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Objectives of the survey

The objectives of Moreton Bay Sustainable Business Strategy Survey were to determine:

1. The types of sustainable activities businesses are already undertaking or would like to undertake in the future
2. What influences the business’ capacity to implement sustainable activities in their business that they have identified (constraints and availability of resources)
3. What assistance would help businesses to take up more sustainable business practices
4. If survey respondents would be interested in attending a Focus Group Workshop or the Business Forum

Design of the phone and web surveys

The questions were developed by USQ and NACC Sustainability in consultation with RDA Moreton Bay. There were questions about the business and the person completing the survey, multi-part questions about the key issues pertaining to sustainable activities undertaken, sustainable activities they would consider, factors influencing their capacity to undertake sustainable activities as well as any additional assistance that would help them to take up more sustainable business practices.

The database for the online and phone surveys was provided by RDA Moreton Bay and included 13520 entries. Virtually all had a contact phone number although many were mobile numbers.

A total of 913 phone calls were attempted with 512 refusing to participate, 204 not answering and 197 agreeing to complete the survey. The calls were monitored by the USQ Career and Organisational Research Unit project manager.

The questions in the online survey were identical to the questions in the phone survey.

The database provided by RDA Moreton Bay included 2765 unique email addresses. Another database from the Moreton Bay Regional Council was used to send out emails to approximately 5000 businesses, plus an additional 227 businesses known to the RDA Moreton Bay Project Officer and external consultant to the project were invited to participate. The total number of businesses invited to complete the online survey was approximately 7992.

The invitation to participate is contained in Appendix 1.

There were 138 respondents to the online survey.

Analysis of the results

The key sustainability activities undertaken over the last two years were:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy efficiency</td>
<td>83%</td>
</tr>
<tr>
<td>Waste minimisation</td>
<td>72%</td>
</tr>
<tr>
<td>Water efficiencies</td>
<td>58%</td>
</tr>
</tbody>
</table>

Given these high levels of endorsement, these three factors were also the least nominated activities that respondents would consider. Other activities which respondents were asked to consider included:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewable energy</td>
<td>18%</td>
</tr>
<tr>
<td>Sale of green goods and services</td>
<td>15%</td>
</tr>
<tr>
<td>Reducing transport fuel costs</td>
<td>14%</td>
</tr>
</tbody>
</table>

The key factors influencing the respondents’ capacity to undertake the various sustainability actions included:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost/affordability</td>
<td>76%</td>
</tr>
</tbody>
</table>
Knowledge about what to do 43%

Other factors nominated by respondents included:

- Lack of control over the business or its premises due to not owning the building, being a national company, or being council owned;
- Lack of relevance of the activities to the type of business;
- Council policies or regulations; and
- Lack of adequate resources.

The factors respondents nominated as most helpful to them in taking up more sustainable business practices were:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online information</td>
<td>51%</td>
</tr>
<tr>
<td>Subsidised goods/services</td>
<td>44%</td>
</tr>
<tr>
<td>Networking with other businesses doing the same thing</td>
<td>32%</td>
</tr>
</tbody>
</table>

Other factors nominated by respondents included:

- Government purchasing policies including sustainability as a criteria;
- Leadership from corporate office of national companies;
- Better public transport options; and
- Consumers preferring sustainable products.

Note that quite a number of responses indicated that there was little that the respondent could do to take up more sustainable business practices.

Twenty-eight percent of respondents were prepared to participate in a focus group and 19% were prepared to participate in a business forum.

Forty-four percent also indicated that they would be interested in a summary of the results.

Respondents were also asked if they had any other comments. Many of these comments reflected unique factors relevant to the respondent’s business which the more general questions did not capture. The respondents to the online survey highlighted several key issues including:

- The impact of Government purchasing policies;
- Consumer purchasing preferences;
- Ease of access to information and the need for information which is easily understood;
- The costs associated with introducing sustainable activities;
- Cynicism about the survey; and
- Praise for the survey and for current initiatives.
Appendix 1

Welcome to the Moreton Bay Sustainable Business Online Survey

Regional Development Australia (Moreton Bay)* is keen to support businesses which want to be more viable through the wise use of sustainable business activities.

So we can do that effectively, we’d like to know more about what you are already doing and what you may need support to do in the future regarding things such as energy efficiency, waste management, transport and other areas.

By completing this short user-friendly survey you will help us to help you and other businesses.

Your responses will not be individually identifiable and the report on responses will be prepared by University of Southern Queensland senior academic staff.

Please click on the link below to start the survey.

(insert link here)

Many thanks for your cooperation.

Howard Nielsen
Principal Project Consultant

* Regional Development Australia (Moreton Bay) is a federally funded organisation with membership from Moreton Bay Regional Council, State Government and industry.

Survey

Regional Development Australia (Moreton Bay) is keen to support businesses which want to be more viable through the wise use of sustainable business activities.

So we can do that effectively we’d like to know more about what you are already doing and what you may need support to do in the future regarding things such as energy efficiency, waste management, transport and many other areas.

By completing this survey (7 mins) you will help us to help you and other businesses.

1. Name of business

2. Industry sector  □ Communications and technology □ Creative □ Energy
   □ Education □ Food/beverage/catering □ Liquor/gaming □ Manufacturing
   □ Mining/forestry □ Property/construction/engineering □ Retail/wholesale
   □ Services □ Sport/recreation □ Tourism □ Transport/logistics/warehousing

3. Number of employees □ 0-5 □ 6-20 □ 21-50 □ 51-200 □ 200+

4. Name of person completing the survey

5. Role of person in the business
   □ Owner
   □ Manager
6. Business location (add postcode)

7. Contact phone number (This information will remain secure and will not be used for purposes outside of this survey process)

8. Have you have undertaken over the past 2 years, or would you consider undertaking any of the following activities You may choose more than one option:

   Energy efficiency
   (eg. buy low energy electrical products, reduce air conditioning, unplug most appliances at the wall, use low energy lighting) □ Undertaken □ Would consider undertaking

   Renewable energy
   (eg. Buy green power, Install solar panels, low energy water heating) □ Undertaken □ Would consider undertaking

   Water efficiency
   (eg. Water limiters on taps, toilets and efficient cleaning, rain harvesting/tanks) □ Undertaken □ Would consider undertaking

   Leaner manufacture
   (eg. Low energy machinery, use low carbon materials and recyclable goods) □ Undertaken □ Would consider undertaking

   Waste minimisation
   (eg. purchase low packaged goods, recycle, restore worn out items, give items away) □ Undertaken □ Would consider undertaking

   Sold green goods and services
   (eg. Sell products made in energy efficient ways, products made of recyclable materials, promote product responsibility guidelines to clients and suppliers) □ Undertaken □ Would consider undertaking

   Reduced transport fuel costs
   (eg. Low consumption vehicles, organised scheduling of transport, buy locally produced products, purchase from local suppliers, carpooling is organized) □ Undertaken □ Would consider undertaking

9. In your business what things most influence your capacity to do any of the actions just identified:

   □ Knowledge about what to do

   □ Seek professional advice about the availability of sustainability resources

   □ Cost/affordability
☐ Time needed to find out and make good decisions
☐ Not convinced about the value to our business
☐ Other (Please specify)

10. What things would most help you to take up more sustainable business practices?
☐ Personal assistance to find information and make good decisions
☐ Online information
☐ Subsidised goods/services
☐ Networking with other businesses doing the same thing
☐ Other (Please Specify)

11. Would you be prepared to participate in one or more of the following activities in this project?
☐ Focus group (1 hour in a place local to your business so we can find out more in a face-to-face situation about how to assist. Catering provided)
☐ Business forum (1 day in a central location, to agree on resources. Catering provided)

12. Would you be interested in a summary of the results of this survey? ☐ Yes ☐ No

13. What is your contact email?

14. Are there any other comments you’d like to make?

...............................................................

15. Thank you so much for taking part in this. Have a good day.
Appendix 2

The responses to the survey questions are shown below. For questions about the Activities undertaken, Activities they would consider, Key factors influencing their capacity, and Things that would most help them, respondents could select more than one option.

**Industry sector**

The pie chart shows the distribution of responses by industry sector.

**Key to Industry sector graph**

<table>
<thead>
<tr>
<th>Sector</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comm</td>
<td>Communications and technology</td>
</tr>
<tr>
<td>Crea</td>
<td>Creative</td>
</tr>
<tr>
<td>Ener</td>
<td>Energy</td>
</tr>
<tr>
<td>Edu</td>
<td>Education</td>
</tr>
<tr>
<td>Food</td>
<td>Food/beverage/catering</td>
</tr>
<tr>
<td>Liq</td>
<td>Liquor/gaming</td>
</tr>
<tr>
<td>Manu</td>
<td>Manufacturing</td>
</tr>
<tr>
<td>Min</td>
<td>Mining/forestry</td>
</tr>
<tr>
<td>Prop</td>
<td>Property/construction/engineering</td>
</tr>
<tr>
<td>Ret</td>
<td>Retail/wholesale</td>
</tr>
<tr>
<td>Serv</td>
<td>Services</td>
</tr>
<tr>
<td>Spor</td>
<td>Sport/recreation</td>
</tr>
<tr>
<td>Tour</td>
<td>Tourism</td>
</tr>
<tr>
<td>Tran</td>
<td>Transport/logistics/warehousing</td>
</tr>
<tr>
<td>Oth</td>
<td>Other</td>
</tr>
</tbody>
</table>

Moreton Bay 1.43% 1.43% 0.71% 5.36% 1.79% 0.71% 10.00% 1.43% 11.07% 15.71% 30.00% 3.93% 3.57% 1.07% 11.79%
Postcodes 4019-4055

Key to Postcodes 4019-4055

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Suburbs included</th>
</tr>
</thead>
<tbody>
<tr>
<td>4019</td>
<td>Clontarf, Margate, Woody Point</td>
</tr>
<tr>
<td>4020</td>
<td>Newport, Redcliffe (north), Scarborough,</td>
</tr>
<tr>
<td></td>
<td>Redcliffe (south), Closeburn</td>
</tr>
<tr>
<td>4021</td>
<td>Kippa-Ring (north), Kippa-Ring (south)</td>
</tr>
<tr>
<td>4034</td>
<td>Aspley, Boondall, Carseldine, Geebung,</td>
</tr>
<tr>
<td></td>
<td>Zillmere</td>
</tr>
<tr>
<td>4035</td>
<td>Albany Creek, Albany Creek (south-west)</td>
</tr>
<tr>
<td>4037</td>
<td>Eatons Hill</td>
</tr>
<tr>
<td>4053</td>
<td>Everton Hills</td>
</tr>
<tr>
<td>4054</td>
<td>Arana Hills</td>
</tr>
<tr>
<td>4055</td>
<td>Bunya, Ferny Hills</td>
</tr>
</tbody>
</table>
Postcodes 4500-4521

Key to Postcodes 4500-4521

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Suburbs included</th>
</tr>
</thead>
<tbody>
<tr>
<td>4500</td>
<td>Bray Park, Cashmere (north), Joyner, Strathpine (east), Warner (north), Brendale, Strathpine (west), Warner (south), Cashmere, Clear Mountain</td>
</tr>
<tr>
<td>4501</td>
<td>Lawnton</td>
</tr>
<tr>
<td>4502</td>
<td>Petrie</td>
</tr>
<tr>
<td>4503</td>
<td>Dakabin, Griffin, Kallangur, Murrumba Downs, Kurwongbah, Whiteside</td>
</tr>
<tr>
<td>4504</td>
<td>Narangba</td>
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<tr>
<td>4505</td>
<td>Burpengary</td>
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<tr>
<td>4506</td>
<td>Morayfield, Moorina</td>
</tr>
<tr>
<td>4507</td>
<td>Banksia Beach, Bellara, Bongaree, Welsby, White Patch, Woorim</td>
</tr>
<tr>
<td>4508</td>
<td>Deception Bay</td>
</tr>
<tr>
<td>4509</td>
<td>Mango Hill, North Lakes</td>
</tr>
<tr>
<td>4510</td>
<td>Caboolture, Donnybrook, Meldale, Toorul, Beachmere, Caboolture East, Bellmere, Caboolture South, Moodlu, Rocksberg, Upper Caboolture</td>
</tr>
<tr>
<td>4511</td>
<td>Godwin Beach, Ningi, Sandstone Point</td>
</tr>
<tr>
<td>4514</td>
<td>Bellthorpe, Cedarton, Commissioners Flat, D'Aguilar, Delaneys Creek, Mount Delaney, Neurum, Stanmore, Stony Creek, Woodford</td>
</tr>
<tr>
<td>4516</td>
<td>Elimbah</td>
</tr>
<tr>
<td>4520</td>
<td>Armstrong Creek, Camp Mountain, Cedar Creek, Draper, Highvale, Jollys Lookout, Kobble Creek, Mount Glorious, Mount Nebo, Mount Samson, Samford, Samford Valley, Samsonvale, Wights Mountain, Yugar</td>
</tr>
<tr>
<td>4521</td>
<td>Dayboro, King Scrub, Lacey's Creek, Mount Pleasant, Ocean View, Rush Creek, Campbells Pocket, Mount Mee, Booroobin</td>
</tr>
</tbody>
</table>
Activities Undertaken
(Have you have undertaken, or would you consider undertaking any of the following activities over the past 2 years?)

<table>
<thead>
<tr>
<th>Activity</th>
<th>0%</th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
<th>20%</th>
<th>25%</th>
<th>30%</th>
<th>35%</th>
<th>40%</th>
<th>45%</th>
<th>50%</th>
<th>55%</th>
<th>60%</th>
<th>65%</th>
<th>70%</th>
<th>75%</th>
<th>80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced transport fuel costs</td>
<td></td>
<td></td>
<td>83.28%</td>
<td>24.48%</td>
<td>57.61%</td>
<td>33.73%</td>
<td>72.24%</td>
<td>22.99%</td>
<td>36.42%</td>
<td></td>
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<tr>
<td>Sold green goods and services</td>
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<tr>
<td>Waste minimisation</td>
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<tr>
<td>Leaner manufacture</td>
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<tr>
<td>Water efficiency</td>
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<tr>
<td>Renewable energy</td>
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<tr>
<td>Energy efficiency</td>
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</tr>
</tbody>
</table>
Activities they would consider
(Have you have undertaken, or would you consider undertaking any of the following activities over the past 2 years?)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced transport fuel costs</td>
<td>14.93%</td>
</tr>
<tr>
<td>Sold green goods and services</td>
<td>14.03%</td>
</tr>
<tr>
<td>Waste minimisation</td>
<td>8.06%</td>
</tr>
<tr>
<td>Leaner manufacture</td>
<td>13.43%</td>
</tr>
<tr>
<td>Water efficiency</td>
<td>11.34%</td>
</tr>
<tr>
<td>Sold green goods and services</td>
<td>8.06%</td>
</tr>
<tr>
<td>Reduced transport fuel costs</td>
<td>17.91%</td>
</tr>
<tr>
<td>Energy efficiency</td>
<td>8.06%</td>
</tr>
<tr>
<td>Renewable energy</td>
<td>11.34%</td>
</tr>
<tr>
<td>Leaner manufacture</td>
<td>13.43%</td>
</tr>
<tr>
<td>Waste minimisation</td>
<td>8.06%</td>
</tr>
<tr>
<td>Sold green goods and services</td>
<td>14.93%</td>
</tr>
<tr>
<td>Reduced transport fuel costs</td>
<td>14.03%</td>
</tr>
</tbody>
</table>
Key factors influencing their capacity
(In your business what things most influence your capacity to do any of the actions just identified?)

- Knowledge about what to do: 42.99%
- Seek professional advice about the availability of sustainability resources: 17.01%
- Cost/affordability: 76.42%
- Time needed to find out and make good decisions: 28.96%
- Not convinced about the value to our business: 13.43%
- Other: 11.34%
Things that would most help them
(What things would most help you to take up more sustainable business practices?)

- Personal assistance to find information and make good decisions: 23.28%
- Online information: 50.75%
- Subsidised goods/services: 43.58%
- Networking with other businesses doing the same thing: 31.94%
- Other: 13.13%
Willingness to participate
(Would you be prepared to participate in one or more of the following activities in this project?)

<table>
<thead>
<tr>
<th>Focus group</th>
<th>Business forum</th>
</tr>
</thead>
<tbody>
<tr>
<td>28.06%</td>
<td>18.51%</td>
</tr>
</tbody>
</table>
Interested in a summary

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moreton Bay</td>
<td>44.18%</td>
<td>55.82%</td>
</tr>
</tbody>
</table>
Appendix 3

Moreton Bay Telephone survey comments
In your business what things most influence your capacity to do any of the actions just identified? Other

In a complex so does not feel they can change too much.
Service wide changes would be made, as library is a Council function.
Owned by Council.
As good as they get.
Head office.
Habit.
National company.
Run by council.
Nothing left to do.
Part of a body corporate.
Knowledge from members.
Retiring at the end of the year.
Old building.
Age (too old to bother).
National company.
Nothing left to do.
Business is closing down.
In a rented building.
Business owner.
Rent building.

What things would most help you to take up more sustainable business practices? Other
Service-wide changes would be made, as library is a Council function.
Owned by Council.
Company closing.
National company.
Not interested.
Business is going broke and has no money to spend.
Head office.
Not able to answer this question.
Unknown.
Is already in the business and has the information.
Head office.
Direction from head office.
Draw on their own knowledge.
Books.
Council owned. No decisions made by staff.
Run by Council.
Does not think there is anything they can do.
Staff member was not willing to say.
Feels that all the shops in the complex would have to agree to change anything.
Training sessions.
From members.
Retiring at the end of the year.
Mail.
Local.
National Company decisions.
Council has come and given talks on things that can be done.
Business is closing down.
Not much more they can do.
From clients.
Do not know.
Think they are doing all they can do in a rented building.
Regulations.
Staff member does not know.

Does not think there is anymore they can do.

**Are there any other comments you’d like to make?**

More of a cost factor than other issues - more financial support would be the major motivational factor.

Inkjet subsidy would be particularly welcomed.

Volunteer radio station, costing is major barrier to adopting energy changes.

Compost & worm farms.

Unable to reduce some wastage as large publishers decide how many products and the amount of copies of these products will be delivered.

Business closing at the end of the year.

Unable to recycle in their area. No council pickups. Would have to pay for the service.

Part of a multi-national company. Cannot make major decisions.

Green Group setup in the Hospital that is networked to other hospitals within their group. (Share information).

All timber not used is sent to the recycle section of the dump. Metal is sold to the local scrap metal merchant.

Part of the council.

Unable to change any part of the business.

Grant submitted for solar panels.

Business closing at the end of this week.

Would get sons to look up internet for him. Age 74.
Appendix 4

Moreton Bay Online survey comments

In your business what things most influence your capacity to do any of the actions just identified? Other

Don’t think the other questions apply to our type of business.

Building is leased so limited ability to make modifications.

A lot isn’t relevant to my business.

We would like to use our own composting toilets and save 35000L of water each year but can’t since Council will not allow us to do so. This should be an item for review.

Most not relevant to business.

Long-term processes.

Ease and productivity of appliances and office equipment.

Due to small size of the waste & cost footprint it is difficult to generate savings.

Rented premises so limited to what we can do.

Hey this is just a paraphrased green streets survey - I wonder where this is heading.

We lease and don’t own our building.

Located in a complex of units.

Government’s wasteful & anti-recycling agenda.

We use specialist machinery, your previous questions do not apply.

Resources to investigate and implement.

Sustainable living.

Show is run on generators.

What things would most help you to take up more sustainable business practices? Other

If there is anything else which would benefit us - then as above.

Building owner needs to go green; he doesn’t care as tenants pay his bills!!

A regular bus service in Samford /Dayboro area.

Example.

Local work.

Local business and State Govt to recognise and include as a criteria in their purchasing policies.
Buyers genuinely recognising sustainable practices.

Cost of the equipment or system is not the issue, but implementation by contractors can be.

Support Australian businesses rather than offshore.

Nothing else will reduce energy consumption etc. Due to the nature of the business.

Government support the locally designed home wind powered system which is a lot cheaper than solar and nuclear.

Networks regards sustainable issues.

Better recycling options.

Are there any other comments you’d like to make?

We contract to Qld Govt (QBuild). Decisions we make often need to be acceptable to them.

I’ve already done the face-to-face interview and I believe there isn’t much more that I can do with my retail shops.

Good to see this type of survey happening.

The survey does not take into account if the areas are relevant to a business.

This country is focused on wasteful practices such as discouraging recycling and supporting a shorter designed life of products, while actively discouraging manufacture & small business while encouraging firms to import from India, Africa, China & Asia. We are Australian and the governments should actively support Australian products, services & designs.

I would like to have more information before committing time to attend an information discussion.

The Labor Government at the time missed the chance to extend the rail service to Samford / Dayboro area. The redevelopment of car park is too small for now or in the future.

Thank you for presentation.

Small business needs all the information they can gather to help them become effective but in a format that is straight to the point and not have to read 1,000 pages to get to the information. If you can give them the pros and Nos they can then weigh up their answers and result in a decision that is best for their business.

We have completed a Sustainable Green Print Certification and are now an accredited supplier and business. We would welcome recognition of this when Local Govts purchase.

I would like to have access to information options for waste management e.g. disposal of old office equipment.

A green directory for this region.

Good initiative.

I think Moreton is being very proactive in this regard. Good to see.
The problem with participation in energy efficiency or change, by a lot of people I believe is due to the negativity & mind set of vocal individuals that are opposed to any change.

Sustainability activities do not amount to much as most extracting expense events come from Local & State authorities.

Most seminars I attend cost lots of money I would like to be informed of any that would be free for me to demonstrate our products for Diabetics and anyone wanting to travel with medication that need to be kept cold www.diabetessupplies.com.au.

We are located within a bigger centre - so some of these decisions are not up to us. We recycle our cardboard packaging, shred paper which is taken by clients with chooks, reuse paper as much as possible. Power/supply not under my control.

I would like to know why businesses cannot have recycle bins as well as the normal waste bin that is emptied by the council???

This information is just going to be used to justify something else or apply for more grant funding and it’s just not going to help my business at all isn’t it?

I have skipped most questions only because we are a financial planning business working from rented premises. Our product output is paper based. Don’t seem to fit into the businesses that you seek. Peter.

Council should be using the monies of ratepayers to upkeep the area not trying to compete with business. Businesses have to be profitable to stay afloat while councils just increase levies & taxes to cover their wasteful practices. They should be solely working for the job they were elected.

Our main business activity provides ecological floor finishes. To know more about the advantages our flooring contributes to, more than welcome to make contact.

Very keen to become more energy efficient as energy costs are out of control. But all businesses need to go down this road to make a difference.

Whatever you do, you need to keep the bureaucratic mentality to a minimum so people can actually understand it without needing to study it for a month or have a solicitor explain it to them.

This survey will have little impact because it is too generally formulated.

As a business owner, with all the emails I receive it is difficult to establish what is really good for my business as opposed to what someone just wants to sell me. I am for being sustainable but not at a detriment to my business. From what I see it is an expensive way to go.

Get rid of the carbon tax, research and develop tax incentives to use green initiatives and so wind power can be used in the system by houses, problem is it will wipe out the power industry except for major energy users, it is also aesthetically better looking on the houses, system cannot accept the return of the extra power the houses would supply needs design change carefully crafted Govt. incentives.

Good idea.

Need to have all commercial business on solar power.

Like a lot of business people it is time, time, time to review organise and arrange. Considering solar panels (I have 24 on my house) considering LED lighting although very expensive to install. Buying in bulk to reduce packaging and a number of other measures. Would consider an interested in other ideas.
Want to do more, but no money available at all. I can’t see this improving in the near future with Tourism still suffering financially.

Given that we are in a services industry we do not use a lot of energy etc. for manufacturing. My main concerns are recycling in the office and promoting awareness of the benefits of recycling to staff and clients. Paper and other office products are my main concern.