

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:	38	20	5	25	38
i) why there was a breach					
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
Reduced requirements	13	4	8
Simplified requirements	18	3	2
Reduced reporting	12	8	5
Reduced inspections	11	5	7
Different application	10	6	5
Factsheets	20	2	0
Tailored coaching	22	1	0

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

employs mainly family members	23
employs fewer than 20 people	90
employs fewer than 5 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
owner raised most of the operating capital	71
owner runs and manages the business	76
business is unincorporated	9

Any problems from using different definitions?

Yes	66
No	34
Don't know	28