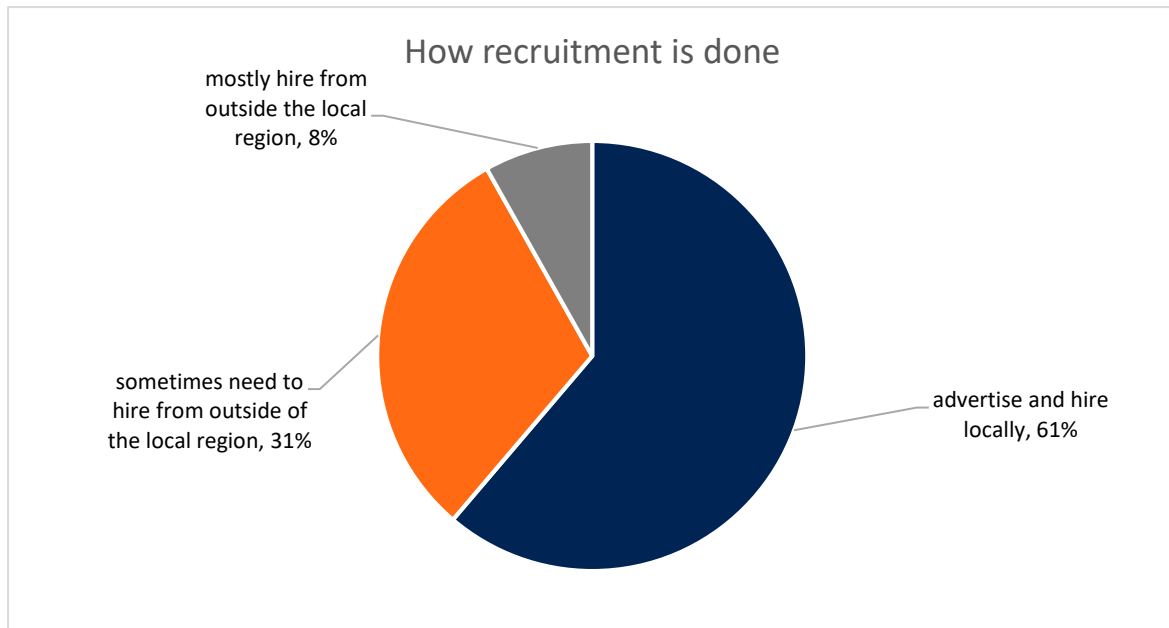


JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 23

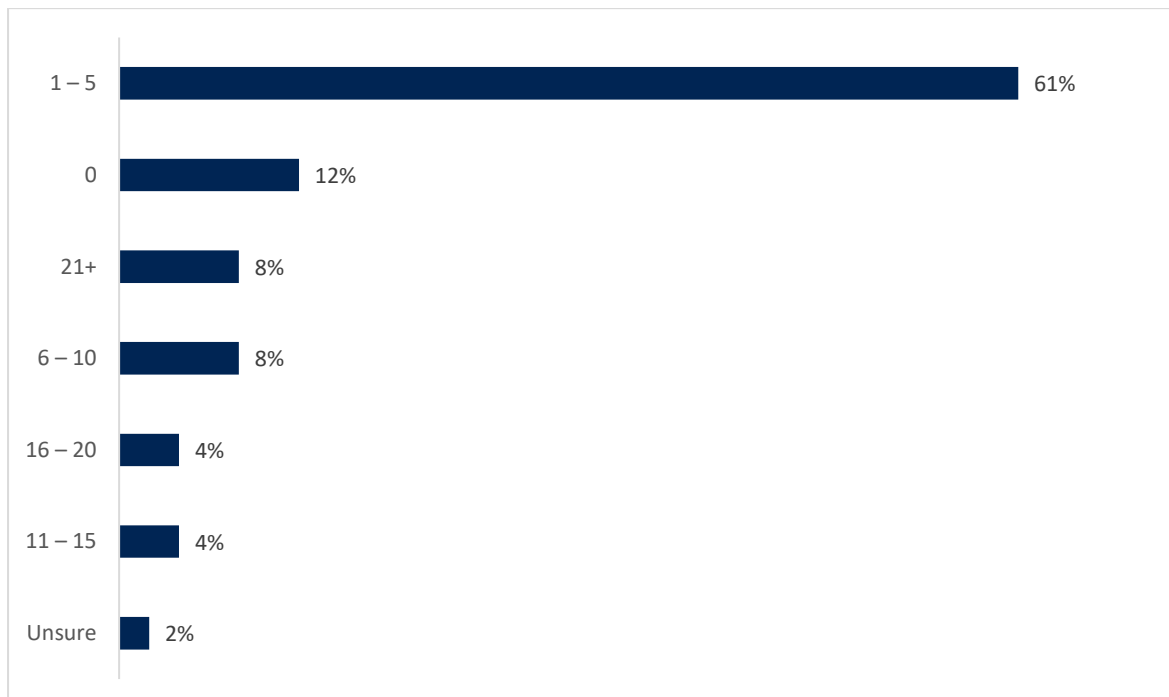
When filling vacancies, do you?

N=49



Question 24 How many full-time equivalent additional staff do you anticipate you will need over the next 7 years to meet expected demand for your business?

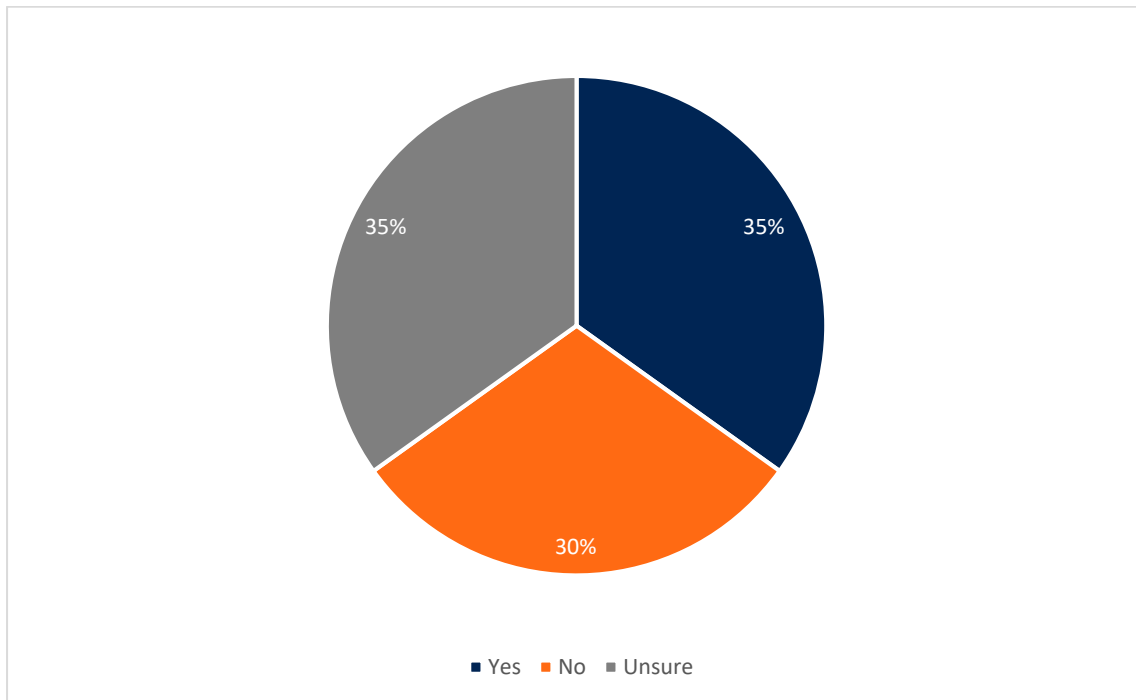
N=49



JOB & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

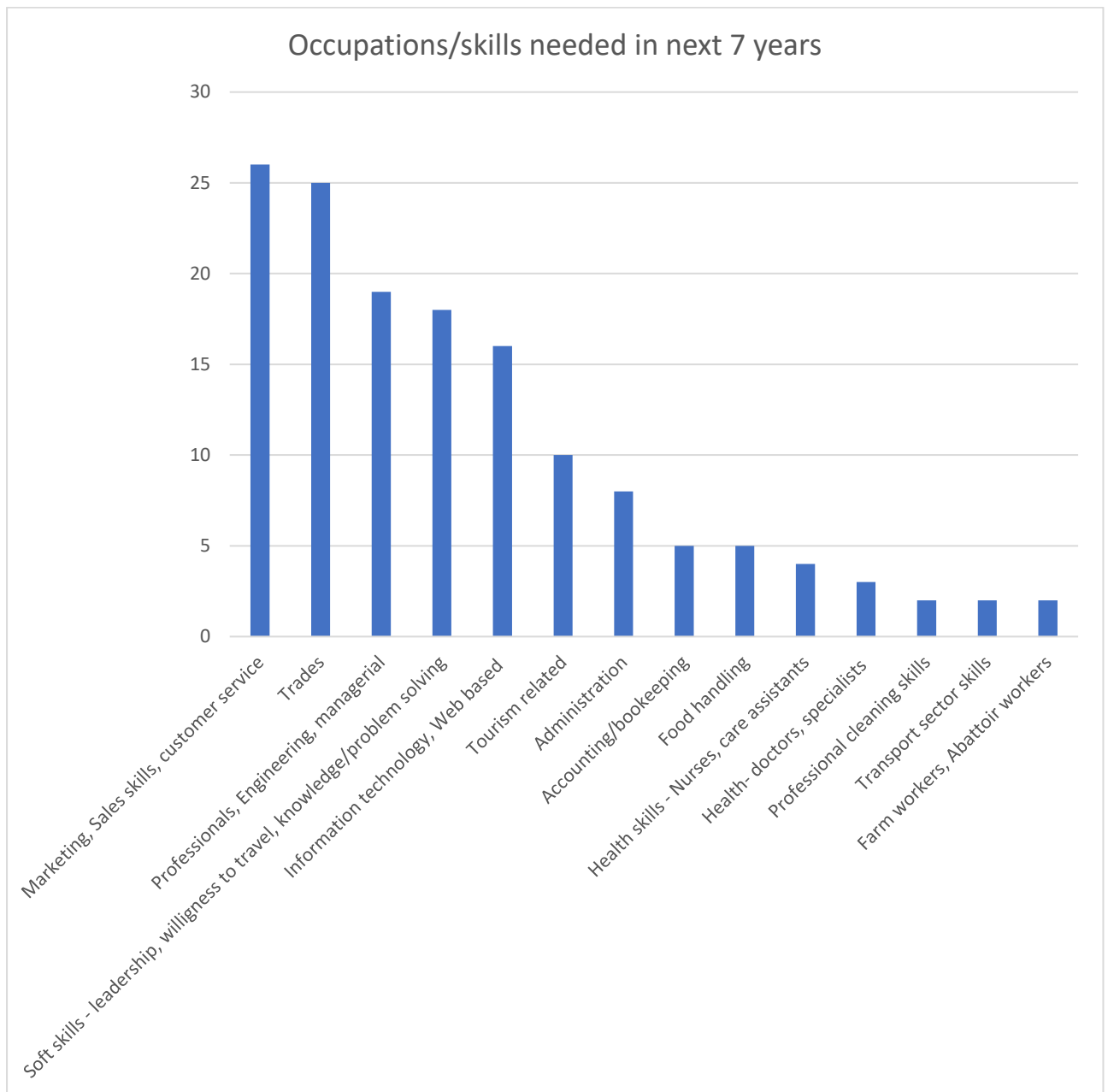
Question 25. Do you expect to be able to source the right people/skills from within the Bega Valley Shire Local Government Area?

N=43

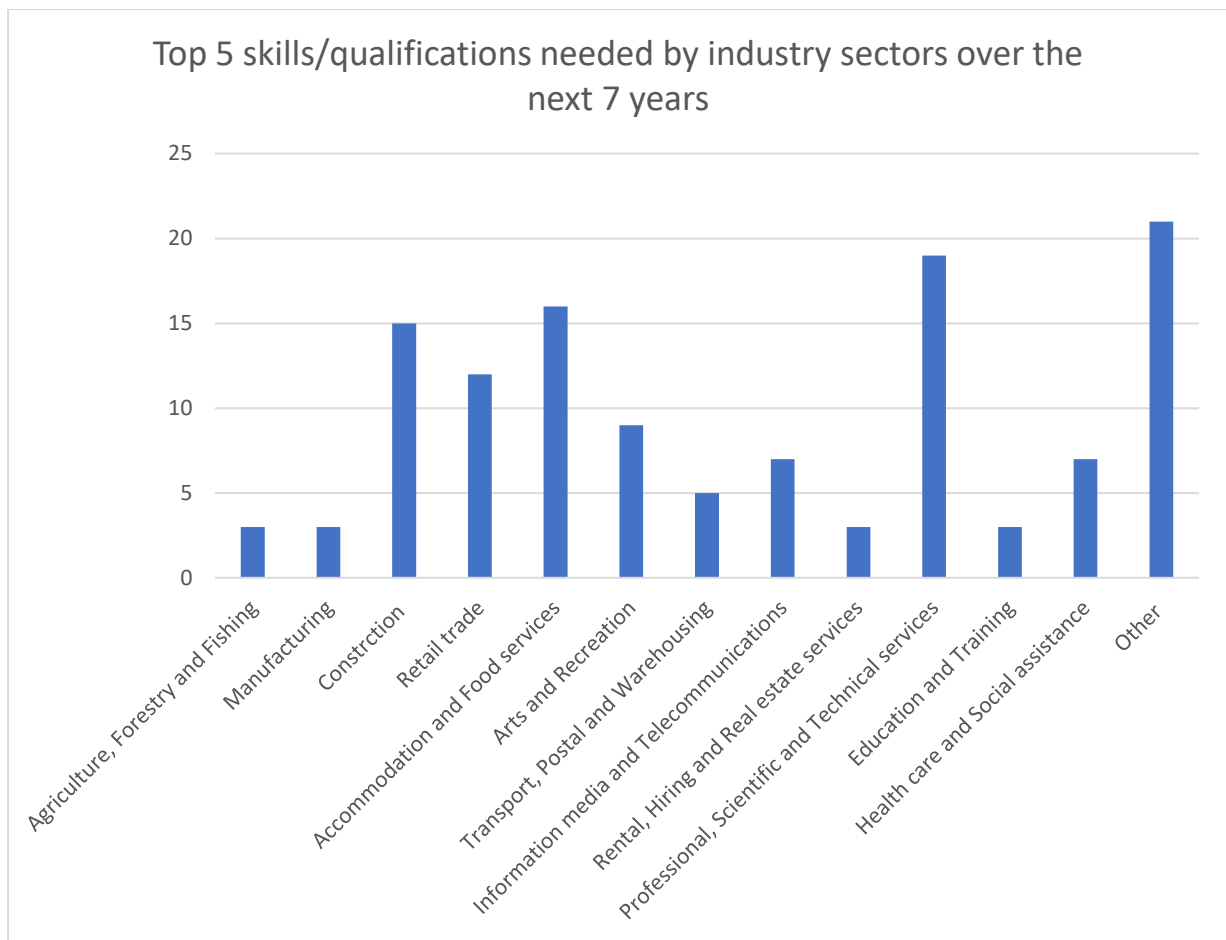


JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 26 Please list the top five skills/qualifications your existing or future staff are likely to need over the next 7 years

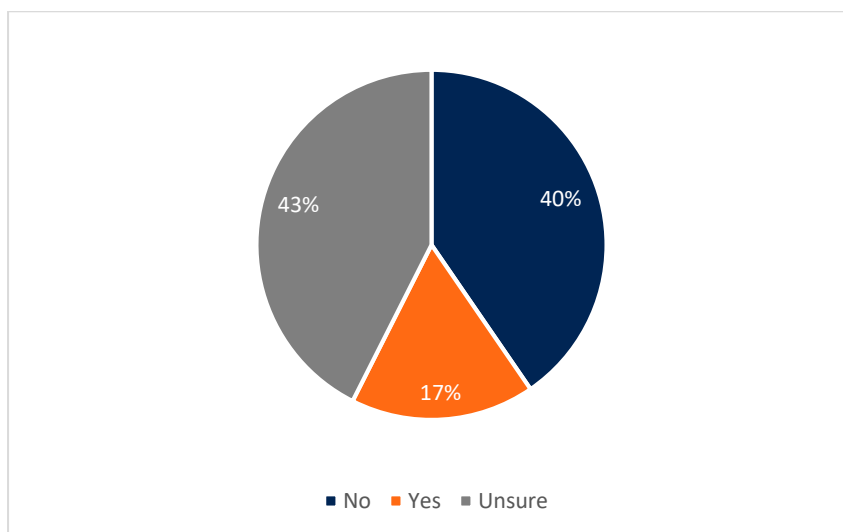


JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS



Question 27 Is training available in the Bega Valley Shire for all these top five skills your business is likely to require in the future?

N=47



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Responses of those that selected **no** and stated for which skills training not available.

- Total of 9 responded with ***all of them***
- Most
- Mechanic and parts interpreter
- Kayak guiding
- Mechanical engineers, energy efficiency, GIS mapping, web design
- None of them
- One of them
- There isn't a film school here, so pretty much all of them, if you don't count the internet
- Chef and barista
- No CIT/TAFE and not all tickets required to work in the timber industry area available in our area
- Mechanical maintenance
- Only available
- Health professional degrees
- cleaning

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 28 Are there any training courses that could be offered locally that would benefit your business? Please list the top three training courses below. (e.g. White Card, specific apprenticeship course etc.)

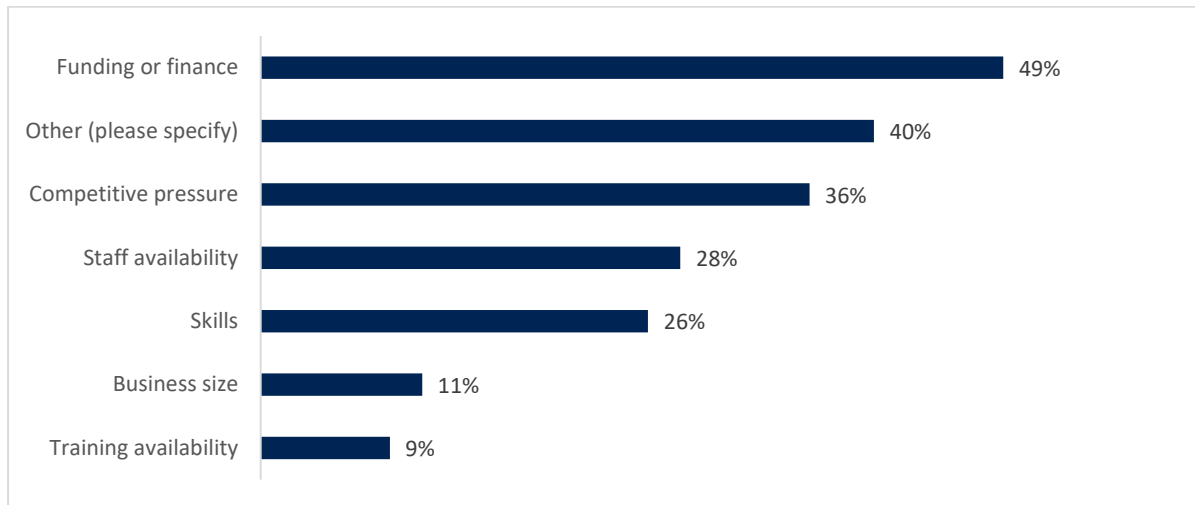
N=54

- | | |
|---|--|
| <ul style="list-style-type: none"> • Accommodation front office • Apply siculture principles • Auto Electrical • Barista • Barista/ hospitality short courses • Basic living skills. You will never build wealth for the family with a get rich quick scheme. You won't appreciate it • Beauty therapy courses • Bookkeeping • Builder • Carpenter • Cleaning Servicing • Cloud • Coding • Communication skills • Computer x 2 • Confidence building x 2 • CPD points • Customer Service • Customer Service • customer service skills • Customer service x 6 • Digital Marketing x 2 • Display/design • Events management • Film grading • Food Safety Supervisor • Graphic design | <ul style="list-style-type: none"> • Hotel/tourist management • Housekeeping skills • How to get on government panels/apply for tenders • Kayak guiding - offered by Paddle NSW • Leadership • Mechanical • Medical students through Hospital • Music degree/ teaching • No suitable training or incentives available • Occupation health and Safety x 2 • Plastering • Property licensing and Professional development • Sales x 4 • social media • Soil & water protection • Stopping • Student numbers would not sustain local training • Support • Tour guide • Tour guide training • Tourism Export • tourism/ reservation management • Trades • Web Design x 2 • Working with youth |
|---|--|

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 29 What, if any, are the current barriers to growing your business? Please check all that apply.

N=47



Verbatim **other** responses organized into themes:

Governance related

- government support, regulations, lease constraints, business liaison
- council incompetent governance, regulation and overcharging
- Government licensing and legislation
- Time and Red Tape for Housing approvals

Location related

- An appropriate lease from landlord
- premises have been outgrown
- Our location gives us freight disadvantages, materials in and finished goods out
- Location, accessibility

Lack of tourism/ tourism promotion

- Clientele, promotion of Bega as a destination to visit.
- Winter quiet, increase tourism
- Lack of foot traffic/tourists

Lack of time related.

- Time
- Time, setting up and running a business alongside a full time job and family.
- having to take a 2nd job to make ends meet

Lack of Population/critical mass

- Population
- lack of others in the film industry. As more film makers move here, it will become better, but that takes time.

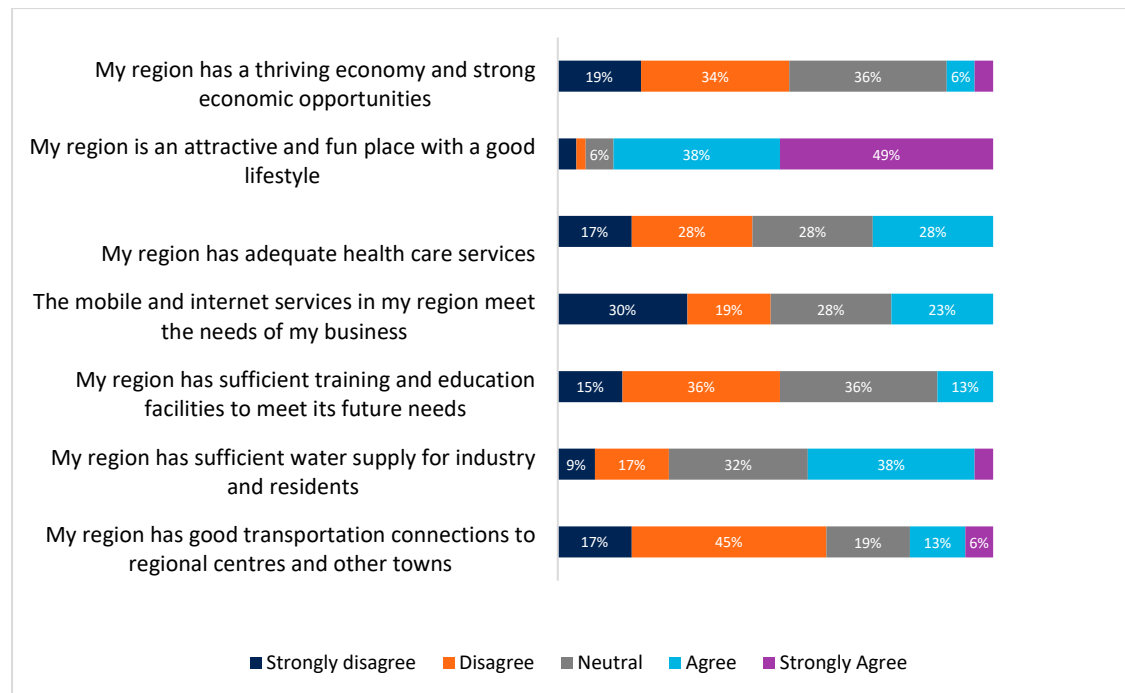
No issues

- I'm happy with everything I have right now
- no barriers

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 30 Please state the extent to which you agree with the following statements.

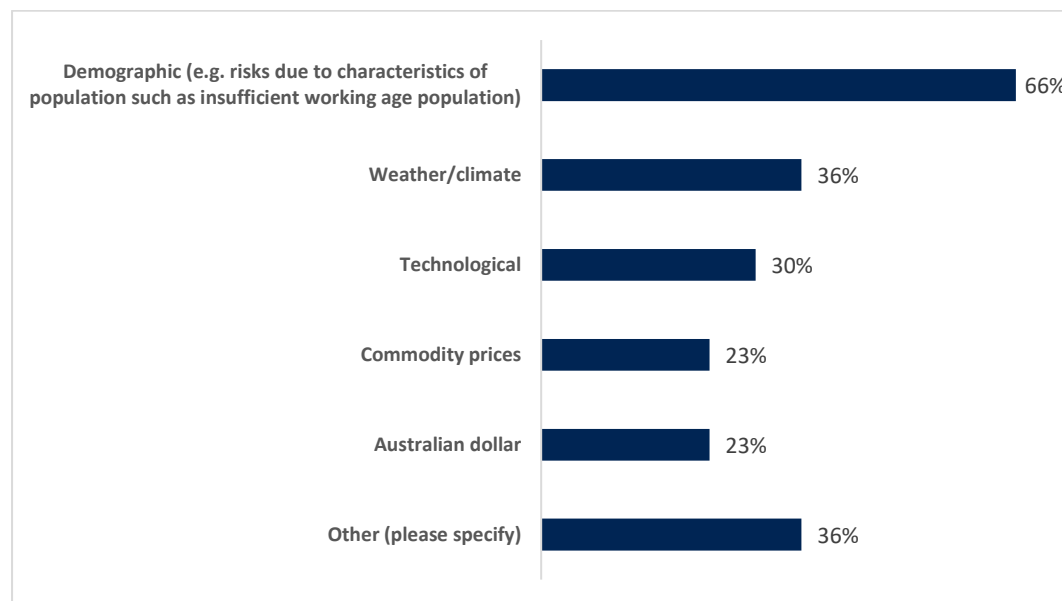
N=47



JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 31 What are the main risks to the Bega Valley Shire region economy that come from outside the Shire? Please check all that apply

N=47



Verbatim **other** responses by theme:

Governance related

- Government decisions
- Red tape. Council have been somewhat good with us, but other agencies/governments not so much
- government policy
- incompetent governance and excessive government charges and excessive charges for essential services
- State Government legislation Fair Trading Licensing
- Poverty and the NewStart rate

Concentration and reliance on major industries

- Lack of alternate Business All attention and funding goes to Tourism
- breakdown of major industries Eden (timber/fishing), drought in farming communities

Tourism related

- More visitors would improve the spending in the region, which benefits us all in some way.
- Tourism
- Lack of visitors throughout the April to November period

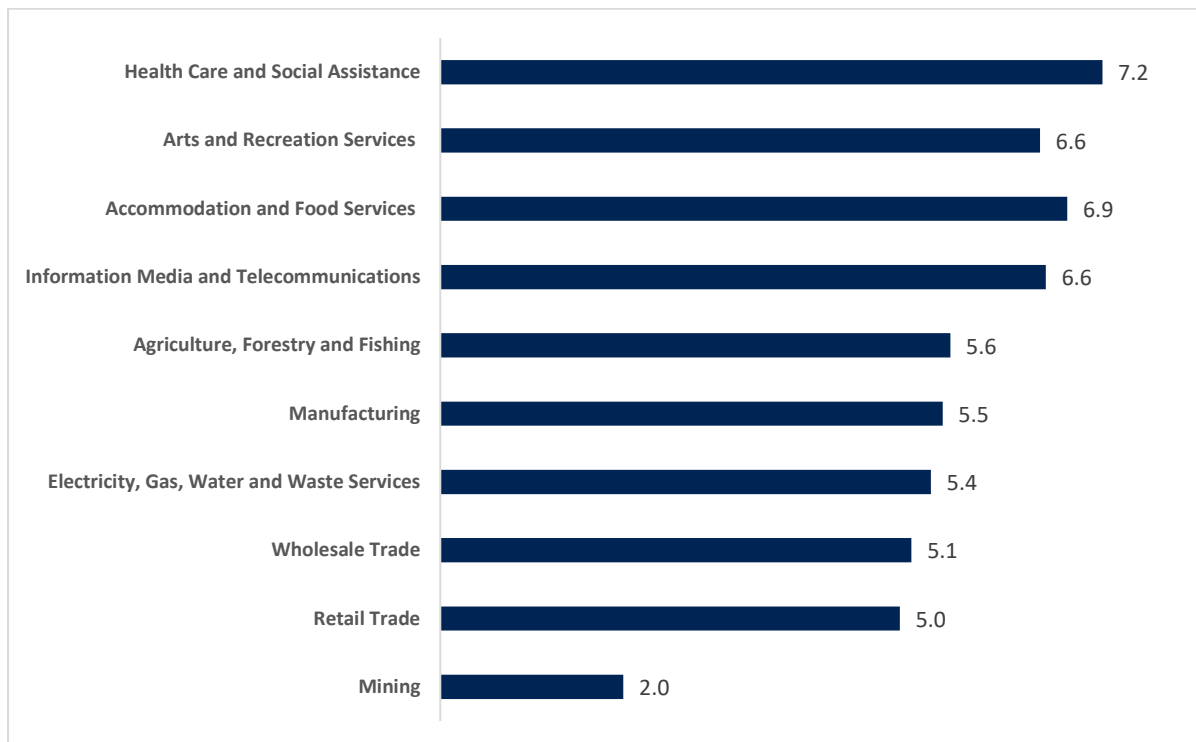
Other

- Air travel, cruise travel, international holiday competition, catastrophic events
- Transportation costs and High commodity pricing due to no competition
- lack of trained professionals in our hospital
- old ways of thinking
- Immigrants

JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 32 On a scale of 1 – 10, please rate how much you see the following industries as potential growth area for the Bega Valley Shire region.

N=47



Other comments verbatim response:

- Our region lacks 5 star accommodation, conference centers with attached accommodation, tours, adventure, transport, more 5 Star dining options with local produce. There is a need and demand but currently little interest and no investors.
- The areas industry is predominantly reliant on tourism and agriculture and the council and state and federal government are hopelessly mismanaging these
- So many shops are for lease due to high rents, make it affordable fill the shops grow the town
- There are a few key potential sectors missing: software development, remote workers of all types, white collar professions (e.g. engineering, architects, solicitors/lawyers), plus some potential future businesses (online shops, storage facilities, nature-based eco-tourism)
- People need to be innovative to survive here – mining and taking resources is not the future – retail and hospitality is not sustainable due to fluctuating visitors – not consistent
- We need to invest in renewable energy sources and our port at Eden
- Needs education and training added
- Lack of business diversification and opportunities due to population

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 33 What are the opportunities for future expansion that your business is considering?

N=33

Verbatim responses grouped by theme:

Tourism related expansion

- Eco tourism, additional unique accommodation, more camping options, more family holiday facilities
- Diversity of new ecotourism experiences
- Cruise

Online/cloud based expansion

- More storage for stock and marketing to increase online sales.
- To be completely automated on the internet
- Internet opportunities
- International online platforms
- Remote services in admin

Other specific Industry/business expansion

- Technology Service provision to metropolitan areas
- Accommodation management services
- retirement living accommodation
- Exploring Hempcrete building methods and training, offering energy-resilience home owner reports, business networking events
- Developing a herd of goats for milking purposes.
- We would love to take on more Dr's and allied health services and provide a one stop shop for our patients, this would mean we could give our nursing and admin staff more work.
- Bringing people from Canberra and from over seas for offsite meetings

- Robotics and Automation the reduce waste and manufacturing costs
- Offering more arts training workshops for general public

General/non specific expansion

- Grow what we have slowly
- new premises
- opening more stores with the shire
- more retail offerings
- Expanding our operation to meet international demand
- Expanding services offered
- New equipment
- Hiring locally talented people
- Better marketing - get more project funding
- Move to different location
- Regional networks and collaborations
- Businesses requiring our maintenance services moving to the area

Barriers to expansion

- Always looking for opportunities but little or no support for Research and Development in any area
- We have many expansion ideas but are constantly discouraged by the Bega Council
- We need more land to be released
- Larger population with reasonable incomes

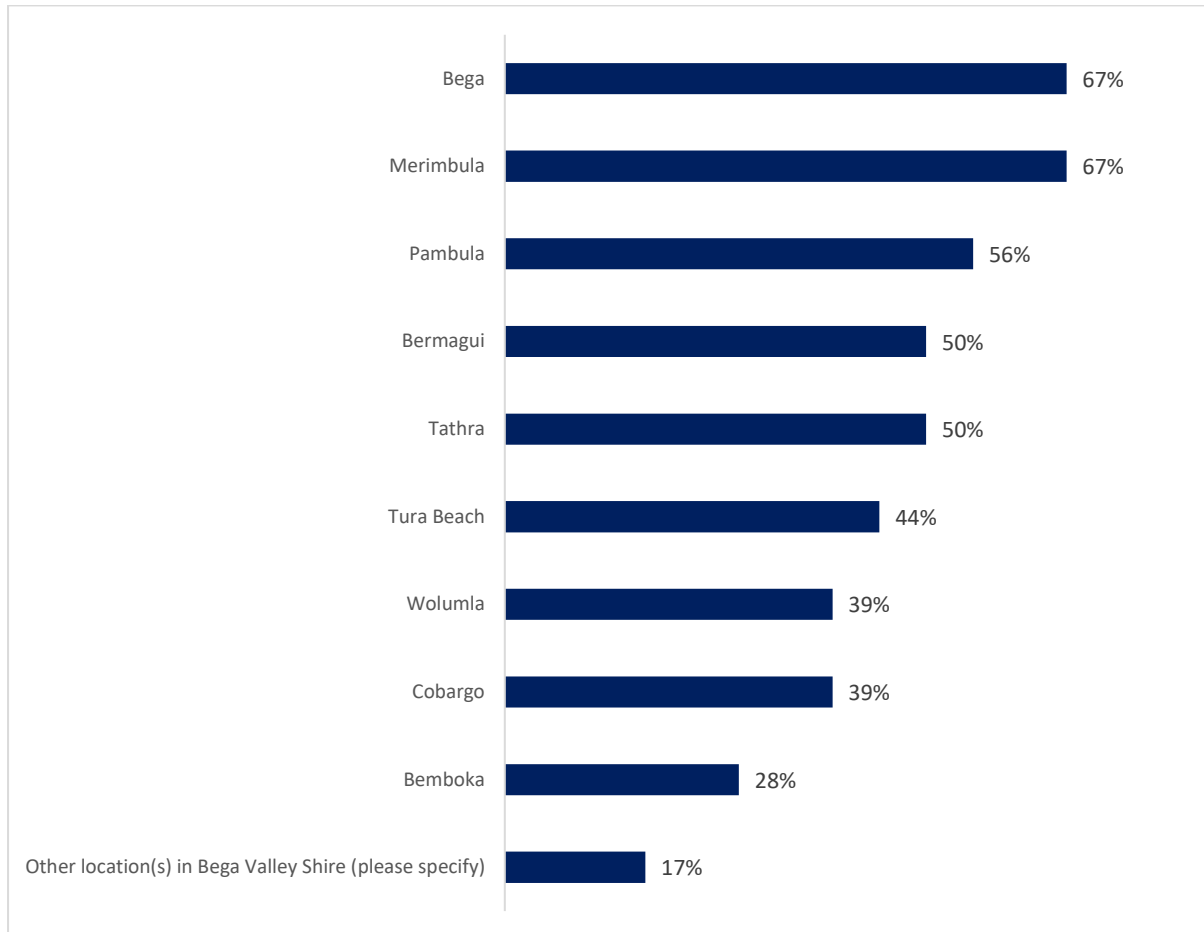
JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Jobs and Skills Bega Valley Survey – Eden based responses

The following data is extracted from the Bega Valley survey results for the respondents from Eden only. 18 respondents were from Eden.

Question 1 Where does your business operate in the Bega Valley Shire? Please check all that apply.

N=18



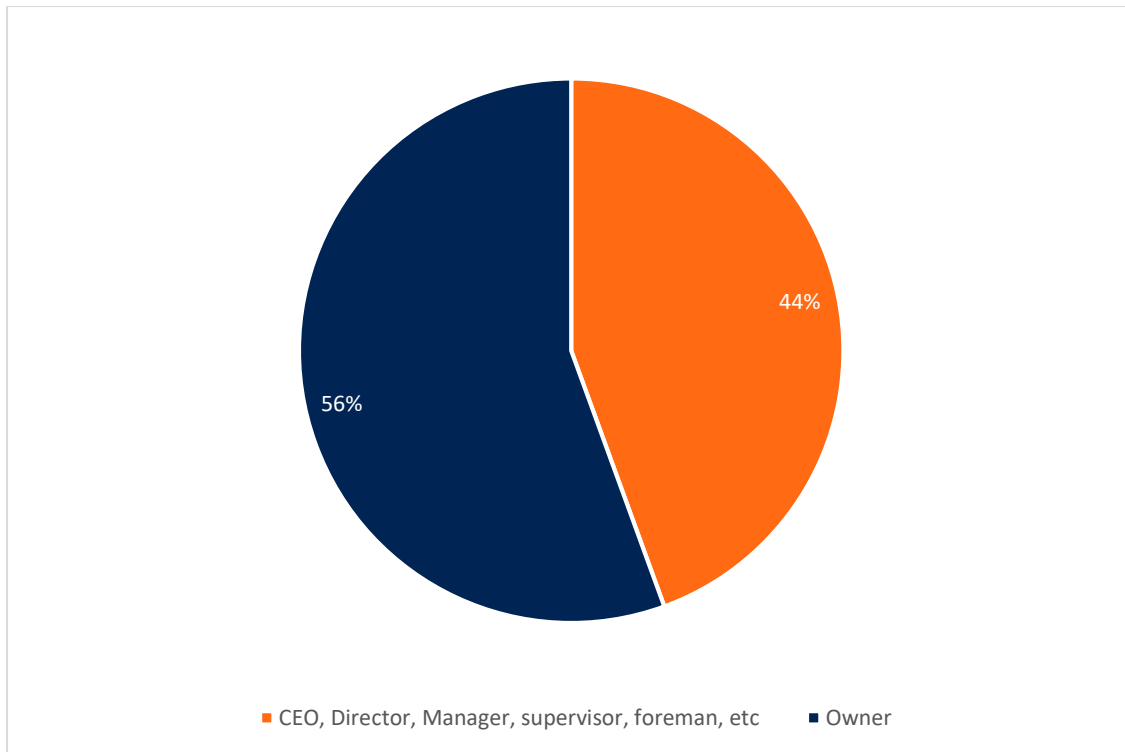
Other responses

- Narooma
- I am an online store that also does Markets so I service the whole area.
- Whole region and into Eurobodalla, Snowies and Victoria

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

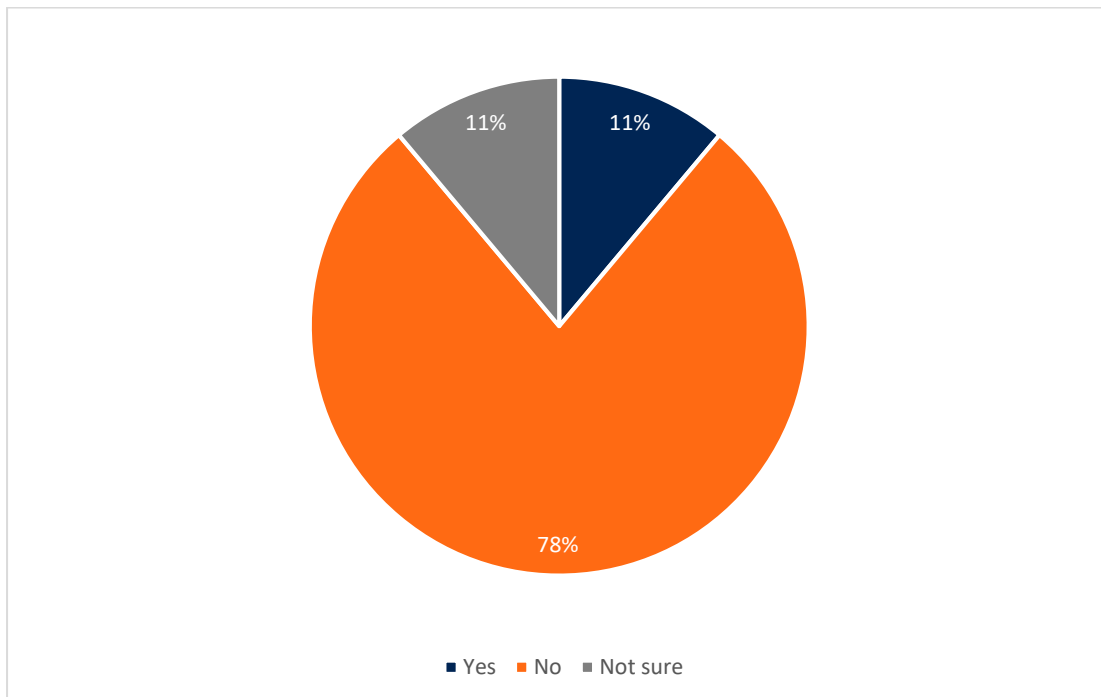
Question 2 Are you a business manager or owner?

N=18



Question 3 Is your business in the tourism industry?

N=18



JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 4 Which of the following best describes which industry sector your business operates in?

N=18



0% responses from:

- Mining
- Electricity, Gas, Water, and Waste Services
- Wholesale Trade
- Transport, Postal, Courier and Warehousing
- Information Media and Telecommunications (e.g. publishing, broadcasting, internet service providers, library and other

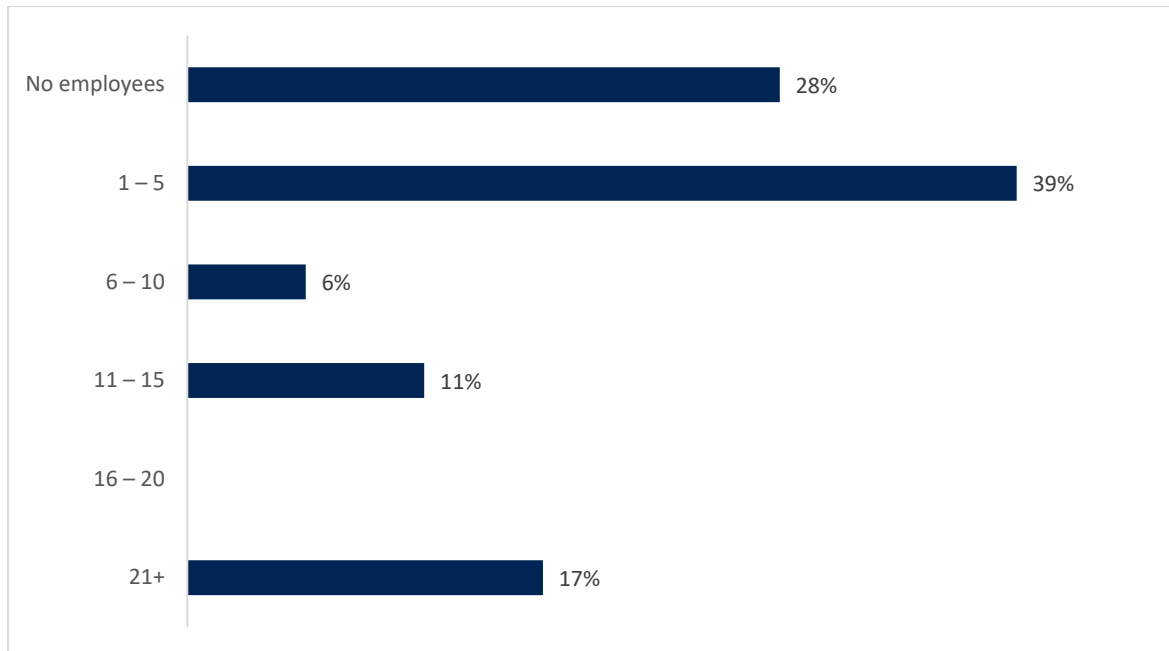
Other services:

- Cooking mentorship
- Insurance restoration, specialist cleaning
- Advertising and media
- Corporate training, teambuilding
- Retail and service based (trade services)
- Employment Services

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 5 How many full-time equivalent workers do you currently employ at your business?

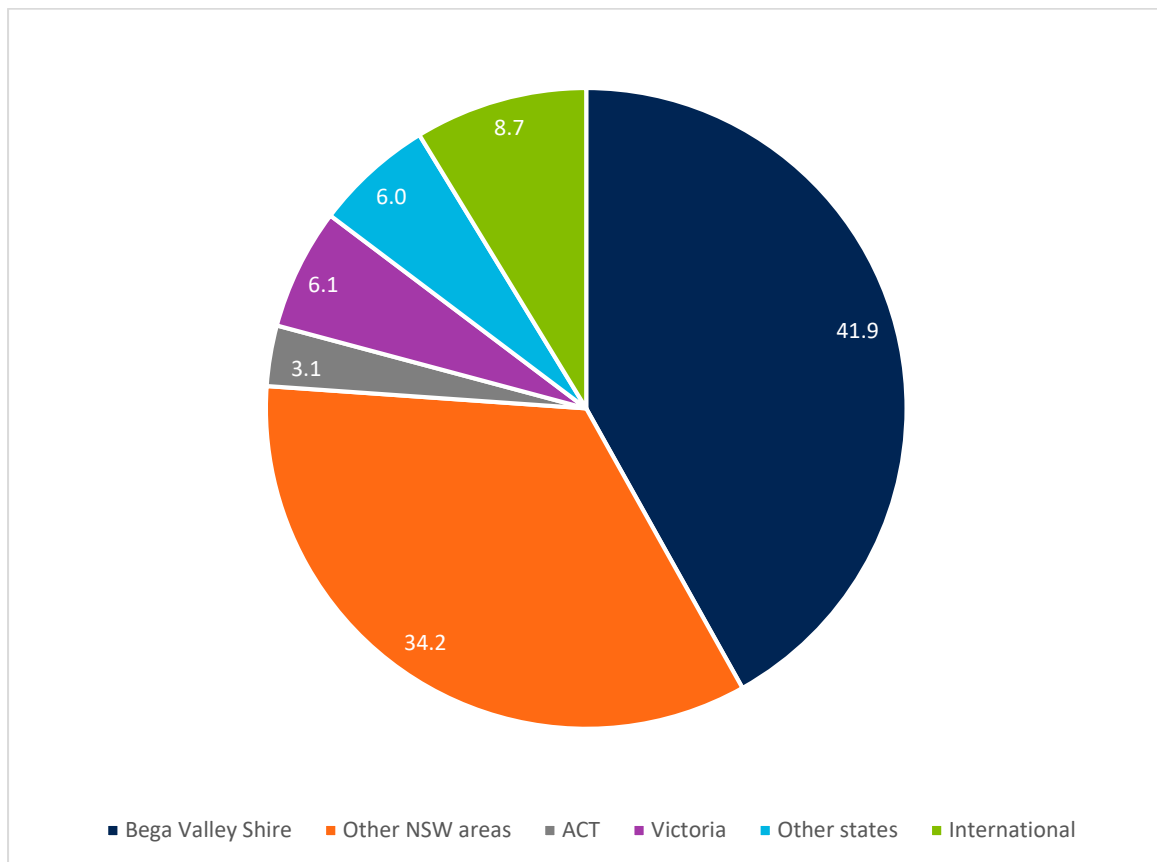
N=18



JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 6 What percentages of your business purchases are from the following regions? (If there are no purchases from a region please type '0'; answer should add up to 100%)

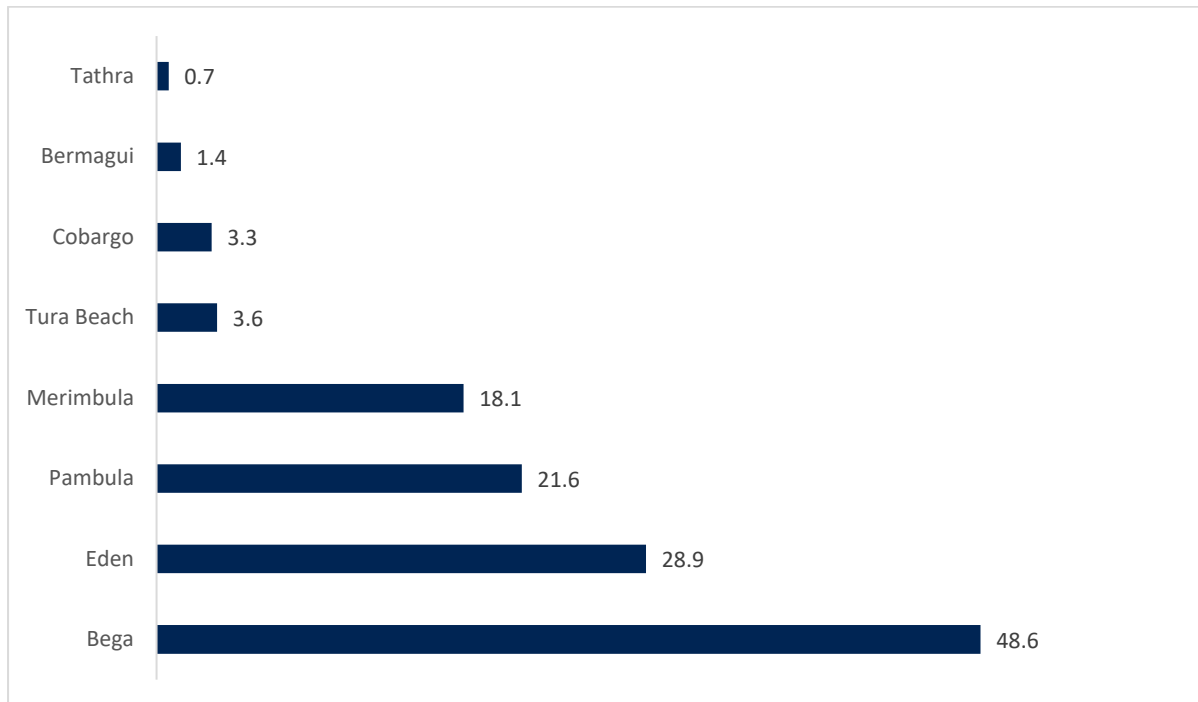
N=18



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 7/8 Please estimate the percentage split of your business purchases between the following Bega Shire locations (answer should add up to 100%, does not include labour)

N=11



As Bermagui was added to the survey after it went live, there was a new question created. Responses to both versions of the question have been analysed.

0% responses from:

- Wolumla
- Bemboka
- Other

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 9 What are the top 3 products and services your business purchases by value (excluding labour)?

N=16

Advertising	Other consumables
cleaning products x 2	Paint
Clothing	Parts for machinery/ trucks
Computer software	Recording Studio
Electricity x 2	Rent and power
Fish	Scuba equipment
Food x 6	Scuba tanks
Fuel x 2	Sewing needs and fabric
Graphic design	Shop and office equipment
Industrial Equipment	Social media
Insurance	Stationery x 2
Labour	Steel
medical supplies	Stock
Occupational Therapy	technology
Online student learning materials	Vehicles
	Venues
	Wholesale Products

Question 10 What percentage of these top 3 products and services are purchased within Bega Shire?

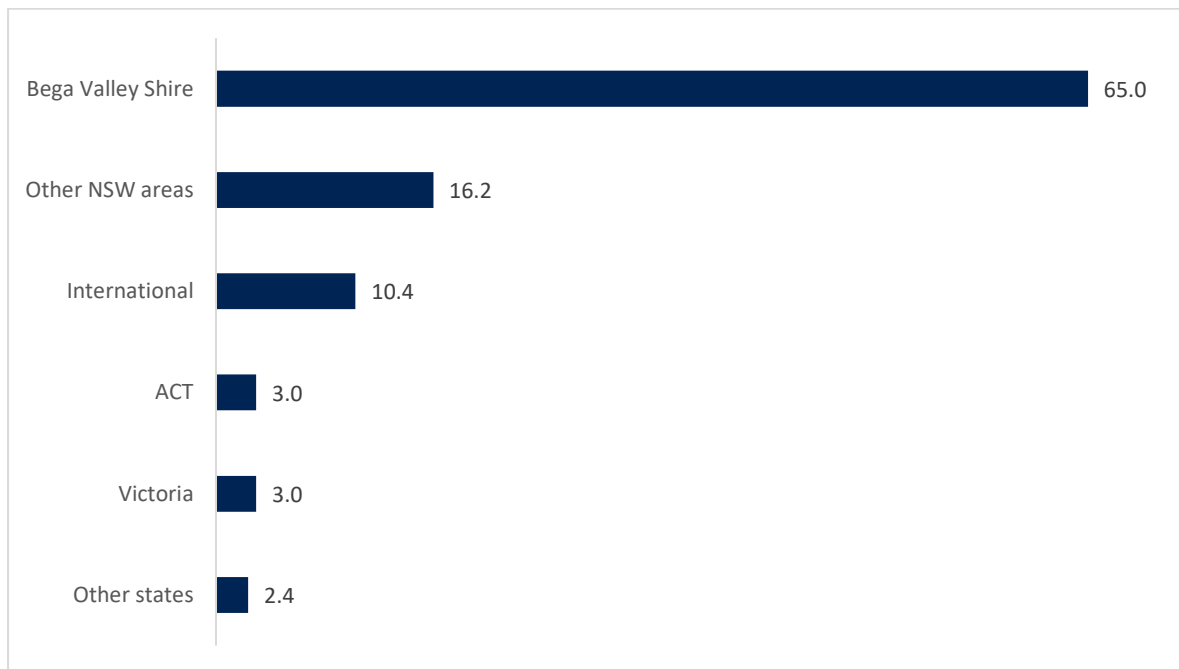
N=16

Average = 43.1%

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

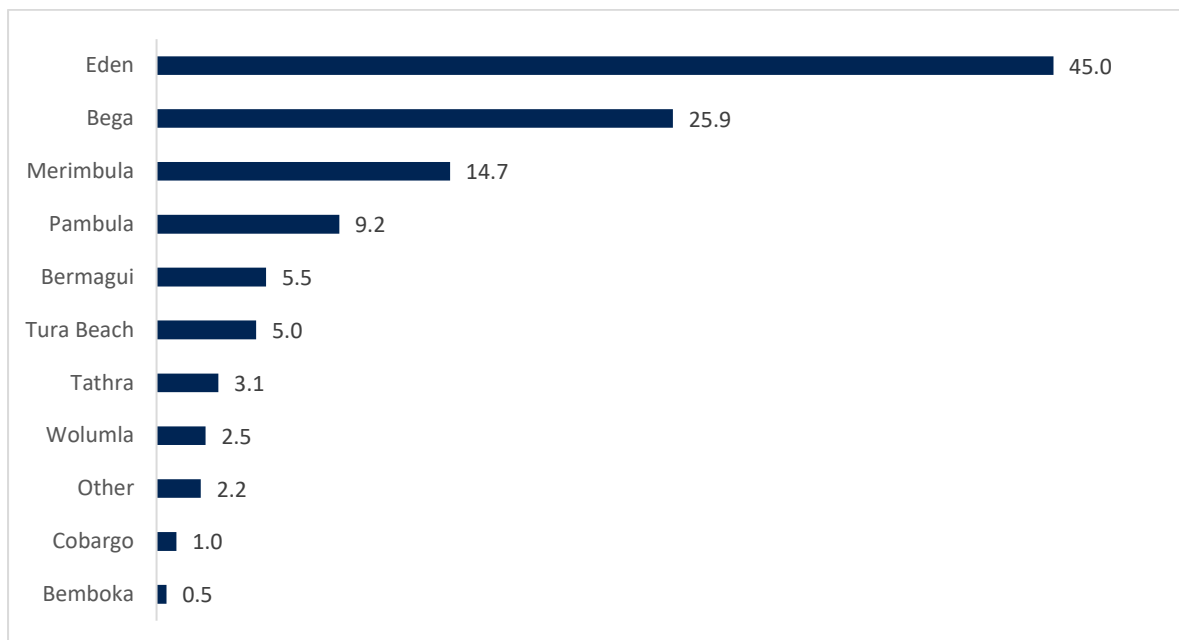
Question 11 What percentage of your sales are to the following regions? If there are no purchases from a region please type '0'; answer should add up to 100.

N=15



Question 12/13 Please estimate the percentage split of your sales between the following Bega Valley Shire locations

N=12



Added Bermagui after survey commenced so results from Q12/13 have been combined in the analysis.

JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 14 What are the top 3 products/services (by value) which you sell?

N=12

No entries for Transport, Postal and Warehousing, Information media and Telecommunications and Financial And Insurance Services.

Agriculture, Forestry and Fishing	Manufacturing	Construction	Retail trade	Accommodation and food services	Arts and recreation	Rental, Hiring and Real Estate Services	Professional, scientific and Technical services	Education and training	Health Care and Social assistance
Timber	Sawmill Equipment	Stainless Steel Pegs + Straws	clothing	accommodation	Arts coordinator	Equipment rental	Teambuilding/ vocal immersion		Health care
		Insurance restoration	dress jewellery	Open water dive courses	Art products	Other specialist cleaning	Engineering Services		nursing support
		Mould remediation	bags	Boat diving tours	Art items		Mentoring		
		Materials Handling		Food	Handmade Crochet Body and Face Cloths				
				Coffee	Silicone Bowl Covers				
				Other beverages	Choral directing				
				Gravlax	Writing i.e. songs / soundtracks				
				Smoked salmon					
				Smoked Trout					

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 15 What percentage of these top 3 products/services are sold within Bega Valley Shire?

N=12

Average 67.9%

Question 16 Please list the top five trades/skills that your business currently employs in order of importance to your business.

N= 12

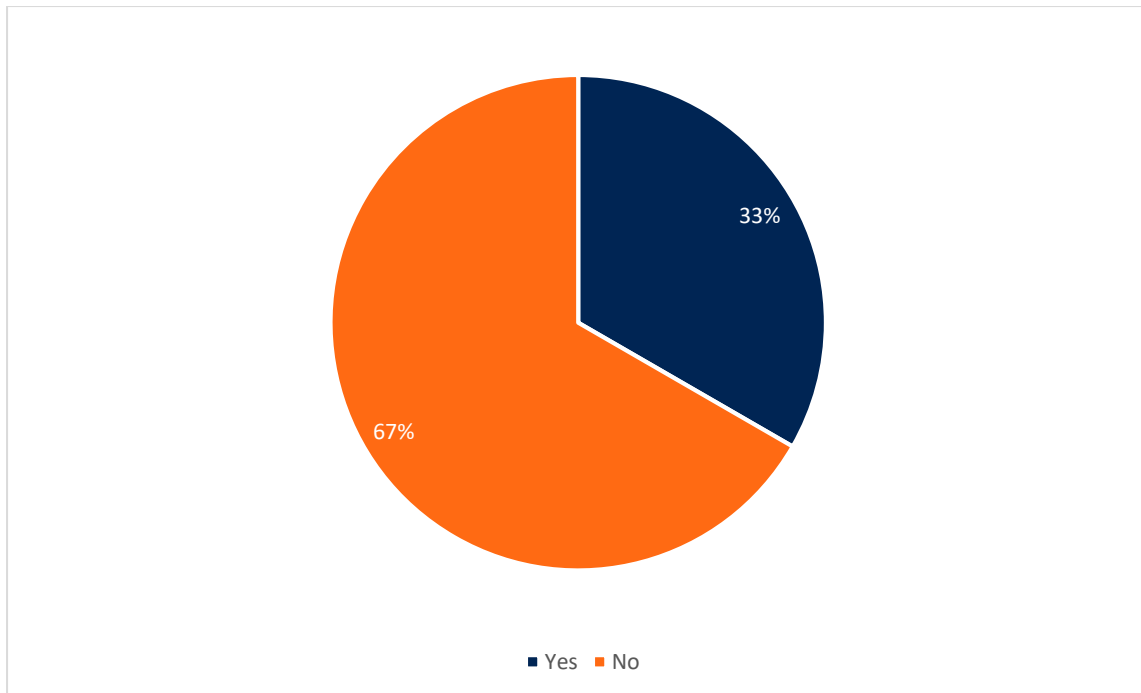
Verbatim responses:

- Accountant/bookkeeper x 3
- Accredited mould remediation
- Accredited water restoration
- Administration x 4
- Arts professional
- Barista
- Boilermakers
- Business Acumen
- Care workers
- Chef
- Cleaners/domestics/specialised cleaning x 3
- Communication skills
- Community services
- Contents assessment for restoration
- Coordinator
- Creatives
- Customer Service x 2
- Dance instructors
- Design Engineers
- Diesel mechanics
- Digital technology
- Display skills
- Dive instructors x 2
- Draftsmen
- Employment consultant
- Fitters and Turners
- General Trades
- Graphic design
- High pressure cleaning
- Information Technology
- Lawyer
- Machine operators
- Manufacturing/sewing/crocheting
- Marketing x 2
- Nurses
- Photographer
- Processing
- Sales x 2
- Social Media Management and Website Development x 2
- Truck drivers
- Underwater photographer

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 17 Is your business having any difficulty in finding and recruiting specific skilled staff?

N=12



Question 18 Please state why is your business having difficulty in finding and recruiting specific skilled staff?

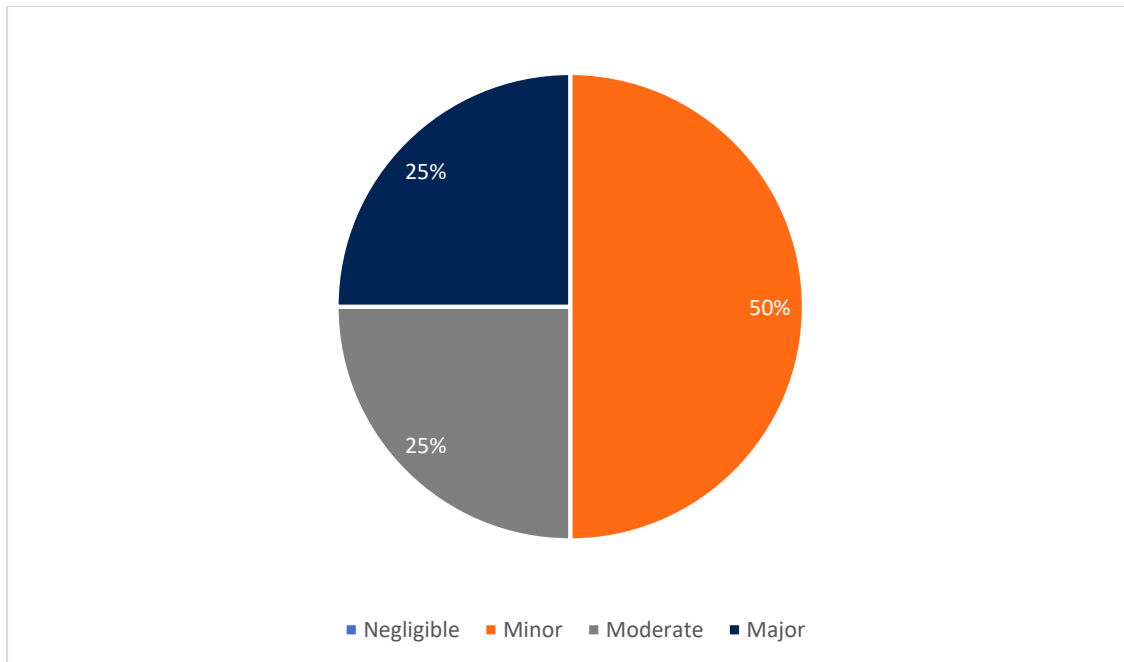
N=18

- Lack of professional experienced nursing staff locally but also in Australia
- Very specialized accreditation needed. Quals are expensive in this field.
- Not enough trained people in the area, we train apprentices where possible
- Non in the area reach application process

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 19 How large is the impact of skill shortages on your business?

N=4



Question 20 Please list your top five trades/skills shortages in order of difficulty to recruit.

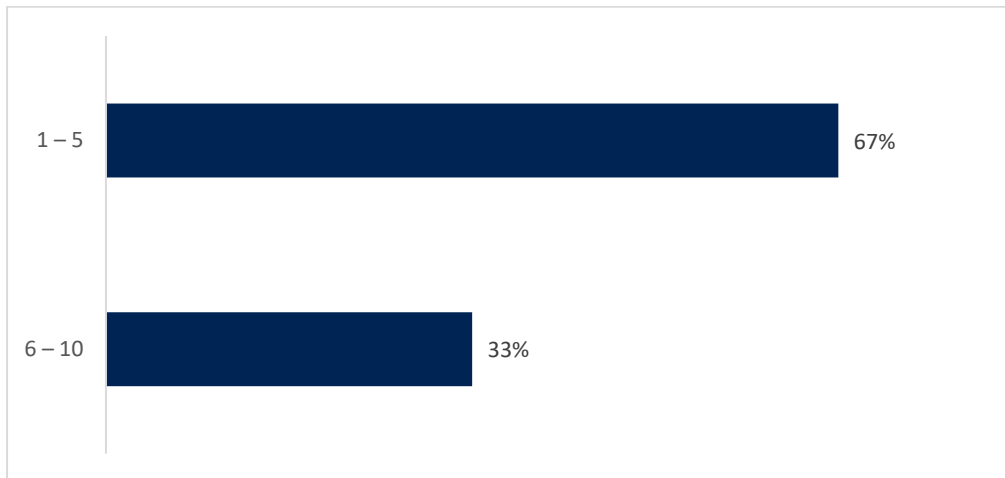
Verbatim responses

- Registered nurses
- Enrolled nurses
- Managers
- Boiler maker
- Fitter and turner
- Engineers
- Metal trades workers

JOB & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 21 How many full-time equivalent additional staff would you hire right now if the right skills were available?

N=3



0% responses for:

- 21+
- 16-20
- 11-15
- 0

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 22 When recruiting for your business, how much do the following issues impact on recruitment success?

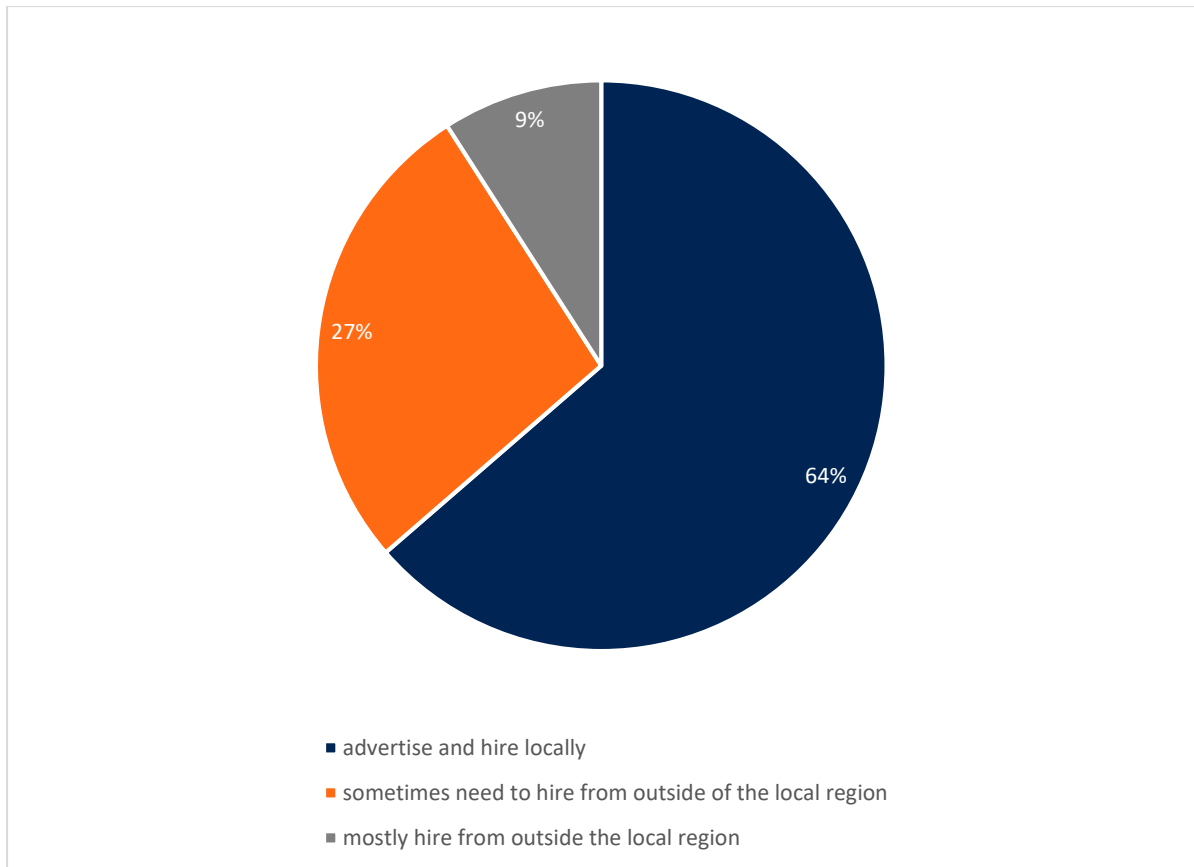
N=11



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 23 When filling vacancies, do you?

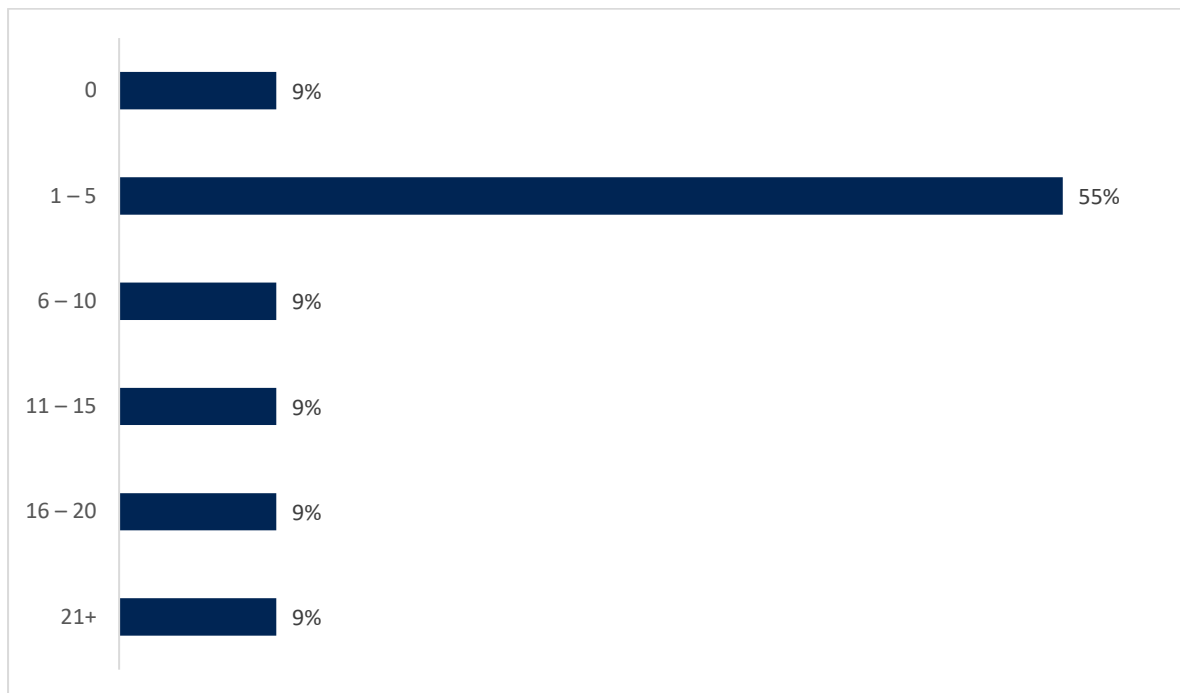
N=11



JOB & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

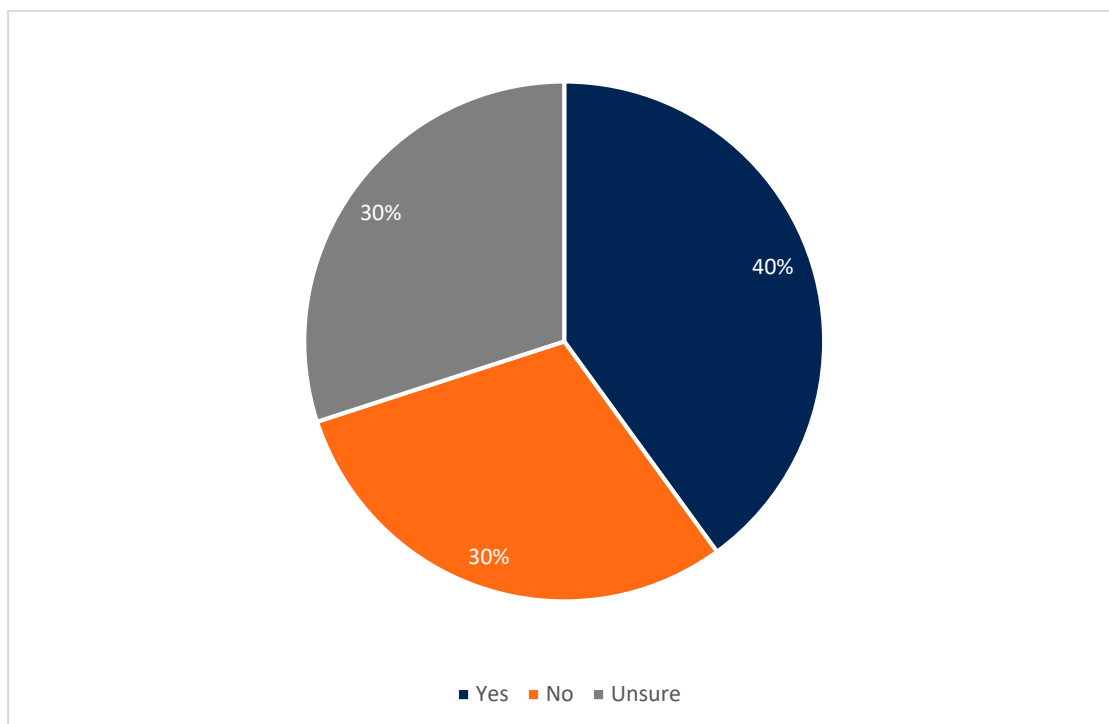
Question 24 How many full-time equivalent additional staff do you anticipate you will need over the next 7 years to meet expected demand for your business?

N=11



Question 25 Do you expect to be able to source the right people/skills from within the Bega Valley Shire Local Government Area?

N=10



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 26 Please list the top five skills/qualifications your existing or future staff are likely to need over the next 7 years.

N=10

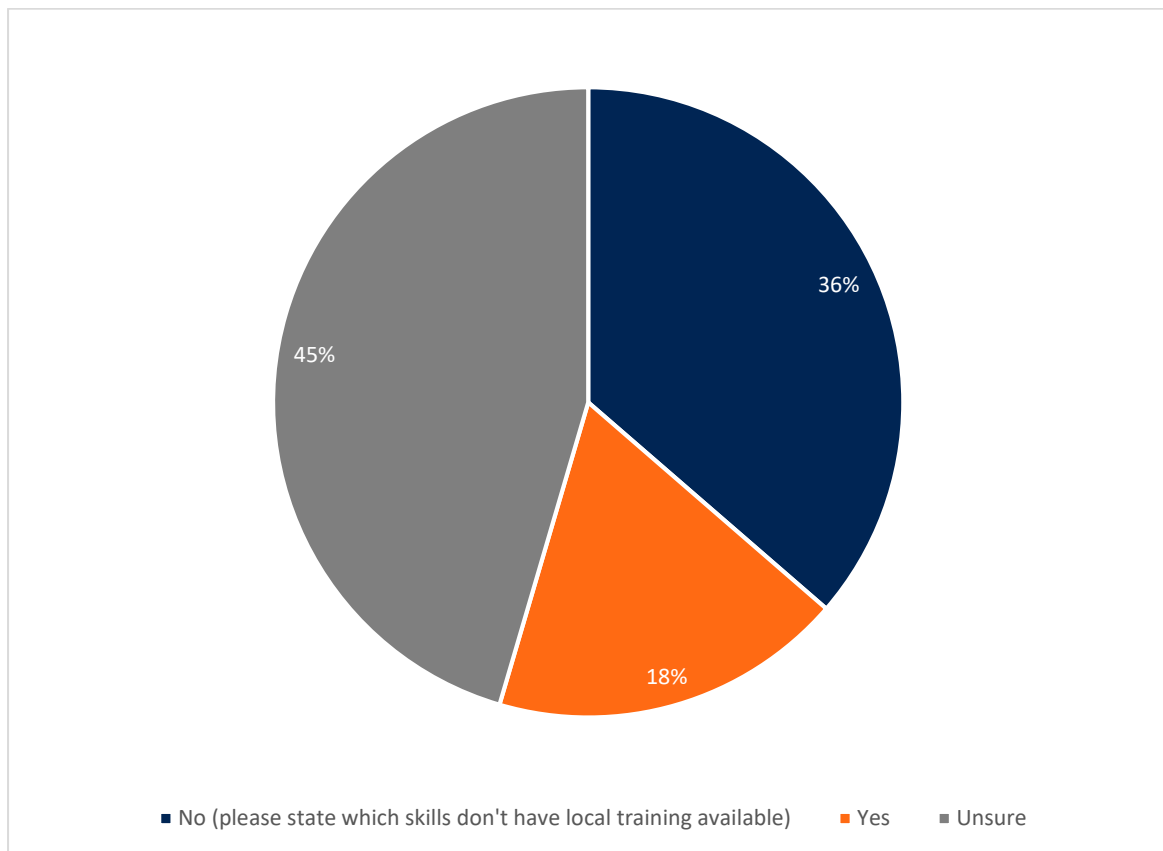
Verbatim responses:

- Boilermakers
- Commercial cooking
- Customer service
- Customer service skills
- Nurses - enrolled
- Hospitality
- Insurance restoration specific
- Machinery experience - excavator, dozer, forwarder etc
- MC truck licence
- Musicians /Teachers
- People skills
- Nurses - registered
- Sales Skills
- Tour guiding skills
- Transport
- Willingness to travel

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 27 Is training available in the Bega Valley Shire for all these top five skills your business is likely to require in the future?

N=11



No training identified for:

- Chef and barista
- No CIT/TAFE and not all tickets required to work in the timber industry are available in our area.
- Only available in capital cities
- All of the above

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 28 Are there any training courses that could be offered locally that would benefit your business? Please list the top three training courses below. (e.g. White Card, specific apprenticeship course etc.)

N=8

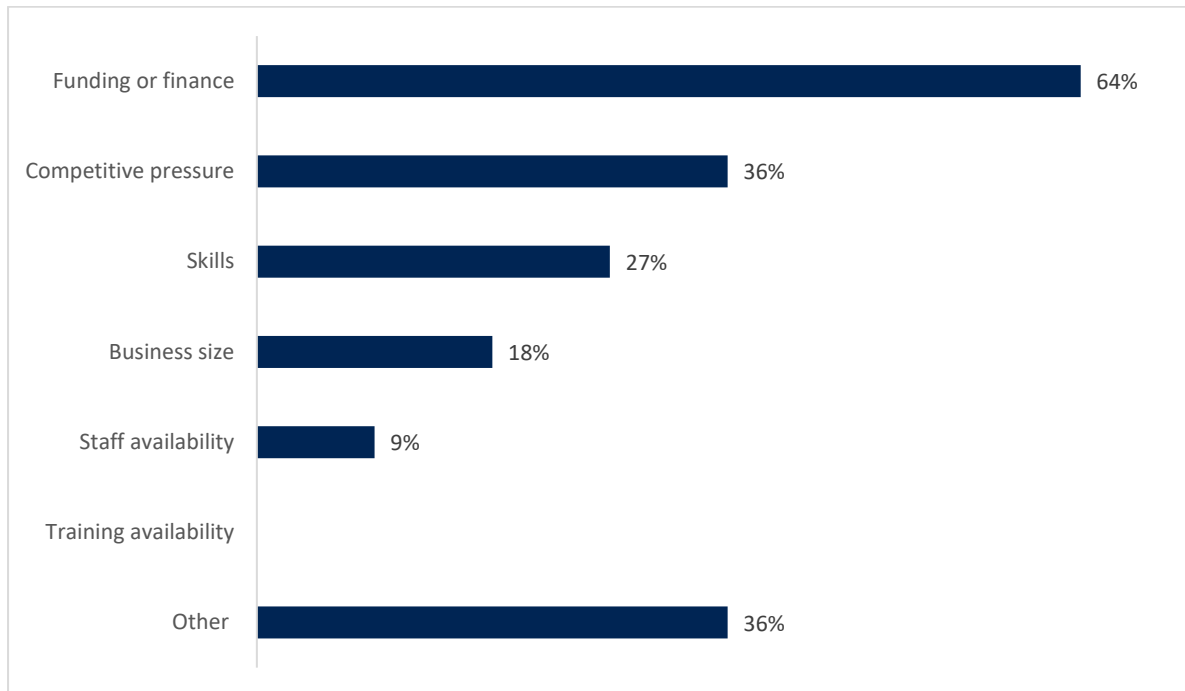
Verbatim responses:

- Apply viniculture principles
- Barista
- Business planning
- Cultural and Heritage
- Customer service x 3
- Events management
- Graphic design
- How to get on government panels/apply for tenders
- Music degree/ teaching
- Running an arts business
- Soil and water protection
- Tour guide
- Working with youth

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 29 What, if any, are the current barriers to growing your business? Please check all that apply.

N=11



0% of responses for training availability

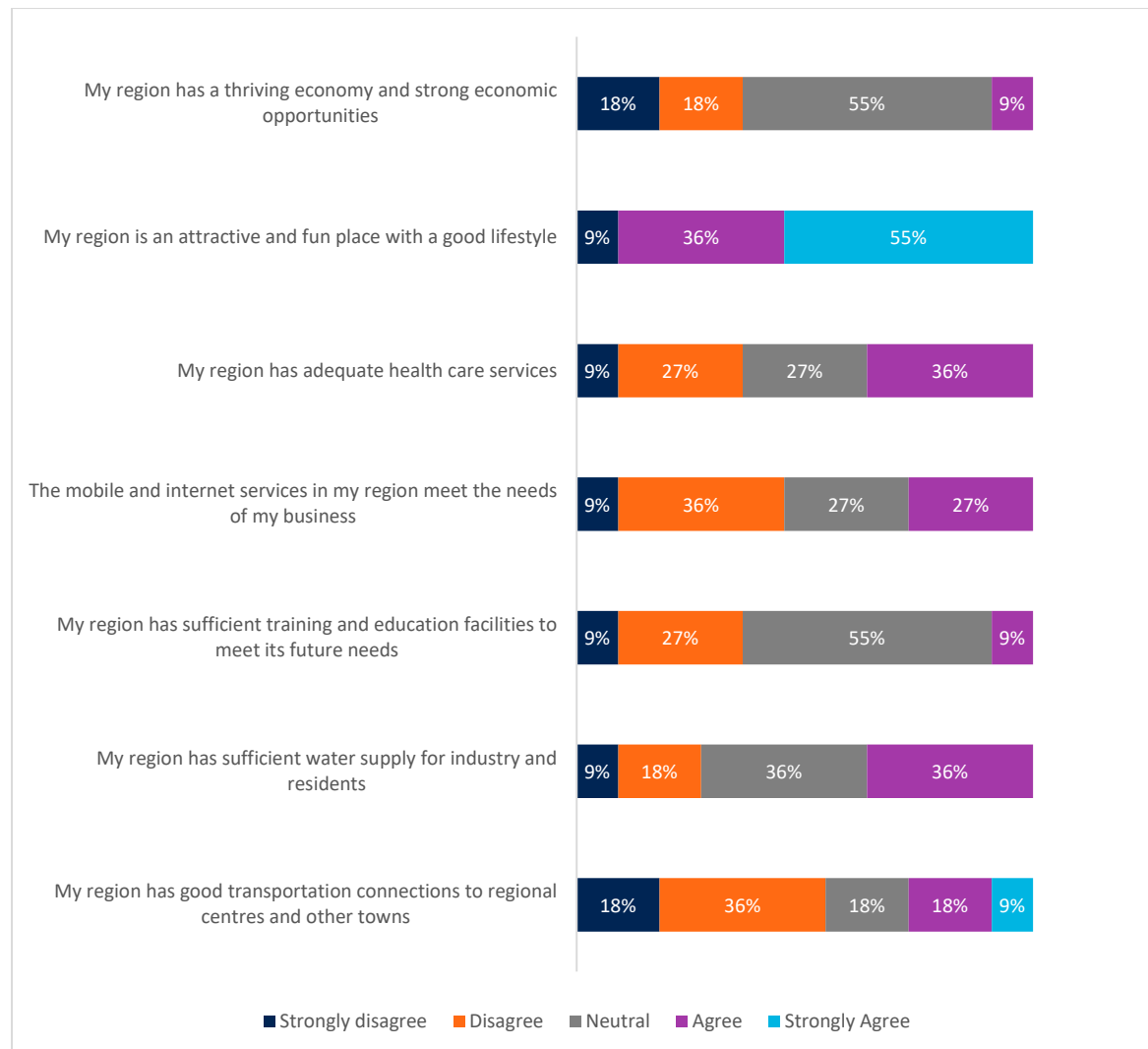
Other responses include:

- Time
- Time, setting up and running a business alongside a full time job and family.
- Lack of foot traffic/tourists
- Our location gives us freight disadvantages, material in and finished goods out

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 30 Please state the extent to which you agree with the following statements.

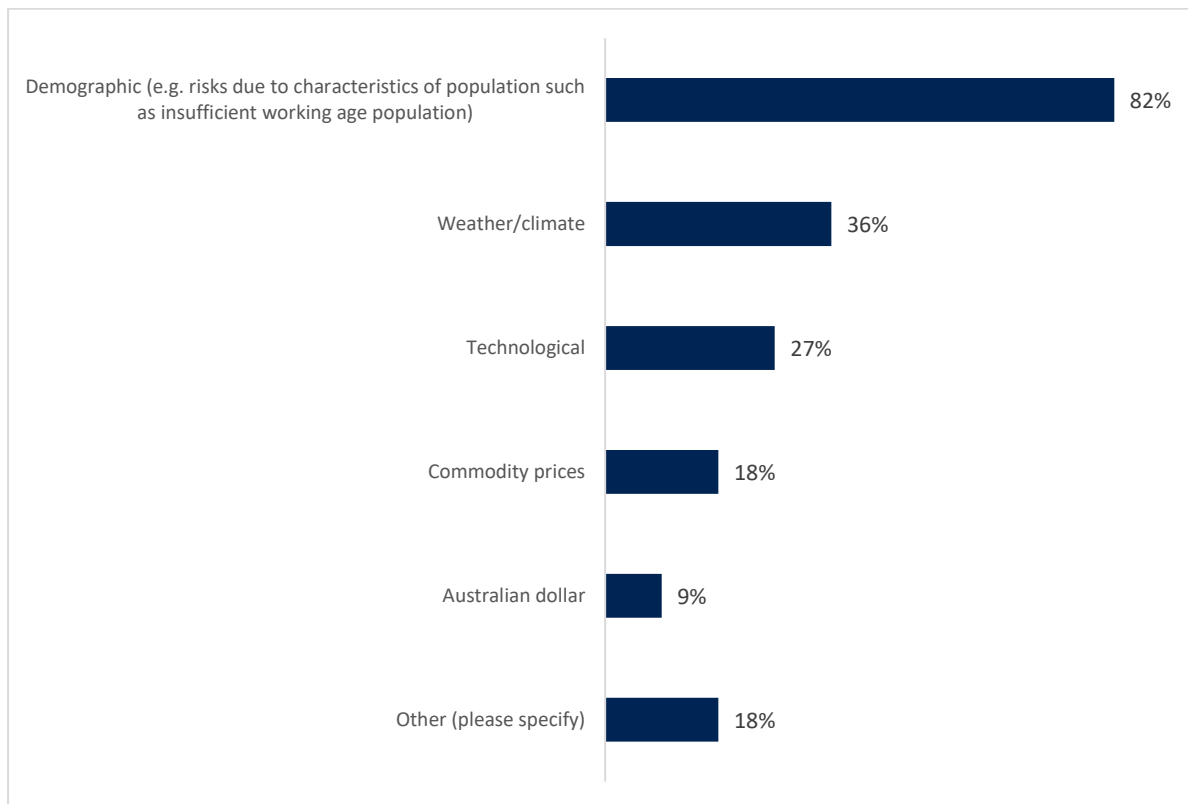
N=11



JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 31 What are the main risks to the Bega Valley Shire region economy that come from outside the Shire? Please check all that apply

N=11



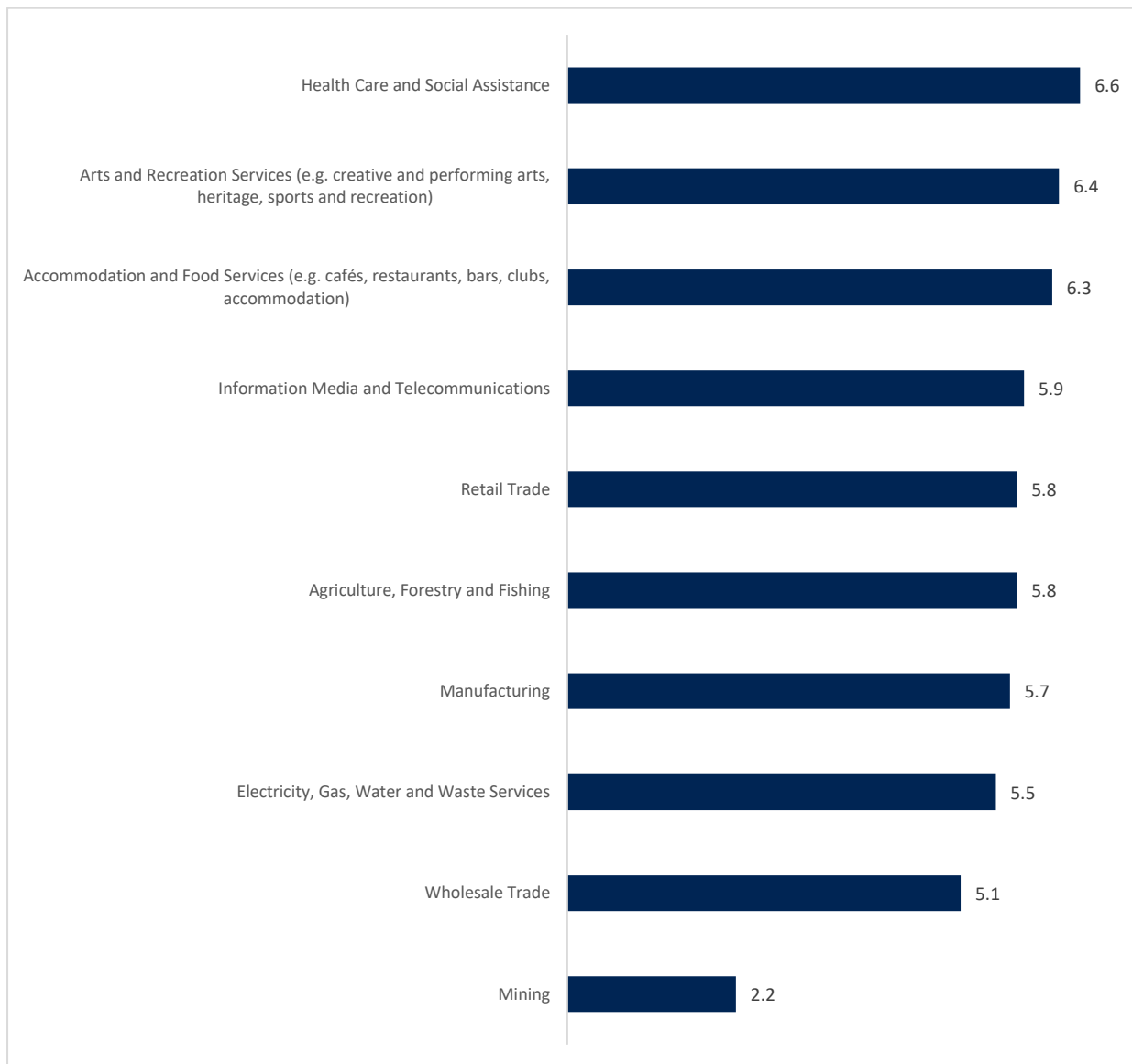
Other responses include:

- Lack of visitors throughout the April to November period
- Breakdown of major industries Eden (timber/fishing), drought in farming communities

JOBES & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 32 On a scale of 1 – 10, please rate how much you see the following industries as potential growth area for the Bega Valley Shire region.

N=11



Other comments - People need to be innovative to survive here – mining and taking resources is not the future – retail and hospitality is not sustainable due to fluctuating visitors – not consistent

JOBS & SKILLS BEGA VALLEY – APPENDIX 3: BUSINESS SURVEY RESULTS

Question 33 What are the opportunities for future expansion that your business is considering?

N=11

- Retirement living accommodation
- Cruise
- Better marketing – get more project funding
- More storage for stock and marketing to increase online sales.
- Move to different location
- New equipment
- Expanding services offered
- Internet opportunities
- Bringing people from Canberra and from over seas for offsite meetings
- Robotics and Automation the reduce waste and manufacturing costs