



Regional Business Recovery Questionnaire: 2013 Flood

Your information will help this region to gain essential support during the long recovery process.

The survey is detailed, but most of it is 'tick and flick'. So, it may look long; but will be fairly quick to do. Please DO complete it if you can. Information from everyone will be combined for damage and recovery reports that help to gain State and Federal assistance for the region. It will help us to know what kinds of help, and how much help, businesses most need for recovery.

Your privacy is respected. Your information will remain confidential. You will be anonymous. Survey responses are combined to show *trends* not individual enterprise information.

The questionnaire is in three parts:

- Part One: explores what kind of enterprise you have in this region, e.g. contact details, business type, industry sector, business size, etc.
- Part Two: covers general flood impacts on your enterprise
- Part Three: contains excel spreadsheets requiring detailed information specific to the citrus industry. Spreadsheets may be developed for other industry sectors over the next few weeks.

It can be hard to provide exact costings and assessments of damage at this time; estimates are OK! We also understand that expenditure might occur in cycles, i.e. making a temporary repair until full repairs or replacement can be finalised. Where questions ask for cost estimates, please provide the estimates of *both* the temporary repairs and the full replacement costs in future, if you can.

PART ONE: About your Enterprise

Business Details:

Business Name: *	Enterprise One	Enterprise Two (if relevant)
ABN:		
Business Address: (physical address as of 25 January 2013)		
Contact Person: *		
Contact Phone: Mobile:		
Email: *		

Business Location: Please tick whichever best describes your business. If you have more than one business in this region, please indicate the relevant location for each business.

☐ Based in town:

☐ Main Street

☐ Other than Main Street

☐ Home-based

☐ Based outside town:

☐ Primary production unit

☐ Other



DRAFT: Enterprise Recovery: for Primary Producers and Businesses / 2013 Floods

Industry: (Please tick the industry sector your enterprise/s belongs to. Tick more than one if your business/es involve several industry sectors):

☐ Agriculture:

- ☐ Broadacre & Crops ☐ Tree Crops ☐ Grazing ☐ Dairy / Pigs ☐ Horticulture
☐ Other: _____

☐ Hospitality and Tourism:

- ☐ Accommodation, incl' motels or B&Bs ☐ Cafes, Pubs & Restaurants
☐ Tourism sites ☐ Other: _____

☐ Retail or Wholesale:

- ☐ Food (supermarket, butcher, baker...) ☐ Clothing, personal or household goods
☐ Communication, computers, etc ☐ Other: _____

☐ Health, Wellbeing, Recreation and Community Services:

- ☐ Medical ☐ Health ☐ Pharmacy ☐ Gym or sports centre ☐ Community Services
☐ Wellbeing (massage, counselling, therapy..) ☐ Other: _____

☐ Trades, Construction, Earth Moving, etc

- ☐ Trades & trade supplies ☐ Automotive ☐ Electrical Refrigeration
☐ Building & building related trades ☐ Landscaping & Gardens ☐ Fencing
☐ Earthmoving & land improvement ☐ Agribusiness & supplies
☐ Other: _____

☐ Business, Finance, Accountancy, Book-keeping, Banking, Real Estate or Insurance

- ☐ Other / Similar: _____

☐ Transport, Freight and Storage

- ☐ Other / similar: _____

☐ Other Industry Sectors not listed above: _____



Do you export your goods or services? (tick any that apply)

☐ No ☐ Yes – overseas ☐ Yes – inter-state ☐ Yes – within Queensland ☐ Other

Does your business *mainly* service / sell to: (tick any that apply)

☐ Your immediate community ☐ the North Burnett ☐ Outside the North Burnett

Optional Question The following question helps to gain a sense of the scale of your business, and its value to the region and/or export sector. Please be assured that all information that you provide is completely confidential.

Please indicate your average annual turnover (pre flood): (Although turnover can vary greatly from year to year, think about the kind of turnover you've had in the last 5 years, and select an average).

☐ Less than \$50,000 ☐ \$50,000 to \$100,000 ☐ \$100,000 to \$250,000
☐ \$250,000 to \$500,000 ☐ \$500,000 to \$1M ☐ Over \$1M ☐ Over \$3M

NOTES on Parts Two:

If you are providing summaries and descriptions and run out of room in the space provided, feel free to continue in blank spaces marked NOTES.

We use the terms 'business' or 'enterprise' to refer to primary production and all other businesses.

In the following section we refer to the "productive parts" of your business. This term is used to differentiate between those parts of your business property which are part of production and income generation, etc as opposed to, for example, a private or personal area such as a house (on a property) or a living area attached to a shop.

We use the terms "stock" and "re-stock" broadly. If you are a primary producer, these terms mean your cattle, pigs, etc. If you are a main street retailer, for example, these terms mean your stock-for-sale.

If you have more than one enterprise, please select the option easiest for you. You could fill in a survey for each business (which would be preferred as it makes the damage and recovery information clearer). Alternatively, you may prefer to combine all business information into totals in one survey.



PART TWO: GENERAL FLOOD IMPACT QUESTIONS

1. Business Status

Was your business?: (please tick any that apply)

- ☐ Inundated completely (i.e. 90-100% of the productive parts of your business went under)
- ☐ Inundated partially (can you estimate a percentage, or provide a description of the level of flooding in relation to the productive parts of your business?)

☐ Damaged by flow-on from storm water, rainfall or water velocity rather than inundation (please feel free to provide more information or descriptions below)

☐ Not damaged by flood, rain or other water events, but adversely affected by loss of income (i.e. due to loss of clients, etc)

☐ Adversely affected by road closures or roads and causeways washed away, power losses, communication losses (i.e. internet or phone went down), employees, tankers or other services essential to your business couldn't get through, water-logging, bogged equipment, etc(whether your business 'got wet' or not)

☐ Positively affected by the flooding? If so, please outline below how

Is your business:

- ☐ completely at a stand-still until you can clean-up (i.e. no income & no normal business activity)
- ☐ completely at a stand-still until you can re-stock (goods or herds) or re-plant
- ☐ partially operating (i.e. some income and business activity, but less than normal)
- ☐ operating as normal

Although it may be difficult to be exact, please make an estimate about how long it might be before you:

- ☐ are partially operating such that you have some kind of income (estimation: _____)
- ☐ fully operational again (estimation: _____)

Was your business forced to relocate as a result of the flooding?:

- ☐ Yes ☐ No ☐ N/A



2. Employment and Income-Derived-from-Business Status

Employees / Family Members Directly Involved in the Business:

(If you and/or any family members are employed / derive income from the enterprise, please include yourself / them)

Before the Flood:

☐ Number of full time employees and/or family members pre-flood: _____

☐ Number of part time employees and/or family members pre-flood: _____

☐ Number of casual employees and/or family members pre-flood: _____

Flood Impact:

Have you had to let any employees or family members go because of the flood?

☐ Yes ☐ No ☐ N/A ☐ Other: _____

If so, please tick their employment status and indicate (near the tick box) how many

☐ Full time ☐ Part time ☐ Casual ☐ Contractors ☐ Other: _____

Have you stood any employees or family members down, but hope to re-employ them?

☐ Yes ☐ No ☐ N/A ☐ Other: _____

If so, please tick their employment status and indicate (near the tick box) how many

☐ Full time ☐ Part time ☐ Casual ☐ Contractors ☐ Other: _____

Have you increased the number of employees as a direct result of the flood?

☐ Yes ☐ No ☐ N/A ☐ Other: _____

If so, please tick their employment status and indicate (near the tick box) how many

☐ Full time ☐ Part time ☐ Casual ☐ Contractors ☐ Other: _____

3. Insurance Status

If you have insurance for your business, does your policy include flood cover or cover for other forms of loss and damage (relevant to your needs now)?:

☐ Yes ☐ No ☐ Not sure ☐ N/A

What proportion of the damage or business loss resulting from the flood is not covered by insurance?

☐ 100%-80% ☐ 80%-60% ☐ 60%-40% ☐ 40%-20% ☐ under 20% ☐ not sure ☐ n/a

If a percentage is too difficult to estimate: please describe in your own words here:



4. Damage Status

How do you believe that this flooding will impact your business?: Please tick any options that are relevant - or provide a summary in your own words in the space provided at the bottom of the page:

☐ **Catastrophic**

☐ We will not recover ☐ We've already closed down ☐ We'll close within 6-12mths

☐ **Major**

- ☐ We *aim* to recover; but it depends on how much and what kind of recovery assistance is available – and how soon it is available
- ☐ We *aim* to recover: but it depends on negotiations with the bank, QRAA or some other financial or legal agency
- ☐ We *aim* to recover: but it depends on the level of damage
- ☐ We *aim* to recover: but it depends on how long it takes to get going again / generate income
- ☐ Other: _____

☐ **Substantial**

There is substantial damage and disruption, but we believe we can recover and be up and running again within:

☐ 1mth ☐ 2-6mths ☐ 6-12mths ☐ 12-24mths ☐ Other: _____

☐ **Minor**

There is minor damage and disruption and:

- ☐ We're already trading as normal
- ☐ Part of our business is trading as normal
- ☐ We're working around disruptions, clean-up, repairs, etc as best we can
- ☐ Other: _____

☐ **Positive Impact**

- ☐ Our custom and business turnover has increased
- ☐ Other: _____

☐ **No Impact / Not applicable**

If you prefer, tell it in your own words:



If you can, please estimate the loss in turnover to your business as a result of: (please indicate the estimated value of what was lost and whether this is a total or an annual figure):

☐ lost or damaged product, crops, stock or other goods: (e.g. if you lost an order that was about to go to a client, or a crop-in-the-ground, etc). Loss Estimate: _____

☐ closure or disruptions due to floods – including lost or reduced custom, contracts or market share because of flood impacts. Loss Estimate: _____

If you can, please estimate the cost of making good the flood/water or other damage: (please tick any that are relevant and provide an estimate if you can. Feel free to add further detail if you like)

☐ **cleaning up:**

☐ excavators or backhoes to remove debris/ clear roads, etc: _____

☐ painting & refurbishing, etc: _____

☐ clean-up crews or specialist assistance, etc: _____

☐ other: _____

☐ **repairs and replacements:**

☐ equipment, vehicles, computers, etc: _____

☐ buildings and other structures including fences, etc: _____

☐ laser-levelling, irrigation or other specialist items: _____

☐ electrical, waste, water or other systems & equipment: _____

☐ other: _____

☐ **re-stocking / replanting:**

☐ purchasing new goods for sale (retail stock , etc): _____

☐ purchasing or ☐ breeding beasts: _____

☐ re-planting crops or trees: _____

☐ other: _____

Are there any losses which are critical to your business, but which may be difficult to value/ cost, e.g. topsoil erosion, or lost custom / decreased business activity? (Please provide further detail if possible / if you wish).

☐ Yes : _____

☐ No ☐ Not sure ☐ N/A



5. Next Steps

Will you need an electrical safety certificate or some other form of risk-assurance before trading resumes? (Please be aware that this is a requirement if water has been through your business premises, sheds, etc).

☐ Yes ☐ No ☐ Not sure ☐ N/A

If you have sustained any structural damage, have you contacted the relevant authority to confirm clearance to re-occupy the premise?:

☐ Yes ☐ No ☐ Not sure ☐ N/A

Are you aware of permits, tax-breaks, grants and other benefits that might help your recovery?:

☐ Yes ☐ No ☐ Not sure ☐ N/A

6. Assistance

Have you received assistance from any of the following? Tick any that apply.

- | | | |
|--|---|---|
| <input type="checkbox"/> Community groups | <input type="checkbox"/> Local Government | <input type="checkbox"/> State Government |
| <input type="checkbox"/> An Industry Body | <input type="checkbox"/> Friends and Family | <input type="checkbox"/> Other businesses |
| <input type="checkbox"/> Volunteers | <input type="checkbox"/> Fire and Rescue, SES or other Emergency Services | |
| <input type="checkbox"/> I haven't received any assistance | <input type="checkbox"/> Other: | |

What kind of assistance was given? Tick any that apply. Please also rate the assistance in terms of its value to you.

- | | | | |
|--|----------------------|-----------------|---------------|
| <input type="checkbox"/> Flood Information | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Business Recovery Info | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Practical clean-up help | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Moral Support | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Advocacy to help get recovery funds or other forms of support | | | |
| | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Other (please give examples) _____ | | | |
| | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |

Add more here if you wish:



How have you accessed flood and recovery information? Please tick any that apply and rate them as above.

- | | | | |
|---|----------------------|-----------------|---------------|
| <input type="checkbox"/> Radio | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Paper | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Facebook | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Websites | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Face-to-face | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |
| <input type="checkbox"/> Word-of-mouth (via phone or email) | 1Really helpful_____ | 3 Helpful _____ | 5 Not Helpful |

Are you interested in knowing your eligibility for a government grant or interest free loan?:

- ☐ Yes ☐ No ☐ Not sure ☐ N/A

What resources do you most need to get your business back up and running?:

Can BIEDO contact you in the future and keep you updated with relevant business information?

- ☐ Yes ☐ No ☐ Not sure ☐ N/A

NOTES: If you have other information, descriptions, priorities or thoughts, please add them here.

This is the end of Part Two: Our sincere thanks for taking the time, and making the effort, to fill in this survey. We hope that this information will help ensure recovery funds and services are available to you. We will do all in our power to make this happen.