

Regional Recap

December 2020

**BUSINESS
NSW**

Key Business Conditions

NSW Total 546 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	21.2	46.7%	27.8%	25.5%	-18.5	↑	47.3%	30.5%	22.2%	25.1
Total Capital Spending	-7.0	28.8%	35.3%	35.8%	-19.4	↑	28.5%	44.3%	27.3%	1.2
Total Operating Costs	19.0	37.4%	44.3%	18.3%	2.1	↑	30.9%	56.5%	12.6%	18.3
Total Sales Revenue	-9.8	31.8%	26.6%	41.6%	-37.0	↑	35.0%	32.4%	32.6%	2.4
Total Profit	-20.4	27.7%	24.3%	48.1%	-43.3	↑	30.5%	31.7%	37.7%	-7.2
Total Staff Numbers	-4.3	16.7%	62.3%	21.0%	-14.8	↑	16.9%	67.1%	16.0%	1.0

Capital Region 33 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	13.8	44.8%	24.1%	31.0%	-29.0	↑	51.7%	34.5%	13.8%	37.9
Total Capital Spending	4.5	40.9%	22.7%	36.4%	-30.0	↑	35.0%	45.0%	20.0%	15.0
Total Operating Costs	60.9	65.2%	30.4%	4.3%	0.0	↑	66.7%	28.6%	4.8%	61.9
Total Sales Revenue	-4.5	40.9%	13.6%	45.5%	-61.3	↑	25.0%	55.0%	20.0%	5.0
Total Profit	-30.4	21.7%	26.1%	52.2%	-64.5	↑	28.6%	28.6%	42.9%	-14.3
Total Staff Numbers	4.5	27.3%	50.0%	22.7%	3.3	↑	15.8%	73.7%	10.5%	5.3

Central Coast 19 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	22.2	44.4%	33.3%	22.2%	-13.0	↑	44.4%	38.9%	16.7%	27.8
Total Capital Spending	-11.8	11.8%	64.7%	23.5%	-15.8	↑	33.3%	46.7%	20.0%	13.3
Total Operating Costs	16.7	22.2%	72.2%	5.6%	19.0	↓	6.7%	93.3%	0.0%	6.7
Total Sales Revenue	16.7	50.0%	16.7%	33.3%	-42.9	↑	40.0%	26.7%	33.3%	6.7
Total Profit	-5.9	29.4%	35.3%	35.3%	-40.0	↑	35.7%	35.7%	28.6%	7.1
Total Staff Numbers	11.8	17.6%	76.5%	5.9%	-10.0	↑	26.7%	73.3%	0.0%	26.7

Key Business Conditions

Central West 26 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	24.0	44.0%	36.0%	20.0%	-8.7	↑	40.0%	40.0%	20.0%	20.0
Total Capital Spending	-18.2	31.8%	18.2%	50.0%	-15.0	↓	27.3%	45.5%	27.3%	0.0
Total Operating Costs	26.1	47.8%	30.4%	21.7%	-10.0	↑	4.5%	68.2%	27.3%	-22.7
Total Sales Revenue	-22.7	27.3%	22.7%	50.0%	-5.0	↓	28.6%	52.4%	19.0%	9.5
Total Profit	-31.8	27.3%	13.6%	59.1%	-10.0	↓	28.6%	52.4%	19.0%	9.5
Total Staff Numbers	4.8	23.8%	57.1%	19.0%	-21.1	↑	4.8%	85.7%	9.5%	-4.8

Coffs Harbour – Grafton 16 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	33.3	53.3%	26.7%	20.0%	-11.8	↑	60.0%	13.3%	26.7%	33.3
Total Capital Spending	-33.3	16.7%	33.3%	50.0%	25.0	↓	18.2%	54.5%	27.3%	-9.1
Total Operating Costs	33.3	41.7%	50.0%	8.3%	6.3	↑	16.7%	83.3%	0.0%	16.7
Total Sales Revenue	16.7	50.0%	16.7%	33.3%	-12.5	↑	33.3%	41.7%	25.0%	8.3
Total Profit	0.0	41.7%	16.7%	41.7%	-6.3	↑	41.7%	16.7%	41.7%	0.0
Total Staff Numbers	-8.3	16.7%	58.3%	25.0%	-6.3	↓	25.0%	50.0%	25.0%	0.0

Far West and Orana 10 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	11.1	44.4%	22.2%	33.3%	16.7	↓	44.4%	22.2%	33.3%	11.1
Total Capital Spending	-44.4	22.2%	11.1%	66.7%	-33.3	↓	12.5%	62.5%	25.0%	-12.5
Total Operating Costs	-22.2	11.1%	55.6%	33.3%	30.0	↓	12.5%	87.5%	0.0%	12.5
Total Sales Revenue	0.0	44.4%	11.1%	44.4%	-40.0	↑	25.0%	37.5%	37.5%	-12.5
Total Profit	-11.1	44.4%	0.0%	55.6%	-50.0	↑	37.5%	12.5%	50.0%	-12.5
Total Staff Numbers	-44.4	11.1%	33.3%	55.6%	-27.3	↓	25.0%	50.0%	25.0%	0.0

Key Business Conditions

Hunter Valley exc. Newcastle 22 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	15.8	47.4%	21.1%	31.6%	13.6	↑	57.9%	31.6%	10.5%	47.4
Total Capital Spending	0.0	23.1%	53.8%	23.1%	25.0	↓	15.4%	46.2%	38.5%	-23.1
Total Operating Costs	21.4	35.7%	50.0%	14.3%	5.3	↑	30.8%	53.8%	15.4%	15.4
Total Sales Revenue	-7.1	35.7%	21.4%	42.9%	-15.0	↑	46.2%	15.4%	38.5%	7.7
Total Profit	-23.1	23.1%	30.8%	46.2%	-30.0	↑	41.7%	33.3%	25.0%	16.7
Total Staff Numbers	-7.1	21.4%	50.0%	28.6%	15.0	↓	23.1%	53.8%	23.1%	0.0

Illawarra 24 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	4.8	42.9%	19.0%	38.1%	-25.0	↑	42.9%	33.3%	23.8%	19.0
Total Capital Spending	-23.5	29.4%	17.6%	52.9%	-25.0	↑	18.8%	56.3%	25.0%	-6.3
Total Operating Costs	10.5	36.8%	36.8%	26.3%	-4.5	↑	33.3%	53.3%	13.3%	20.0
Total Sales Revenue	-10.5	21.1%	47.4%	31.6%	-28.6	↑	40.0%	26.7%	33.3%	6.7
Total Profit	-36.8	10.5%	42.1%	47.4%	-40.0	↑	31.3%	31.3%	37.5%	-6.3
Total Staff Numbers	0.0	21.1%	57.9%	21.1%	-22.7	↑	12.5%	62.5%	25.0%	-12.5

Mid North Coast 19 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	58.8	64.7%	29.4%	5.9%	-24.0	↑	52.9%	41.2%	5.9%	47.1
Total Capital Spending	-13.3	20.0%	46.7%	33.3%	-31.6	↑	14.3%	64.3%	21.4%	-7.1
Total Operating Costs	18.8	25.0%	68.8%	6.3%	23.8	↓	26.7%	73.3%	0.0%	26.7
Total Sales Revenue	18.8	50.0%	18.8%	31.3%	-33.3	↑	40.0%	40.0%	20.0%	20.0
Total Profit	6.3	37.5%	31.3%	31.3%	-52.4	↑	42.9%	21.4%	35.7%	7.1
Total Staff Numbers	33.3	33.3%	66.7%	0.0%	-22.2	↑	7.1%	78.6%	14.3%	-7.1

Key Business Conditions

Murray 18 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	41.2	58.8%	23.5%	17.6%	-48.6	↑	70.6%	11.8%	17.6%	52.9
Total Capital Spending	7.1	35.7%	35.7%	28.6%	-23.3	↑	15.4%	69.2%	15.4%	0.0
Total Operating Costs	28.6	35.7%	57.1%	7.1%	9.4	↑	38.5%	53.8%	7.7%	30.8
Total Sales Revenue	14.3	35.7%	42.9%	21.4%	-43.8	↑	46.2%	23.1%	30.8%	15.4
Total Profit	-7.1	35.7%	21.4%	42.9%	-40.6	↑	50.0%	25.0%	25.0%	25.0
Total Staff Numbers	-6.7	13.3%	66.7%	20.0%	-9.7	↑	46.2%	53.8%	0.0%	46.2

New England and North West 40 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	17.9	41.0%	35.9%	23.1%	-40.6	↑	30.8%	33.3%	35.9%	-5.1
Total Capital Spending	-9.7	25.8%	38.7%	35.5%	0.0	↓	22.6%	41.9%	35.5%	-12.9
Total Operating Costs	22.6	35.5%	51.6%	12.9%	6.7	↑	16.1%	67.7%	16.1%	0.0
Total Sales Revenue	-3.2	32.3%	32.3%	35.5%	-35.7	↑	29.0%	32.3%	38.7%	-9.7
Total Profit	-22.6	32.3%	12.9%	54.8%	-39.3	↑	28.1%	25.0%	46.9%	-18.8
Total Staff Numbers	-16.1	9.7%	64.5%	25.8%	-15.4	↓	6.5%	74.2%	19.4%	-12.9

Newcastle and Lake Macquarie 19 Respondents	Current						Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	31.6	47.4%	36.8%	15.8%	-17.8	↑	63.2%	21.1%	15.8%	47.4
Total Capital Spending	-37.5	6.3%	50.0%	43.8%	-17.9	↓	28.6%	42.9%	28.6%	0.0
Total Operating Costs	18.8	37.5%	43.8%	18.8%	-10.0	↑	42.9%	42.9%	14.3%	28.6
Total Sales Revenue	-37.5	6.3%	50.0%	43.8%	-34.1	↓	50.0%	21.4%	28.6%	21.4
Total Profit	-43.8	12.5%	31.3%	56.3%	-22.0	↓	35.7%	21.4%	42.9%	-7.1
Total Staff Numbers	-12.5	12.5%	62.5%	25.0%	-7.3	↓	28.6%	50.0%	21.4%	7.1

Key Business Conditions

Richmond - Tweed 43 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	31.7	46.3%	39.0%	14.6%	7.5	↑	48.8%	41.5%	9.8%	39.0
Total Capital Spending	27.0	45.9%	35.1%	18.9%	11.1	↑	45.9%	32.4%	21.6%	24.3
Total Operating Costs	26.3	44.7%	36.8%	18.4%	28.9	↓	39.5%	42.1%	18.4%	21.1
Total Sales Revenue	16.2	45.9%	24.3%	29.7%	-7.9	↑	56.8%	27.0%	16.2%	40.5
Total Profit	23.7	44.7%	34.2%	21.1%	-38.9	↑	44.7%	39.5%	15.8%	28.9
Total Staff Numbers	13.5	27.0%	59.5%	13.5%	-2.9	↑	35.1%	51.4%	13.5%	21.6

Riverina 15 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	21.4	42.9%	35.7%	21.4%	-22.2	↑	57.1%	42.9%	0.0%	57.1
Total Capital Spending	-21.4	21.4%	35.7%	42.9%	-31.3	↑	28.6%	50.0%	21.4%	7.1
Total Operating Costs	28.6	42.9%	42.9%	14.3%	6.3	↑	28.6%	64.3%	7.1%	21.4
Total Sales Revenue	-7.1	28.6%	35.7%	35.7%	-73.3	↑	28.6%	57.1%	14.3%	14.3
Total Profit	0.0	42.9%	14.3%	42.9%	-73.3	↑	21.4%	50.0%	28.6%	-7.1
Total Staff Numbers	-7.1	7.1%	78.6%	14.3%	-13.3	↑	7.1%	85.7%	7.1%	0.0

Southern Highlands & Shoalhaven 23 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	40.9	54.5%	31.8%	13.6%	0.0	↑	72.7%	0.0%	27.3%	45.5
Total Capital Spending	10.5	31.6%	47.4%	21.1%	-5.0	↑	35.3%	47.1%	17.6%	17.6
Total Operating Costs	45.5	50.0%	45.5%	4.5%	55.0	↓	40.0%	50.0%	10.0%	30.0
Total Sales Revenue	4.8	42.9%	19.0%	38.1%	10.0	↓	35.0%	30.0%	35.0%	0.0
Total Profit	4.8	42.9%	19.0%	38.1%	-5.3	↑	35.0%	40.0%	25.0%	10.0
Total Staff Numbers	0.0	15.0%	70.0%	15.0%	-15.8	↑	16.7%	66.7%	16.7%	0.0

Key Business Conditions

Sydney 125 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	14.1	45.4%	23.3%	31.3%	-20.3	↑	39.9%	30.1%	30.1%	9.8
Total Capital Spending	-11.0	27.6%	33.9%	38.6%	-30.5	↑	29.8%	37.1%	33.1%	-3.2
Total Operating Costs	0.0	29.8%	40.5%	29.8%	-10.7	↑	32.0%	52.8%	15.2%	16.8
Total Sales Revenue	-25.0	25.0%	25.0%	50.0%	-46.0	↑	30.6%	27.4%	41.9%	-11.3
Total Profit	-31.0	22.5%	24.0%	53.5%	-53.2	↑	24.2%	28.2%	47.6%	-23.4
Total Staff Numbers	-15.5	11.6%	61.2%	27.1%	-22.3	↑	12.0%	68.8%	19.2%	-7.2

Eastern Sydney 89 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	12.5	43.0%	26.6%	30.5%	-26.9	↑	39.8%	26.6%	33.6%	6.3
Total Capital Spending	-9.5	27.4%	35.8%	36.8%	-32.9	↑	30.9%	34.0%	35.1%	-4.3
Total Operating Costs	-5.1	27.3%	40.4%	32.3%	-17.9	↑	31.9%	51.1%	17.0%	14.9
Total Sales Revenue	-30.9	21.6%	25.8%	52.6%	-48.6	↑	28.7%	25.5%	45.7%	-17.0
Total Profit	-36.4	20.2%	23.2%	56.6%	-56.1	↑	21.3%	27.7%	51.1%	-29.8
Total Staff Numbers	-15.3	12.2%	60.2%	27.6%	-26.2	↑	10.6%	69.1%	20.2%	-9.6

Western Sydney 36 Respondents		Current					Expected			
Indicator	Index	Up	Same	Down	Previous	↑ or ↓	Up	Same	Down	Index
Performance of the NSW Economy	20.0	54.3%	11.4%	34.3%	-1.5	↑	40.0%	42.9%	17.1%	22.9
Total Capital Spending	-15.6	28.1%	28.1%	43.8%	-23.7	↑	26.7%	46.7%	26.7%	0.0
Total Operating Costs	15.6	37.5%	40.6%	21.9%	9.8	↑	32.3%	58.1%	9.7%	22.6
Total Sales Revenue	-6.5	35.5%	22.6%	41.9%	-38.7	↑	36.7%	33.3%	30.0%	6.7
Total Profit	-13.3	30.0%	26.7%	43.3%	-45.0	↑	33.3%	30.0%	36.7%	-3.3
Total Staff Numbers	-16.1	9.7%	64.5%	25.8%	-11.5	↓	16.1%	67.7%	16.1%	0.0

Priorities and the Business Environment

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How have the following priorities changed over the past three months?																		
Index*	Total NSW		Sydney		Eastern Sydney		Western Sydney		Central Coast		Capital Region		Central West		Coffs Harbour - Grafton		Far West & Orana	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Expanding the capacity of my business to meet demand	-4.1	13.9	-15.2	-11.5	-20.0	-20.2	-1.9	13.8	-23.5	14.3	0.0	5.0	-36.8	17.6	35.7	27.3	-11.1	66.7
Downsizing my business	13.1	4.3	24.2	11.1	29.3	18.7	8.7	-12.5	0.0	-18.2	-15.0	11.1	5.6	-42.9	-28.6	14.3	16.7	100.0
Hiring people with the right skills/capabilities	33.0	44.7	20.4	30.7	22.5	26.7	14.3	42.3	28.6	53.8	45.8	45.0	31.3	61.5	75.0	30.0	50.0	42.9
Growing revenue	76.4	75.3	73.0	72.0	74.8	70.8	68.3	75.9	76.5	92.3	75.0	61.9	68.4	100.0	85.7	90.9	80.0	87.5
Reducing business costs	74.3	61.8	70.8	61.0	71.7	62.5	68.3	56.7	82.4	69.2	80.0	61.9	78.9	72.2	71.4	72.7	90.0	71.4

*Index scores calculated as the percentage of respondents indicating the priority was more important minus those indicating the priority was less important. A positive number implies a priority is becoming more important whereas a negative number implies a priority is becoming less important.

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How have the following factors changed over the past three months?																		
Index*	Total NSW		Sydney		Eastern Sydney		Western Sydney		Central Coast		Capital Region		Central West		Coffs Harbour - Grafton		Far West & Orana	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Access to finance	-21.7	-20.7	-22.3	-25.2	-22.1	-24.7	-22.7	-26.9	-33.3	-33.3	-28.6	-29.4	-22.2	-6.7	-20.0	0.0	-20.0	-85.7
Weather-related events (e.g. drought, floods, bushfires)	-4.9	-7.4	-12.3	-10.3	-11.8	-9.5	-13.6	-12.5	-18.2	0.0	-33.3	-25.0	12.5	0.0	16.7	-30.0	30.0	-50.0
Business solvency (is my business staying afloat)	-7.1	0.5	-19.7	-17.4	-18.8	-21.4	-22.2	-4.0	6.7	15.4	-12.5	-10.5	-11.8	-17.6	38.5	0.0	0.0	0.0
Regulatory environment (cost of red tape)	-26.2	-31.9	-12.5	-13.5	-5.0	-14.3	-30.0	-11.1	-25.0	9.1	-42.3	-21.7	-12.5	-9.5	-31.3	-28.6	-27.3	-42.9

*Index scores calculated as the percentage of respondents indicating the factor was more favourable minus those indicating the factor was less favourable. A positive number implies an improvement whereas a negative number implies a deterioration.

Priorities and the Business Environment

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How have the following priorities changed over the past three months?																		
Index*	Hunter Valley exc Newcastle		Illawarra		Mid North Coast		Murray		New England and North West		Newcastle and Lake Macquarie		Richmond – Tweed		Riverina		Southern Highlands and Shoalhaven	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Expanding the capacity of my business to meet demand	35.3	33.3	-15.3	30.8	0.0	38.5	3.8	36.4	20.8	13.8	13.9	15.4	20.0	34.3	-20.0	30.8	22.2	45.0
Downsizing my business	-23.1	-11.1	22.2	7.7	7.1	-10.0	21.7	0.0	16.7	22.7	-20.0	-8.3	11.1	10.3	7.1	14.3	35.7	-21.4
Hiring people with the right skills/capabilities	81.3	54.5	12.5	40.0	41.2	50.0	24.0	88.9	26.3	60.0	45.2	50.0	46.7	63.6	41.2	36.4	61.1	64.7
Growing revenue	66.7	76.9	77.8	78.6	65.0	53.3	80.0	58.3	80.8	83.3	86.8	69.2	87.1	77.8	65.0	50.0	84.2	90.0
Reducing business costs	52.6	69.2	73.7	60.0	70.0	66.7	78.6	66.7	80.8	77.4	73.0	78.6	90.6	51.4	70.0	53.8	57.9	30.0

*Index scores calculated as the percentage of respondents indicating the priority was more important minus those indicating the priority was less important. A positive number implies a priority is becoming more important whereas a negative number implies a priority is becoming less important.

[Additional regions on previous page](#)

How have the following factors changed over the past three months?																		
Index*	Hunter Valley exc Newcastle		Illawarra		Mid North Coast		Murray		New England and North West		Newcastle and Lake Macquarie		Richmond - Tweed		Riverina		Southern Highlands and Shoalhaven	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Access to finance	-23.1	-30.0	-28.6	0.0	-5.3	-7.7	-10.5	0.0	-5.0	-8.3	-27.6	-9.1	-20.7	-10.3	-5.3	-33.3	-20.0	-29.4
Weather-related events (e.g. drought, floods, bushfires)	6.3	40.0	13.3	16.7	-6.3	-6.7	-19.0	25.0	12.0	6.9	-4.2	-10.0	-7.7	-25.8	-6.3	20.0	20.0	0.0
Business solvency (is my business staying afloat)	25.0	9.1	-16.7	16.7	-5.6	35.7	15.4	22.2	-4.0	10.3	17.6	-18.2	-13.3	25.7	-5.6	41.7	17.6	0.0
Regulatory environment (cost of red tape)	-23.5	-10.0	-31.6	-25.0	-27.3	-18.8	-11.1	-7.7	-10.7	-22.6	-10.8	-11.1	-32.4	-14.6	-27.3	-26.7	-22.2	-34.6

*Index scores calculated as the percentage of respondents indicating the factor was more favourable minus those indicating the factor was less favourable. A positive number implies an improvement whereas a negative number implies a deterioration.

Business Costs

Additional regions over page

Cost Index*	ALL REGIONS		Sydney		Eastern Sydney		Western Sydney		Capital Region		Central Coast		Central West		Coffs Harbour - Grafton		Far West & Orana	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Wages and Benefits	17.5	30.9	17.5	41.0	17.6	40.9	17.2	41.4	27.3	42.9	26.7	15.4	35.3	6.3	0.0	10.0	40.0	25.0
Other Staffing-related Costs	28.4	34.3	26.6	44.7	27.0	42.9	25.5	50.0	50.0	42.9	42.9	15.4	37.5	0.0	23.1	30.0	40.0	37.5
Energy (Gas / Electricity)	30.6	30.3	28.1	28.7	28.9	25.6	25.9	37.9	32.0	57.1	53.3	0.0	50.0	22.2	26.7	36.4	50.0	62.5
Equipment	27.8	26.9	27.6	25.0	29.7	25.0	22.2	25.0	48.0	52.4	46.7	7.7	52.6	11.1	15.4	27.3	40.0	37.5
Distribution / Transport Costs	41.1	40.7	37.8	42.2	34.8	34.7	45.3	63.0	47.8	61.9	46.2	-7.1	55.6	27.8	41.7	22.2	60.0	40.0
Real Estate (Rent / Mortgage)	22.1	27.1	19.6	29.5	19.3	30.1	20.4	27.6	23.8	35.3	31.3	-7.7	28.6	35.7	23.1	37.5	28.6	42.9
Government Taxes / Levies / Fees	7.1	18.0	1.0	16.5	-0.7	17.6	5.2	13.3	4.3	47.6	33.3	14.3	41.2	16.7	21.4	18.2	20.0	33.3
Cost of Inputs (Goods Sold, Imports)	39.7	39.8	34.6	41.3	36.7	37.7	29.3	51.9	52.2	60.0	53.3	28.6	72.2	23.5	61.5	20.0	40.0	16.7
Finance Costs (Interest / Fees)	9.3	7.0	7.9	11.1	5.7	11.1	14.3	11.1	25.0	0.0	7.7	0.0	17.6	-11.8	8.3	37.5	20.0	33.3
Professional Services (Accountants, Legal)	30.3	30.1	29.6	27.7	31.4	28.6	25.0	25.0	64.0	31.6	43.8	21.4	38.9	16.7	21.4	25.0	20.0	14.3
Marketing / Advertising	30.2	26.8	28.6	27.8	28.1	27.6	30.0	28.6	33.3	23.8	37.5	14.3	61.1	5.9	35.7	30.0	40.0	37.5
Insurance	44.6	51.1	41.4	47.9	42.6	49.4	38.3	43.3	44.0	66.7	68.8	26.7	63.2	44.4	40.0	36.4	70.0	62.5
Repairs and Maintenance	33.0	35.1	26.9	33.3	28.6	36.1	22.4	25.0	45.8	57.1	60.0	0.0	42.1	33.3	40.0	20.0	66.7	62.5
Telecommunications	23.6	23.9	19.4	19.0	17.9	20.9	23.3	13.3	24.0	33.3	31.3	7.1	50.0	16.7	6.7	54.5	60.0	42.9

*Index scores calculated as the percentage of respondents indicating the cost was less affordable minus those indicating the cost was more affordable. A positive number implies increasing cost pressures whereas a negative number implies falling costs.

Business Costs

Additional regions on previous page

Cost Index*	Hunter Valley exc Newcastle		Illawarra		Mid North Coast		Murray		New England and North West		Newcastle and Lake Macquarie		Richmond - Tweed		Riverina		Southern Highlands and Shoalhaven	
	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20	Sep 20	Dec 20
Wages and Benefits	0.0	36.4	10.5	25.0	15.8	7.7	32.1	36.4	8.7	32.0	-13.5	25.0	24.1	34.3	18.8	0.0	36.8	42.1
Other Staffing-related Costs	11.1	10.0	27.8	45.5	35.3	7.7	44.4	18.2	13.6	33.3	5.4	45.5	28.6	18.8	30.8	18.2	47.4	44.4
Energy (Gas / Electricity)	5.6	25.0	35.3	33.3	33.3	33.3	43.3	41.7	40.0	50.0	22.9	28.6	20.0	32.4	37.5	9.1	15.8	28.6
Equipment	35.3	25.0	37.5	0.0	20.0	6.7	30.8	18.2	15.4	44.8	29.4	18.2	6.7	36.1	42.9	28.6	11.1	31.6
Distribution / Transport Costs	29.4	10.0	30.8	30.0	27.8	46.2	42.3	50.0	45.5	42.3	43.8	45.5	32.1	40.6	42.9	61.5	66.7	47.4
Real Estate (Rent / Mortgage)	12.5	20.0	35.7	18.2	26.3	30.0	29.2	36.4	28.6	25.0	5.6	-8.3	34.5	30.3	14.3	40.0	22.2	47.4
Government Taxes / Levies / Fees	-22.2	16.7	5.6	18.2	40.0	20.0	14.3	16.7	12.5	26.7	-5.3	0.0	9.7	8.1	-6.3	0.0	11.1	25.0
Cost of Inputs (Goods Sold, Imports)	21.1	33.3	27.8	30.0	31.3	35.7	43.5	50.0	47.8	61.5	25.8	28.6	41.4	45.7	53.8	53.8	44.4	42.1
Finance Costs (Interest / Fees)	13.3	0.0	13.3	10.0	20.0	-8.3	-4.3	-9.1	0.0	17.2	0.0	-23.1	13.8	0.0	6.7	8.3	22.2	10.5
Professional Services (Accountants, Legal)	11.8	36.4	36.8	50.0	33.3	33.3	17.9	9.1	34.6	55.2	10.5	0.0	25.0	40.0	31.3	28.6	36.8	23.8
Marketing / Advertising	17.6	30.8	37.5	41.7	23.8	13.3	17.9	30.0	29.6	31.0	16.2	21.4	45.2	35.3	37.5	35.7	31.6	19.0
Insurance	21.1	30.8	42.1	53.8	40.9	73.3	53.3	58.3	55.6	61.3	35.1	53.8	43.8	54.1	50.0	53.8	47.4	60.0
Repairs and Maintenance	15.8	15.4	50.0	8.3	35.0	46.7	42.9	66.7	37.0	33.3	25.7	23.1	48.4	43.2	12.5	38.5	26.3	40.0
Telecommunications	15.8	7.7	26.3	21.4	18.2	33.3	24.1	33.3	30.8	35.5	10.5	14.3	33.3	29.7	18.8	7.7	26.3	30.0

*Index scores calculated as the percentage of respondents indicating the cost was less affordable minus those indicating the cost was more affordable. A positive number implies increasing cost pressures whereas a negative number implies falling costs.

Top Capabilities

Is your business currently experiencing a skills shortage?	Previous September 2020			Current December 2020			Is your business currently experiencing a skills shortage?	Previous September 2020			Current December 2020		
Region	Yes	No	Not sure	Yes	No	Not sure	Region	Yes	No	Not sure	Yes	No	Not sure
Sydney	33.9%	61.0%	5.0%	40.5%	50.4%	9.1%	Illawarra	47.4%	52.6%	0.0%	40.0%	53.3%	6.7%
Eastern Sydney	29.8%	65.2%	5.0%	38.7%	51.6%	9.7%	Mid North Coast	45.5%	45.5%	9.1%	46.7%	46.7%	6.7%
Western Sydney	45.6%	49.1%	5.3%	46.4%	46.4%	7.1%	Murray	33.3%	60.0%	6.7%	50.0%	33.3%	16.7%
Central Coast	53.3%	40.0%	6.7%	40.0%	40.0%	20.0%	New England and North West	30.8%	69.2%	0.0%	48.4%	41.9%	9.7%
Capital Region	56.0%	40.0%	4.0%	65.0%	30.0%	5.0%	Newcastle and Lake Macquarie	38.5%	61.5%	0.0%	50.0%	50.0%	0.0%
Central West	42.1%	52.6%	5.3%	33.3%	50.0%	16.7%	Richmond - Tweed	41.4%	51.7%	6.9%	52.8%	41.7%	5.6%
Coffs Harbour - Grafton	60.0%	26.7%	13.3%	54.5%	45.5%	0.0%	Riverina	37.5%	62.5%	0.0%	35.7%	50.0%	14.3%
Far West and Orana	44.4%	44.4%	11.1%	62.5%	25.0%	12.5%	Southern Highlands and Shoalhaven	55.6%	38.9%	5.6%	57.1%	33.3%	9.5%
Hunter Valley exc Newcastle	47.4%	47.4%	5.3%	7.7%	76.9%	15.4%	Total NSW	39.8%	55.4%	4.8%	43.9%	45.6%	10.5%

What capabilities are in demand in your business or industry?																			
Response	All Regions SEP 20	All Regions DEC 20	Sydney	Eastern Sydney	Western Sydney	Central Coast	Capital Region	Central West	Coffs Harbour - Grafton	Far West & Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven
Communication	43.8%	33.3%	35.5%	36.6%	32.1%	26.7%	35.0%	44.4%	63.6%	25.0%	30.8%	13.3%	33.3%	33.3%	32.3%	21.4%	16.7%	57.1%	38.1%
Team Work	40.9%	32.4%	36.4%	40.9%	21.4%	13.3%	25.0%	38.9%	45.5%	37.5%	46.2%	20.0%	26.7%	41.7%	29.0%	0.0%	44.4%	35.7%	28.6%
Literacy/Numeracy	8.0%	8.1%	6.6%	4.3%	14.3%	6.7%	0.0%	5.6%	18.2%	25.0%	0.0%	13.3%	13.3%	8.3%	9.7%	0.0%	5.6%	21.4%	4.8%
Problem Solving	30.4%	31.6%	31.4%	30.1%	35.7%	53.3%	20.0%	44.4%	9.1%	0.0%	30.8%	40.0%	40.0%	41.7%	41.9%	42.9%	25.0%	7.1%	14.3%
Initiative and Enterprise	20.7%	22.5%	21.5%	19.4%	28.6%	26.7%	25.0%	16.7%	27.3%	25.0%	23.1%	26.7%	20.0%	25.0%	16.1%	35.7%	22.2%	35.7%	33.3%
Planning and Organising	40.3%	35.5%	31.4%	33.3%	25.0%	33.3%	40.0%	27.8%	36.4%	25.0%	53.8%	40.0%	26.7%	25.0%	35.5%	28.6%	41.7%	42.9%	47.6%
Self-Management	27.5%	30.6%	21.5%	20.4%	25.0%	20.0%	35.0%	22.2%	27.3%	62.5%	61.5%	40.0%	13.3%	33.3%	38.7%	42.9%	19.4%	35.7%	52.4%
Learning	7.6%	7.4%	7.4%	7.5%	7.1%	6.7%	20.0%	5.6%	0.0%	12.5%	0.0%	13.3%	0.0%	0.0%	12.9%	0.0%	11.1%	0.0%	4.8%
Technology	23.5%	19.4%	19.8%	20.4%	17.9%	46.7%	20.0%	11.1%	27.3%	12.5%	23.1%	20.0%	13.3%	8.3%	16.1%	7.1%	16.7%	21.4%	23.8%
Leadership	16.6%	12.3%	13.2%	14.0%	10.7%	13.3%	5.0%	11.1%	0.0%	25.0%	7.7%	20.0%	6.7%	41.7%	6.5%	21.4%	22.2%	0.0%	4.8%
Creativity	19.5%	16.9%	24.8%	23.7%	28.6%	13.3%	15.0%	5.6%	9.1%	0.0%	7.7%	6.7%	26.7%	25.0%	25.8%	0.0%	19.4%	14.3%	4.8%

Demography

Region	Percentage
Capital Region	7.3%
Central Coast	4.2%
Central West	5.8%
Coffs Harbour - Grafton	3.5%
Far West and Orana	2.2%
Hunter Valley exc Newcastle	4.9%
Illawarra	5.3%
Mid North Coast	4.2%
Murray	4.0%
New England and North West	8.8%
Newcastle and Lake Macquarie	4.2%
Richmond - Tweed	9.5%
Riverina	3.3%
Southern Highlands and Shoalhaven	5.1%
Sydney	27.7%
Eastern Sydney	19.7%
Western Sydney	8.0%

Industry	Percentage
Primary	3.3%
Population Serving	57.0%
Knowledge Intensive	19.0%
Industrial	13.4%
Health and Education	7.3%

Number of Employees	Percentage
More than 200	1.5%
21 to 200	14.3%
5 to 20	34.9%
1 to 4	27.9%
Non-employing / Sole operator	21.5%

Survey Notes

- Index figures given in this document are a calculation of the percentage of respondents who answered higher or increased conditions, minus the percentage of respondents who answered lower or decreased conditions. Index scores are either positive or negative.
- Industries, regions and other categories with small sample sizes should be treated with caution.
- Primary industries include: agriculture, forestry & fishing and mining.
- Population Serving industries include: construction; retail trade; accommodation & food services; arts & recreation services; other services and ownership of dwellings.
- Knowledge Intensive industries include: information media & telecommunications; financial & insurance services; rental, hiring & real estate services; professional, scientific & technical services; administrative & support services and public administration & safety.
- Industrial industries include: manufacturing; electricity, gas, water & waste; wholesale trade and transport, postal & warehousing.
- Health and Education industries include: education & training and healthcare & social assistance.
- Business Services industries include: information media and telecommunications; rental hiring and real estate services; professional, scientific and technical services; and administration and support services.
- Other Industries include: agriculture, forestry and fishing; arts and recreation services; education and training; electricity, gas, water and waste services; healthcare and social assistance; mining; other services; public administration and safety; transport, postal and warehousing; and unspecified industries.
- Figures presented may not align with the total percentage as respondents were able to select multiple options for certain questions.
- Eastern Sydney includes Eastern City, North and South districts; Western Sydney refers to Western and Central cities as designated by the Greater Sydney Commission.



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Survey Results

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