

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	11
food safety	9
public health	21
building and construction	12
gaming	1
fair trading	24
liquor	5
planning	11
roads	6
financial	36
superannuation	21
other	17

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

pay and conditions	12
OH&S	9
taxation	27
environment	1
food safety	3
public health	3
building and construction	2
gaming	0
fair trading	10
liquor	0
planning	2
roads	4
financial	12
superannuation	16
other	8

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

pay and conditions	17
OH&S	10
taxation	13
environment	5
food safety	3
public health	2
building and construction	4
gaming	0
fair trading	6
liquor	1
planning	7
roads	3
financial	15
superannuation	11
other	12

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	N/A
It is straightforward to understand what I am required to do	61	20	1	29	2
Overall, it is easy to comply with the regulation	46	36	0	30	2
The regulator provides clear instruction about the requirements for my business	52	26	0	32	3
The time and effort it takes to supply information to the regulator is NOT excessive	39	48	1	22	3
Advice or decisions from the regulator are reliable and consistent	43	30	0	38	2
The processing time for applications/decisions is NOT excessive	38	33	2	33	7
The frequency of compliance activities (such as license renewal or inspections) is NOT excessive	39	33	1	29	11
Regulatory officers understand my business and the practical difficulties of meeting requirements	24	46	6	25	11
When my business has breached a regulation, the regulator clearly explains:	33	17	5	21	37
i) why there was a breach					
ii) the consequences of non-compliance	39	10	5	22	37

iii) what needs to be done to be compliant	36	14	3	21	37
The regulator warns or educates me before using fines or other more serious sanctions	29	23	9	23	28
When I disagree with a regulatory decision, I can formally challenge or appeal that decision	32	25	11	24	21

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	87	6	0	16	2
Overall, it is NOT easy to comply with the regulation	76	8	0	21	2
The regulator DOES NOT provides clear instruction about the requirements for my business	84	7	1	15	3
The time and effort it takes to supply information to the regulator is excessive	82	7	0	20	1
Advice or decisions from the regulator are NOT reliable and consistent	72	2	3	29	3
The processing time for applications/decisions is excessive	58	2	3	38	7
The frequency of compliance activities (such as license renewal or inspections) is excessive	51	10	1	35	12
Regulatory officers DO NOT understand my business and the practical difficulties of meeting requirements	83	2	2	15	7
When my business has breached a regulation, the regulator DOES NOT clearly explain:					
i) why there was a breach	37	9	7	31	25
ii) the consequences of non-compliance	25	21	7	28	25
iii) what needs to be done to be compliant	37	11	6	30	24
The regulator DOES NOT warn or educate me before using fines or other more serious sanctions	36	10	9	35	19
When I disagree with a regulatory decision, I am NOT able to formally challenge or appeal that decision	45	15	10	26	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	64	39	11	1
'one-stop shop' website	43	36	24	8
social media (such as twitter, Facebook, online blogs or chat rooms)	11	55	36	10
regulator email help desk	34	49	22	7
regulator phone help desk	49	47	14	3
regulator-provided printed material (such as guides or fact sheets)	72	28	9	1
regulator provided seminars or workshops	61	21	20	10
dedicated liaison officer in the regulator	53	22	24	13
on-site visits from the regulator	36	35	21	19
advice or assistance from a third party (such as accountant or solicitor)	76	19	9	8
information provided by other business owners	77	14	13	8
information provide by an industry association	88	12	8	5

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:

	Told precisely	Flexibility
Agree	47	65
Disagree	28	32
Don't know	0	18

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	79
regulator behaviour is the major source of compliance costs for my business	12
regulatory design is the major source of compliance costs for my business	23

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

Yes	82
No	22
Don't know	10
If no, why	
Legislated compliance requirements of small business are not significantly different to those for larger businesses	13
The risk of not meeting regulatory requirements is not related to business size	17
Good practices employed by regulators are beneficial for both small and larger businesses	17
Small business need to ensure they have sufficient knowledge and skills to comply with relevant regulations	15

If yes, why?

Compliance costs fall disproportionately on small businesses	65
Small business generally presents less of a risk for achieving regulatory outcomes than large business	34
I do not have the skills, time or capacity to understand my compliance obligations	34
I do not have enough money to employ specialists to undertake or assist with my regulatory compliance activities	59
I am more likely to comply when small businesses are treated differently	30

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

Yes	26
No	84
Don't know	6

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
Reduced requirements	11	4	7
Simplified requirements	16	3	2
Reduced reporting	11	7	5
Reduced inspections	9	5	7
Different application	8	6	5
Factsheets	18	2	0
Tailored coaching	20	1	0

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

employs mainly family members	23
employs fewer than 20 people	82
employs fewer than 5 people	31
operates from home	13
has an annual turnover of less than \$2 million	58
not part of a larger corporation	64
other	9
owner raised most of the operating capital	62
owner runs and manages the business	68
business is unincorporated	8

Any problems from using different definitions?

Yes	61
No	28
Don't know	26