

Member Satisfaction Survey

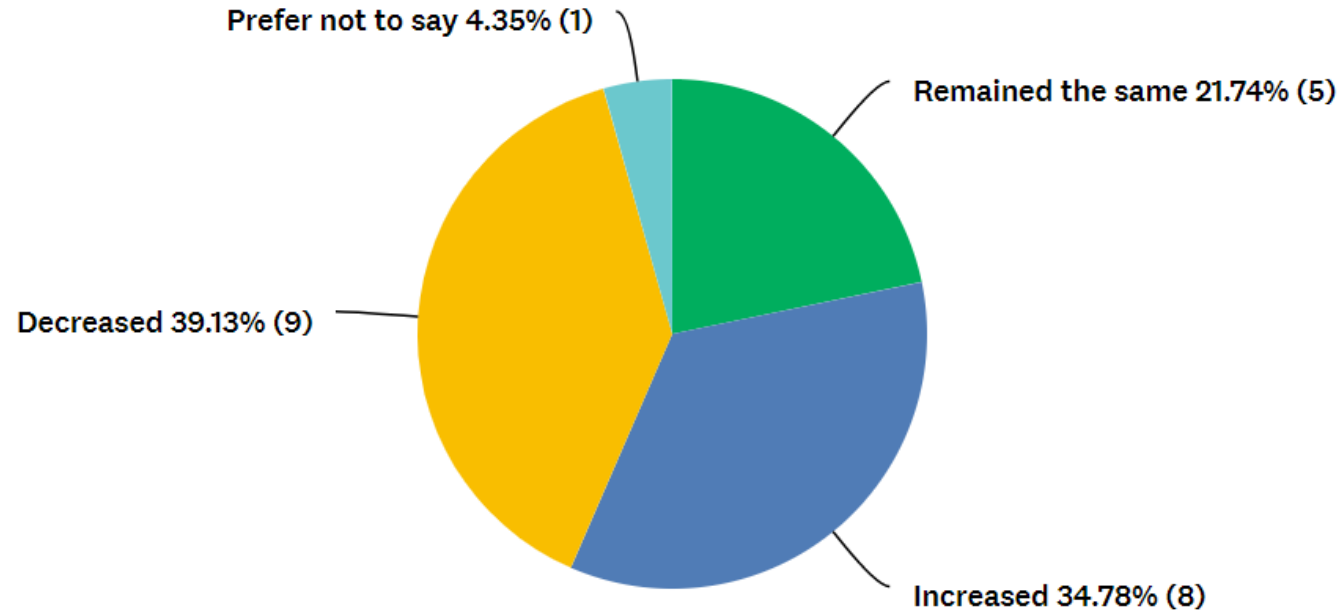


*Boating Industry Association
of Victoria*

2018 - 2021

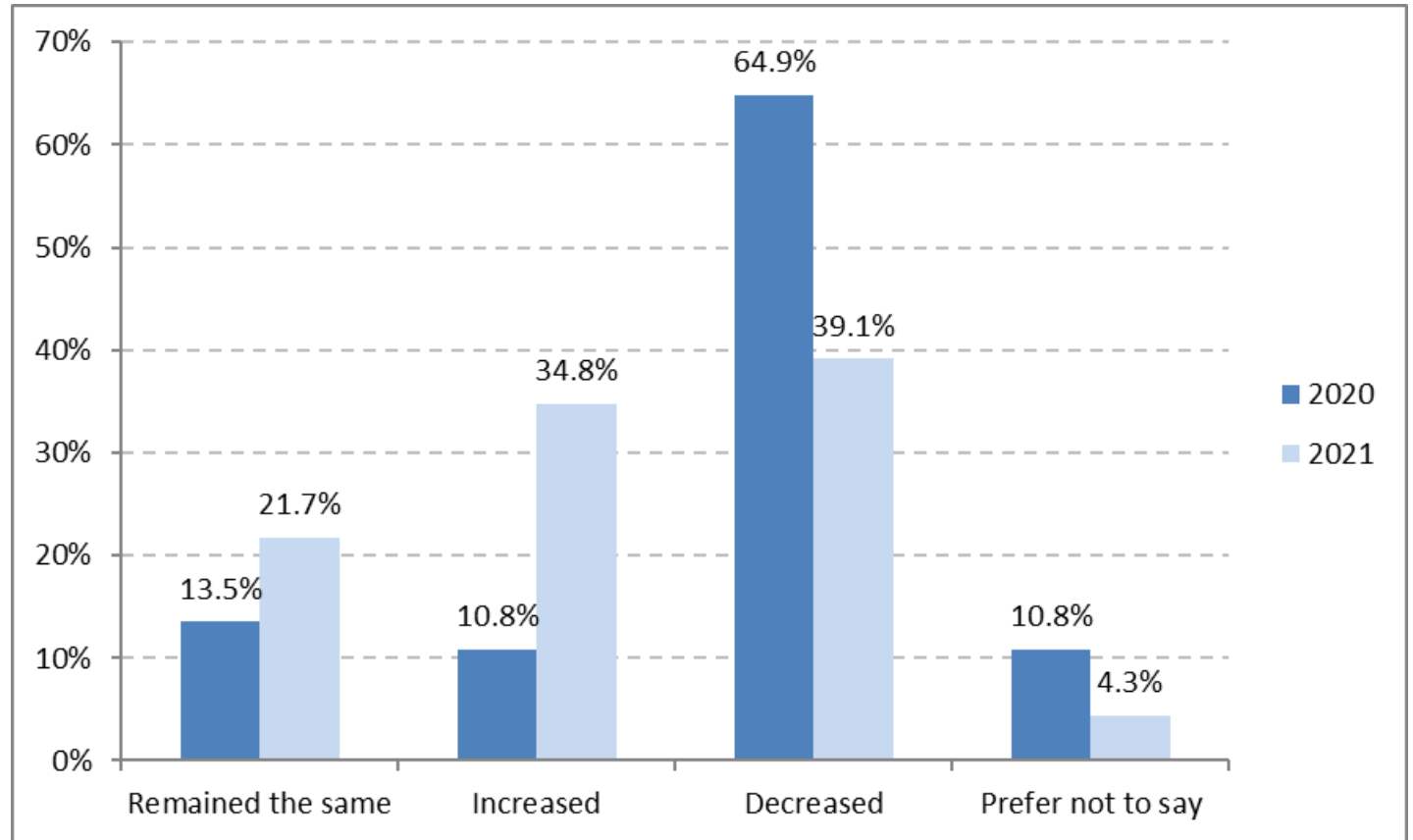
Covid-19

With regard to COVID 19, has your turnover...

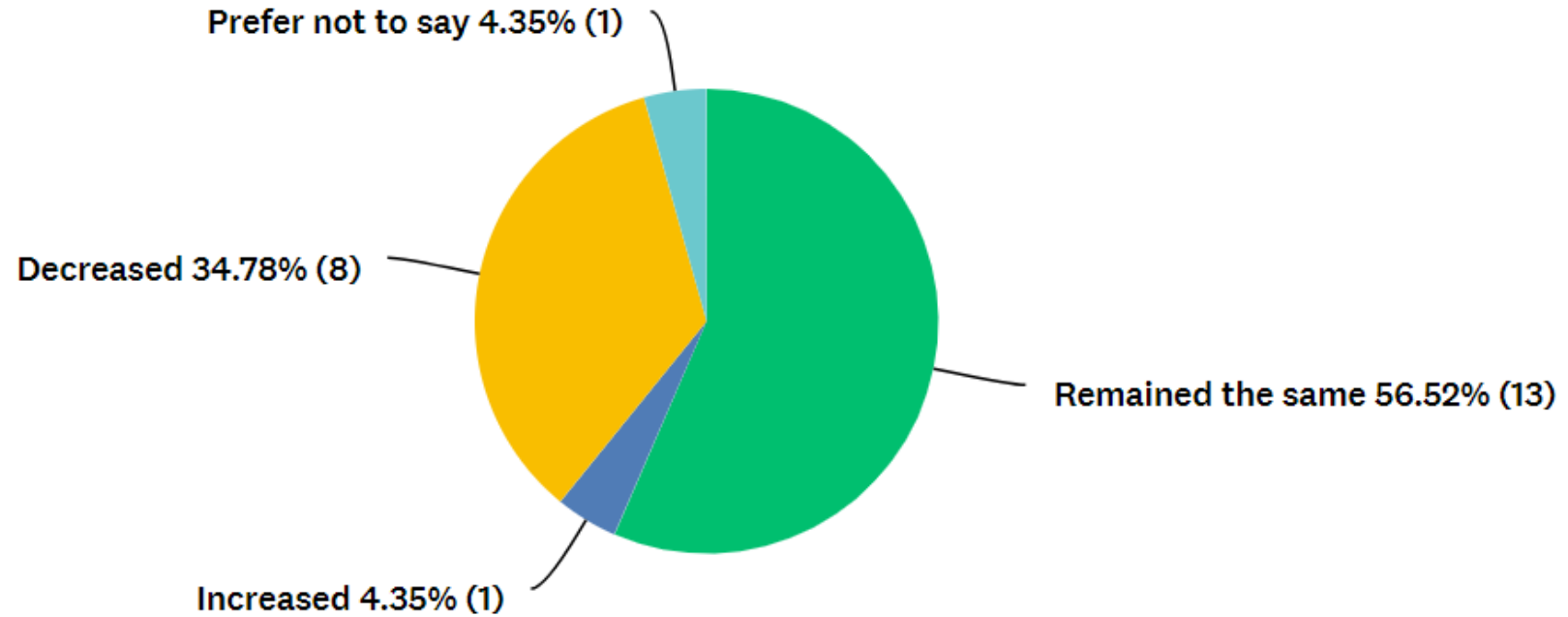


ANSWER CHOICES	RESPONSES
▼ Remained the same	21.74% 5
▼ Increased	34.78% 8
▼ Decreased	39.13% 9
▼ Prefer not to say	4.35% 1
TOTAL	23

With regard
to COVID 19,
has your
turnover...

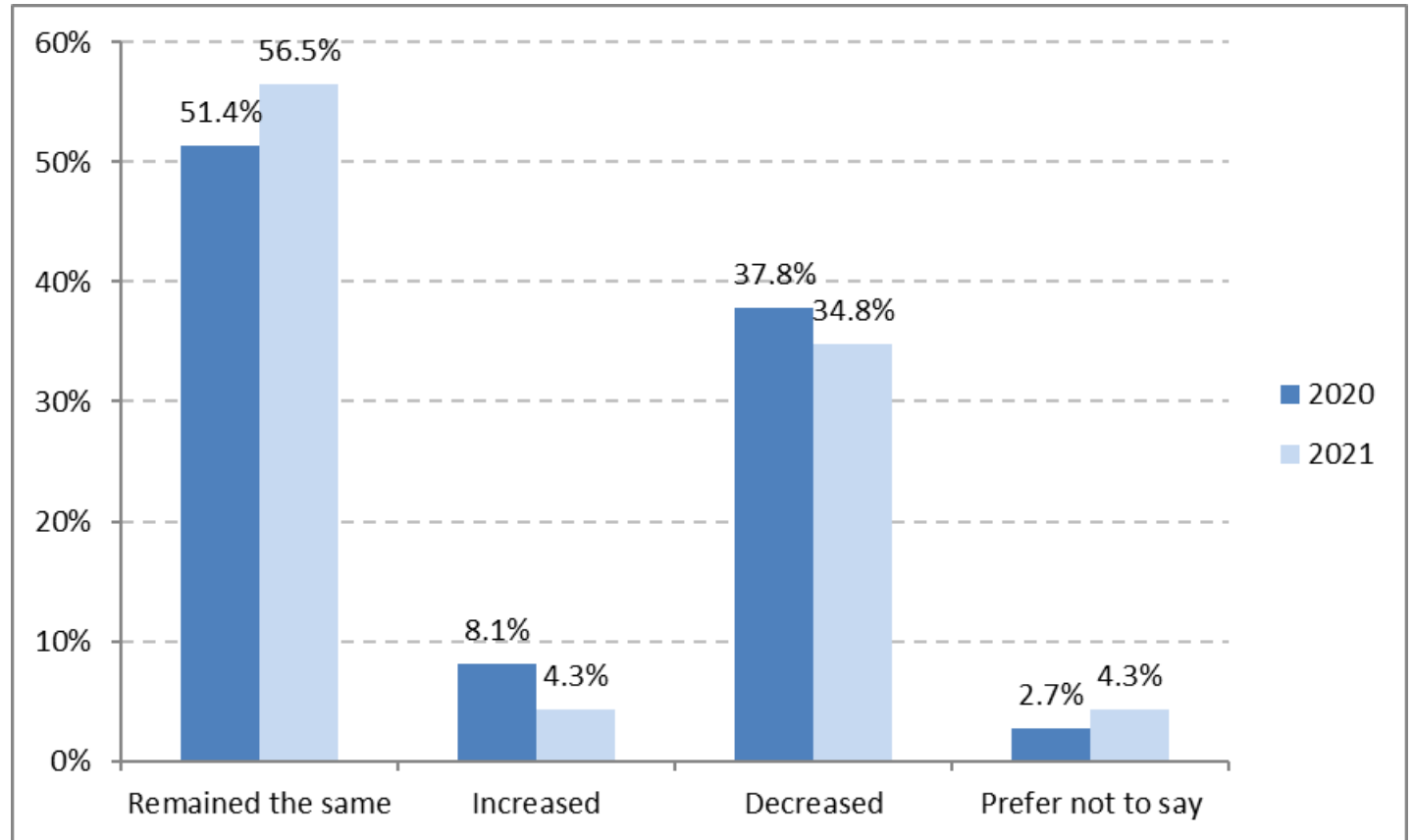


With regard to COVID 19, have your staff levels...

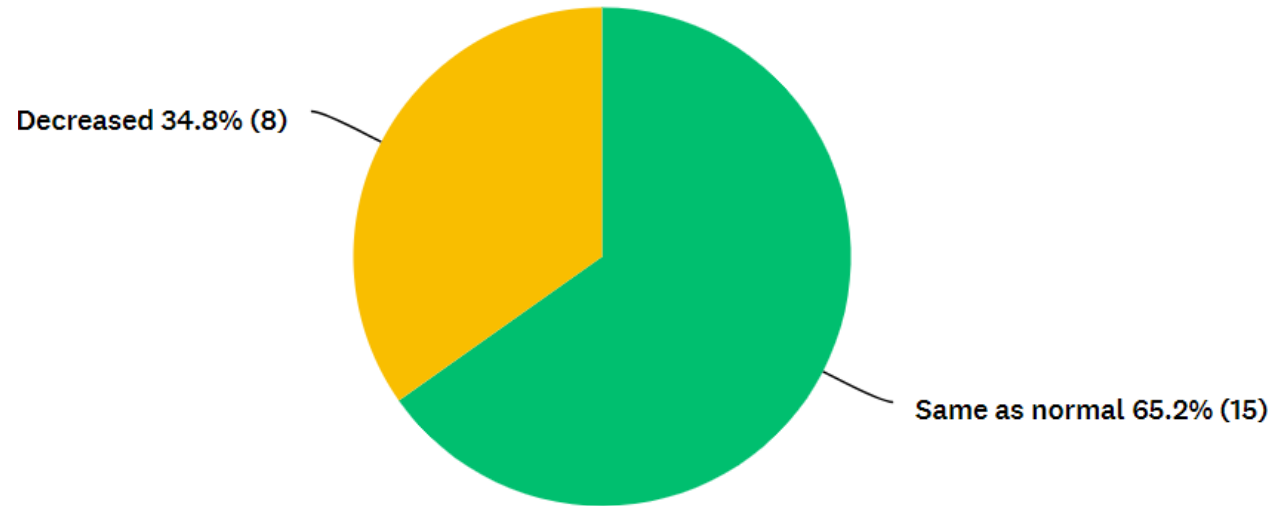


ANSWER CHOICES	RESPONSES
▼ Remained the same	56.52% 13
▼ Increased	4.35% 1
▼ Decreased	34.78% 8
▼ Prefer not to say	4.35% 1
TOTAL	23

With regard
to COVID 19,
have your
staff levels...

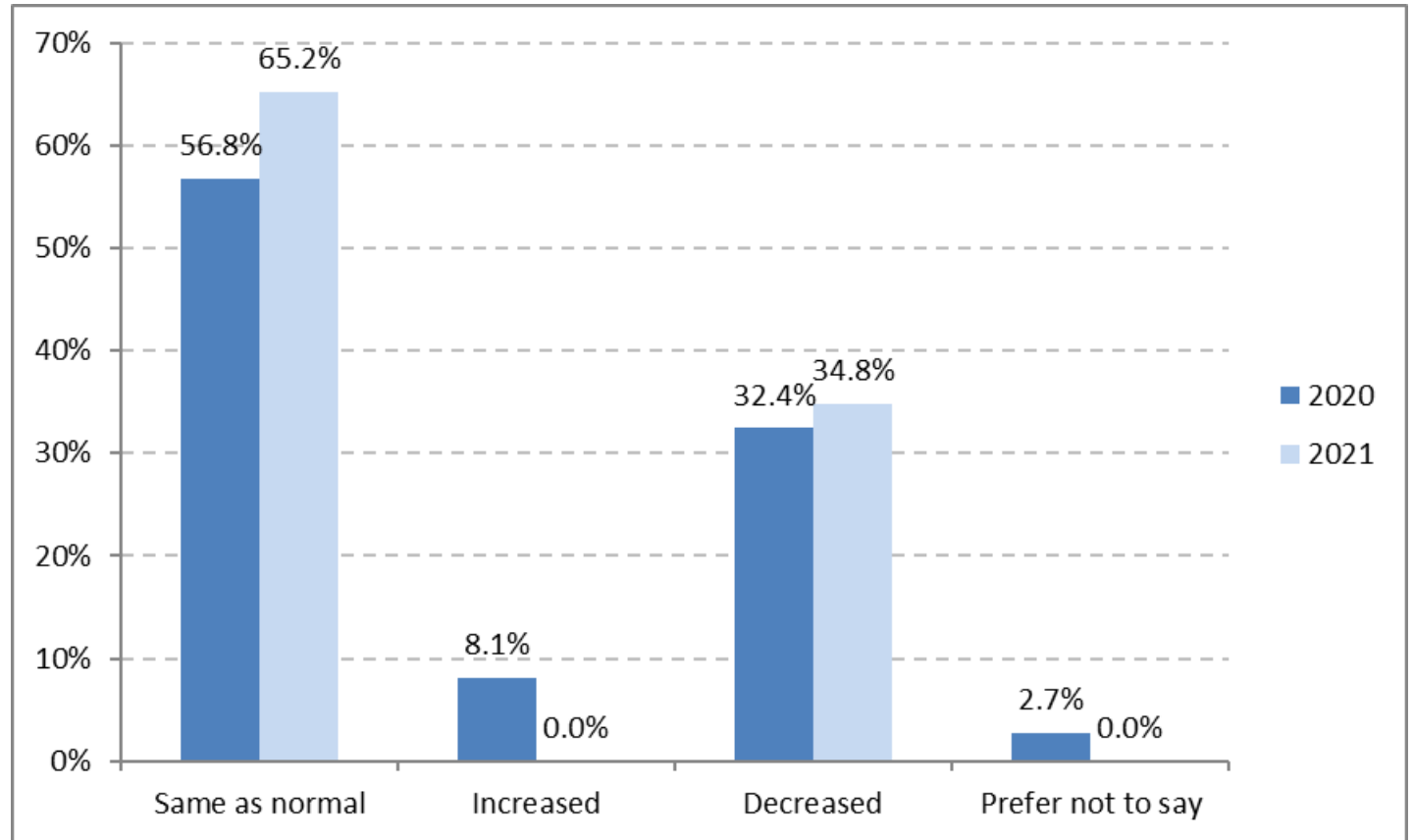


With regard to COVID 19, has your business still traded same days/hours since COVID 19?

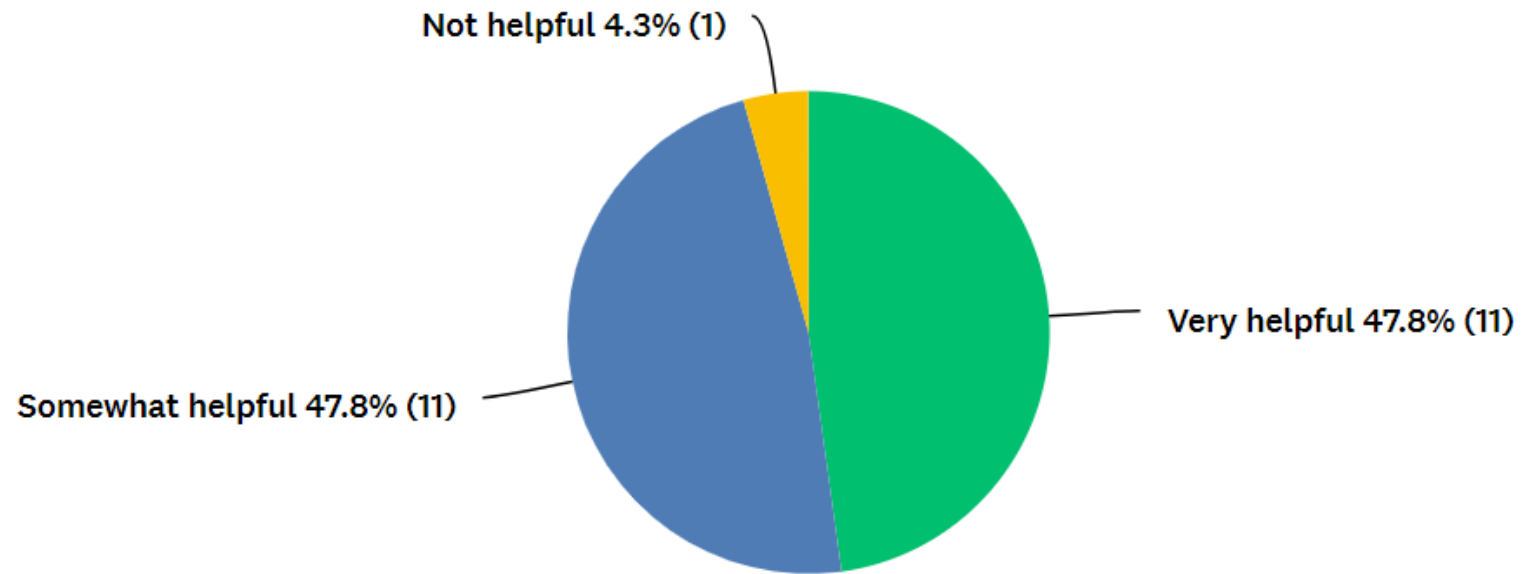


ANSWER CHOICES	RESPONSES	
Same as normal	65.2%	15
Increased	0.0%	0
Decreased	34.8%	8
Prefer not to say	0.0%	0
TOTAL		23

With regard to COVID 19, has your business still traded same days/hours since COVID 19?

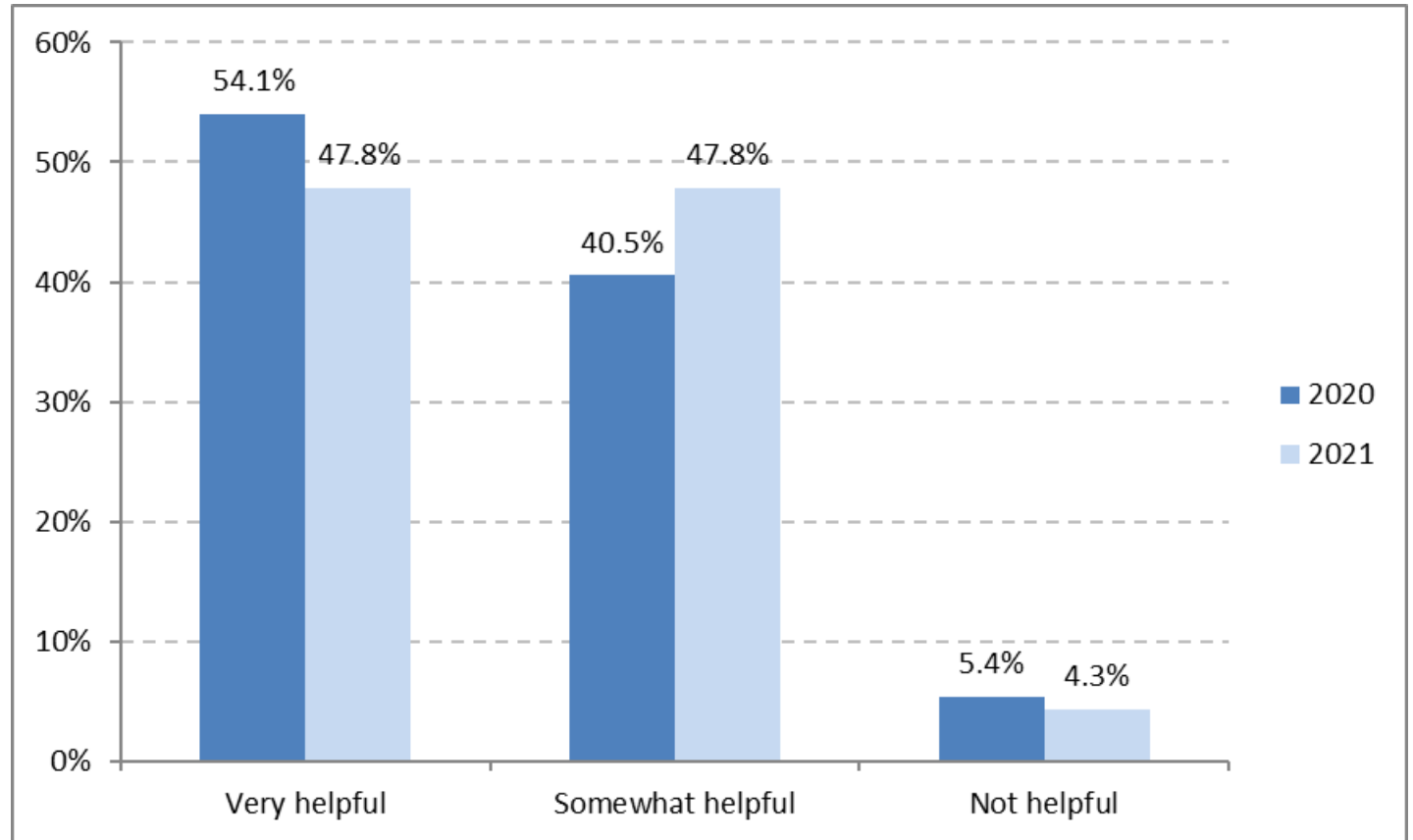


Has BIAV's advice and support in relation to Covid-19 been...

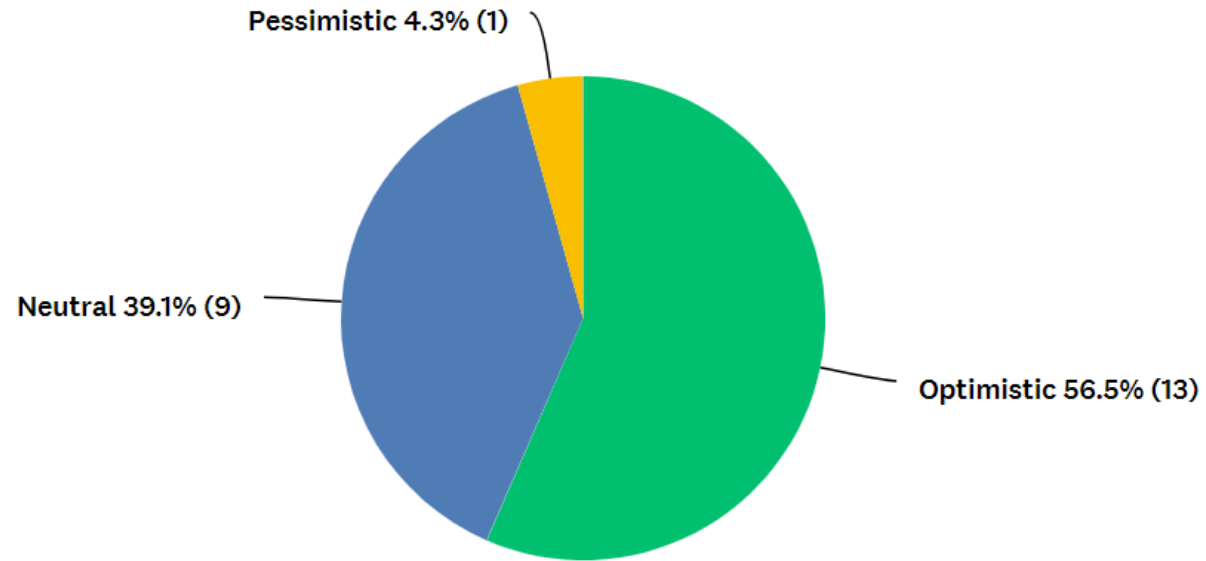


ANSWER CHOICES	RESPONSES	
▼ Very helpful	47.8%	11
▼ Somewhat helpful	47.8%	11
▼ Not helpful	4.3%	1
TOTAL		23

With regard to COVID 19, has the BIAV advice and support in relation to Covid-19 been...

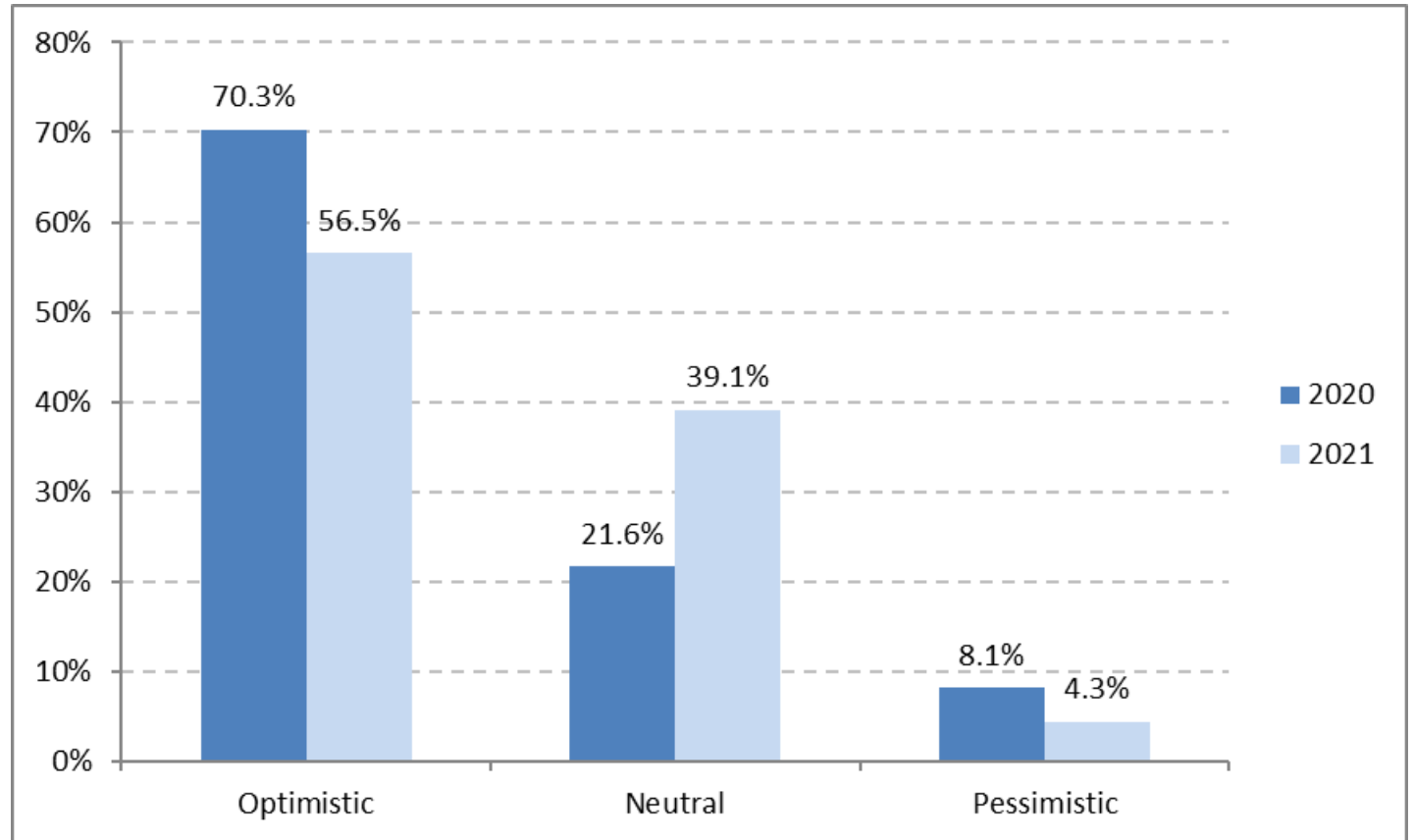


With regards to 2022 are you...



ANSWER CHOICES	RESPONSES
▼ Optimistic	56.5% 13
▼ Neutral	39.1% 9
▼ Pessimistic	4.3% 1
TOTAL	23

With regards
to next year
are you...

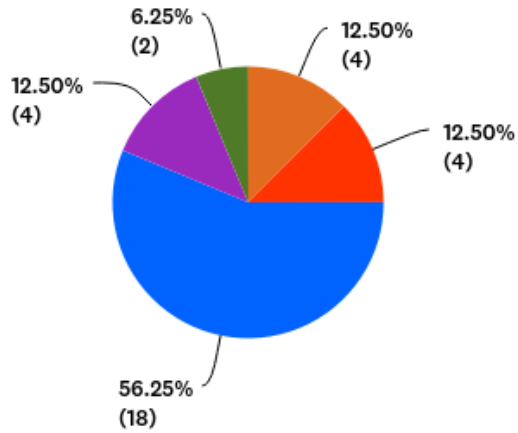


Member Services

How would you rate the overall level of member servicing and support?

2018

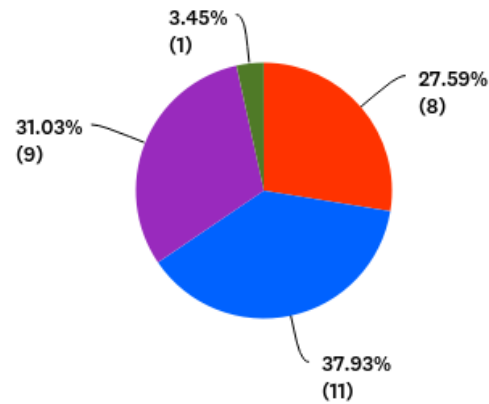
Weighted average: 3.73



1 2 3 4 5 Unsure

2019

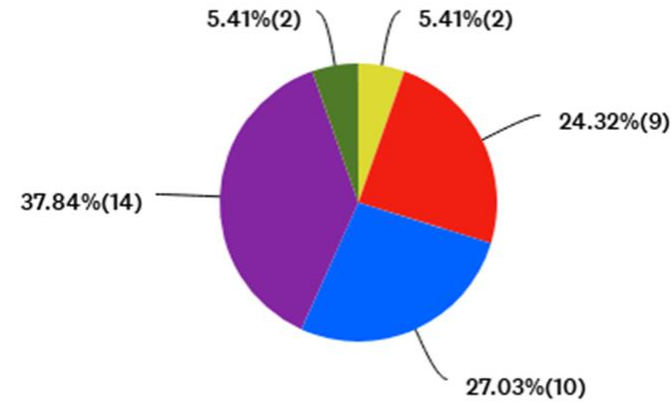
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2020

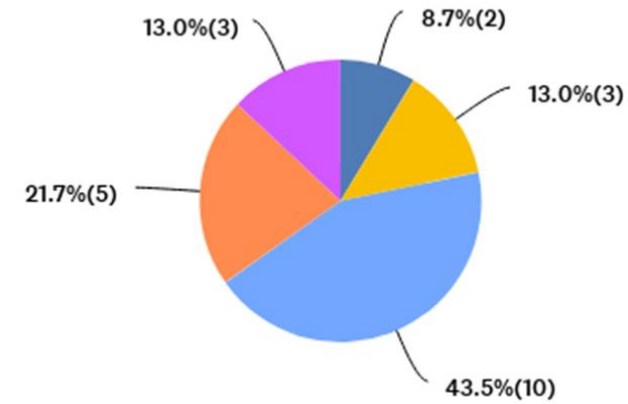
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1 2 3 4 5 Unsure

2021

Weighted average: 3.90



1 2 3 4 5 Unsure

> 0.31

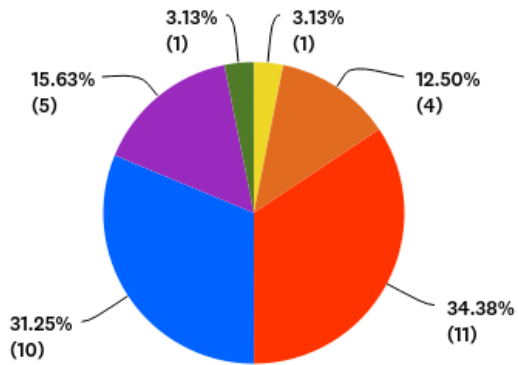
< 0.01

< 0.13

How would you rate the member benefits currently provided?

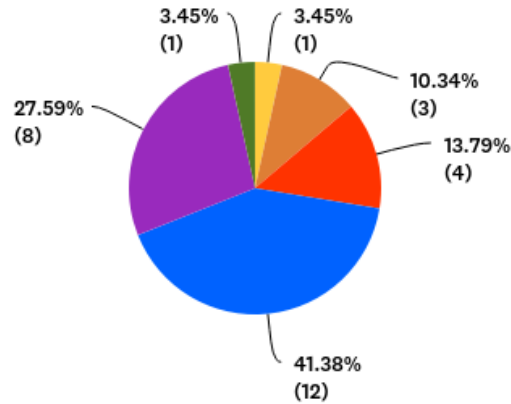
2018

Weighted average: 3.45



2019

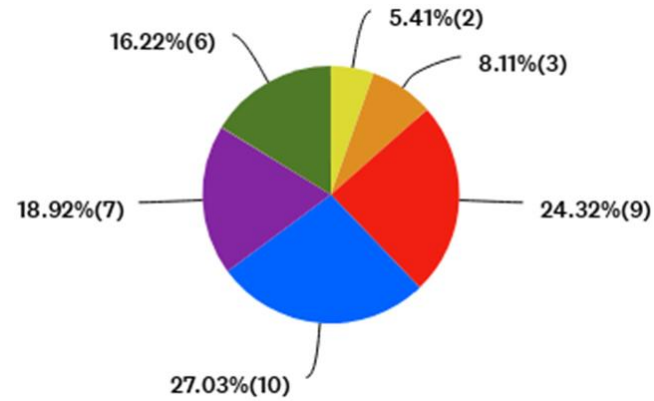
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> 0.37

2020

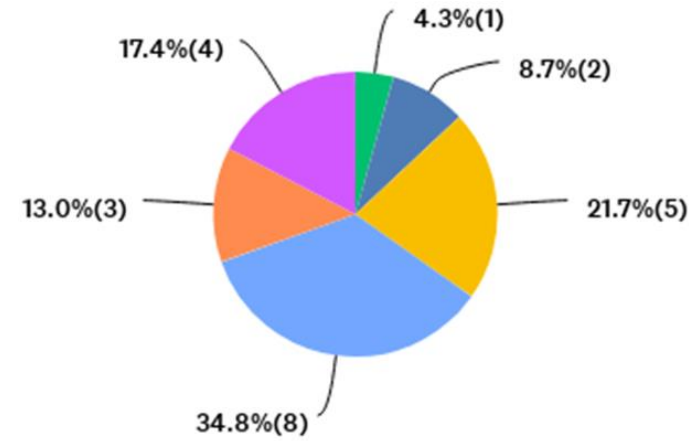
Weighted average: 3.55



< 0.27

2021

Weighted average: 3.53



< 0.02

1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

Do you have any comments in relation to your response, or Member Services in general?

2018

- lack of knowledge of what is available and had trouble using travel insurance with a recent claim.
- Particularly good advocacy work done recently fighting the Govt and Opposition for "our" funds from licensing.
- more advice and support including general contracts, insurance guidelines, service agreements, duty of disclosure, warranty guidelines - that could assist us in our business.
- Still new to BIA and understanding what the benefits and services provided are, I see a very active president and team which is great.
- better legal services support better support when working with government training
- only benefit worth is travel insurance
- Travel insurance has been of great value
- what is happening with benefits/programs, like car hire, internet & phone package , bank credit card fees, insurance etc ,etc
- More tangible benefits required to quantify value. ie Travel insurance saves \$500pa – great value!
- Unclear as to what the membership wants to offer.
- There seems to be more communication this year more so than others which is great
- Need to look at more tangible benefits

2019

- It's always difficult to make time for events but appreciate your efforts
- It would be nice to have a HR, Worksafe and Employment advice arm of the membership. This comes at a cost, but I think members (we would) pay more if we had this point of call.
- Appears to have greatly improved over last 18 months
- Travel insurance is a great bonus
- Would like to see more site visits to members

2020

- The COVID19 Pandemic has strongly affirmed the value of belonging to a Peak
- Independent Body that is respected by Government and can advocate on behalf of Members. Trying to do this as a individual business would have been hopeless; especially
- being located in rural Victoria.
- Steve was awesome with the advocacy etc
- Just a little worried when Ben left that the fight against Government etc will continue? BIA Board & Staff have done an amazing job during COVID 19 - well done haven't meet claimed promises As a club (victorian dragboat club) our benefit from BIA is advise only, which we knew going into membership, leaving us unique among your fleet. Could there be an alternate / cheaper way we , and any other in the "same boat", as a not for profit club better benefit from membership ?
- The complimentary travel insurance is a big plus.
- So important to being represented at State Level and so well..

2021

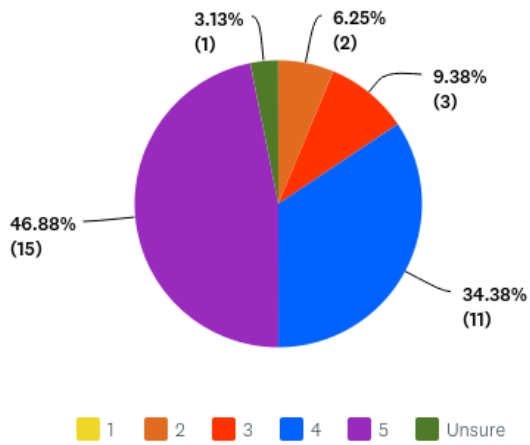
- Although our business is very regional & we don't attend meetings due time & distance I feel we are well represented.
- as we are located inland and 600 kilometres from Melbourne, we seem isolated.
- benefits in general less for micro business
- does not cover near enough info on the charter industry your main focus is on manufacturing and shop fronts
- Good support during a difficult 2 years
- Really helpful through COVID and support with lobbying Govt. with projects.
- the BIAV needs to join with the BIA to create a national approach and leverage on the knowledge and experience of other markets. The Federal Government wants one voice
- While I believe that there is place for the BIAV, it's relevance to our business has declined to a point where we do have to question our membership every year. This is not a criticism of the BIAV, it is just the reality of how our business has changed over the years. We are a global organisation and our need for support at the state level is very limited these days.

Advocacy

How would you rate the advocacy work performed by BIAV in regard to state level and other issues?

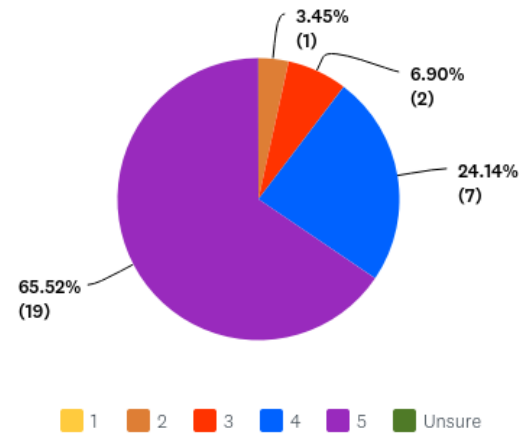
2018

Weighted average: 4.26



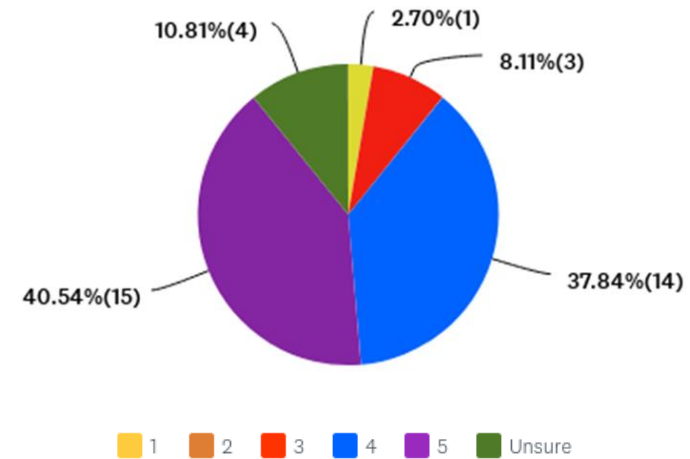
2019

Weighted average: 4.52



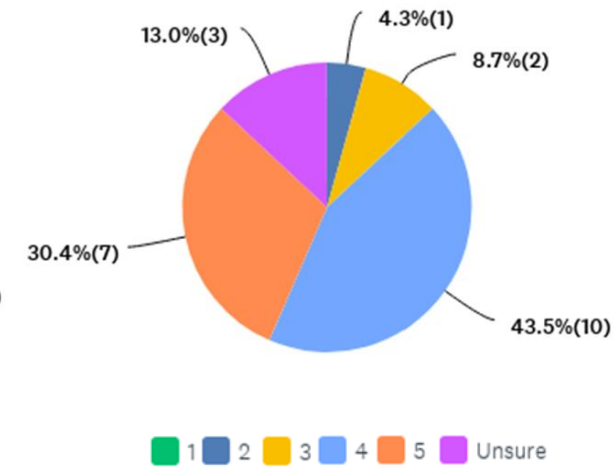
2020

Weighted average: 4.27



2021

Weighted average: 4.15



> 0.26

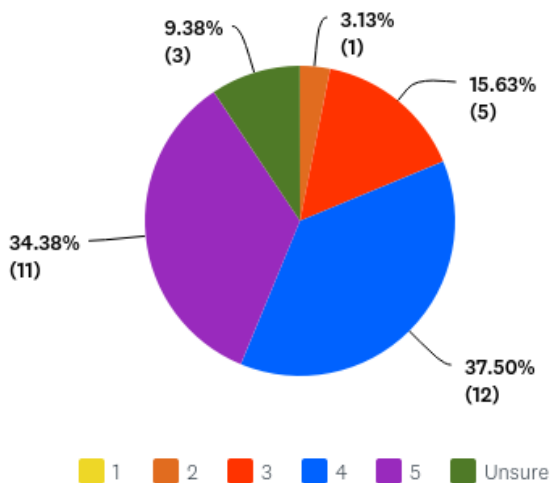
< 0.25

< 0.12

How would you rate the BIAV leadership and influence at government and other stakeholder levels?

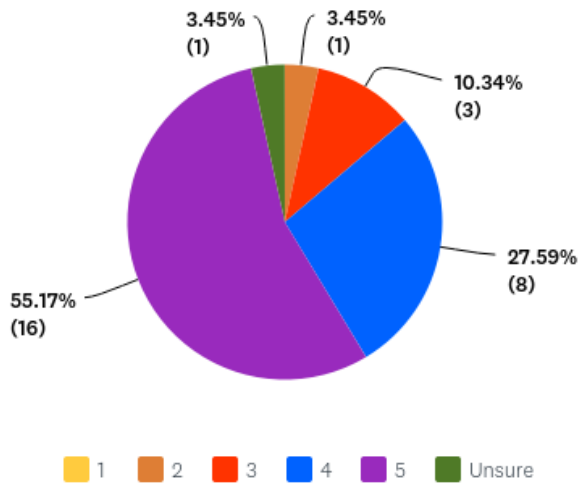
2018

Weighted average: 4.14



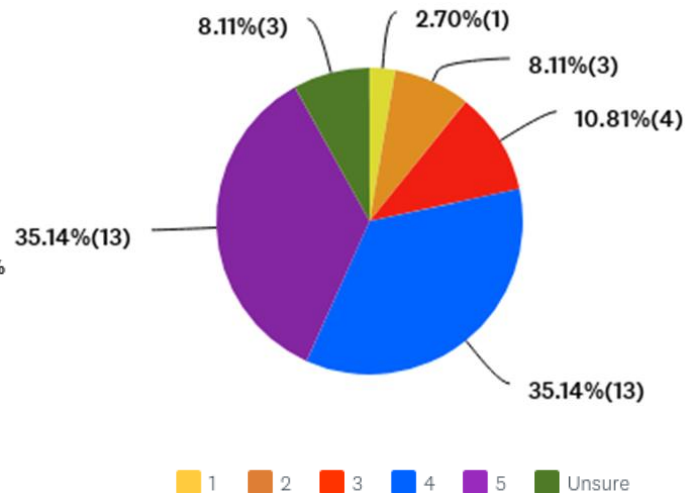
2019

Weighted average: 4.39



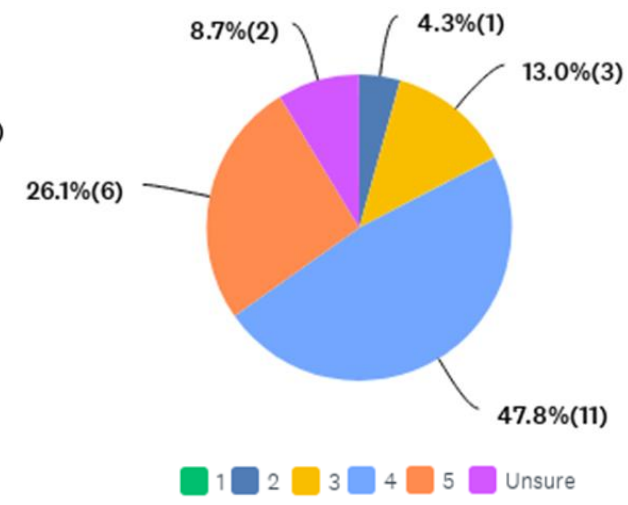
2020

Weighted average: 4.00



2021

Weighted average: 4.05



> 0.25

< 0.39

> 0.05

Do you have any comments in relation to your response, or Advocacy in general?

2018

- Was non-existent for a while but last year or so things have been ramped up (since Ben came back and new CEO Steve started) and we got results - well done!
- So far, excellent work done leading up to the elections, ensuring they deliver will be the challenge
- Ben does a great job
- Members need to know that BIAV makes a Budget submission to Victorian Government every year.
- Improving greatly over past 12 months
- Keep at it Ben & CEO

2019

- Non-compliant trailers still an issue. Has been for years and years and nothing has been done - not for the lack of trying but why I rate 3 for influence at government
- Boat ramp fee removal good result.
- Great work done by Ben and Steve
- Great outcome with securing future funds from government.
- Ben Scullin is the best!!! He is a credit to your organization.

2020

- Under extremely trying circumstances the BIA Vic have done an excellent job for its members
- BIA have been a wonderful advocate for all members.
- Sensational Job
- The BIAV exec performs very well in this sphere.
- I think you are doing a good job given the resources and nature of being able to influence government
- Haven't meet claimed promises to me
- My selections are specific to our club. VDBC Personally I would score higher.
- Major concern that we have no advocacy staff
- Sorry to see Ben seeking greener pastures.

2021

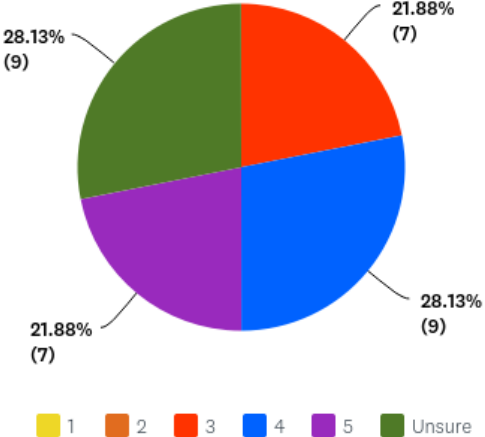
- Great job
- National issues need addressing
- The BIAV has always been and continues to be, a very good advocate for the Victorian marine industry..

Governance

How would you rate the BIAV financial management?

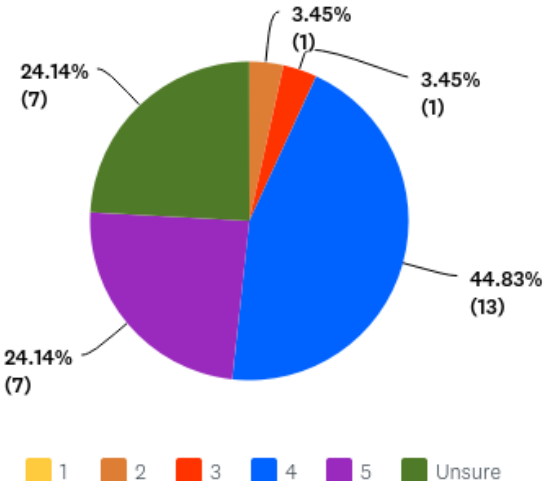
2018

Weighted average: 4.00



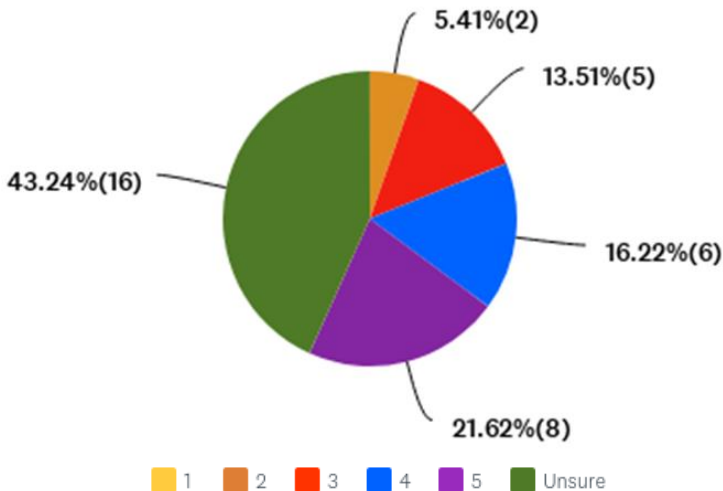
2019

Weighted average: 4.18



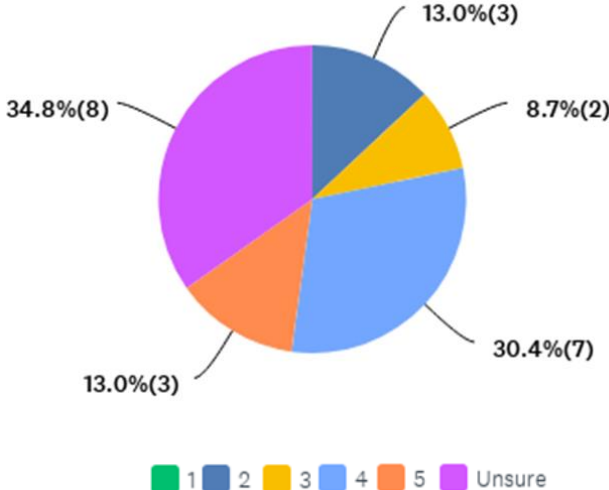
2020

Weighted average: 3.95



2021

Weighted average: 3.67



> 0.18

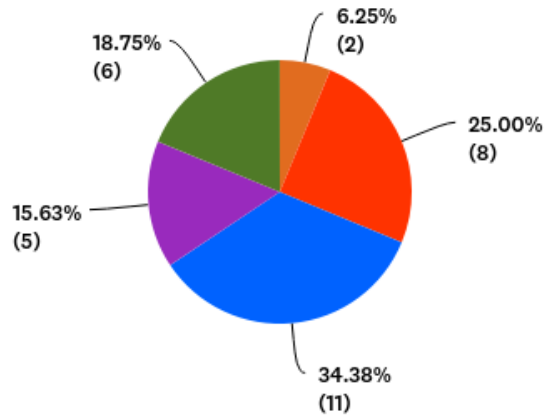
< 0.23

< 0.28

How would you rate the BIAV board, committee and divisional structure and performance?

2018

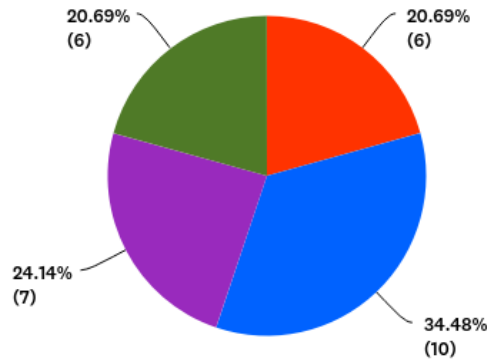
Weighted average: 3.73



1 2 3 4 5 Unsure

2019

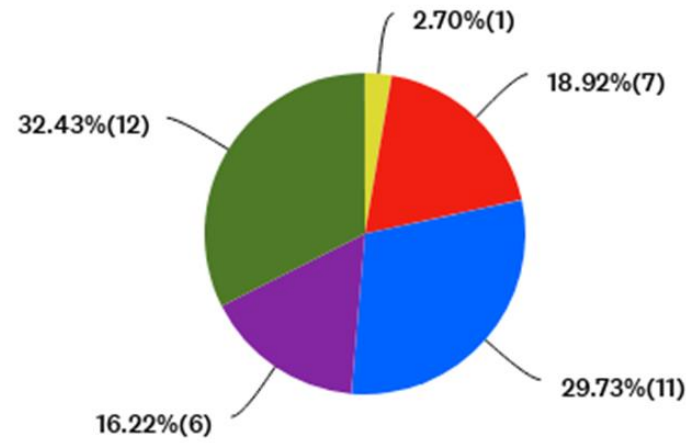
Weighted average: 4.04



1 2 3 4 5 Unsure

2020

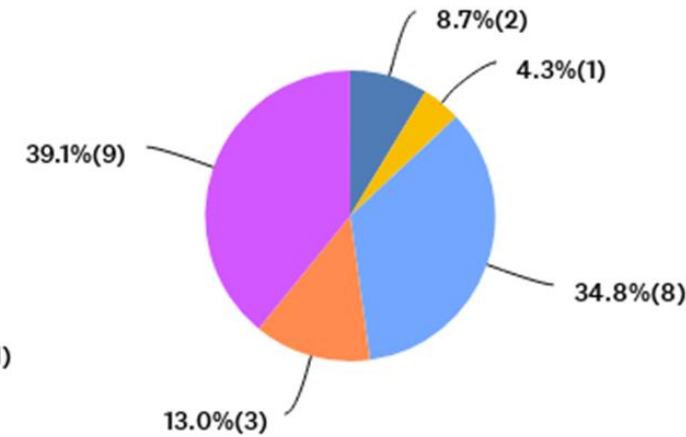
Weighted average: 3.84



1 2 3 4 5 Unsure

2021

Weighted average: 3.86



1 2 3 4 5 Unsure

> 0.31

< 0.20

> 0.02

Do you have any comments in relation to your response, or Governance in general?

2018

- Too many directors
- Financial management is back on an even keel. Not all Divisions are as active as others.
- Performance very good. Divisional structure could be improved. My suggestion.... attract best talent regardless of which industry/ division they work in.
- Current board have turned things around - seem to be doing a good job
- Appears to be headed in the right direction
- Over the years members have been let down by self interests and fighting.
- Great fiscal control now! Overall divisions require review

2019

- Not enough to info. It know you work hard as a volunteer board
- I know a new constitution was just past but I am always surprise to see one division represent Manufacturing, Wholesale & Distributors. Often this is represented by an engine distributor which is completely fine, I just think you may get more insight if a Australian manufacturer is on the board as currently there is no one representing Australian manufacturing. (I may be wrong with Ronstan - if they do manufacture here, I take my comment back)
- Divisional structure has less relevance since the change in the constitution but regional meetings seems to be a success.
- Divisions exist in name only and only function it to elect director - could do a lot more
- Good to see finances back on track

2020

- not informed enough to comment
- Again great job during unimaginable conditions The BIA is an Association for the members if we make a loss we have the reserves but do
- not cut cost in our staff that can help members in advocacy and grants

2021

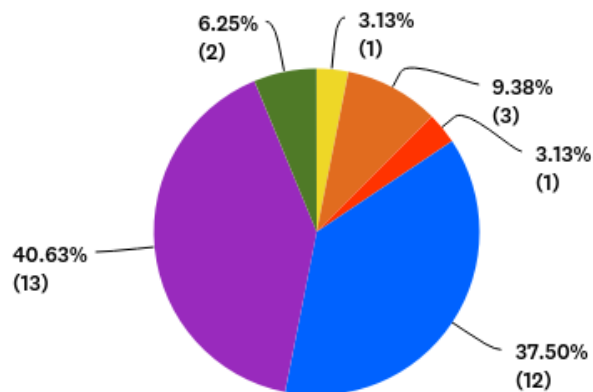
- Great to sell BIA house, would suggest large factory with ability to do practical demonstrations/training classes etc
- Need a seat at the national table
- The Victorian marine industry is a lot smaller than it was 20 years ago so I question the ongoing need for such an extensive/elaborate committee & divisional structure.

Boat Shows

How would you rate the performance at delivering the Melbourne Boat Show (2018/2019) & Virtual Boat & Fishing Show (2019)?

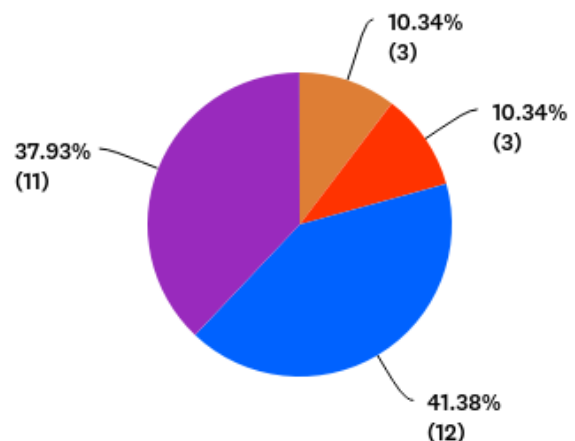
2018

Weighted average: 4.10



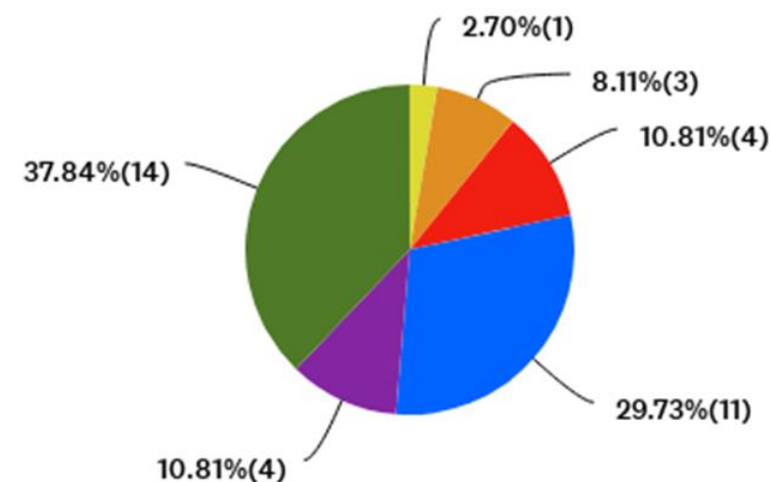
2019

Weighted average: 4.07



2020*

Weighted average: 3.61



< 0.30

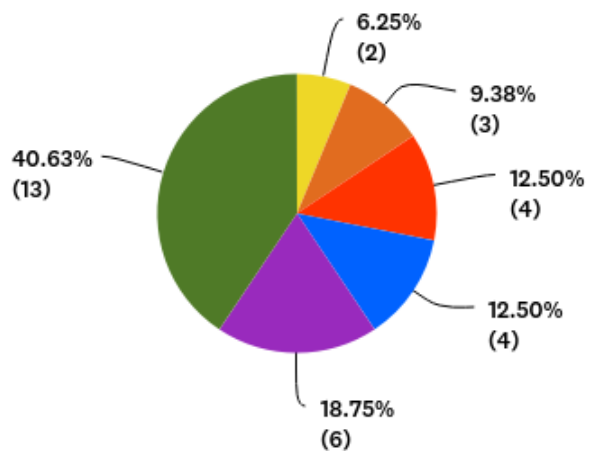
< 0.46

How would you rate the performance at delivering other Boat Shows and events?

How would you rate BIAV's performance at planning for future boat shows and events

2018

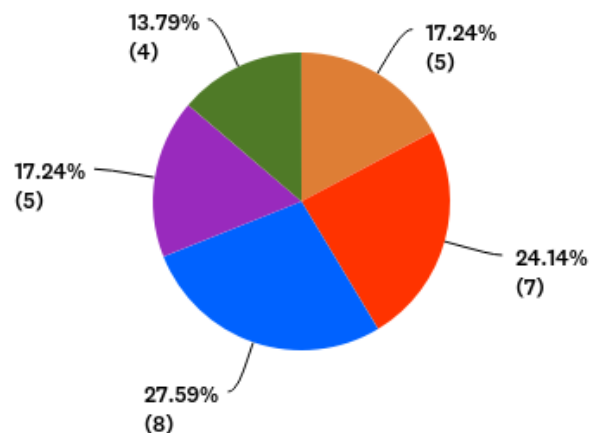
Weighted average: 3.47



1 2 3 4 5 Unsure

2019

Weighted average: 3.52



1 2 3 4 5 Unsure

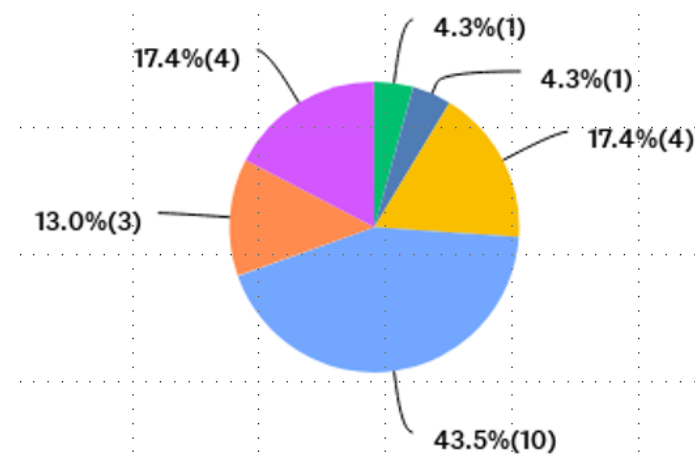
> 0.05

2020

N/A

2021

Weighted average: 3.68



1 2 3 4 5 Unsure

> 0.16

Do you have any comments in relation to your response, or Boat Shows in general?

2018

- Good management of the Melbourne Boat Show, but we need to recognise consumer/buyer behaviour is changing dramatically. Shows may have had there day.
- more promotion of the show needed - we need higher numbers attending
- Only 1 attended so far
- lots of cost for very little
- Monica and the team do a wonderful job
- Other events seem to be sparsely attended. Apathy on the part of members or a failure of management to spark interest?
- Boat show is difficult to rejuvenate. Other shows unsure - BIA events should be more engaging

2019

- The cost against the return is becoming more questionable. The number of people coming through and the boat buyer is dwindling coming to the show to buy a boat.
- Boat show is a bit predictable and big drain on major sellers Whether they get a return not sure
- Hard gig, it just needs to constantly evolve to give people a reason to come.
- Need to keep costs down for members, as it is becoming more difficult and less profitable each year.
- Lake Eildon show was terrible, not enough attendees
- We really need an on water event in Melbourne, current boat show is very focused on boat sellers/dealers, much less on other aspects of the industry, ie chandleries/accessories and its very expensive for small businesses
- The boat show itself is excellent, however, often feel there are opportunities missed by not co-ordinating other boating related conferences, seminars etc in conjunction with the boat show to attract more of the industry, especially from interstate.
- Not sure how effective Melbourne Boat Show marketing was.
- Melbourne Boat Show has lost its appeal according to our boat owners?
- Show space costs continue to rise we will have to start considering other avenues. We are not receiving a profitable ROI for show space.

Do you have any comments in relation to your response, or Boat Shows in general?

2020

- Again under very trying circumstances, it was so important that the Recreational Boating Industry was on the front foot in promoting Boating in all forms to the General Public. As it has turned out, as a response to COVID19, the General Public are certainly looking to spend quality times with their most precious ones; their family; in a uncrowded and perceived safe environment; I am sure that having had the Virtual Boat Show has helped in keeping the industry front of mind with the General Public.
- I wouldn't do it again from our results , but the industry had to try it ,to see if there was any interest.
- was a great set up, not sure we built a good stand or got any leads
- 2021 boat show will be an interesting time, as the market sold out of boats as soon as lockdown finished, not sure if all dealers will spend the money on boat show?
- Hopefully we wont have to go through this again. The virtual show had no blueprint and was a venture into the unknown. BIA's effort was excellent considering and no doubt much was learnt. A virtual boat show is as exciting as a virtual restaurant.
- I think you did what you could, I am not sure if a virtual boat show is what boat buyers want though
- From our club view, financially not really viable, but we are unique in among retail and services that display at shows.
- Being a very small single operator, the cost to exhibit at the boat show is prohibitive for us, but it would be nice to have the opportunity to be involved somehow, in a more cost efficient way.
- The virtual show did bring some business. Considering it was first time in, I believe there is a future for it

2021

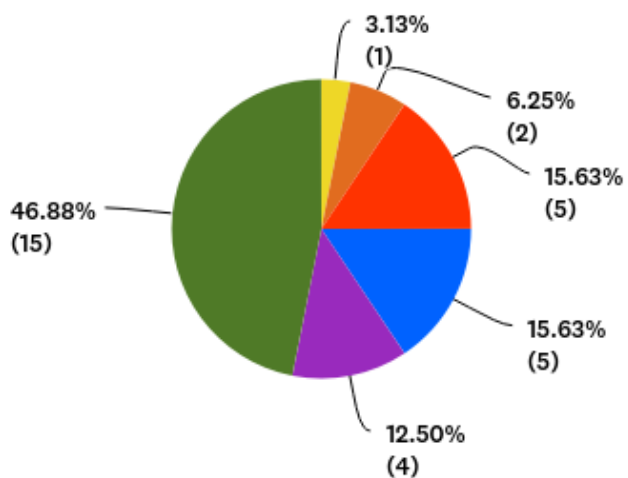
- Are they the future? The world is changing and stacking them deep to sell them cheap is no longer the answer
- Boat show format needs to change, its too expensive and now the norm is people looking and researching online.
- COVID lock downs have not helped
- Seems to be good from an outsiders perspective. Hard to plan anything at the current time!
- we are too far from Melbourne or Adelaide to be involved in boat shows
- we will never display at boat shows, doesn't suit a micro business in the marine trade.

Industry Skills

How would you rate the performance at influencing positive relations between employers, educators (TAFE's) and potential apprentices?

2018

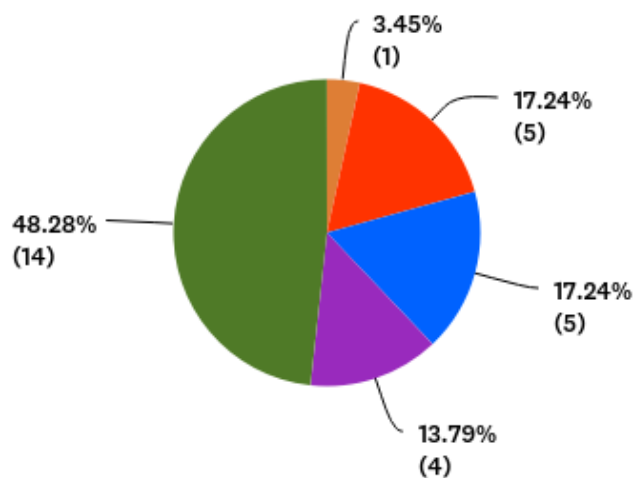
Weighted average: 3.53



1 2 3 4 5 Unsure

2019

Weighted average: 3.80

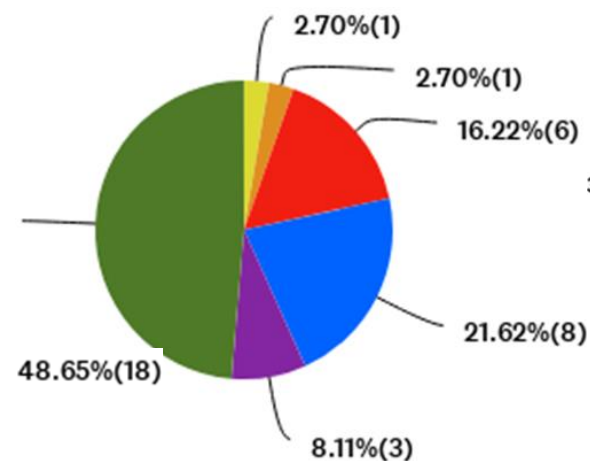


1 2 3 4 5 Unsure

> 0.27

2020

Weighted average: 3.58

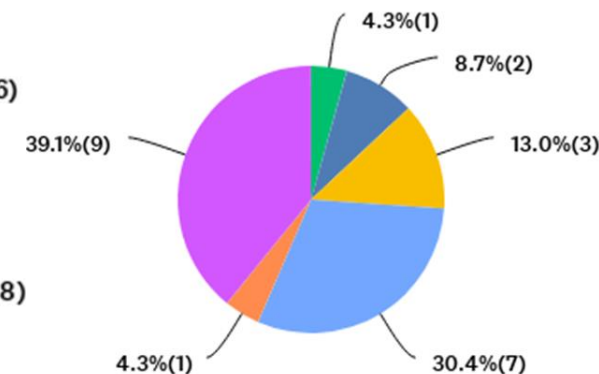


1 2 3 4 5 Unsure

< 0.22

2021

Weighted average: 3.36



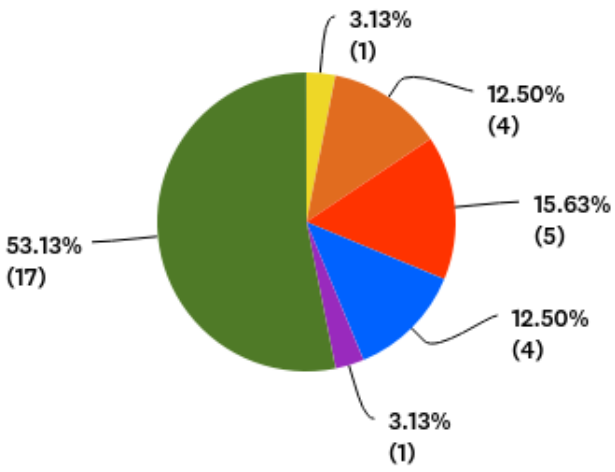
1 2 3 4 5 Unsure

< 0.22

How would you rate the BIAV performance at helping to eliminate course shortcomings and skills shortages?

2018

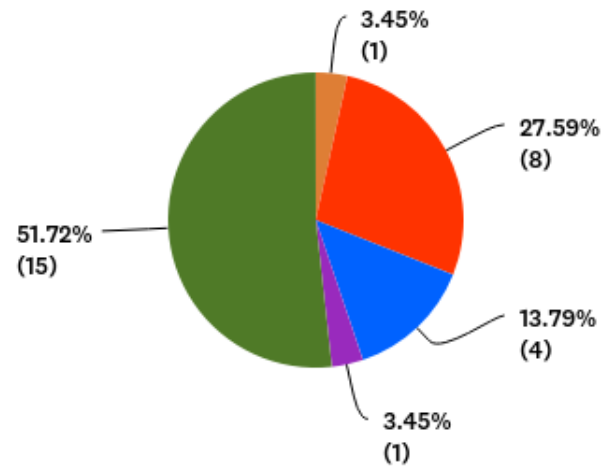
Weighted average: 3.00



1 2 3 4 5 Unsure

2019

Weighted average: 3.36

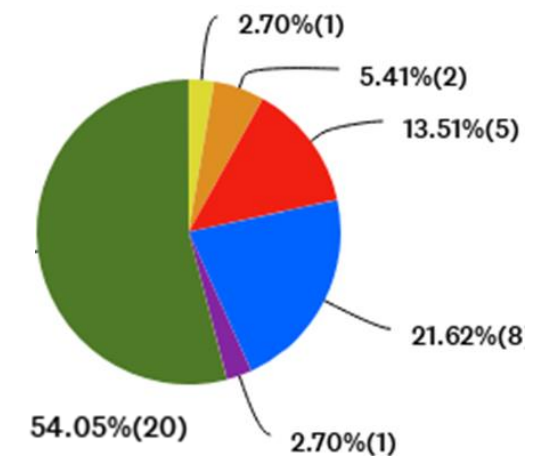


1 2 3 4 5 Unsure

> 0.36

2020

Weighted average: 3.35

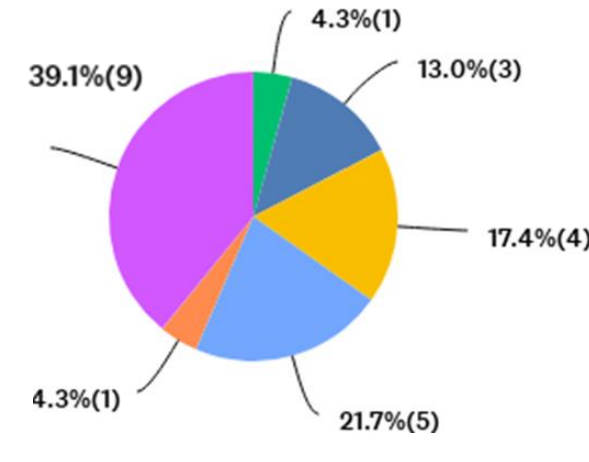


1 2 3 4 5 Unsure

< 0.01

2021

Weighted average: 3.14



1 2 3 4 5 Unsure

< 0.21

Do you have any comments in relation to your response, or Industry Skills in general?

2018

- No exposure to this area
- we need more training in new areas / fields of development. As well as old skill sets.
- skill shortages the most in years right now
- I do not really know anything about what BIAV does in this area
- Unless you were employing apprentices how would one know?
- We have a long way to go ! need to convey "real training, real jobs, real career!"

2019

- Need more engine mechanics in the industry
- still need a better and purpose built training centre

2020

- It is a difficult area, which more work needs to be done. Not critical of BIA Vic. With the incentives currently for Apprentices there is opportunity to try and attract more people to work in the Industry.

2021

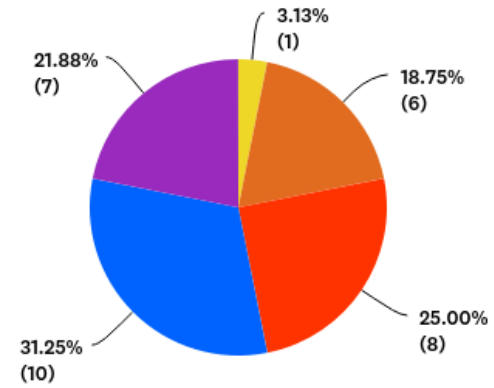
- COVID lock downs have not helped
- Still major skills shortage and can't get staff in the industry
- We have had no involvement so it is hard for us to comment or rate performance in this area.

Participation

How would you rate the effectiveness of Discover Boating (previously Life's Better with a Boat) and its associated platforms?

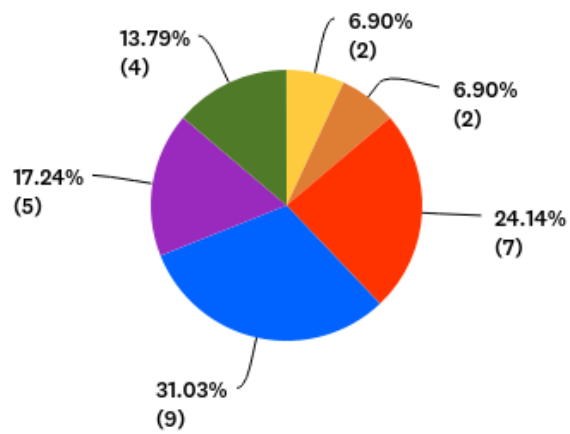
2018

Weighted average: 3.50



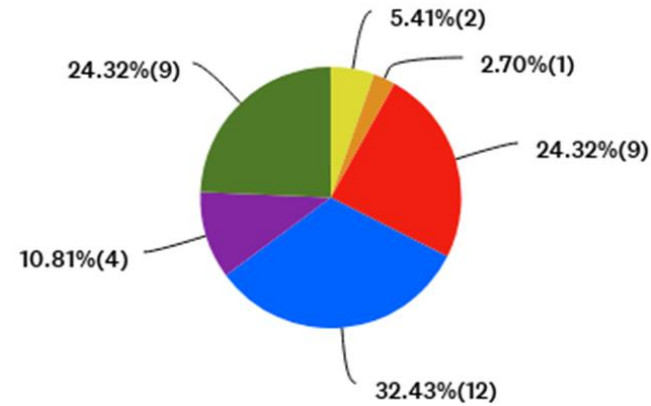
2019

Weighted average: 3.52



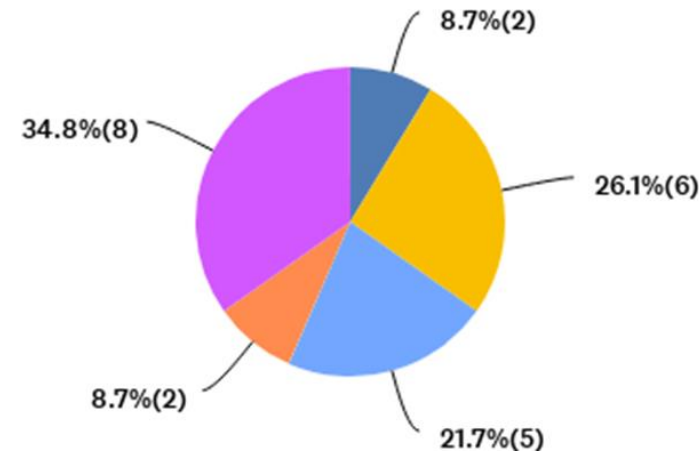
2020

Weighted average: 3.54



2021

Weighted average: 3.47



1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

1 2 3 4 5 Unsure

> 0.02

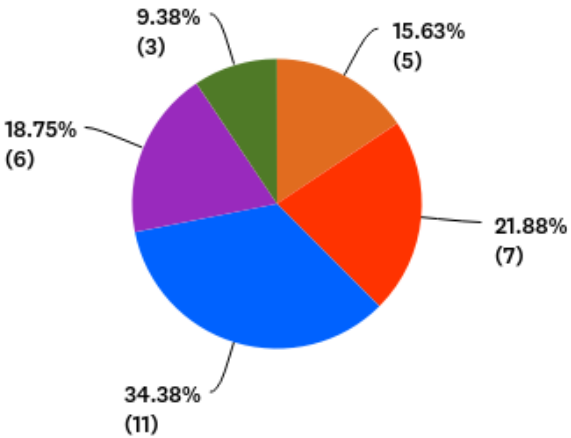
> 0.02

< 0.07

How would you rate the BIAV performance at delivering Calls to Action or other participation activities?

2018

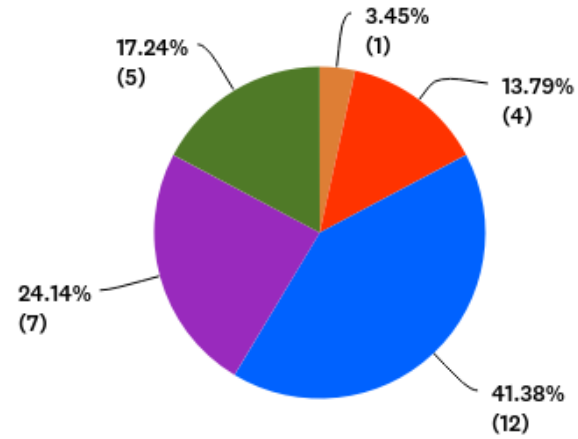
Weighted average: 3.62



1 2 3 4 5 Unsure

2019

Weighted average: 4.04

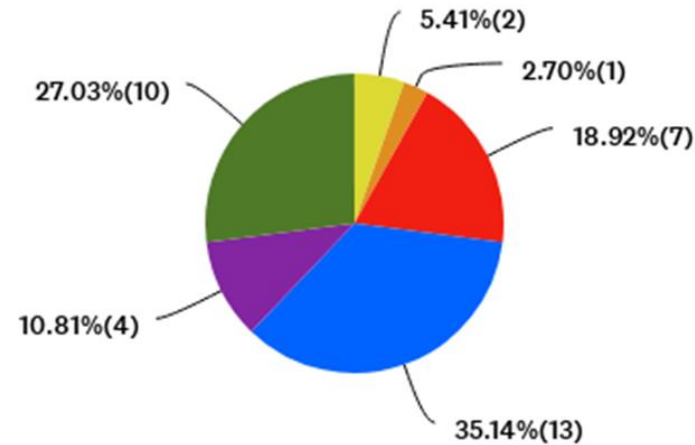


1 2 3 4 5 Unsure

> 0.42

2020

Weighted average: 3.59

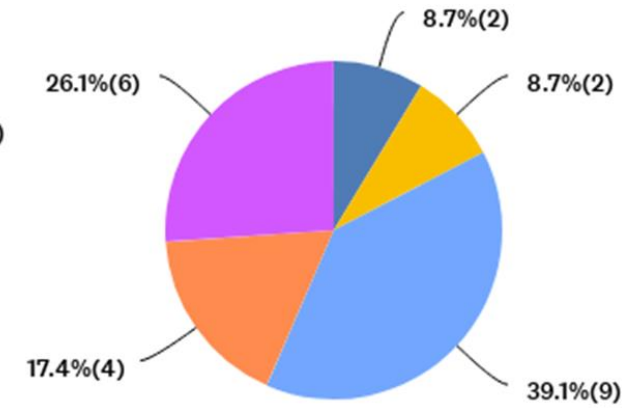


1 2 3 4 5 Unsure

< 0.45

2021

Weighted average: 3.88



1 2 3 4 5 Unsure

> 0.29

Q18. How would you rate the performance at delivering Calls to Action or other participation activities?

2018

- Well intended however design not ideal and difficult to achieve hoped for outcomes with limited resources. Should review the "Grow Boating" initiative from the US and adopt. The IP already exists. First attempt in Australia didn't work due to execution issues. Second attempt could work if run properly. Program model and IP would be Free.
- Also headed in the right direction, just needs to get more exposure and participation. The events I have attended were valuable and informational, just need more people to support
- Because everyone is so busy with work it is always difficult trying to get people together so the participation levels are generally a little low

2019

- Sometimes think that the 'Life's better with a boat' campaign seems to be 'preaching to the converted' and think that perhaps consideration be given to doing more to engage with non boaters, eg displays in shopping centres, at other 'lifestyle events' (Royal Melbourne Show etc)

2020

- BIA's enthusiasm is not met by members.
- Ramp rage was a good initiative. However we still desperately need better facilities, or at least improve what we have. Dredge Kananook Creek Regular, maybe improve the basic ramps at Dromana, McCrae, Tootgarook.
- "Life is better with a boat" is more relevant in the market compared to "Discover Boating" IMHO

2021

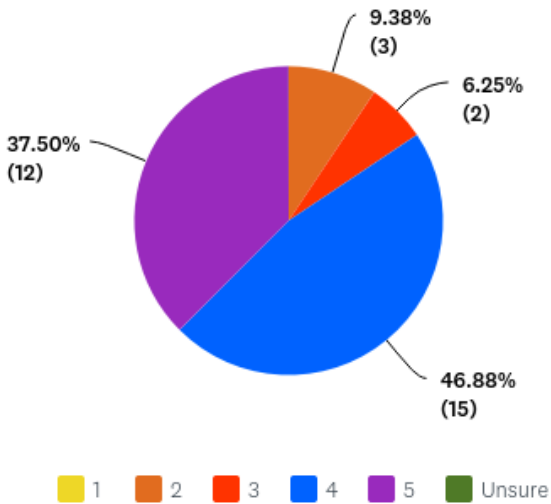
- National program preferred
- The BIAV is good at what they do, it is just not that relevant to Ronstan anymore. The BIAV is an organisation that is very oriented towards the needs/wants of the Power Boat sector. This is understandable due to the fact that most of its membership & revenue comes from that segment of the marine market. For these members, the BIAV does a very good job.

Communications

How do you find the overall communications to members?

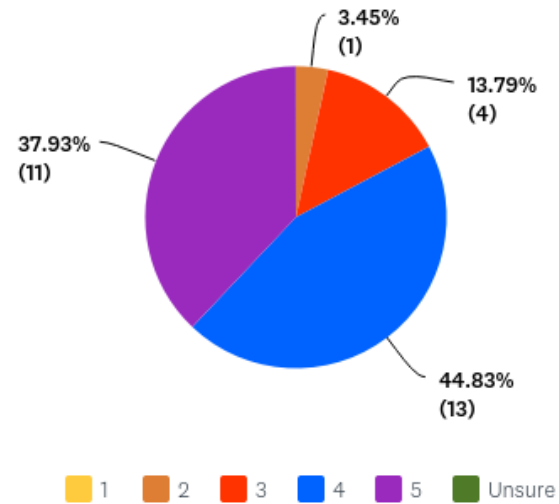
2018

Weighted average: 4.13



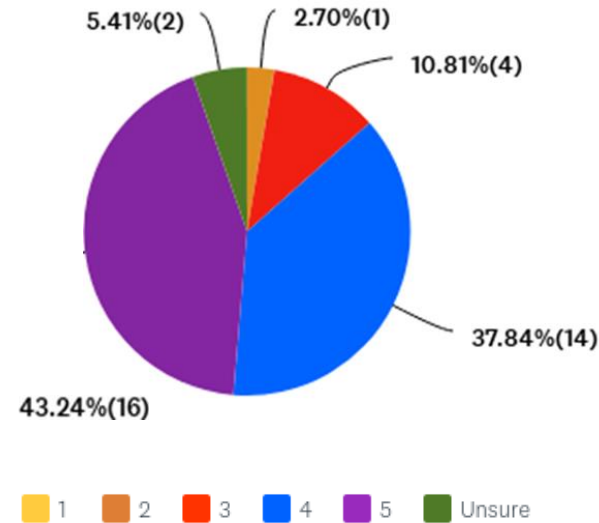
2019

Weighted average: 4.17



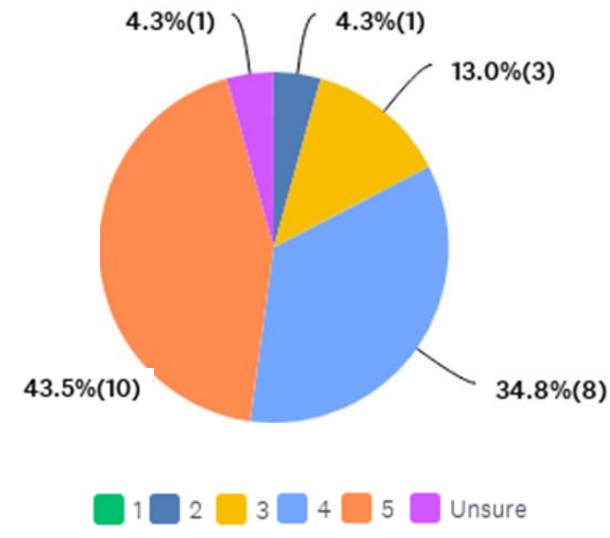
2020

Weighted average: 4.29



2021

Weighted average: 4.23



> 0.04

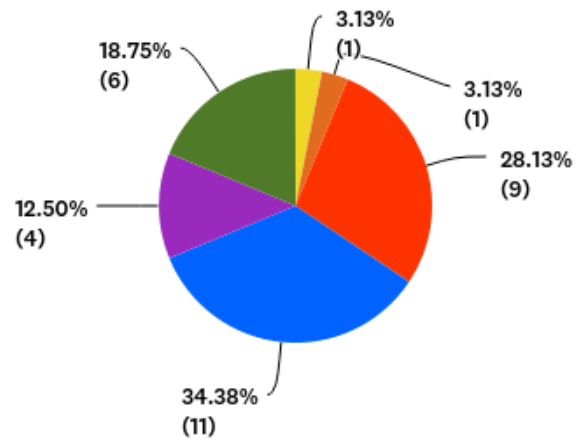
> 0.12

< 0.06

How do you find the communications to the wider boating community?

2018

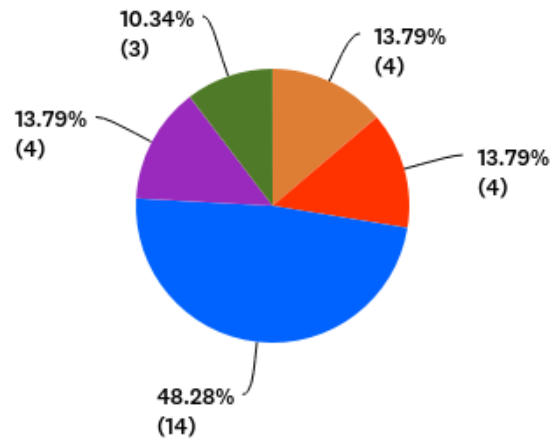
Weighted average: 3.62



> 0.07

2019

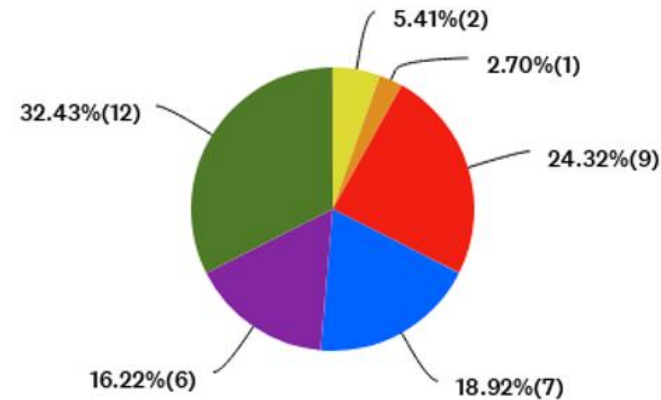
Weighted average: 3.69



< 0.13

2020

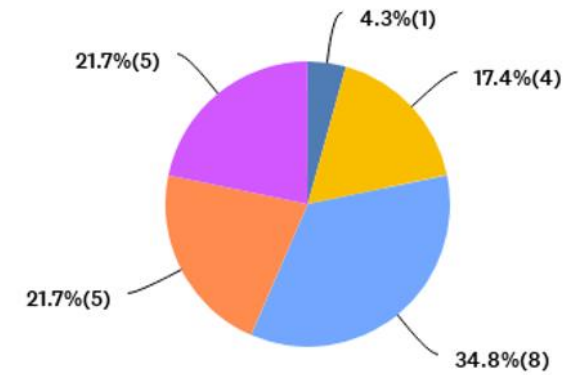
Weighted average: 3.56



> 0.38

2021

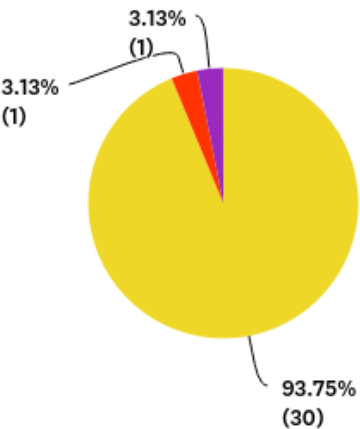
Weighted average: 3.94



How do you prefer to stay in touch with BIAV?

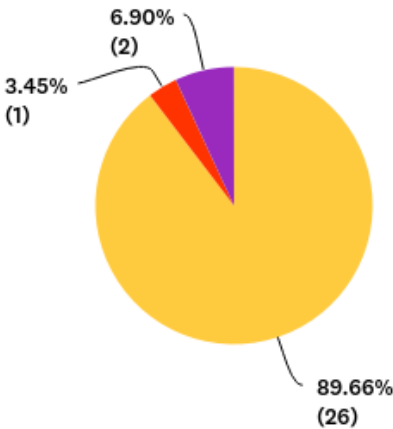
2018

Most popular: Email



2019

Most popular: Email



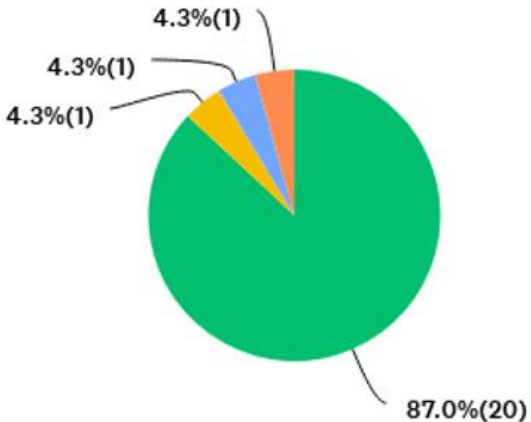
2020

Most popular: Email



2021

Most popular: Email



General Summary

Q22. Please advise what you find to be the biggest three issues/challenges facing you in your business/the industry currently.

2019*

1ST ISSUE

- Boat ramps, simply not enough
- Manufacturing Costs
- Access
- Government and council planning
- New Recreation/Tourism Management Structure for Lake Eildon
- staff
- Lease arrangements with council and Dewlp
- Simply the cost in doing business here in Australia The ad ons such as super/long service / work cover / holidays etc. These costs are making it far too expensive to employ staff.
- Non compliance
- New entrants into pleasure boating
- Lack of growth/profit in the industry: maybe we need to do general marketing to the public on radio/TV throughout the year to promote the benefits of boating.
- cost
- Growing the business internationally
- Lack of funding for boating infrastructure renewal and upgrades
- Getting new people into boating
- Current economic climate - business has been very slow
- economy
- Economy
- Employees health care
- Junior participation in sailing
- Financial climate
- The economy. Growth rates are stuck under 3%pa. Disposable income being squeezed by low interest rates and asset bubbles
- boat launch facilities
- for me Pompei's Boat ramp
- Natural phenomena adversely affecting boating holidays
- Lack of demand, difficult market
- skills shortage
- Boat show costs

2ND ISSUE

- Skilled work force
- Grey Imports
- Infrastructure
- Provision of destination on the bay
- Issuing on New Houseboat Licences for Lake Eildon
- Training
- Deteriorating facilities
- Import pressure
- Boat licence legislation - theory only licence approach (no skills demonstration)
- Declining number of engine mechanics and engine servicing locations
- City-centric focus by govt
- Getting good late model used stock
- Online sales encroaching on traditional stores/chandleries
- boating facilities
- More boat ramps in Port Phillip Bay
- Government regulations
- Yard Maintenance safe practices
- Waterway managers (ie Parks Vic) Lack of knowledge of boaters needs
- Disruption in supply chains caused by the internet
- training
- Better and safe access to bay as a lot of ramps fail this and some can not be accessed at low tide
- Seasonal fluctuations
- Lack of solid marketing of boating lifestyle.
- Declining storage issues
- qualified employees

3RD ISSUE:

- Compliance / Over regulation stains on a low yielding industry
- Only 4 Months of good Trade
- Growing participation
- The weather in melb
- Attracting & Training Qualified Staff in a Regional Area
- red tape!
- Cost of staffing
- Boat ramp facilities (quantity & quality)
- High costs of owning boat and most boats not able to be used all year round in Victoria.
- Lack of Govt support/funding to assist small business
- Reputation/practice of other brokers and negative impact it has on owners
- other markets that competition against our industry
- Lack of qualified mechanics
- Federal and State taxes
- Club Membership
- Infrastructure spending too heavily concentrated on fishing and trailer boats rather than boating generally (big boats are ignored) Boating soaks up large chunks of diary. Social and Business pressures leave fewer spaces for boating
- experienced staff pool
- more lobby on my ramp with the boating minister and VicRoads
- Finding good employees
- poor infrastructure around Port Phillip Bay
- imports

*New question in 2019

Q22. Please advise what you find to be the biggest three issues/challenges facing you in your business/the industry currently.

2020

1ST ISSUE

- COVID density restrictions
- Expanding the business
- Ramp improvements and facilities
- Recreational/Tourism/Waterway Management of Lake Eildon
- Cash Flow
- Berthing availability - permanent & casual
- Staying open (no more rolling closures)
- Supply of good late model used boats
- Advertising
- stock supply
- council inaction
- stock supply
- getting stock of boats to meet demand
- different industry
- Victorian Government's arrogance
- Skill retention
- No 'condition reports' required for all private boat sales.
- Overwidth US Imported Ski and Wake Boats
- Government Regulation
- Covid 19
- Lack of knowledge of boat sales numbers
- Supply chains for parts and accessories
- grey imports
- Corona Virus staffing restrictions
- Boat Launching capacity in central region
- Leasing
- Increasing our member list
- Maintaining local support, and not losing guests to interstate competition
- COVID NORMAL
- Staffing
- Stock shortages due to COVID and shipping delays
- Boat / Engine supply shortages
- access
- How to message that boating is COVID safe

2ND ISSUE

- Supply of parts and products
- Exporting
- Tourism caravans all types of holidays
- Recreational/Tourism/Waterway Management of Lake Eildon
- Advertising
- Qualified independent marine surveyors
- making sense of things financially beyond job keeper
- Getting new people into boating/Keeping people in boating
- Marketing
- skilled workers
- govt support for ecologically sustainable developments
- finding enough hours in the day to complete work
- little or no support for non union shops
- Growing expectations of users
- Back yarders freely able to operate in the industry
- Time
- Lack of Regulation
- wasting time filling in surveys
- Shortage of staff
- limited govt funding back to industry
- The impact of CV on freight/logistics services & costs
- Getting BBV to consult properly
- support from BIAV
- NWSC tenance still not sorted
- Regional Victorian residents wary of visitors from Melbourne
- EVENTS
- Sales
- Freight challenges/delays within Australia due to border closures
- Lack of launching facilities
- GUARANTEE of all licence fees to be used for boating etc.
- Disruptions to supply chains of boating equipment

3RD ISSUE:

- Business leases
- Rex and I taking a step back
- Keeping a strong economy
- Recreational/Tourism/Waterway Management of Lake Eildon
- Back yarders
- Customer boat handling courses
- getting events back online
- Keeping Grey imported vessels from coming into Australia
- Branding
- cost of goods
- finding good staff
- costs to expand the business
- government debt and over governed
- Declining condition of on-water infrastructure
- Maintaining Processes
- Boating Infrastructure
- Management
- Boaters education
- recreational water levels
- Loss of business to customers that have closed down due to CV
- Getting DELWP to drop their anti boating strategies
- access to water
- Insurance coverage costs
- Government
- Car parking in designated launching facilities
- the future benefit of the BIA
- Managing staff to comply with COVID safe and the award and customer demands.

Q22. Please advise what you find to be the biggest three issues/challenges facing you in your business/the industry currently.

2021

1st ISSUE

1ST ISSUE

- Access to Stocks
- aging infrastructure
- Big boat berthing availability
- covid restrictions
- COVID restrictions on activity
- Engine supply/delays
- finding qualified staff
- Getting BBV to deliver needed infrastructure
- Getting boats back into Melbourne
- Getting used brokerage stock to sell
- Increasing Costs
- Instability in our political relationship with China
- lack of ramps new facilities needed
- Product supply
- QUALIFIED STAFF
- Renewal
- skilled staff
- Skilled staff
- Staffing training and availability
- Stock shortages
- Stock/Component Availability
- Supply of inventory
- supply shortages

2ND ISSUE

2ND ISSUE

- aging members & boat owners
- boating facilities
- Changes in the way customers purchase
- dredging
- Engine mechanics/installers
- finding un-qualified staff
- Funding projects
- Getting new boat numbers of boat ramps to stop people leaving boating
- Good quality , knowledgeable and reasonable priced trades people
- Government understanding of boating needs
- Improve access for fishing and boating
- lack of ramps at current facilities
- Logistics challenges and rising costs of logistics
- On going costs
- Ongoing promoting the boating lifestyle to ensure future sales continue
- parts availability
- SHORTAGES OF EVERYTHING
- Significant price fluctuations due to raw material and freight costs
- Skills shortage
- staff shortages
- Staffing
- supply issues with parts

3RD ISSUE

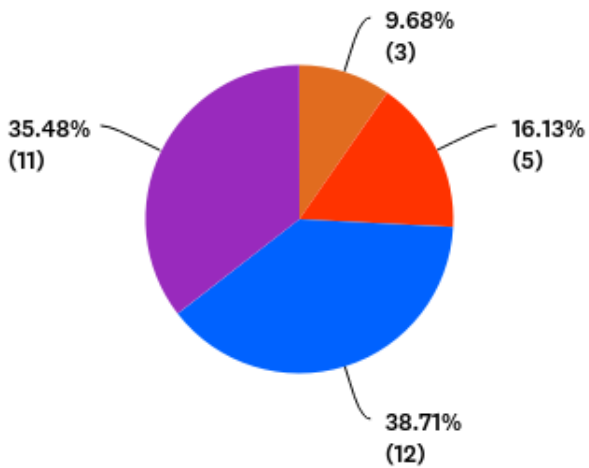
3RD ISSUE:

- Boat/shipping delays
- Concerns over future economic stability
- council
- COVID lockdowns of retail - now seemingly finished but who knows
- Facilities
- Finding qualified staff
- Future forecasting
- Getting trades to do work on boats - they are all out to 4-6 months plus waiting times, we will lose people to boating
- Government regulations/excessive paperwork
- Inability/uncertainty in relation to overseas & interstate travel
- lack of parking at current ramps
- public are getting harder to deal with
- shire and lack of work
- Shortage of trained staff
- staff shortages of young persons for becoming future leaders
- Stop encroachment of access by other users
- supply of boats, motors and equipment
- supply wait times
- Supply of stock
- THE UNKNOWN: STOCK,STAFF, CUSTOMER HABITS
- Training courses for larger cruiser clientele

How much do you value your membership of and association with BIAV?

2018

Weighted average: 4.00

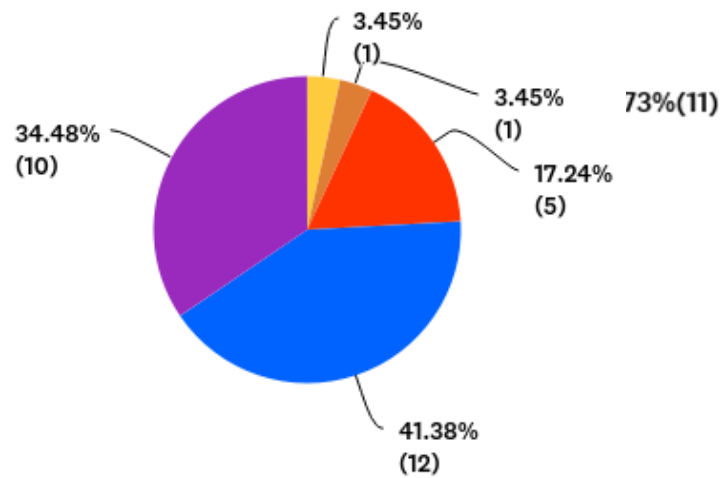


1 2 3 4 5

= 0.00

2019

Weighted average: 4.00

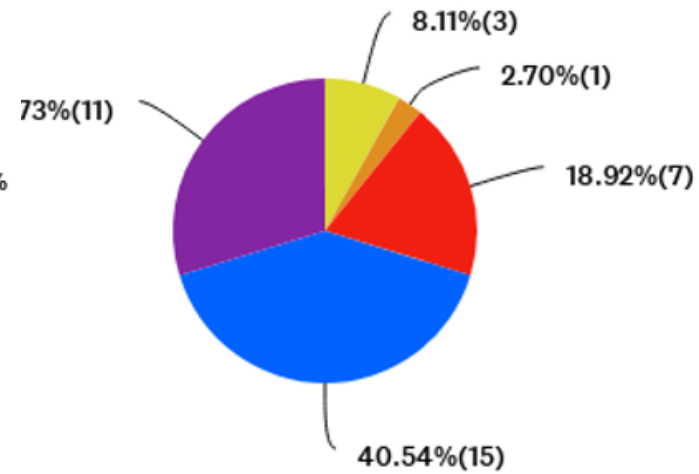


1 2 3 4 5

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2020

Weighted average: 3.81

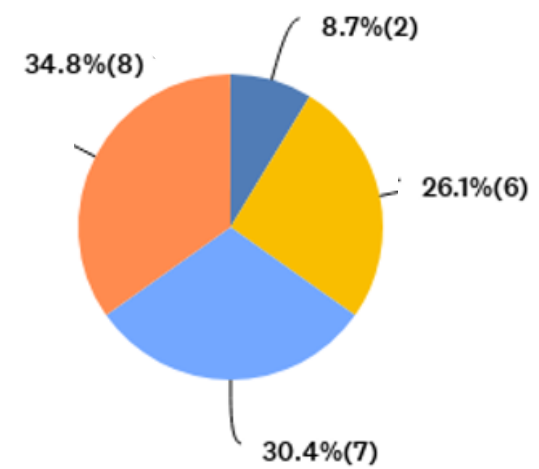


1 2 3 4 5

< 0.10

2021

Weighted average: 3.91

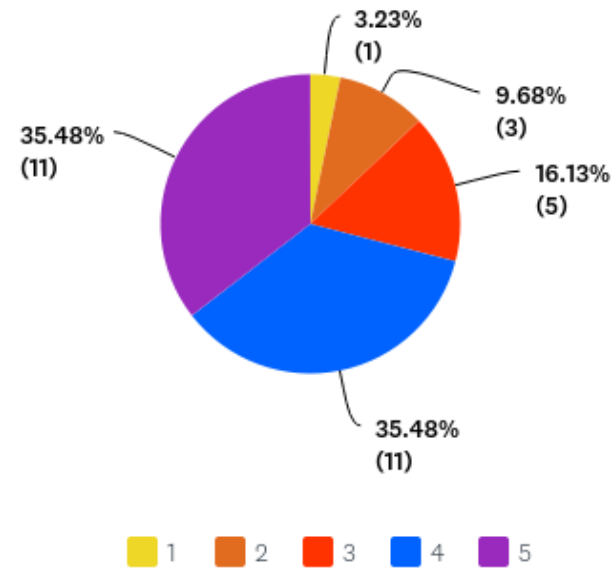


1 2 3 4 5

Q24. How likely would you be to recommend BIAV to a like business, to become a member?

2018

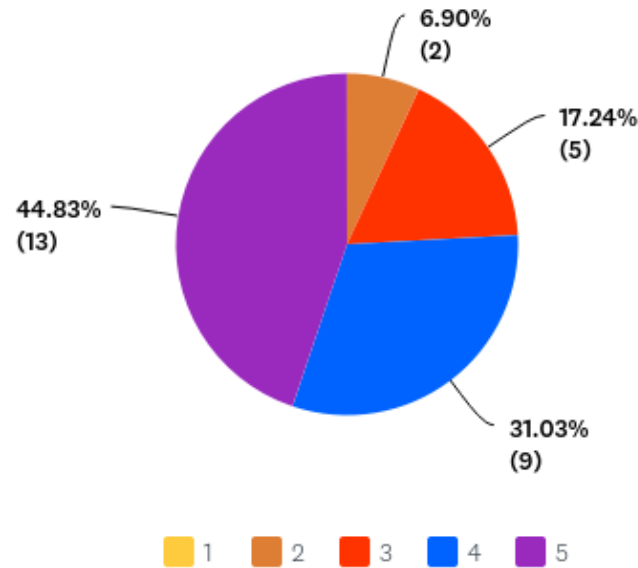
Weighted average: 3.90



> 0.24

2019

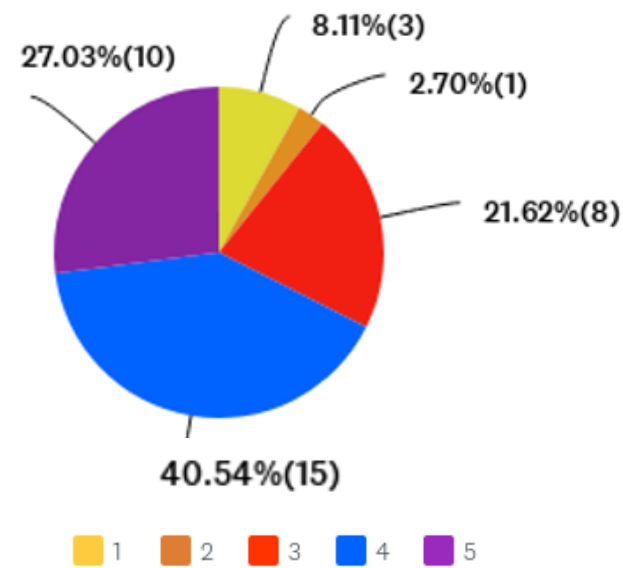
Weighted average: 4.14



< 0.38

2020

Weighted average: 3.76



> 0.11

2021

Weighted average: 3.87

