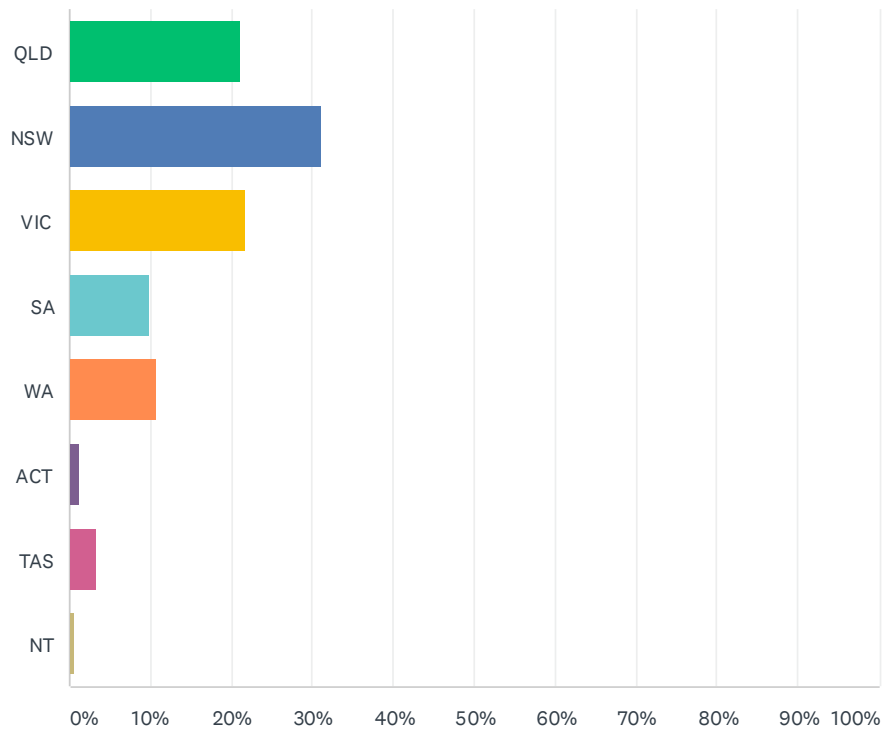


## Q1 What State or Territory are you in

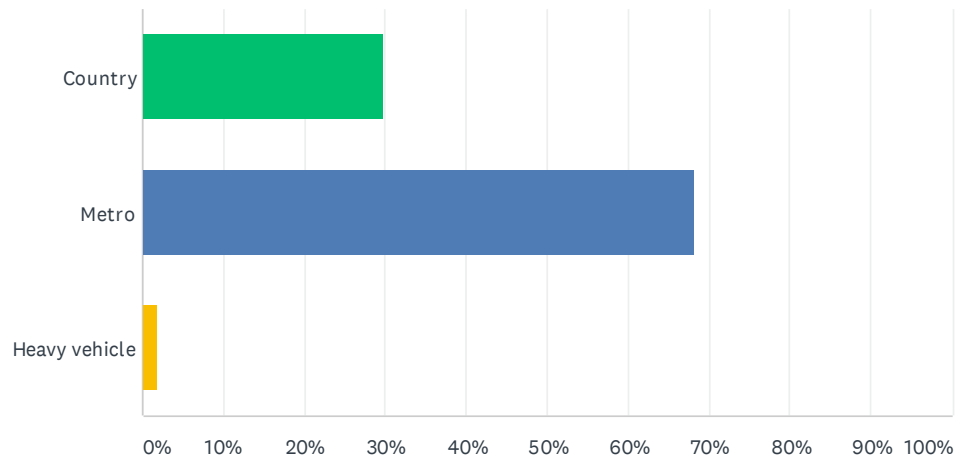
Answered: 151 Skipped: 0



ANSWER CHOICES	RESPONSES	
QLD	21.19%	32
NSW	31.13%	47
VIC	21.85%	33
SA	9.93%	15
WA	10.60%	16
ACT	1.32%	2
TAS	3.31%	5
NT	0.66%	1
TOTAL		151

## Q2 What kind of repairer are you?

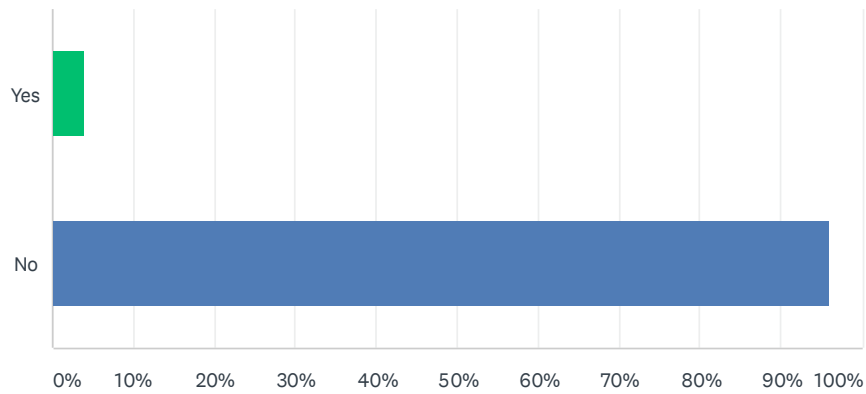
Answered: 151 Skipped: 0



ANSWER CHOICES		RESPONSES	
Country		29.80%	45
Metro		68.21%	103
Heavy vehicle		1.99%	3
TOTAL			151

## Q3 Did you hibernate your business during level 3 lockdown?

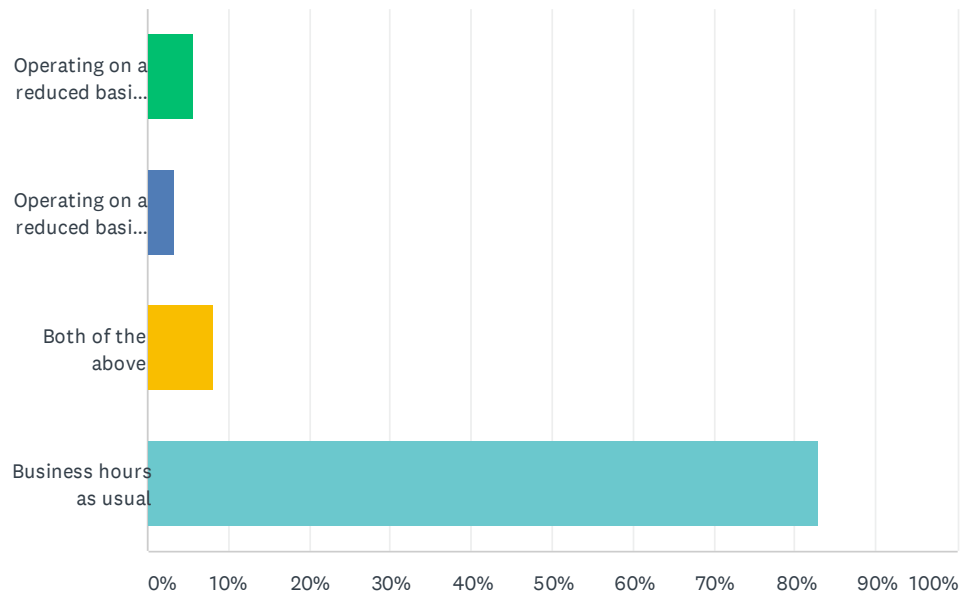
Answered: 151 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		3.97%	6
No		96.03%	145
TOTAL			151

## Q4 You have stayed open but was it...

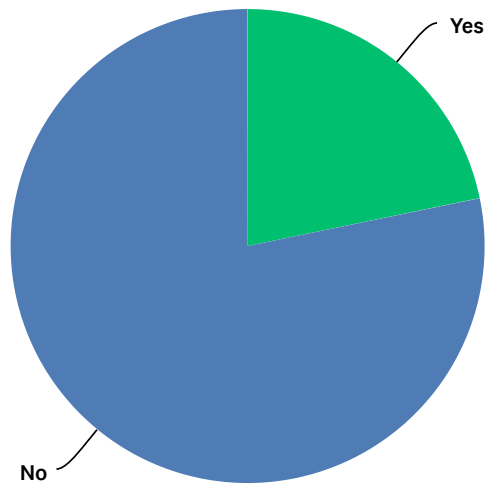
Answered: 122 Skipped: 29



ANSWER CHOICES	RESPONSES	
Operating on a reduced basis - eg shorter opening hours	5.74%	7
Operating on a reduced basis - eg less days per week	3.28%	4
Both of the above	8.20%	10
Business hours as usual	82.79%	101
TOTAL		122

## Q5 Did you let staff go as soon as lockdown was announced?

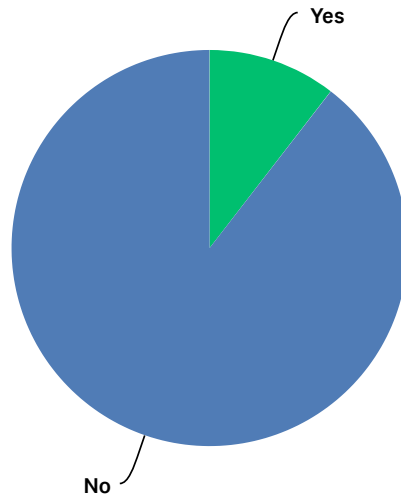
Answered: 124 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	21.77%	27
No	78.23%	97
TOTAL		124

## Q6 Have you let staff go in the last two weeks?

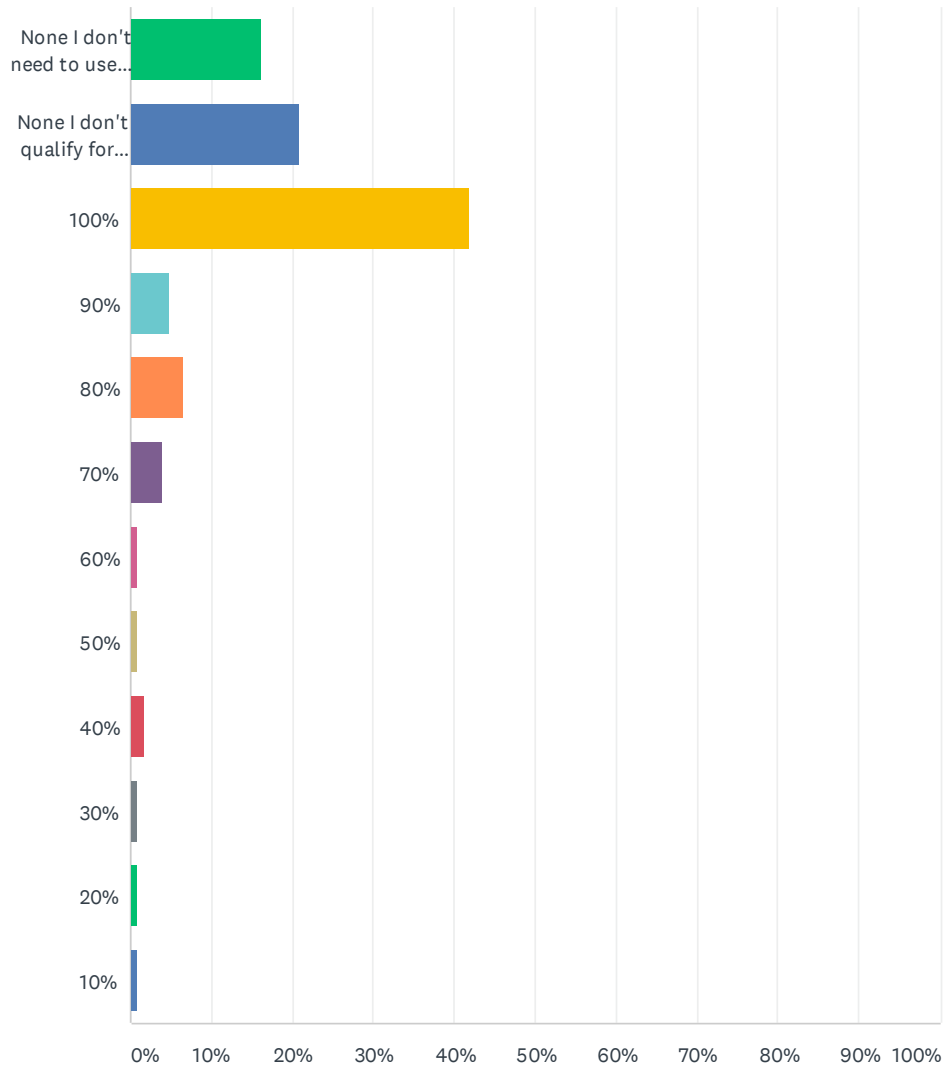
Answered: 124 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	10.48%	13
No	89.52%	111
TOTAL		124

## Q7 What overall percentage of your staff are on Jobkeeper?

Answered: 124 Skipped: 27

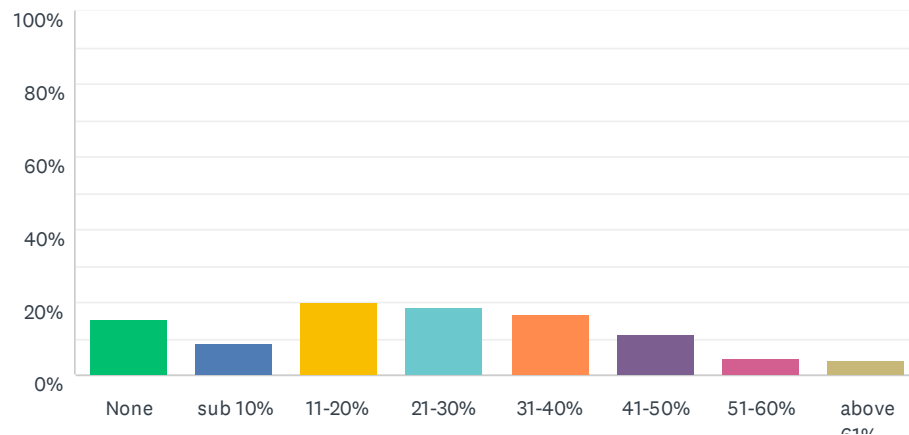


ANSWER CHOICES	RESPONSES	
None I don't need to use jobkeeper	16.13%	20
None I don't qualify for jobkeeper	20.97%	26
100%	41.94%	52
90%	4.84%	6
80%	6.45%	8
70%	4.03%	5
60%	0.81%	1
50%	0.81%	1
40%	1.61%	2
30%	0.81%	1
20%	0.81%	1
10%	0.81%	1
TOTAL		124



## Q8 What percentage of projected annual turnover do you forecast your business has lost to date?

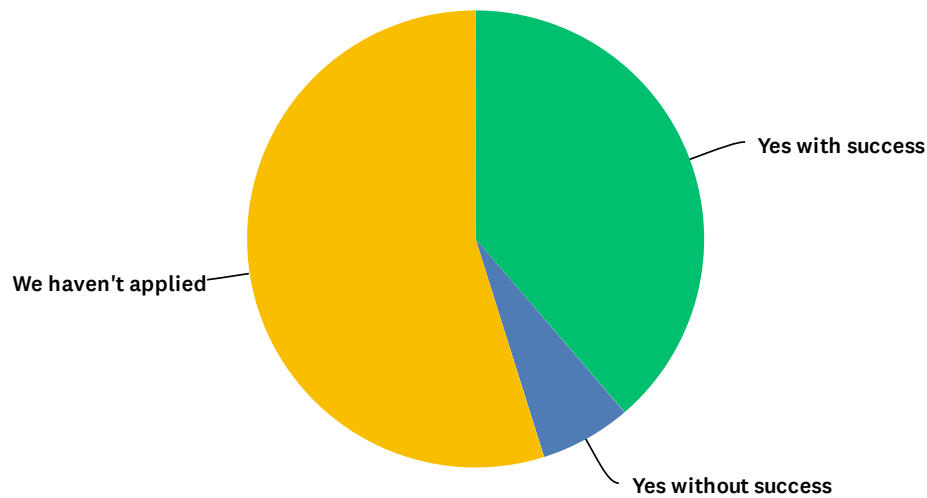
Answered: 124 Skipped: 27



ANSWER CHOICES	RESPONSES	
None	15.32%	19
sub 10%	8.87%	11
11-20%	20.16%	25
21-30%	18.55%	23
31-40%	16.94%	21
41-50%	11.29%	14
51-60%	4.84%	6
above 61%	4.03%	5
TOTAL		124

## Q9 Have you applied for government business assistance - excluding jobkeeper - such as cashflow support?

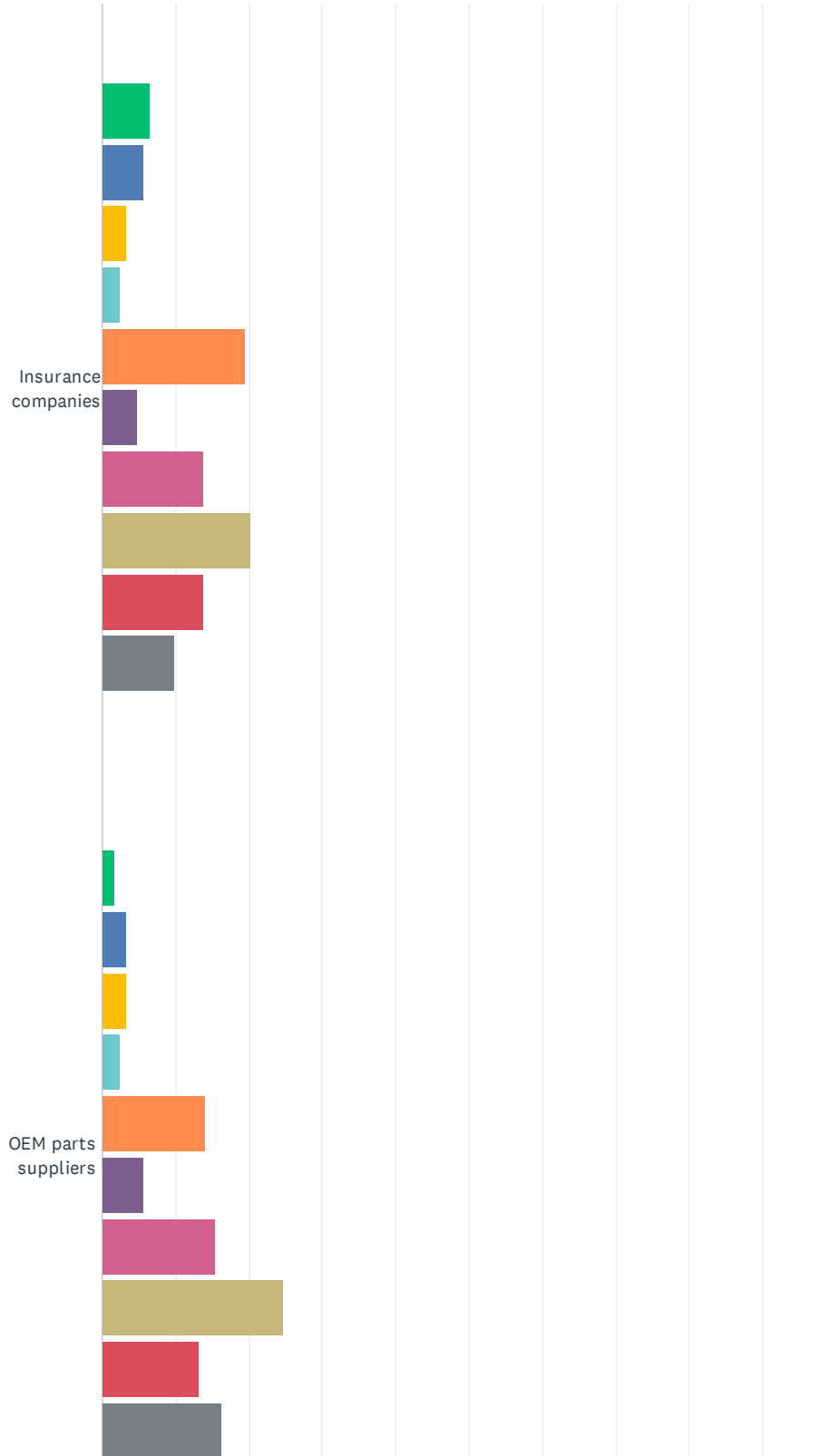
Answered: 124 Skipped: 27

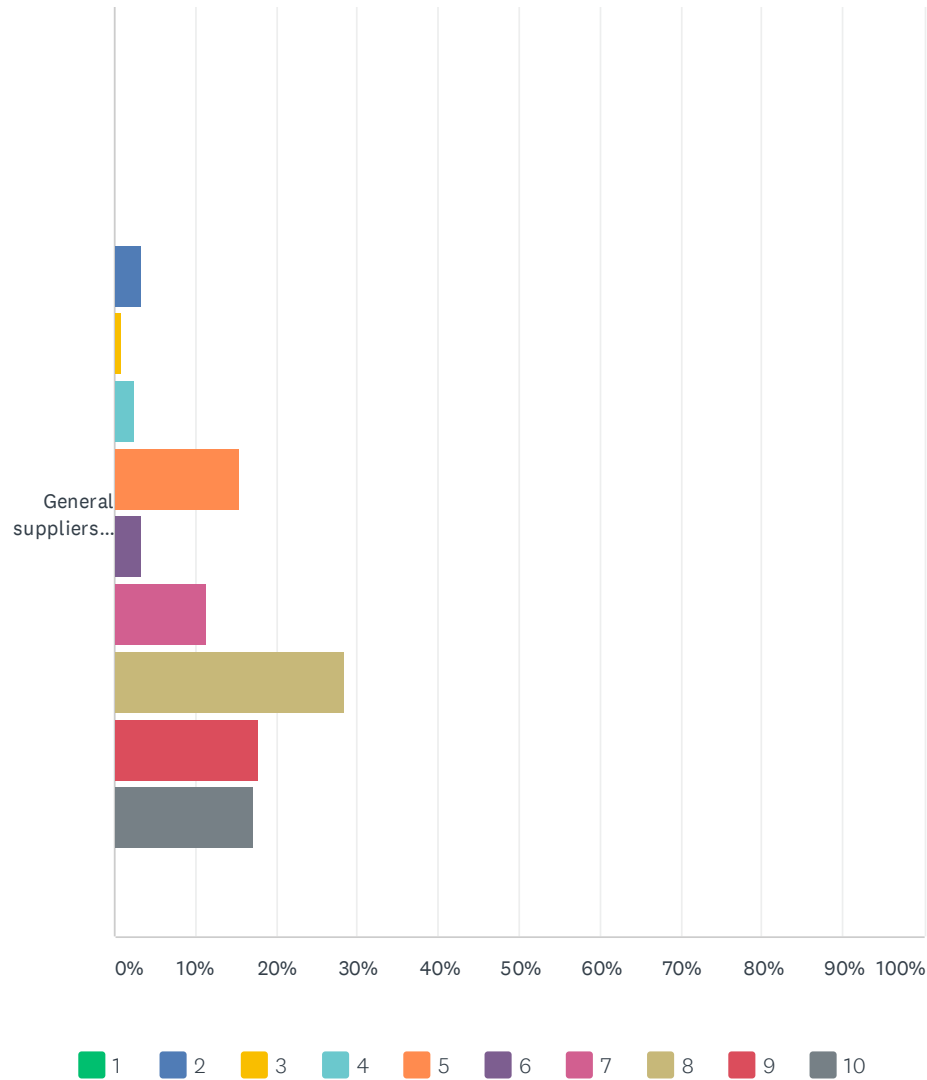


ANSWER CHOICES	RESPONSES	
Yes with success	38.71%	48
Yes without success	6.45%	8
We haven't applied	54.84%	68
TOTAL		124

Q10 On a scale of 1-10, with 1 being very poor - 10 being excellent, how would you rate your relationship (for service and support) with your immediate supply chain during this period?

Answered: 123 Skipped: 28

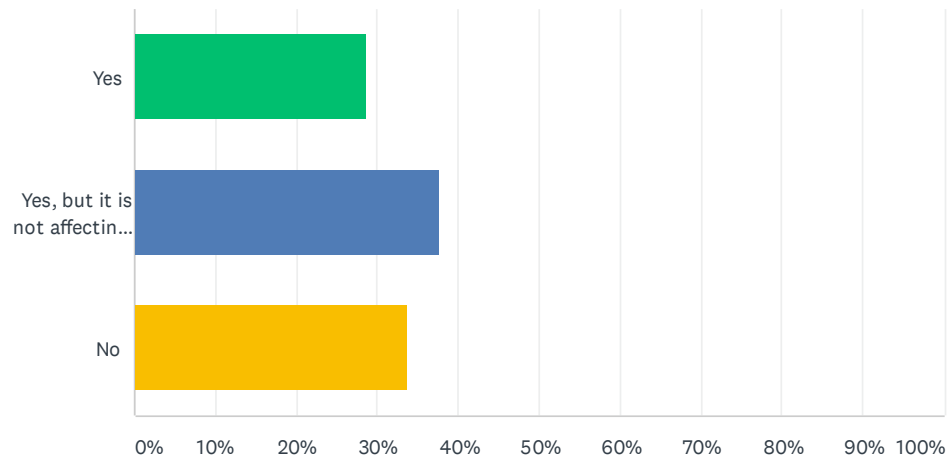




	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHT AVERAG
Insurance companies	6.50% 8	5.69% 7	3.25% 4	2.44% 3	19.51% 24	4.88% 6	13.82% 17	20.33% 25	13.82% 17	9.76% 12	123	6
OEM parts suppliers	1.64% 2	3.28% 4	3.28% 4	2.46% 3	13.93% 17	5.74% 7	15.57% 19	24.59% 30	13.11% 16	16.39% 20	122	7
General suppliers paints and consumables, aftermarket parts	0.00% 0	3.25% 4	0.81% 1	2.44% 3	15.45% 19	3.25% 4	11.38% 14	28.46% 35	17.89% 22	17.07% 21	123	7

## Q11 Are you starting to see some supply chain issues in terms of parts?

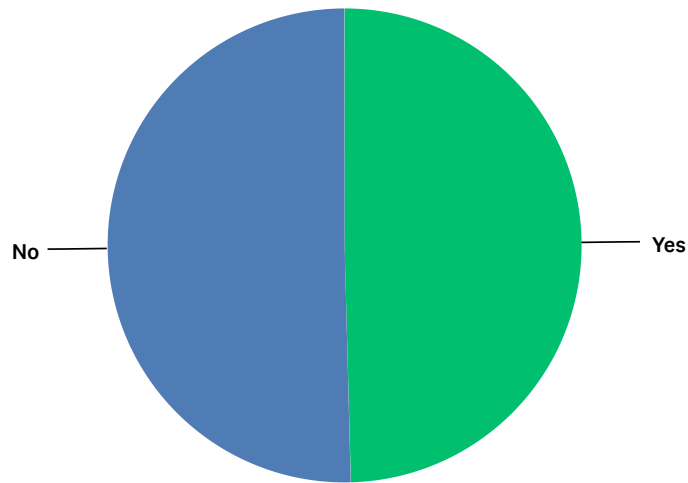
Answered: 122 Skipped: 29



ANSWER CHOICES		RESPONSES	
Yes		28.69%	35
Yes, but it is not affecting fast moving parts		37.70%	46
No		33.61%	41
TOTAL			122

## Q12 Are your suppliers requesting either early payment on accounts or COD on new orders?

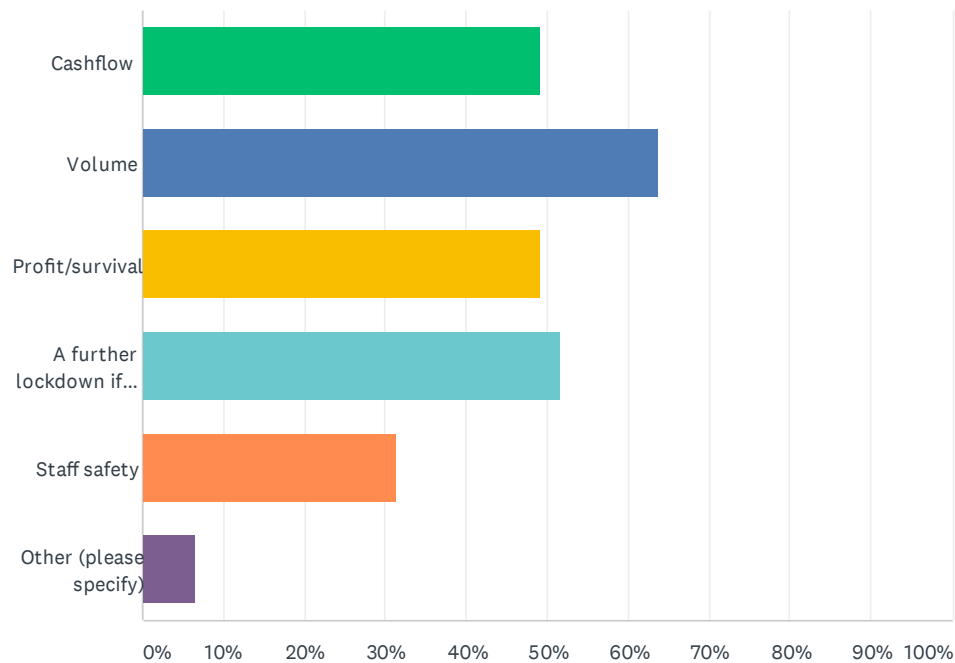
Answered: 123 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	49.59%	61
No	50.41%	62
TOTAL		123

## Q13 What are your THREE biggest immediate business concerns as business conditions improve with the loosening of restrictions?

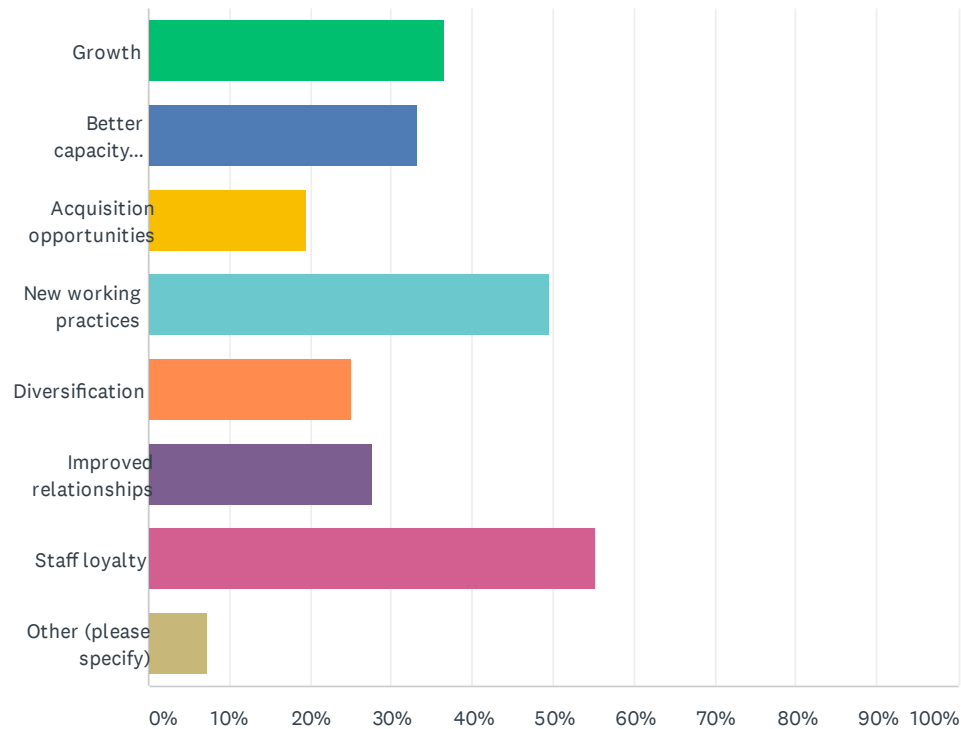
Answered: 124 Skipped: 27



ANSWER CHOICES	RESPONSES	
Cashflow	49.19%	61
Volume	63.71%	79
Profit/survival	49.19%	61
A further lockdown if there is a Covid-19 'second wave'	51.61%	64
Staff safety	31.45%	39
Other (please specify)	6.45%	8
Total Respondents: 124		

## Q14 What do you see as your THREE biggest immediate opportunities as business conditions improve with the loosening of restrictions?

Answered: 123 Skipped: 28

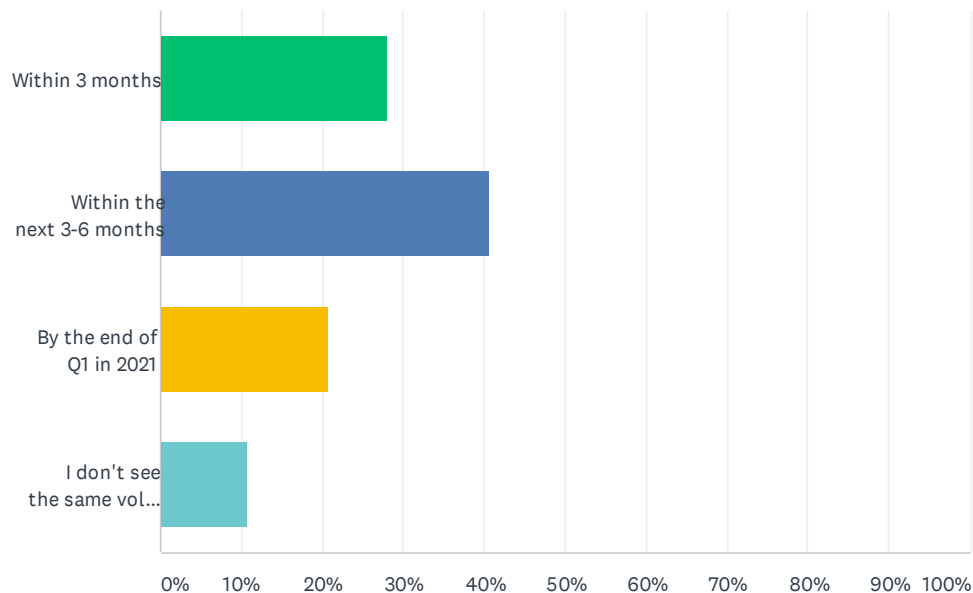


ANSWER CHOICES	RESPONSES	
Growth	36.59%	45
Better capacity management	33.33%	41
Acquisition opportunities	19.51%	24
New working practices	49.59%	61
Diversification	25.20%	31
Improved relationships	27.64%	34
Staff loyalty	55.28%	68
Other (please specify)	7.32%	9
Total Respondents: 123		



## Q15 Looking forward, when do you anticipate pre-pandemic volume of work to return?

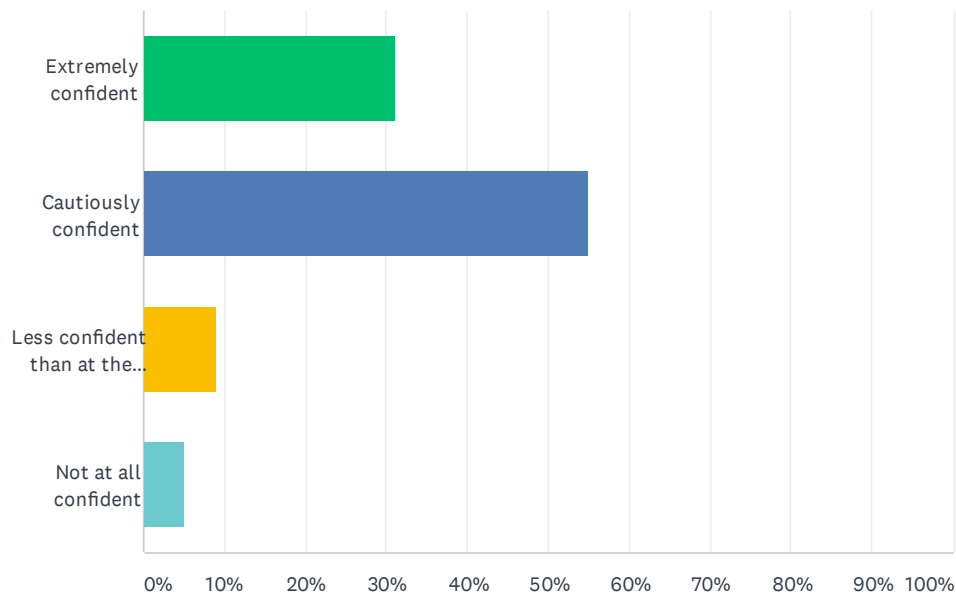
Answered: 121 Skipped: 30



ANSWER CHOICES	RESPONSES	
Within 3 months	28.10%	34
Within the next 3-6 months	40.50%	49
By the end of Q1 in 2021	20.66%	25
I don't see the same volume returning	10.74%	13
TOTAL		121

## Q16 How confident are you now that your business can withstand the financial impact of the pandemic?

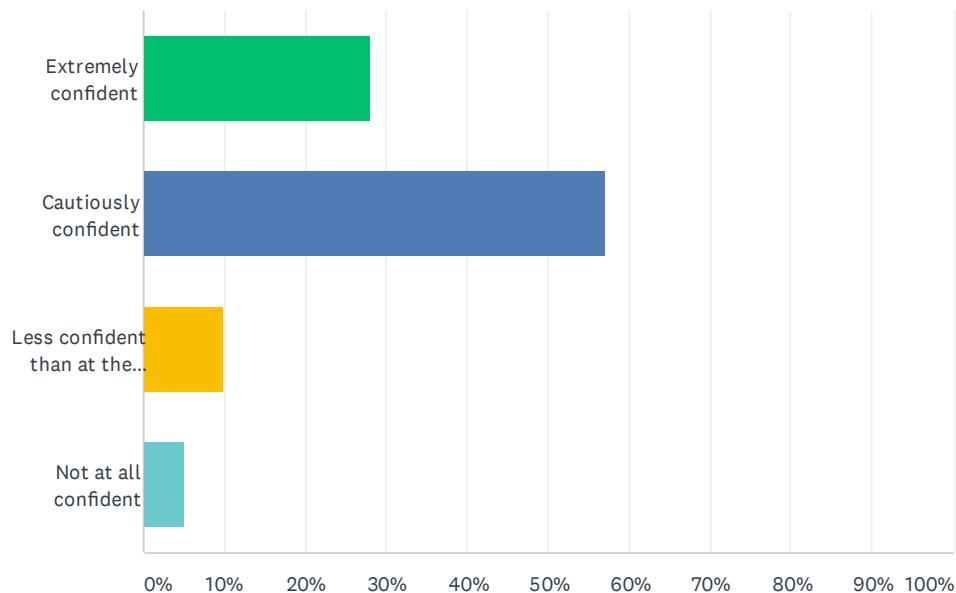
Answered: 122 Skipped: 29



ANSWER CHOICES	RESPONSES	
Extremely confident	31.15%	38
Cautiously confident	54.92%	67
Less confident than at the outset	9.02%	11
Not at all confident	4.92%	6
TOTAL		122

## Q17 How confident are you that your business will improve in the second half of 2020, assuming the pandemic crisis continues to improve?

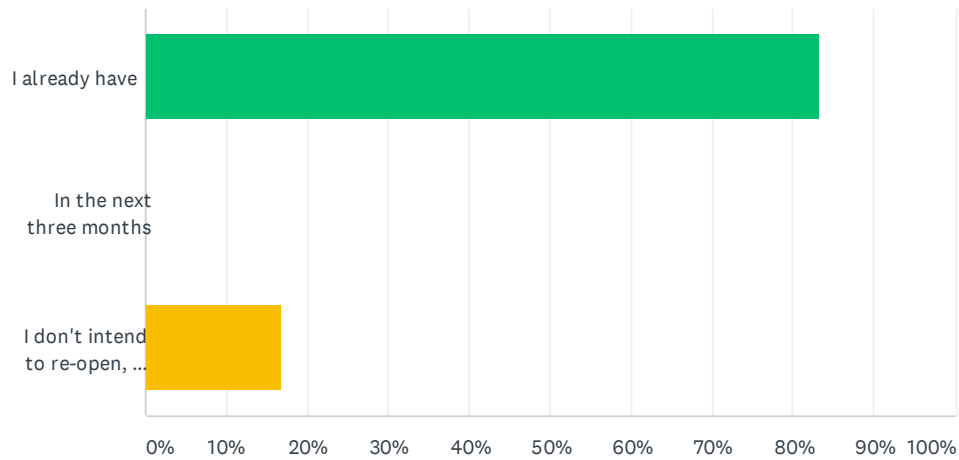
Answered: 121 Skipped: 30



ANSWER CHOICES	RESPONSES	
Extremely confident	28.10%	34
Cautiously confident	57.02%	69
Less confident than at the outset	9.92%	12
Not at all confident	4.96%	6
TOTAL		121

## Q18 When do you intend to re-open?

Answered: 6 Skipped: 145



ANSWER CHOICES	RESPONSES	
I already have	83.33%	5
In the next three months	0.00%	0
I don't intend to re-open, we are closing the business	16.67%	1
TOTAL		6