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**Attachment A: Selected survey results**

Data in the tables represent the number of respondents. For some questions, respondents could select more than one option.

Question 1:*The main areas of regulation my business needs to deal with:*

|  |  |
| --- | --- |
| environment | 27 |
| food safety | 25 |
| public health | 46 |
| building and construction | 28 |
| gaming | 3 |
| fair trading | 46 |
| liquor | 10 |
| planning | 25 |
| roads | 20 |
| financial | 59 |
| superannuation | 50 |
| other | 29 |

Question 2: *The regulator[s] in which area are the most straightforward to engage with:*

|  |  |
| --- | --- |
| pay and conditions | 13 |
| OH&S | 9 |
| taxation | 29 |
| environment | 2 |
| food safety | 3 |
| public health | 3 |
| building and construction | 2 |
| gaming | 0 |
| fair trading | 11 |
| liquor | 0 |
| planning | 2 |
| roads | 4 |
| financial | 12 |
| superannuation | 18 |
| other | 12 |

Question 3: *The regulator[s] in which area are the most problematic to engage with:*

|  |  |
| --- | --- |
| pay and conditions | 19 |
| OH&S | 13 |
| taxation | 13 |
| environment | 6 |
| food safety | 3 |
| public health | 2 |
| building and construction | 4 |
| gaming | 0 |
| fair trading | 6 |
| liquor | 1 |
| planning | 9 |
| roads | 3 |
| financial | 15 |
| superannuation | 11 |
| other | 15 |

Question 4: *Please answer the following questions in relation to the area in which you identified the regulator[s] to be the most straightforward to engage with:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Agree | Disagree | Don’t know | Neutral | Not applicable |
| It is straightforward to understand what I am required to do | 67 | 26 | 1 | 29 | 3 |
| Overall, it is easy to comply with the regulation | 48 | 42 | 0 | 34 | 3 |
| The regulator provides clear instruction about the requirements for my business | 54 | 32 | 0 | 36 | 4 |
| The time and effort it takes to supply information to the regulator is NOT excessive | 39 | 57 | 1 | 25 | 4 |
| Advice or decisions from the regulator are reliable and consistent | 44 | 38 | 0 | 41 | 3 |
| The processing time for applications/decisions is NOT excessive | 40 | 41 | 2 | 35 | 8 |
| The frequency of compliance activities (such as license renewal or inspections) is NOT excessive | 40 | 41 | 1 | 32 | 12 |
| Regulatory officers understand my business and the practical difficulties of meeting requirements | 24 | 54 | 6 | 29 | 12 |
| When my business has breached a regulation, the regulator clearly explains:  i) why there was a breach | 38 | 20 | 5 | 25 | 38 |
| ii) the consequences of non-compliance | 46 | 13 | 5 | 24 | 38 |
| iii) what needs to be done to be compliant | 41 | 18 | 3 | 24 | 38 |
| The regulator warns or educates me before using fines or other more serious sanctions | 32 | 29 | 9 | 26 | 29 |
| When I disagree with a regulatory decision, I can formally challenge or appeal that decision | 34 | 29 | 11 | 30 | 22 |

Question 5: *Please answer the following questions in relation to the area in which you identified the regulator[s] to be the most problematic to engage with*:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Agree | Disagree | Don’t know | Neutral | Not applicable |
| It is NOT straightforward to understand what I am required to do | 100 | 6 | 0 | 16 | 2 |
| Overall, it is NOT easy to comply with the regulation | 85 | 9 | 0 | 24 | 2 |
| The regulator DOES NOT provides clear instruction about the requirements for my business | 96 | 7 | 1 | 16 | 3 |
| The time and effort it takes to supply information to the regulator is excessive | 95 | 7 | 0 | 20 | 1 |
| Advice or decisions from the regulator are NOT reliable and consistent | 84 | 3 | 3 | 29 | 3 |
| The processing time for applications/decisions is excessive | 69 | 2 | 3 | 40 | 7 |
| The frequency of compliance activities (such as license renewal or inspections) is excessive | 60 | 11 | 1 | 38 | 12 |
| Regulatory officers DO NOT understand my business and the practical difficulties of meeting requirements | 92 | 3 | 2 | 17 | 7 |
| When my business has breached a regulation, the regulator DOES NOT clearly explain:  i) why there was a breach | 43 | 13 | 7 | 34 | 25 |
| ii) the consequences of non-compliance | 29 | 27 | 7 | 31 | 25 |
| iii) what needs to be done to be compliant | 44 | 14 | 6 | 33 | 24 |
| The regulator DOES NOT warn or educate me before using fines or other more serious sanctions | 43 | 13 | 9 | 38 | 19 |
| When I disagree with a regulatory decision, I am NOT able to formally challenge or appeal that decision | 51 | 19 | 10 | 29 | 12 |

Question 6: *Please indicate how useful you generally find the following in assisting you to comply with government regulations*:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Useful | Not useful | Don’t know | Not applicable |
| regulator website | 71 | 43 | 12 | 2 |
| ‘one-stop shop’ website | 48 | 41 | 26 | 9 |
| social media (such as twitter, Facebook, online blogs or chat rooms) | 11 | 62 | 40 | 12 |
| regulator email help desk | 39 | 51 | 26 | 9 |
| regulator phone help desk | 55 | 51 | 16 | 4 |
| regulator-provided printed material (such as guides or fact sheets) | 81 | 30 | 9 | 3 |
| regulator provided seminars or workshops | 67 | 24 | 22 | 12 |
| dedicated liaison officer in the regulator | 60 | 22 | 27 | 16 |
| on-site visits from the regulator | 42 | 38 | 23 | 21 |
| advice or assistance from a third party (such as accountant or solicitor) | 83 | 21 | 10 | 11 |
| information provided by other business owners | 85 | 16 | 13 | 11 |
| information provide by an industry association | 95 | 16 | 8 | 7 |

Question 7: *Businesses differ in their preference for flexibility compared with certainty in how they are able to respond to regulatory requirements. Please indicate your general preferences in this regard:*

|  |  |  |
| --- | --- | --- |
|  | Toldprecisely | Flexibility |
| Agree | 53 | 72 |
| Disagree | 30 | 37 |
| Don’t know | 0 | 19 |

Question 8: *The costs to business of compliance with regulatory requirements are influenced by the way these regulatory requirements are designed and/or by the behaviours of the regulator.*

|  |  |
| --- | --- |
| Both regulatory design and regulator behaviour are equally important in contributing to the cost of compliance for my business | 89 |
| regulator behaviour is the major source of compliance costs for my business | 13 |
| regulatory design is the major source of compliance costs for my business | 25 |

Question 9: *Do you think regulators should treat small business differently?*

|  |  |
| --- | --- |
| Yes | 87 |
| No | 30 |
| Don’t know | 10 |

|  |  |
| --- | --- |
| If no, why |  |
| Legislated compliance requirements of small business are not significantly different to those for larger businesses | 18 |
| The risk of not meeting regulatory requirements is not related to business size | 23 |
| Good practices employed by regulators are beneficial for both small and larger businesses | 21 |
| Small business need to ensure they have sufficient knowledge and skills to comply with relevant regulations | 22 |

|  |  |
| --- | --- |
| If yes, why? |  |
| Compliance costs fall disproportionately on small businesses | 71 |
| Small business generally presents less of a risk for achieving regulatory outcomes than large business | 37 |
| I do not have the skills, time or capacity to understand my compliance obligations | 38 |
| I do not have enough money to employ specialists to undertake or assist with my regulatory compliance activities | 66 |
| I am more likely to comply when small businesses are treated differently | 35 |

Question 10: *Have you received education, assistance or special treatment targeted to small businesses?*

|  |  |
| --- | --- |
| Yes | 28 |
| No | 94 |
| Don’t know | 7 |

*If yes, please indicate how useful you have generally found different types of assistance or treatment in assisting you to comply with government regulation*:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Useful | Not useful | Not applicable |
| Reducedrequirements | 13 | 4 | 8 |
| Simplifiedrequirements | 18 | 3 | 2 |
| Reducedreporting | 12 | 8 | 5 |
| Reducedinspections | 11 | 5 | 7 |
| Differentapplication | 10 | 6 | 5 |
| Factsheets | 20 | 2 | 0 |
| Tailoredcoaching | 22 | 1 | 0 |

Question 11: *In your view, what makes a business a small business?*

|  |  |
| --- | --- |
| employs mainly family members | 23 |
| employs fewerthan 20 people | 90 |
| employs fewerthan5 people | 33 |
| operates from home | 13 |
| has an annual turnover of less than $2 million | 61 |
| not part of a larger corporation | 71 |
| other | 9 |
| ownerraised most of the operating capital | 71 |
| ownerruns and manages the business | 76 |
| business is unincorporated | 9 |

*Any problems from using different definitions?*

|  |  |
| --- | --- |
| Yes | 66 |
| No | 34 |
| Don’t know | 28 |