



# Business Characteristics Survey Digital Activity Module 2023-24

In correspondence, please quote this number ▼

Australian Business Number

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▲  
Please correct  
any errors  
◀

### Purpose of Collection

This survey collects information about characteristics of Australian businesses and their use of information technology. The information collected is used by Government, academia, business and international organisations such as the Organisation for Economic Co-operation and Development (OECD). The results obtained from this survey will be used by analysts for a number of purposes, including the development of government policy.

### Collection Authority

The information asked for is collected under the authority of the *Census and Statistics Act 1905*. Your cooperation is sought in completing and returning this form by the due date. The Act provides me with the power, if needed, to direct you to provide the information sought.

### Confidentiality

Your completed form and personal information remain confidential to the Australian Bureau of Statistics.

### Due Date

Please complete this form and return it in the reply paid envelope to the Australian Bureau of Statistics by

### Help Available

If you have problems in completing this form, or feel that you may have difficulties meeting the due date, please contact the Australian Bureau of Statistics by:

#### Telephone

1800 681 979  
Freecall (excluding mobile phones)

#### Mail

Australian Bureau of Statistics  
Locked Bag 5000  
GEELONG  
VIC 3220

Australian Statistician

Person we should contact if any queries arise regarding this form

Name			
Title/ Position		Date	
Signature		Telephone	
Email			





# Part 1 – Business information, structure and arrangements

## 1 Period covered by financial data on this form

**Note**

- This form is for the financial year ended 30 June 2024.
- If this business has a different financial year, please advise.

Tick one box

1 July 2023 - 30 June 2024 ... ..

1 January 2023 - 31 December 2023 ... ..

Other (please specify) ... ..

From

To

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>
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If the period covered by this form is not 12 months, please explain below.

## 2 Number of persons working for this business during the last pay period ending in June 2024

**Including**

- Persons paid a retainer, wage or salary
- Full-time and part-time employees
- Permanent, temporary and casual employees
- Managerial and executive employees
- Employees absent on paid or unpaid leave
- Employees on workers compensation who continue to be paid through the payroll

**Excluding**

- Employees paid solely under the Australian Government's Paid Parental Leave Scheme
- Contractors paid on invoice
- Persons paid by commission only (i.e. a retainer/wage/salary is **not** paid)
- Non-salaried directors
- Self-employed persons such as subcontractors and consultants who are not employees, working proprietors or partners of this business
- Volunteers

Number

(a) Working proprietors and partners if this is an unincorporated business (e.g. sole trader, partnership or joint venture) ... ..

| | | | | , | | | | |

(b) Salaried directors if this is an incorporated business (e.g. Pty Ltd) ... ..

| | | | | , | | | | |

(c) All other employees ... ..

| | | | | , | | | | |

(d) Total number of persons (sum of Questions 2(a) to 2(c)) ... ..

| | | | | , | | | | |

**Part 1 – Business information, structure and arrangements – (continued)**

**3 Please indicate where the business premises are located, as at 30 June 2024**

<p><b>Including</b></p> <ul style="list-style-type: none"> <li>• All premises owned or rented by this business</li> </ul>	Tick all that apply
(a) State or territory capital city CBD .....	<input type="checkbox"/>
(b) Capital city metropolitan area outside of CBD .....	<input type="checkbox"/>
(c) Regional centre (i.e. outside of capital city) .....	<input type="checkbox"/>
(d) Overseas .....	<input type="checkbox"/>

**4 Did this business enter into any formal agreement or contract to supply goods or services to any government agency during the year ended 30 June 2024?**

<p><b>Including</b></p> <ul style="list-style-type: none"> <li>• New, renewed and renegotiated agreements or contracts</li> </ul>	<p><b>Excluding</b></p> <ul style="list-style-type: none"> <li>• Government transactions with no formal agreement or contract</li> </ul>	Tick all that apply
(a) No formal agreement or contract .....		<input type="checkbox"/>
(b) Yes, federal government .....		<input type="checkbox"/>
(c) Yes, state/territory or local government .....		<input type="checkbox"/>

**5 What was the percentage of foreign ownership of this business as at 30 June 2024?**

	Tick one box
(a) 0% .....	<input type="checkbox"/>
(b) Greater than 0% and less than 10% .....	<input type="checkbox"/>
(c) Greater than or equal to 10% and less than or equal to 50% .....	<input type="checkbox"/>
(d) Greater than 50%.....	<input type="checkbox"/>

## Part 2 – Business innovation, management and performance

**6 Did this business offer any of the following working arrangements to any employees during the year ended 30 June 2024?**

Tick all that apply

- (a) Flexible work hours (e.g. to enable employees to deal with non-work issues) ...
- (b) Ability to buy extra annual leave, cash out annual leave or take leave without pay ...
- (c) Ability for staff to move between full-time and part-time employment ...
- (d) Selection of own roster or shifts ...
- (e) Job sharing...
- (f) Ability for staff to work from home ...
- (g) Paid parental leave ...
- (h) Flexible use of personal sick, unpaid or compassionate leave (e.g. to care for other people who are sick)...
- (i) None of the above working arrangements ...

SAMPLE ONLY

**Part 2 – Business innovation, management and performance – (continued)**

**7 Compared to the previous year, did any of the following decrease, stay the same or increase?**

Tick **one** box per row

	Not applicable	Decreased since last year	Stayed the same as last year	Increased since last year
(a) Income from sales of goods or services ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Range of goods or services offered ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Profitability ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Productivity ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Available cash flow on hand ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Total number of jobs or positions... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Number of casual positions ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Number of staff working from home... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Exports ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Contracting out work or outsourcing ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Structured or formal training for employees (including attendance at training, workshops and seminars) ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Expenditure on Information and Communication Technology (ICT) (e.g. computer software or hardware) ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Employee ICT/digital skills capabilities ... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Expenditure on cyber security... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Use of digital technologies... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Social contributions (e.g. specific community enhancement projects, charity contributions or support)... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q) Environmental focus (e.g. renewable energy, recycling, other sustainability considerations)... ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Part 2 – Business innovation, management and performance – (continued)**

**8 Was this business involved in any collaborative arrangements during the year ended 30 June 2024?**

**Definition**

- To **collaborate** is to participate in joint projects with other businesses or organisations (including wider parts of this business’s enterprise group, suppliers, etc.). Each participant does not need to benefit commercially.

**Including**

- Informal arrangements

**Excluding**

- Straight fee-for-service arrangements
- Franchise arrangements

Tick all that apply

- (a) Joint research and development .....
- (b) Joint buying .....
- (c) Joint production of goods or services .....
- (d) Integrated supply chain .....
- (e) Joint marketing or distribution .....
- (f) Other collaborative arrangements (please specify) .....
- 
- (g) No collaborative arrangements .....

SAMPLE ONLY

**Part 2 – Business innovation, management and performance – (continued)**

**9 During the year ended 30 June 2024, did any of the following apply to this business?**

**This business:**

Tick all that apply

- (a) Had a written strategic plan ... ..
- (b) Reviewed its business model (e.g. products or services offered, customer markets targeted, distribution methods, etc.) ... ..
- (c) Had a digital business strategy ... ..
- (d) Had a business continuity plan ... ..
- (e) Used key performance indicators (KPIs) ... ..
- (f) Actively sought out digital technologies to improve business processes... ..
- (g) Invested in advanced and/or emerging technologies ... ..
- (h) Sought out new overseas markets for its goods and services ... ..
- (i) Carried out quality and other assurance processes on supplier and/or customer markets... ..
- (j) Had a strategy to protect and enforce its intellectual property (e.g. patents, copyright, secrecy/confidentiality agreements, complexity of product design, etc.) ... ..
- (k) Trained staff in the business's supply chain practices ... ..
- (l) Actively collected and/or analysed data to make informed decisions... ..
- (m) Used predictive analysis to plan its business activities (e.g. forecasting) ... ..
- (n) Had diversity or inclusion targets and/or strategies ... ..
- (o) None of the above ... ..



**Part 2 – Business innovation, management and performance – (continued)**

**10** During the year ended 30 June 2024, did this business *introduce, abandon, or have in development* any new or significantly improved goods, services or processes?

**Definition**

- **Introduced** means that this business introduced one or more new or significantly improved goods, services or processes.
- **Abandoned** means that a good, service or process was ceased, either during development or introduction.
- **Still in development** means the business was still in the process of developing or introducing a good, service or process (i.e. introduction was yet to occur).

**Including**

- Significant changes to aesthetic design or packaging
- Methods of producing goods or providing services
- Logistics, delivery or distribution methods
- Methods for information processing or communication
- Methods for accounting or other administrative operations
- Methods of organising ongoing internal procedures or external relations
- Methods of organising work, responsibility, decision making or human resource management
- Marketing methods for promotion, packaging, pricing, product placement or after sales service

Tick one box

No ... ..

Yes ... ..

SAMPLE ONLY

**Part 3 – Finance**

**11 Did this business receive any assistance from Australian government organisations during the year ended 30 June 2024?**

**Note**

- Government organisations include federal, state/territory and local government.

**Including**

- Financial or advisory assistance relating to:
  - employment (e.g. apprenticeship/traineeship rebates)
  - starting or expanding this business
  - improving business management capabilities
  - R&D, innovation and/or exporting
  - hardship (e.g. natural disasters)

**Excluding**

- Tax deductions for normal business expenses

Tick all that apply

- (a) Grant(s).....
- (b) Ongoing funding .....
- (c) Wage or cash flow subsidies .....
- (d) Tax concessions .....
- (e) Rebates .....
- (f) Business advisory services .....
- (g) Other (please specify) .....
- (h) No government assistance received .....

SAMPLE ONLY

**12 During the year ended 30 June 2024, did this business seek any debt or equity finance?**

**Excluding**

- Australian government financial assistance

Tick all that apply

- (a) Yes
  - (i) finance obtained .....
  - (ii) finance not obtained .....
  - (iii) finance application still in progress .....
- (b) No .....

**Part 3 – Finance – (continued)**

**13** During the year ended 30 June 2024, did any of the following factors prevent or limit this business from accessing finance?

Tick all that apply

- (a) Uncertainty about economic conditions...
- (b) Insufficient collateral or security ...
- (c) Insufficient sales or cash-flow ...
- (d) High levels of business debt ...
- (e) Business or project considered to be high risk...
- (f) Poor or lack of credit experience or history ...
- (g) Financial regulations and compliance ...
- (h) Insufficient skills or knowledge ...
- (i) Lack of, or insufficient business plan ...
- (j) Other factors (please specify) ...
- (k) No limiting factors ...
- (l) Not applicable ...

SAMPLE ONLY

## Part 4 – Markets, competition and barriers

**14** During the year ended 30 June 2024, which of the following export markets did this business actively target for the sale of its goods and services?

Tick all that apply

- (a) China (excluding Hong Kong and Macau) .....
- (b) Rest of Asia/Oceania
- (i) Japan .....
- (ii) India .....
- (iii) South Korea .....
- (iv) New Zealand .....
- (v) Other Asia/Oceania .....
- (c) North America .....
- (d) The European Union .....
- (e) The United Kingdom .....
- (f) Rest of the world (please specify) .....
- 
- (g) No exports .....

**15** Which one of the following best describes the number of competitors this business had during the year ended 30 June 2024?

Tick one box

- (a) None/captive market/no effective competition... .....
- (b) One or two competitors .....
- (c) Three or four competitors .....
- (d) Five or more competitors .....

**Part 4 – Markets, competition and barriers – (continued)**

**16** During the year ended 30 June 2024, did any of the following factors *significantly hamper* this business in its general business activities or performance?

Tick all that apply

- |  |                          |
|--|--------------------------|
| (a) Uncertainty about economic conditions ... ..                                       | <input type="checkbox"/> |
| (b) Supply chain issues ... ..   | <input type="checkbox"/> |
| (c) Lack of access to additional funds ... ..  | <input type="checkbox"/> |
| (d) Cost of inputs ... ..  | <input type="checkbox"/> |
| (e) Outstanding accounts receivable limiting cash flow ... ..                          | <input type="checkbox"/> |
| (f) Internet access issues (e.g. speed, reliability or availability) ... ..            | <input type="checkbox"/> |
| (g) Lack of skilled persons within the business ... ..                                 | <input type="checkbox"/> |
| (h) Lack of skilled persons within the labour market ... ..                            | <input type="checkbox"/> |
| (i) Government regulations and compliance ... ..                                       | <input type="checkbox"/> |
| (j) Lack of customer demand for goods or services ... ..                               | <input type="checkbox"/> |
| (k) Lower profit margins to remain competitive ... ..                                  | <input type="checkbox"/> |
| (l) Environmental factors (e.g. natural disasters, compliance with water restrictions) | <input type="checkbox"/> |
| (m) None of the above ... ..   | <input type="checkbox"/> |

SAMPLE ONLY

Part 5 – Skills

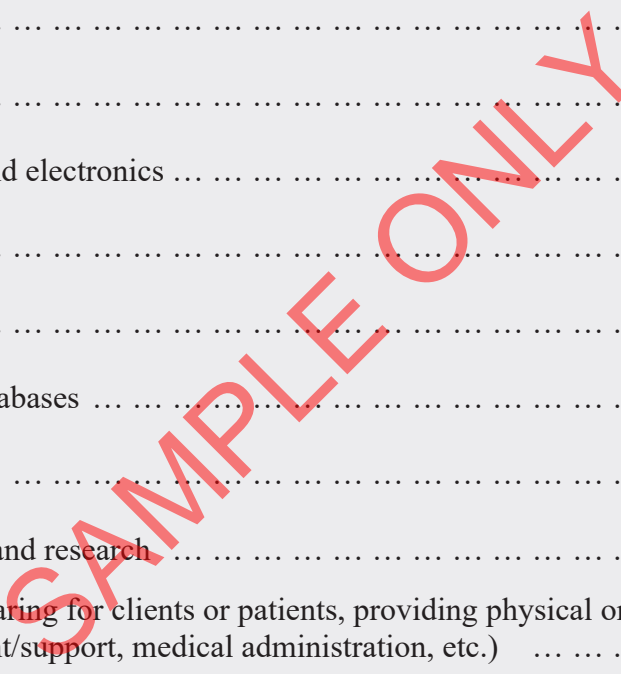
17 During the year ended 30 June 2024, were any of the following types of skills used by this business in undertaking its core business activities?

Including
• Skills used internally by this business

Tick all that apply

- (a) Financial
(b) Management
(i) Business
(ii) Project
(iii) Supply chain
(iv) Environmental
(c) Customer service
(d) Digital technologies and electronics
(e) Sales and marketing
(f) Human resources
(g) Data, analytics and databases
(h) Material transportation
(i) Science, mathematics and research
(j) Health and care (e.g. caring for clients or patients, providing physical or psychological treatment/support, medical administration, etc.)
(k) Trades
(l) Engineering
(m) Other skills used (please specify)

Empty rectangular box for specifying other skills.



Part 5 – Skills – (continued)

18 During the year ended 30 June 2024, was there a shortage or deficiency in any of the following types of skills used or needed by this business in undertaking its core business activities?

Definition

- A skills shortage occurs when there is an insufficient supply of appropriately qualified workers available or willing to work under existing market conditions.

Tick all that apply

- (a) Financial .....
- (b) Management
  - (i) Business .....
  - (ii) Project .....
  - (iii) Supply chain .....
  - (iv) Environmental .....
- (c) Customer service .....
- (d) Digital technologies and electronics .....
- (e) Sales and marketing .....
- (f) Human resources .....
- (g) Data, analytics and databases .....
- (h) Material transportation .....
- (i) Science, mathematics and research .....
- (j) Health and care (e.g. caring for clients or patients, providing physical or psychological treatment/support, medical administration, etc.) .....
- (k) Trades .....
- (l) Engineering .....
- (m) Other skills shortages (please specify) .....
- (n) No skills shortages or deficiencies .....

Go to Question 20

**Part 5 – Skills – (continued)**

**19 During the year ended 30 June 2024, which of the following measures did this business use to address its skills shortages?**

Tick all that apply

- (a) Increased use of on-the-job or internal training of staff ... ..
  - (b) Increased use of external training of staff ... ..
  - (c) Invested in upskilling and/or reskilling of existing employees... ..
  - (d) Increased working hours of existing workforce (e.g. overtime, weekend work)
  - (e) Increased wages, salaries, or conditions (e.g. bonus payments, incentives)... ..
  - (f) Redefined existing jobs (including reducing or expanding job roles)... ..
  - (g) Used new recruitment methods or targeted recruitment ... ..
  - (h) Increased expenditure on recruitment or job advertising ... ..
  - (i) Employed staff on short-term contract or casual basis (including temporary labour hire) ... ..
  - (j) Subcontracted or outsourced work to other businesses ... ..
  - (k) Sponsored skilled migrants ... ..
  - (l) Reduced outputs or production ... ..
  - (m) Other measures (please specify) ... ..
- 
- (n) Did not address skills shortages ... ..

SAMPLE ONLY



**Part 6 – Clean technologies**

**20 During the year ended 30 June 2024, did this business use any of the following types of advanced or emerging clean technologies?**

**Definition**

- Clean technology refers to technology which helps lower greenhouse gas emissions and/or reduce environmental impacts.

Tick all that apply

**(a) Technologies used to:**

- (i) Reduce CO2 emissions ... ..
- (ii) Reduce waste or enable more recycling of waste ... ..
- (iii) Reduce water usage or improve treatment of wastewater (e.g. recycling of water, reduction of contaminants in wastewater, etc.) ... ..

**(b) Sustainable resource management**

- (i) Alternative fuels not derived from fossil fuels (e.g. biofuels, etc.) ... ..
- (ii) Non-emitting energy supply (e.g. solar, wind, hydro, etc.) ... ..
- (iii) Energy storage (e.g. renewable energy saved for later use)
  - (i) Battery ... ..
  - (ii) Other (e.g. gas, thermal, etc.) ... ..
- (iv) Energy management and efficiency improvements

**Including**

- Arranging use of equipment and machinery to use low-cost solar energy during the day
- Using smart technologies to optimise off-peak energy use (e.g. smart thermostats and timers)
- Shifting operations to off-peak periods (e.g. data backup, building maintenance, etc.)

- (v) On-road electric vehicles (EVs) owned by and/or leased to this business (excluding plug-in hybrid and hybrid electric vehicles (PHEVs and HEVs))

**Definition**

- An on-road electric vehicle refers to an electric vehicle designed solely or principally for use in transport of people, goods, or services on public roads.

- (vi) Electric vehicle (EV) charging stations located on the business premises ...
- (vii) Electrification of equipment or processes (excluding on-road electric vehicles)

**Definition**

- Electrification refers to replacing equipment (stationary or non-stationary) or processes that use fossil fuels, with electrically powered equivalents.
- Examples of electrification of stationary equipment include replacing gas boilers with heat pumps or gas stoves with induction cooktops.
- Examples of electrification of non-stationary equipment include replacing forklifts, excavators, agricultural machinery or haul trucks etc. that use fossil fuels, with electrically powered equivalents.

- (c) None of the above ... ..

**Part 6 – Clean technologies – (continued)**

**21 During the year ended 30 June 2024, did any of the following factors prevent or limit the adoption of advanced or emerging *clean technologies* by this business?**

Tick all that apply

- (a) Cost of introduction / implementation .....
- (b) Lower profit margins to remain competitive .....
- (c) Uncertainty around government support .....
- (d) Government regulations or compliance .....
- (e) Lack of information or awareness .....
- (f) Lack of skilled persons:
  - (i) within the business.....
  - (ii) within the labour market .....
- (g) Lack of time or staff resources .....
- (h) Waiting on technological advancements and/or supporting infrastructure .....
- (i) Other factors (please specify) .....
- (j) Not applicable .....
- (k) No limiting factors .....

SAMPLE ONLY

Part 7 – Internet connectivity and online presence

22 During the year ended 30 June 2024, did this business use any of the following connection types to access the internet?

Note

- NBN as a wholesale service provider supplies the following connection types:
  - Fibre (e.g. Fibre to the Premises (FTTP), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Node (FTTN), Fibre to the Distribution Point (FTTdp))
  - Cable (e.g. Hybrid Fibre Coaxial (HFC))
  - Fixed wireless
  - Satellite (Sky Muster)

Tick all that apply

- (a) DSL (e.g. ADSL, ADSL2+, SDSL) .....
- (b) Fibre (e.g. FTTP, FTTB, FTTC, FTTN, FTTdp) .....
- (c) Cable (e.g. HFC) .....
- (d) Mobile wireless
  - (i) 3G/4G network .....
  - (ii) 5G network .....
- (e) Fixed wireless .....
- (f) Satellite .....
- (g) Dial-up (analog) or ISDN .....
- (h) Other (please specify) .....

Empty rectangular box for specifying other connection types.

- (i) Did not have an internet connection .....



Go to Question 25

SAMPLE ONLY

**Part 7 – Internet connectivity and online presence – (continued)**

**23 What is the maximum *contracted* download speed of the fastest fixed internet connection of your business?**

Tick one box

- (a) Less than 25Mbps .....
- (b) Greater than or equal to 25Mbps and less than 50Mbps .....
- (c) Greater than or equal to 50Mbps and less than 100Mbps .....
- (d) Greater than or equal to 100Mbps and less than 250Mbps .....
- (e) Greater than or equal to 250Mbps and less than 1000Mbps .....
- (f) Greater than or equal to 1000Mbps .....

**24 During the year ended 30 June 2024, overall, how sufficient was the performance of this business's internet connection(s)?**

*Note*

- When considering the overall performance of this business's internet connection(s), include all business premises.

Tick one box

- (a) Sufficient (i.e. internet performance meets all needs of this business) .....
- (b) Mostly sufficient (i.e. internet performance meets most but not all needs of this business) .....
- (c) Mostly insufficient (i.e. internet performance does **not** meet most needs of this business) .....
- (d) Insufficient (i.e. internet performance does **not** meet any needs of this business) .....

**Part 7 – Internet connectivity and online presence – (continued)**

**25 Which of the following types of online presence did this business have during the year ended 30 June 2024?**

**Note**

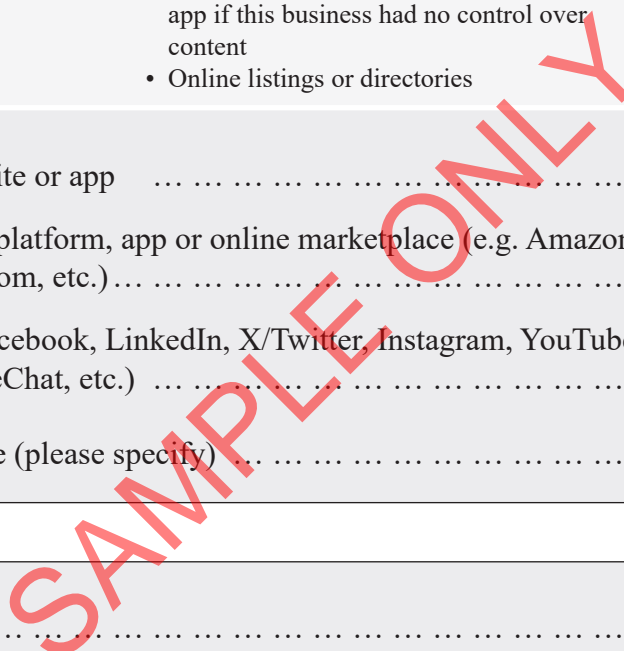
- Businesses using social media are considered those that have a user profile, an account or a user licence depending on the requirements and the type of social media.

**Excluding**

- Websites and apps used primarily for instant messaging (e.g. WhatsApp, Facebook messenger, iMessage)
- Websites and apps used solely for paid advertisements
- Websites and apps used solely for communicating with employees
- Presence on another entity's website or app if this business had no control over content
- Online listings or directories

Tick all that apply

- (a) Business's own website or app .....
- (b) Third-party website, platform, app or online marketplace (e.g. Amazon, Uber Eats, booking.com, etc.) .....
- (c) Social media (e.g. Facebook, LinkedIn, X/Twitter, Instagram, YouTube, Pinterest, TikTok, WeChat, etc.) .....
- (d) Other online presence (please specify) .....
- (e) No online presence .....



**Part 8 – E-Commerce**

**26 Did this business receive orders via the internet for any goods or services during the year ended 30 June 2024?**

**Definition**

- An **order via the internet** is a transaction where the **commitment to purchase** goods or services is made via the internet regardless of how it was commenced. Commitment is the agreement to purchase, whether or not payment is made via the internet.

**Including**

- Orders received via the internet **with or without** online payment
- Orders received via websites, specialised internet marketplaces and extranets
- Click and collect sales

**Excluding**

- **Orders received via email**
- Orders covered by a pre-existing contractual arrangement where the commitment was not made via the internet
- Orders **completed** via telephone or personal contact
- Orders received over any computer network other than the internet
- Cancelled internet orders

Tick all that apply

- (a) On-line ordering facility on your website or app (e.g. shopping cart, booking system).....
- (b) Third-party website, platform, app or online marketplace (e.g. Amazon, Uber Eats, booking.com, etc.) .....
- (c) Electronic Data Interchange (EDI) (i.e. computer-to-computer exchange of purchase orders and invoices in a standard electronic format between business partners).....
- (d) Other online ordering tool (please specify).....
- 
- (e) Did not receive online orders .....

Go to Question **28**

**27 During the year ended 30 June 2024, please estimate the percentage of income from orders received via the internet for goods or services**

**Note**

- For internet orders made on behalf of other organisations, include only the commission or fees earned on those orders.
- For financial services, include only the fees earned for providing services as a result of orders received via the internet.

Less than 1%  or 1% or more  %

**Part 8 – E-Commerce – (continued)**

**28 During the year ended 30 June 2024, which of the following types of electronic invoices did this business issue?**

**Including**

- Electronic invoices issued to customers:
  - directly by the business
  - via intermediaries (e.g. accountants, eInvoice service providers, third party despatch/logistics companies such as Airbnb, Uber Eats, etc.)

**Excluding**

- Paper based invoices

Tick all that apply

(a) eInvoices (i.e. electronic invoices suitable for automated processing, excluding PDF or scanned paper invoices)

**Definition**

- eInvoicing is the automated digital exchange of invoice information directly between a supplier’s and a buyer’s software based on an agreed standard (e.g. EDI, UBL, XML, CSV, etc.).

.....

(b) Other electronic invoices (e.g. invoices sent by email or SMS including PDF files, links to electronic invoices, scanned paper invoices, etc.) .....

(c) Business did not issue electronic invoices .....

**29 Did this business place orders via the internet for any goods or services during the year ended 30 June 2024?**

**Definition**

- An **order via the internet** is a transaction where the **commitment to purchase** goods or services is made via the internet regardless of how it was commenced. Commitment is the agreement to purchase, whether or not payment is made via the internet.

**Including**

- Orders placed via the internet **with or without** online payment
- Online purchases of airline tickets, software, business travel, accommodation, stationery, etc.

**Excluding**

- **Orders placed via email**
- Orders covered by a pre-existing contractual arrangement where the commitment was not made via the internet
- Orders **completed** via telephone or personal contact
- Orders placed over any computer network other than the internet
- Cancelled internet orders

Tick one box

No .....

Yes .....

**Part 9 – E-Government**

**30** During the year ended 30 June 2024, which of the following activities did this business perform over the internet to interact with government organisations?

**Including**

- Interaction with federal, state/territory or local government organisations

Tick all that apply

- (a) Obtaining data or information from government websites or social media, government app, or via email ... ..
  - (b) Completing forms online or sending completed forms (e.g. taxation forms, claims for grants or benefits, applications for permits or licences) ... ..
  - (c) Making online payments (e.g. tax payments, rates, licence fees, fines) ... ..
  - (d) Registering or changing a business name, number or tax account... ..
  - (e) Filing a patent or other intellectual property application ... ..
  - (f) Other activities (please specify) ... ..
- 
- (g) No use of the internet to interact with government organisations ... ..

SAMPLE ONLY



**Part 10 – Management and use of technology**

**31 During the year ended 30 June 2024, which of the following Information and Communication Technologies (ICTs) were used by this business?**

Tick all that apply

- (a) Customer Relationship Management (CRM) software ... ..
- (b) Enterprise Resource Planning (ERP) software... ..
- (c) Electronic Data Interchange (EDI) (i.e. computer-to-computer exchange of purchase orders and invoices in a standard electronic format between business partners) ... ..
- (d) Internal digital platforms (i.e. software or applications used within the business, including accounting software, email, phone and video facilities, etc.) ... ..
- (e) Public digital platforms (e.g. Facebook, LinkedIn, Instagram, X/Twitter, WeChat) ... ..
- (f) Extended reality (XR) technologies (i.e. virtual reality (VR), augmented reality (AR) or mixed reality (MR)) ... ..
- (g) Data analytics tools (e.g. big data analytics tools or geospatial technology)

**Definition**

- **Data analytics** refers to the use of software, technologies or techniques to analyse data to identify patterns, draw conclusions and make predictions.

... ..

- (h) Internet of things (IoT) (e.g. smart meters, smart security systems, smart appliances, connected vehicles, wireless inventory trackers, shipping or logistics tracking)

**Definition**

- **Internet of things (IoT)** refers to interconnected devices or systems, often called "smart" devices or systems. They collect and exchange data and can be monitored or remotely controlled via the internet.

... ..

- (i) Artificial intelligence (AI) (e.g. machine learning, advanced robotics)

**Definition**

- **Artificial intelligence (AI)** is a machine-based system that can perceive and learn about its environment and then make relevant predictions, recommendations, content, or decisions for a given set of objectives. AI can be purely software-based (e.g. chatbots, facial recognition) or embedded in devices (e.g. autonomous robots).

... ..

- (j) 3D printing... ..

- (k) Blockchain technology (e.g. cryptocurrencies, smart contracts)

**Definition**

- **Blockchain technology** is a decentralised, distributed, digital ledger that is used to record transactions across many computers so that any involved record cannot be altered retrospectively, without the alteration of all subsequent blocks.

... ..

- (l) None of the above ... ..

**Part 10 – Management and use of technology – (continued)**

**32 Was this business's use of Information and Communication Technologies (ICTs) important in achieving any of the following outcomes during the year ended 30 June 2024?**

Tick all that apply

- (a) Improved responsiveness to customer needs (e.g. customised goods or services)
  - (b) Greater understanding of markets (e.g. analysing customer purchasing patterns)
  - (c) Better sales or marketing methods .....
  - (d) Introduced goods or services not possible without ICT .....
  - (e) Reduced prices from suppliers (e.g. ability to shop around) .....
  - (f) Improved efficiency of workflow, inventory management, or ordering systems (e.g. just-in-time processes).....
  - (g) Improved data security and privacy .....
  - (h) Better coordination of staff and business activities .....
  - (i) Improved efficiency of production processes (e.g. due to reduced downtime or automation) .....
  - (j) Improved management of quality .....
  - (k) Improved management information systems (e.g. real-time performance monitoring) .....
  - (l) New opportunities to enter or expand markets... .....
  - (m) Shifted activities to other businesses (e.g. contracting out payroll functions) ...
  - (n) Improved collaboration with other businesses (e.g. joint development or marketing) .....
  - (o) Other outcomes (please specify) .....
- 
- (p) None of the above .....

SAMPLE ONLY

**Part 10 – Management and use of technology – (continued)**

**33** During the year ended 30 June 2024, did any of the following factors prevent or limit this business from using Information and Communication Technologies (ICTs)?

Tick all that apply

- (a) Insufficient staff skills/capability .....
- (b) Lack of access to additional funds .....
- (c) Uncertainty around cost/benefit .....
- (d) Technology issues (e.g. speed, reliability, system outage) .....
- (e) Cyber security issues .....
- (f) Lack of understanding of digital technology needs or available products .....
- (g) Other factors (please specify) .....
- 
- (h) No limiting factors .....

SAMPLE ONLY

**Part 10 – Management and use of technology – (continued)**

**34 During the year ended 30 June 2024, which of the following management practices for the use of Information and Communication Technologies (ICTs) did this business undertake?**

Tick all that apply

- (a) Invested in new digital technologies or infrastructure ... ..
- (b) Undertook a review to enable automation of existing processes ... ..
- (c) Shifted production towards goods or services that use ICT more intensively
- (d) Reviewed staff performance against digital skill targets... ..
- (e) Conducted new training programs to improve staff ICT/digital capabilities ...
- (f) Invested in upskilling and/or reskilling of employees to:
  - (i) acquire new ICT knowledge and skills ... ..
  - (ii) manage and maintain business ICT knowledge ... ..
- (g) Actively sought to employ graduates/staff with advanced digital skills (either for a specific role or as a general rule) ... ..
- (h) Rewarded individuals or teams involved in the successful introduction of digital technologies or processes ... ..
- (i) Contracted external ICT consultants... ..
- (j) Measured the contribution of digital activities to overall business performance
- (k) Upgraded cyber security software, standards or protocols ... ..
- (l) Reviewed current internet connectivity/speed ... ..
- (m) Other (please specify) ... ..
- (n) None of the above ... ..

SAMPLE ONLY

**Part 10 – Management and use of technology – (continued)**

**35 For which of the following business processes did this business use Information and Communication Technologies (ICTs) during the year ended 30 June 2024?**

Tick all that apply

- (a) Accounting .....
- (b) Production/service operations .....
- (c) Invoicing .....
- (d) Stock control .....
- (e) Marketing .....
- (f) Human resources, including payroll .....
- (g) Business planning .....
- (h) Video conferencing/remote consultations .....
- (i) Workplace health and safety .....
- (j) None of the above .....

**36 Did this business use any *paid* cloud computing services during the year ended 30 June 2024?**

**Definition**

- **Cloud computing** refers to IT services that are used over the internet to access software, files, computing power or storage capacity.

Tick one box

No .....  ► Go to Question **38**

Yes .....

**Part 10 – Management and use of technology – (continued)**

**37 Which of the following *paid* cloud computing services did this business use during the year ended 30 June 2024?**

Tick all that apply

(a) Software

(i) Email .....

(ii) Office software .....

(iii) Finance or accounting software.....

(iv) Customer Relationship Management (CRM) software .....

(b) Processing power to run own software .....

(c) Storage capacity

(i) Hosting of databases .....

(ii) Storage of files .....

(d) Other services (please specify) .....

SAMPLE ONLY

Part 11 – Information and Communication Technology (ICT) skills

38 During the year ended 30 June 2024, who performed ICT functions for this business?

Including

- Maintenance of ICT infrastructure (servers, computers, printers, networks, etc.)
- Service and support for software
- Development or maintenance of business management software or systems and/or web solutions
- Security and data protection (e.g. testing and software)
- Development of ICT architecture

Tick all that apply

(a) This business's own employees

(i) ICT specialists

Definition

- **ICT specialists** are employees for whom ICT is their main job. For example, to develop, operate or maintain ICT systems or applications.

.....

(ii) Other employees .....

(b) External suppliers or contractors

(i) From within Australia.....

(ii) From overseas .....

(c) Other resources (please specify) .....

.....

(d) Not applicable (i.e. this business did not perform any functions using ICT) ...

39 During the year ended 30 June 2024, did this business provide any type of training to develop ICT related skills of employees?

Tick all that apply

(a) Training for ICT specialists .....

(b) Training for other employees .....

(c) No training provided .....

**Part 11 – Information and Communication Technology (ICT) skills – (continued)**

**40** Did this business recruit or try to recruit ICT specialists during the year ended 30 June 2024?

Tick one box

No . . . . .

Yes . . . . .

SAMPLE ONLY



## Part 12 – Security and privacy

### 41 Which of the following cyber security incidents did this business experience during the year ended 30 June 2024?

**Definition**

- A **cyber security incident** is a single event or a linked series of events that threaten the integrity, availability or confidentiality of digital information.

Tick all that apply

- (a) Unauthorised access or use of computers, networks or servers by people internal or external to this business ... ..
- (b) Improper usage of computers, networks or servers ... ..
- (c) Computers infected with malicious software (e.g. virus, malware, spyware, ransomware, adware, trojan, worm) ... ..
- (d) Denial of service (DoS) or distributed denial of service (DDoS) attack ... ..
- (e) Disruption or defacing of online presence (web or social media), including unexpected redirects to unknown websites ... ..
- (f) Scams or fraud ... ..
- (g) Impersonation of this business or its employees online or by email ... ..
- (h) Other cyber security incidents (please specify) ... ..
- 
- (i) Business did not experience any cyber security incidents ... ..

Go to  
Question **43**

SAMPLE ONLY

**Part 12 – Security and privacy – (continued)**

**42 What were the impacts to this business of the cyber security incidents experienced during the year ended 30 June 2024?**

Tick all that apply

- (a) Corruption, theft, compromise or loss of hardware, software, data, personal or financial information, or intellectual property ...
- (b) Downtime of service or prevention of the use of resources or services by staff or customers ...
- (c) Financial loss (e.g. loss of income or revenue, theft, repair or recovery costs, paid ransom payment, fines or legal costs) ...
- (d) Loss of suppliers, customers, or partners ...
- (e) Damage to the reputation of the business ...
- (f) Loss of time (e.g. time spent dealing with the incident, repairing systems or restoring data from backups, informing customers or stakeholders) ...
- (g) Loss of staff productivity, including through prevention of staff performing their day-to-day work ...
- (h) Business was discouraged from carrying out a planned future activity ...
- (i) Other impacts (please specify) ...
- 
- (j) No impact to this business from cyber security incidents ...

SAMPLE ONLY

**Part 12 – Security and privacy – (continued)**

**43 Which of the following cyber security measures did this business have in place to prevent cyber security incidents during the year ended 30 June 2024?**

Tick all that apply

- (a) Regularly updated virus checking or protection software .....
  - (b) Use of specific tools designed for security monitoring, such as intrusion detection systems .....
  - (c) Regular patching of operating systems, software, and applications .....
  - (d) Regular backup of data critical to operations, either onsite or offsite... ..
  - (e) Identity and access management through the use of authentication software or hardware .....
  - (f) Restriction of administrative privileges to operating systems and applications .....
  - (g) A formal policy or policies in place to manage cyber security risks and threats (including internal and external risks and threats) .....
  - (h) Cyber security awareness and training for staff .....
  - (i) Other cyber security measures (please specify) .....
- 
- (j) Business did not have any cyber security measures in place .....

SAMPLE ONLY

## Part 13 – Comments and time taken

### 44 Please provide comments

- on any information you have supplied on this form (e.g. related to unusual movements or other factors)  
(Please use BLOCK letters)

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- on any difficulties you had in providing the requested information, or suggested improvements to this form  
(Please use BLOCK letters)

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### 45 Please provide an estimate of the time taken to complete this form

**Including**

- The time actually spent reading the instructions, working on the questions and obtaining the information
- The time spent by all employees in collecting and providing this information

.....

hrs	mins
<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>

SAMPLE ONLY