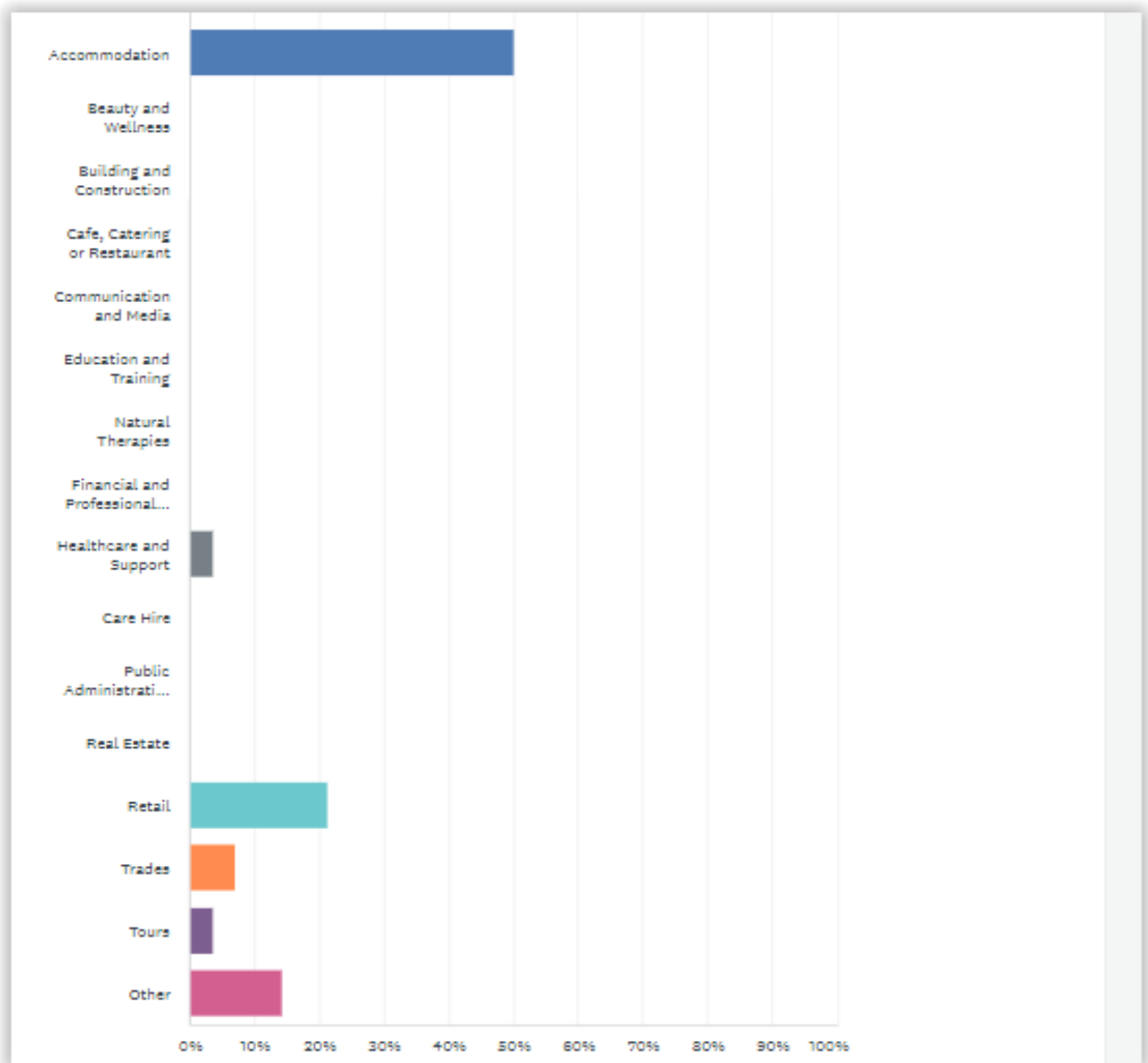
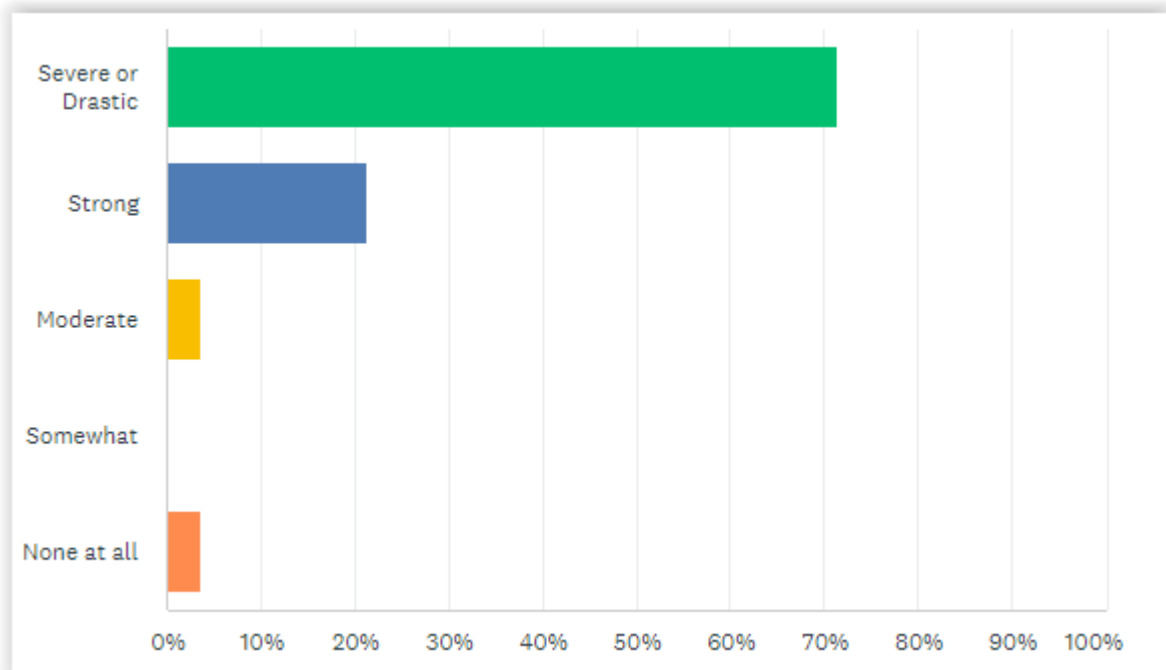


Norfolk Island Business Survey – 14 June 2022

1. What type of business do you operate?



2. The Council proposes to tax the community with an additional \$1 million as a waste management fee. Please assess the financial impact on your business.



ANSWER CHOICES	RESPONSES
Severe or Drastic	71.43%
Strong	21.43%
Moderate	3.57%
Somewhat	0.00%
None at all	3.57%

We are a large Importer of product for retail to which we already pay a waste management fee on the importation. We also operate a Tourism Accommodation Business that continues to incur increasing Council charges. In the present economic environment, increased waste management fees can not be justified or afforded.

To excessively tax the accomodation providers will have a sever impact on viability of the business. A decline in visitation is already being experienced as overseas markets are opening up, and visitor enquiries are already declining.

How can a \$3K+ fee be justified for an office waste? Our work is 80% electronic, no paper etc. Equipment waste and furniture waste etc is minimal with freight charges so high we recycle and reuse wherever possible.

Not fair to be paying a waste management fee when goods are imported into the community but then an additional fee for taking the packaging to waste management. This will simply encourage more people to save their rubbish and burn it which causes much more environmental damage. It should be

only one fee at the point of importing goods then an exemption to dispose of the packaging at Waste Management.

Our business does not run at %100 occupancy and our guests produce less waste than a domestic household

Quite simply cannot afford to pay these fees unless I raise prices - which I cannot do until mid 2023 as 70% has already been held by wholesalers. Have not been able to afford any upgrades or needed renovations to property since 2020 as no income with Covid, so desperately worried that guests will be dissatisfied with some levels of accommodation in some rooms.

I work from home, in winter we export and work in horticulture, for the remainder of the year in touring, two people live in a big old family home we have had in the family since 1896. We generate negligible rubbish because of how we operate using reusable items in touring, and jute sacks which are imported and re-exported full of seeds. I would like to see equity and a user pays system where we are all encouraged to reduce our personal waste streams and are charged according to our waste generation. Empty tourist beds will be unfairly hit. Seems rather arbitrary and unfair. Farms generate little waste compared to cafes and restaurants.

The fact that people will have to pay on vacant land that does not generate any waste will have a severe impact on individuals and families. Business are clearly the target of the massive increases in Waste Management by the NIRC.

We can not absorb this cost into our accommodation as half the time out units are empty. Plus the amount of waste the guests create is minimal compared with average households. A small bag of rubbish each week as they eat out most nights. We would have to sell many weeks accommodation to cover this cost before anything else and we were already struggling with all our outgoings

Since COVID have been operating at a loss. Needs to be a two year period after Covid to recuperate.

I am already paying a waste management levy when I import my goods & I pay extra to dump again these high costs are going to cripple my business

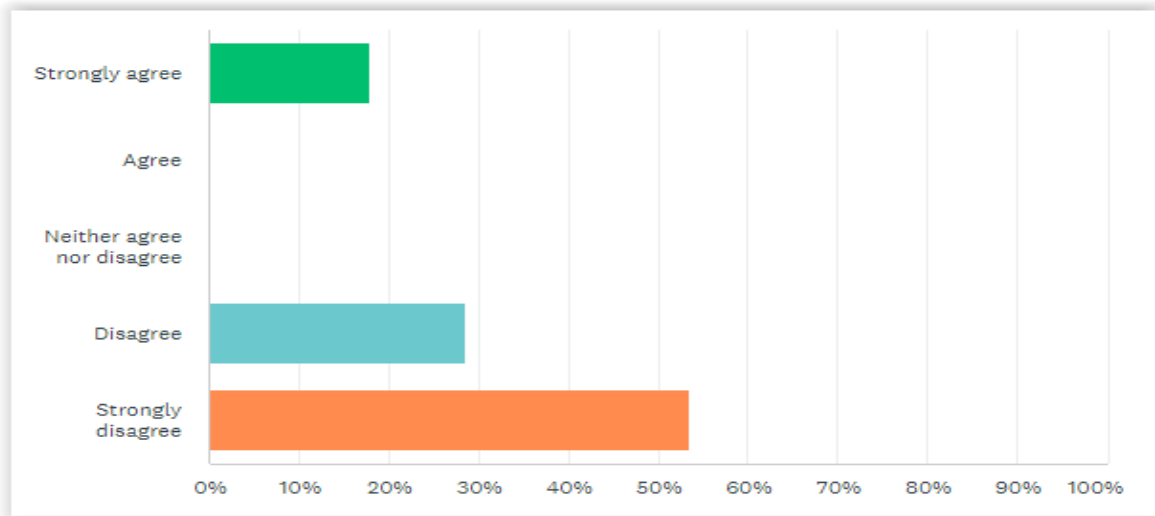
My rates will go from \$1000 to \$6,500 per year

It is a double tax Since 2016 we have had an increase in expenditure to the magnitude of 75% and revenue has decreased by 25%

261% increase in Waste Management Fees

The tourism economy on Norfolk Island is listless, with visitor numbers only providing only about 35% occupancy to the accommodation industry. To burden this industry with a considerable tax rise makes no sense as the industry can ill afford any additional charges. The industry needs to be encouraged and given the confidence and ability to invest and innovate. Burdening this industry with a substantial tax increase is not in the best interest of the overall economy. Visitors contribute less waste than residents.

3. The Operational Plan states that sub-categorisation is a more effective way to apply differential waste management charges reflecting usage. Do you agree that the sub-category for your business reflects actual usage?



ANSWER CHOICES	RESPONSES
Strongly agree	17.86%
Agree	0.00%
Neither agree nor disagree	0.00%
Disagree	28.57%
Strongly disagree	53.57%

The larger contributors to waste streams are construction and cafe's/bars etc

The only category I believe we can fit into is retail. The waste generate in comparison to a retail shop importing goods etc. is no comparison

guest produce little waste as our visitors mostly frequent restaurants , clubs cafes and Tours.

No, absolutely not. Our main wastage is recyclable as guests cannot eat in their rooms so do not contribute to a lot of waste. ALSO, since when are accommodation properties on Norfolk 100% full - or even 70% full the majority of the year?

We have one property, the one property fits into multiple categories will we be charged multiple times. Categories do not necessarily reflect waste generation levels at all. Varies from business to business.

As in the above statement - the guests create less waste than a normal household as they eat out most nights etc

It's not quite as simple as that. Waste varies with each establishment and is subject to numerous factors. eg our biggest waste material is cardboard boxes, and we give most of ours to gardeners for making mulch

Only fair way would be a gst so everybody pays

Collection of rates generally imply a regular pickup of waste by the council

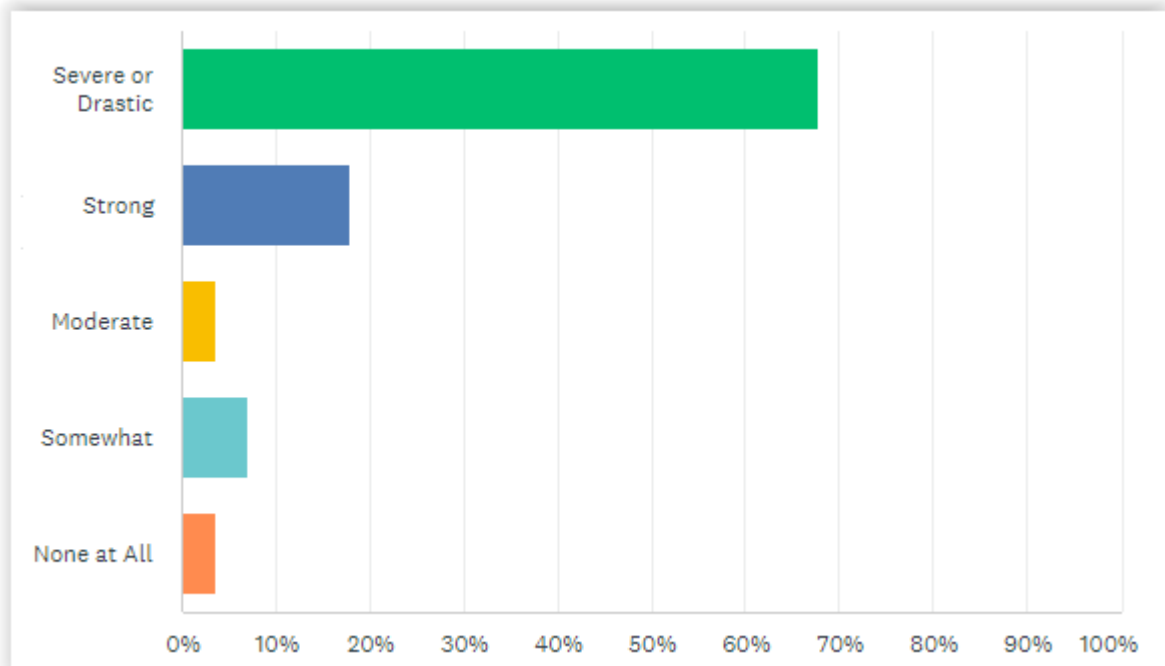
Waste management fee charged on vacant land is a bad joke. How can this be at all reflective of usage of this service. This constitutes nothing more than a sinister land tax aimed at relieving norfolk islanders of their land and encouraging over development.

The \$746 waste management charge is too high as it is not aligned with the low level of tourist usage, as this does not recognize the low tourist accommodation occupancy rate nor the very low level of waste generated by tourists.

The actual waste from from our tourist accommodation business is considerably less than from an average household, hence, the new rates are unfair and unsustainable.

I agree with sub-categories as a way to differentiate costs between large and small business, however the proportion of the fees proposed does not reflect this. We are sub-category 'Business-Shops/Retail A' and as we have primarily paper waste which compostable/recyclable it seems over the top to be charged over \$2000 for waste management.

4. The Council is proposing to increase revenue received from Land Rates by 38%. Please assess the impact of this increase on your business.



ANSWER CHOICES	RESPONSES
Severe or Drastic	67.86%
Strong	17.86%
Moderate	3.57%
Somewhat	7.14%
None at All	3.57%

The proposed increases are outrageous. A scandalous money grab with complete contempt for businesses, their viability and their overall contribution to the economy of this Island. The Council's attempt to justify their "efficiencies" to a negligent Commonwealth Department, leaves our Community bankrupt.

Due to excessively high airfares it is impossible to increase tariffs to deal with this increase. Also refer to points in 1. above.

Has any research been done to establish what can be sustained by business in the long term? or if these costs foster or inhibit new business growth and development? where does this stop? Cost of living, freight, rates, waste fees are all increasing at rates much higher than is reasonable. Its hard to keep faith that everything will be okay when there seems to be no end to these increasing costs.

This was always going to be the case, the community was warned in 2016 that rates and Council charges would have to be increased. Everyone has had 5 years to prepare for this and it is inevitable as the costs for providing community infrastructure are steadily increasing everywhere not just here. If we want to have modern consumerism we have to pay for it.

Our already discounted rates would have to reflect these increases and this would affect our occupancy

We have been through so much and no one on Norfolk has made any money for the past few years. Continuing to raise these types of expenses - for no other reason than some idiot has decided it is the easiest way to raise funds - to fund things that the majority of people on Norfolk do not consider necessary is a crime in itself. I cannot express enough how disgusted I am with these proposals and cannot help but feel that there has to be some other agenda to send businesses broke on Norfolk.

Along with the wastemanagement fee and this it will cripple our business. I dont know how accommodation businesses are expected to pay this. This is an outrageous increase and I am not even sure if it is legal to rise rates by this percentage.

This is way out of proportion. We already pay a waste levy when goods are brought to the Island

This is too high an increase all at once and will cripple many businesses

I propose to close or de- register my business.

The council does not appear to have the desire to utilise waste as a valuable bi product and put in the appropriate equipment. WMS this year has seen decision after decision on the collection issue. The voucher system for a whole lot of reasons has been incompetently run and poorly thought out and you would have no confidence in a new system which is purely a money grab

Pensioner cannot afford

The Land Rates charge without taking into account the increased Waste Management Fee has increased by 283%

A 38% increase would be a severe financial burden and yet another confidence buster particularly as no effort is being placed on increasing visitor numbers to grow the economy.

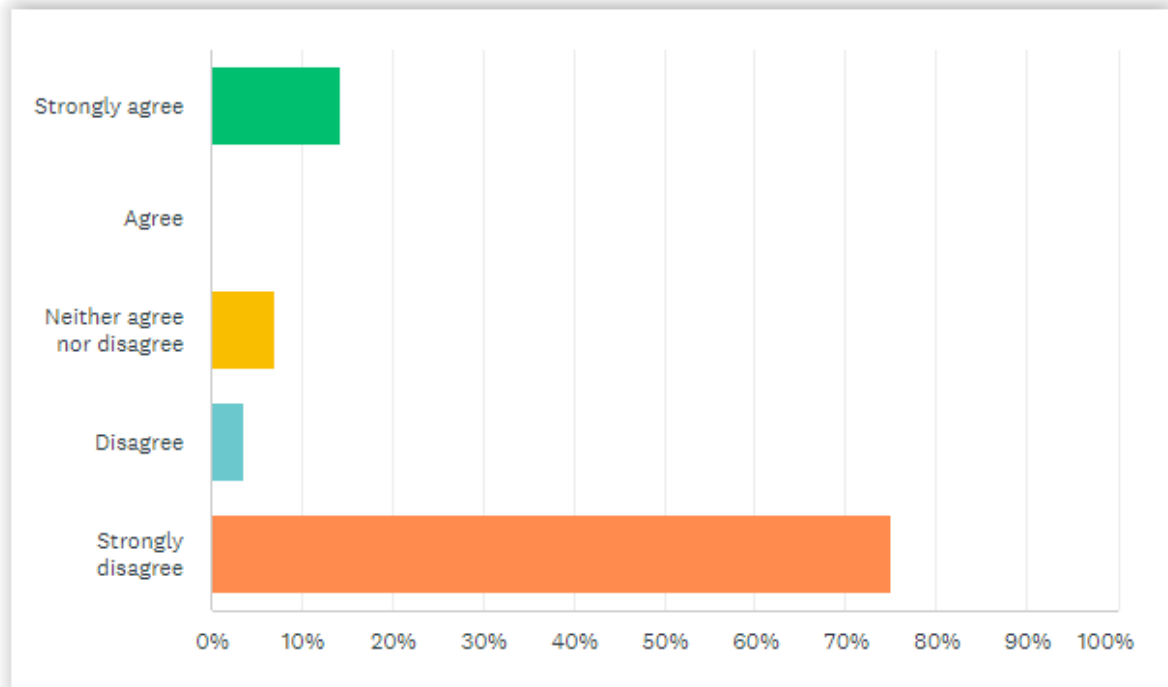
Such a drastic increase overnight will be detrimental for our business. We struggled to pay the rates last year and hoped that there wouldn't be another increase in the near future.

It is a massive increase that we can not absorb without putting our pricing up....Norfolk is already a very expensive destination to holiday in....its going to become a 5 star price for a 3 star holiday.

This will have a major impact on everyone, from residential to businesses. To increase revenue, council needs to find other areas to create revenue and slowly increase rates.

Not really known at this stage. As a leasee, it will be up to the landlord as to whether they pass on the impact to us as tenants.

5. The Council Community Strategic Plan Objective 6 is for the Council to achieve "a strong, diverse and vibrant business environment". The Plan states that it will achieve this by a "reduction in business costs". Do you agree that the proposed Operational Plan may achieve this objective?



ANSWER CHOICES	RESPONSES
Strongly agree	14.29%
Agree	0.00%
Neither agree nor disagree	7.14%
Disagree	3.57%
Strongly disagree	75.00%

This is incompetent thinking. The Council Top Management Team and the Commonwealth Council Administrator, have displayed a complete lack of basic Economic and Financial Acumen.

It is hard to understand how increases in costs to residents equates with reducing business costs.

Its the exact opposite, I've never felt more discouraged about owning a business.

I haven't seen anything at all that actually reflects a genuine strategy (with goals and objectives and outcome measures) to develop "a strong diverse and vibrant business environment". There has been only very feeble attempts to diversify the business community here, none of these have followed through in any way at all, and no incentives have been offered for diversifying business through innovative ideas to create new economic streams for the community, leaving us almost entirely dependent on tourism. No-one has actually mapped the costs of running business here, least of all outside the tourism industry.

What reduction? There is nothing but increases in business costs to the degree that the majority of businesses are trying or thinking of selling.

Labour shortages, high costs, poor supply lines, bigger population, larger no Of visitors, environmental impacts, and a very expensive council model is unsustainable.

Is this small business or business costs of the NIRC? If it's the NIRC one must question how savings will be made when services are being contracted off Island and the community has no idea of the costs to the community

With the amount of money that is wasted constantly with travel costs, consultants fees for things that are not even required or ever acted on buildings that are not required instead of the roading and I could go on - I do not ever see any reduction of costs to businesses ever occurring when such waste is always happening

It will most likely do the opposite

I think a charge applied to every passenger flying into the island would be a fairer way to try & raise the revenue required to meet the waste management costs

This is just poppycock. More businesses will close or amalgamate because of rent increases Cost is a cost no matter how you want to view it. Rates in a Sydney are cheaper than NORFOLK and you get roads, curbing, lighting, rubbish removal and a bucket load of amenities. It is quite obvious there is something not being done properly at G/M level It is illogical that the decision makers are not affected by any of this and to see a General Manager flying constantly off Island is not a good look and the secretive way of doing things reeks a little of Communism Can I suggest a way of getting over this hurdle is for Regional Council to cut it own costs first which appear to have a very low priority. Stop Offering free housing free car. Would be a good start Buying out accomodation where tourism is 90% of our business tells me they are not for NORFOLK Island but purely for themselves an example is the Queens 70th. Prior to 2016 this would have been a very big deal for Norfolk Island but the new broom like a whole raft of things have systematically been taken away It is a small point but a very disappointing point I cannot understand why the Administrator and General manager have not been sacked on the spot as Public Servants. They have no interest in preserving Norfolk Island there interest is looking for their next job

NFI

The Council will destroy the economy as these charges are unaffordable.

The actual increase in rates is opposite to the statement "reduction in business costs".

I dont see how thats possible at all???

A little too early to judge the impact as all measures or proposals are not in place, ie. if we see a reduction in electricity costs, will that compensate for other introduced charges?