

CCIWA Business Impacts Survey – Delayed Border Reopening

VISUAL SNAPSHOT – JANUARY 2022

The delay to the February 5 border reopening has impacted a significant number of WA businesses, with many reporting impacts to their operational continuity and financial health.

To identify the extent and scale of these impacts across the State, the Chamber of Commerce and Industry WA (CCIWA) has developed a rapid-fire survey of the WA business community.

Businesses were asked to identify the value lost (\$) due to the delay, the importance of knowing the reopening date, and the impact on WA’s competitiveness.

This document provides a visual snapshot of the key results.

The survey opened on 25 January and in the first three hours alone recorded 300 responses. A total of 414 responses were collected.

For all questions, results are available at the industry level, region and by business size, however not all of these results have been included in this summary document.

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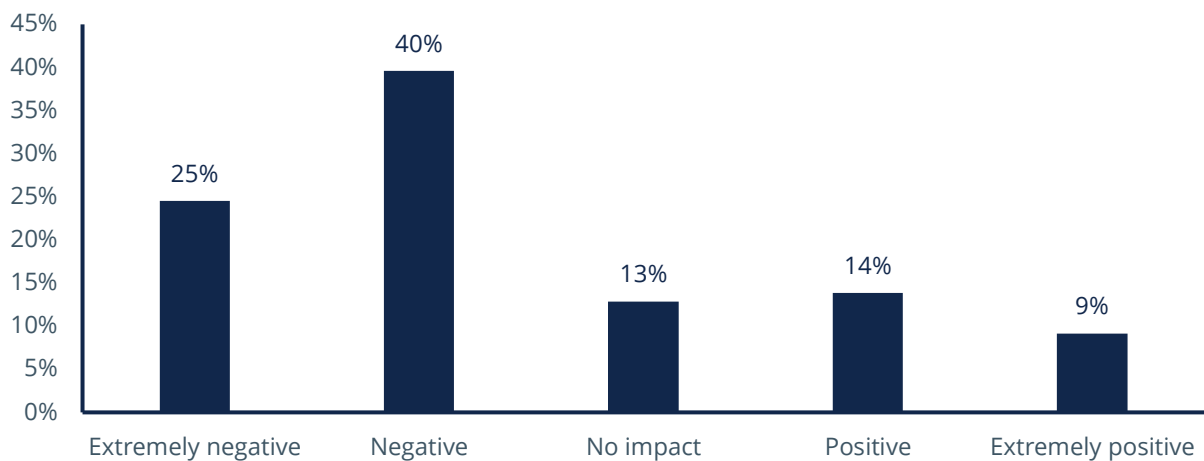
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Survey Results

BORDER IMPACTS – DELAYED REOPENING

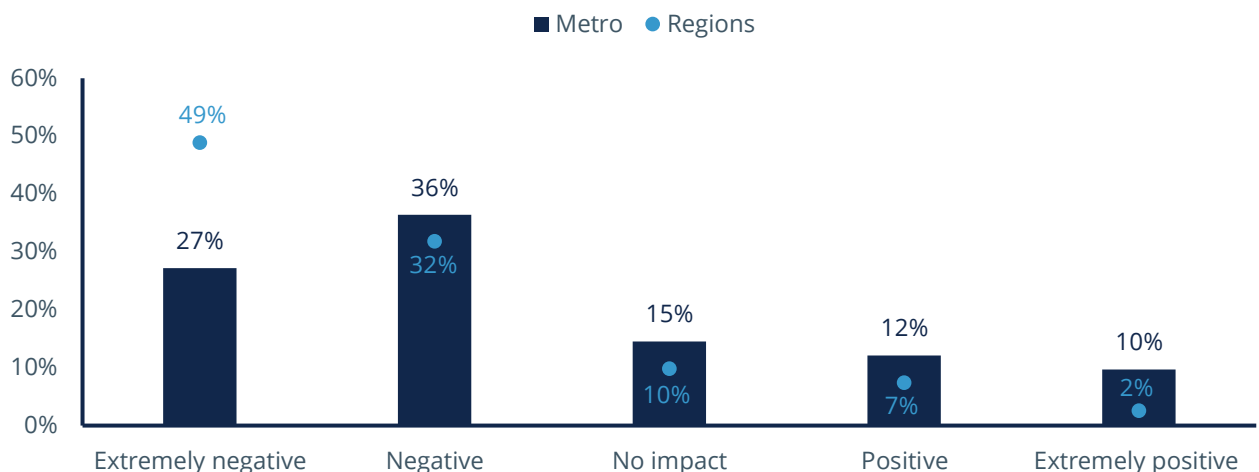
More than three out of five (65%) survey respondents considered the delay in reopening WA's borders to have a negative ('negative' or 'extremely negative') impact. Around one out of four (23%) businesses reported positive impacts from the delay.

To what extent do you expect the delay in reopening WA's borders will impact your business?



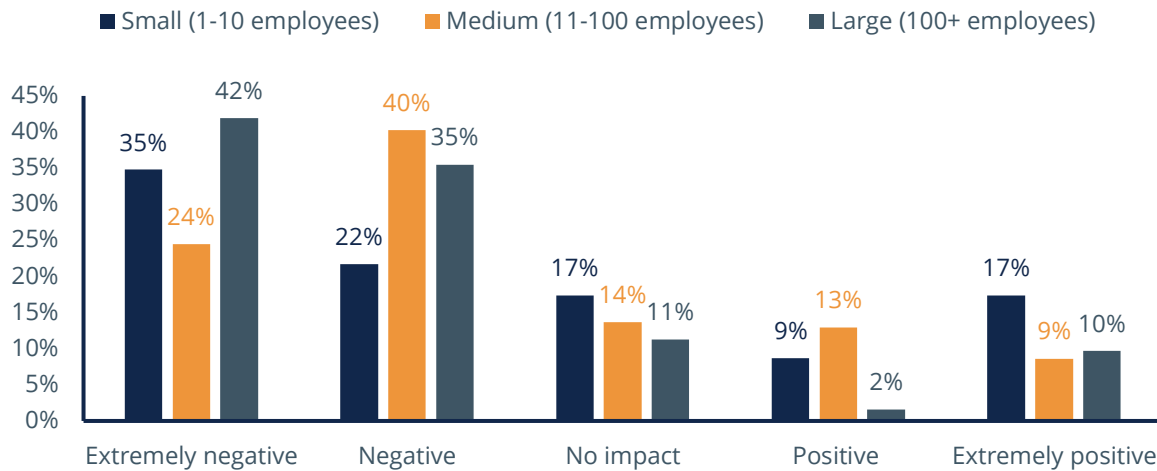
Breaking it down by location, regional businesses (49%) are almost twice as likely to consider the delay in the border reopening to have an 'extremely negative' impact than those in the metro region (27%).

Breaking it down by location...



A majority of small businesses report that the delay will have a negative impact (57%), with 26% reporting a positive impact.

And by size...



HOW ARE BUSINESSES BEING IMPACTED?

Nearly three quarters (74%) of survey respondents identified an inability to recruit staff, followed by three out of five (62%) that expressed reduced capacity to manage operations. Nearly half (48%) indicated lost customer sales.

Which of the following has or will occur as a result of the delayed border reopening?



For small businesses, the most frequently cited impacts are lost customer sales and reduced capacity to manage operations.

Looking to the 'free-form' responses, one small business identified that:

"Customers outside of WA are increasingly forming the view that doing businesses with WA domiciled businesses carries risk because of the unpredictable COVID regulation."

Another business noted:

"There is an enormous skills shortage in the mining sector and not being able to fly our interstate workers back to WA is putting immense pressure on the existing workforce to pick up the slack."

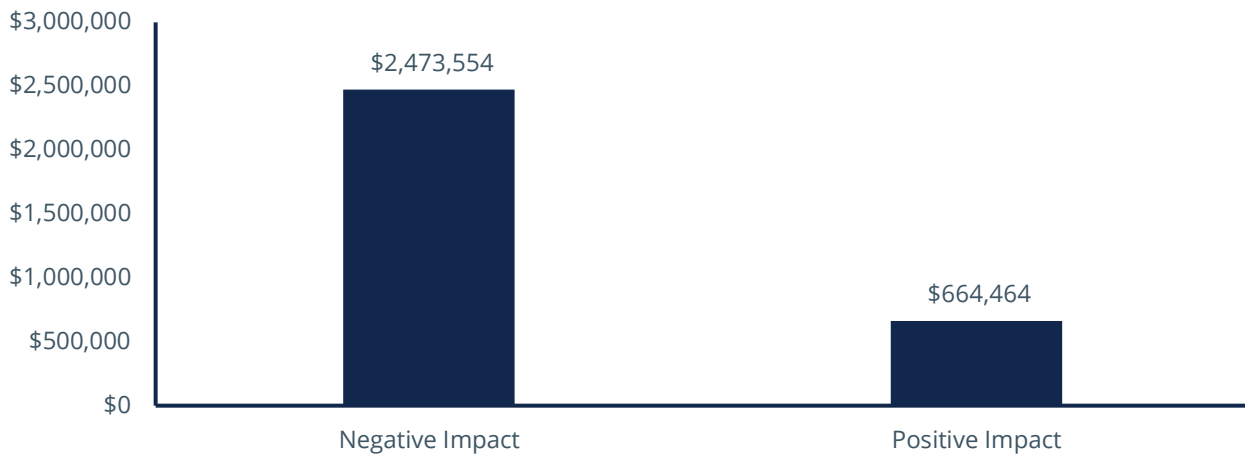
THE BOTTOM LINE

We asked businesses to estimate the financial cost of the delayed border reopening. Survey respondents identified an average cost of around \$2.5 million. Larger businesses reported the highest average cost (\$5.8 million), while the average for small businesses was \$835,000.

Of those who reported positive impacts (23%), an average response of \$664,000 was recorded.

Importantly, these statistics are only reflective of the 414 businesses that responded to the survey. The aggregate cost across the economy is of course much larger.

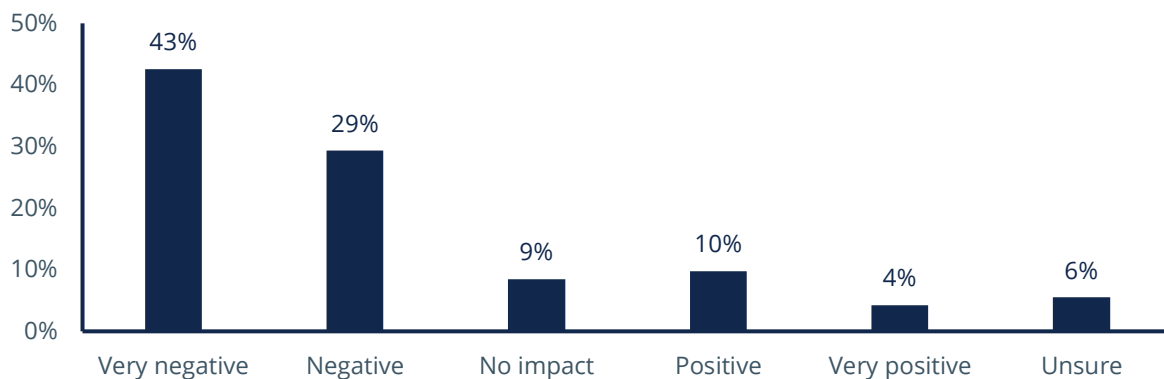
Average impact (\$) of the delayed reopening



ECONOMIC COMPETITIVENESS

More than seven out of ten (72%) businesses see the delayed reopening (relative to other States) as having a negative ('negative' or 'very negative') impact on WA's competitiveness. Nearly one out of ten (9%) see no impact, and only 14% indicate that the delayed reopening will have a positive ('positive' or 'very positive') impact on the State's competitiveness.

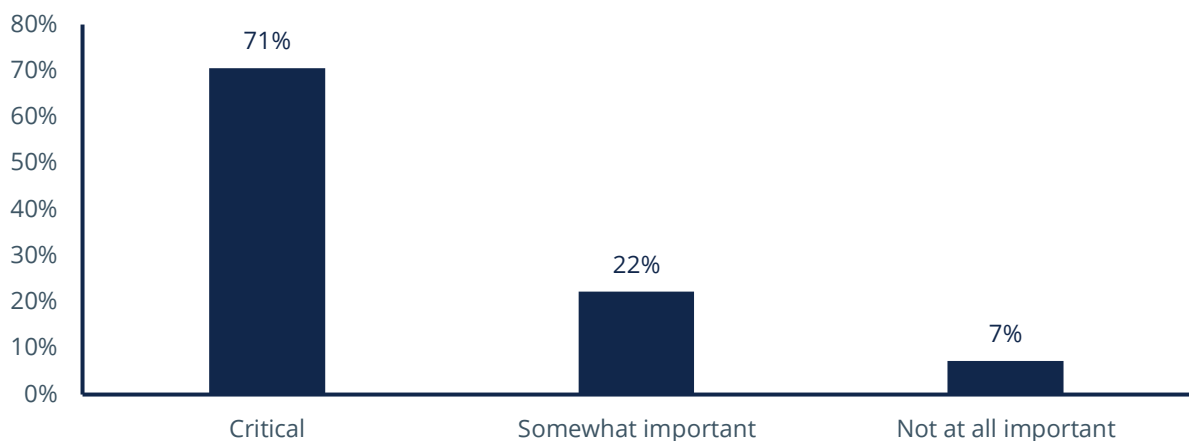
Impact of the delayed reopening on WA's competitiveness



SETTING A DATE – HOW IMPORTANT IS IT?

Businesses need certainty. The majority of respondents (71%) identified that setting and sticking to a date is **critical** to their operations. A further 22% identified that knowing the date is at least somewhat important.

How important is it that you know the border reopening date?



Smaller sized (77%) and regional businesses (84%) are particularly set on knowing the border reopening date, saying it is critical.

How important is it that you know the border reopening date?

