

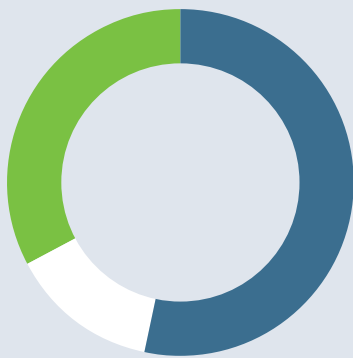
NDS COVID-19 Impact Survey

April 2020

Members who have or will register for the JobKeeper Payment

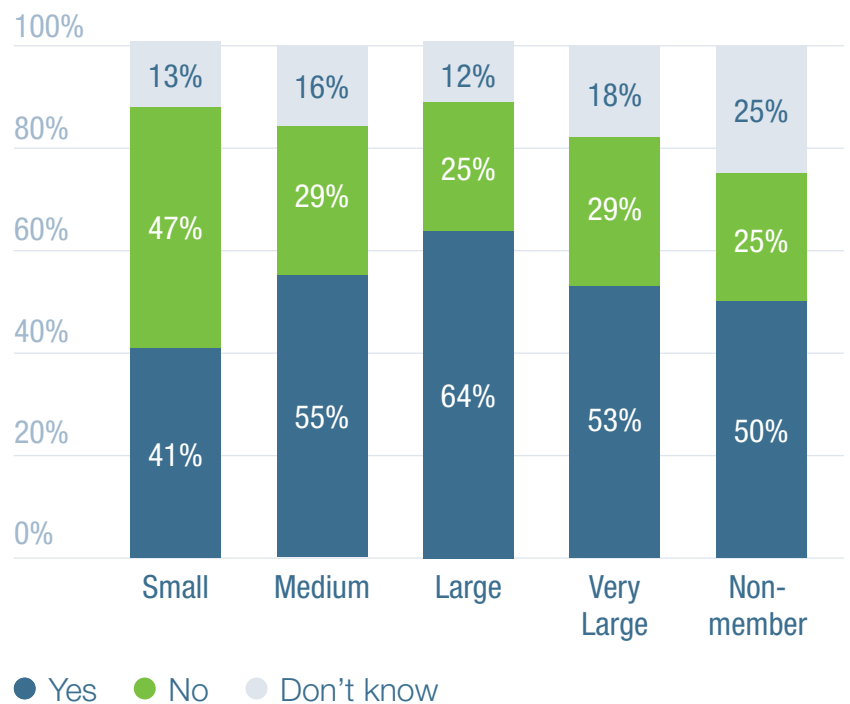
Almost half of respondents have not yet registered. In part, these figures reflect confusion about eligibility criteria.

- Yes **53.5%**
- No **32.7%**
- Don't know **13.7%**



JobKeeper Payment registration by organisational size

A higher proportion of larger organisations have registered. Small and medium organisations risk missing out including because of their high use of casual staff.



Predicted decrease in revenue as a result of COVID-19 is significant

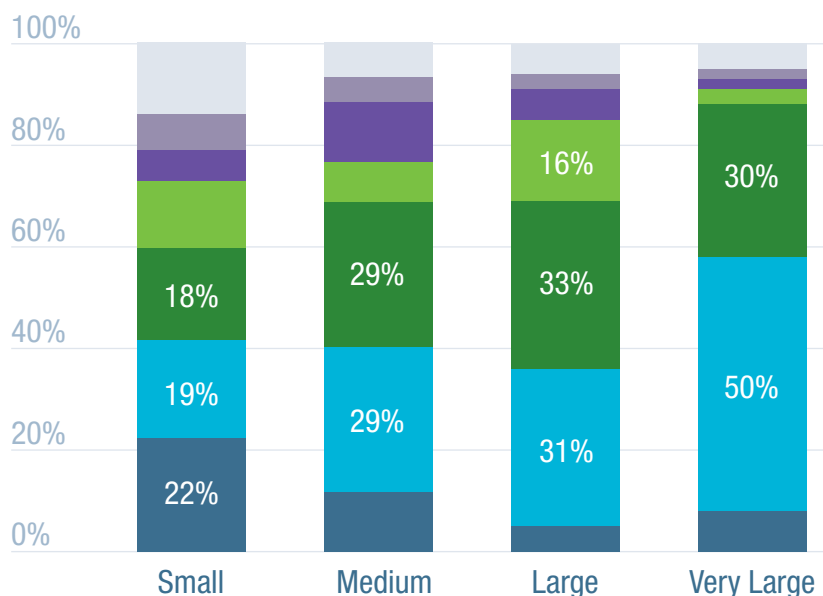
A quarter of all respondents expect at least a 30% decrease in revenue; over half expect a decrease of 15% or more.



- 1-14% decrease **28.7%**
- 15-29% decrease **27.5%**
- 30-49% decrease **12.1%**
- 50-74% decrease **7.05%**
- 75+% decrease **4.19%**
- I don't expect any **11.7%**
- I don't know **8.72%**

Potential decrease in revenue by size of organisation

- I don't know
- 75% or more decrease
- 50-74% decrease
- 30-49% decrease
- 15-29% decrease
- 1-14% decrease
- I don't expect any decrease

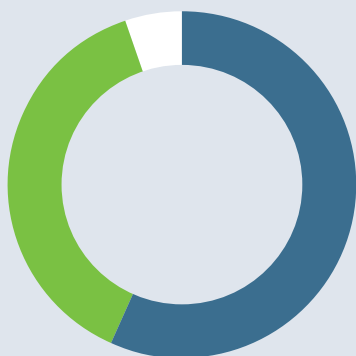


Most medium, large and very large organisations anticipate a decrease in revenue. While anticipated decreases were more evenly spread in small organisations, many of these operate on slim profit margins.

Concerns about repayments appear to have dampened acceptance of the advance payment

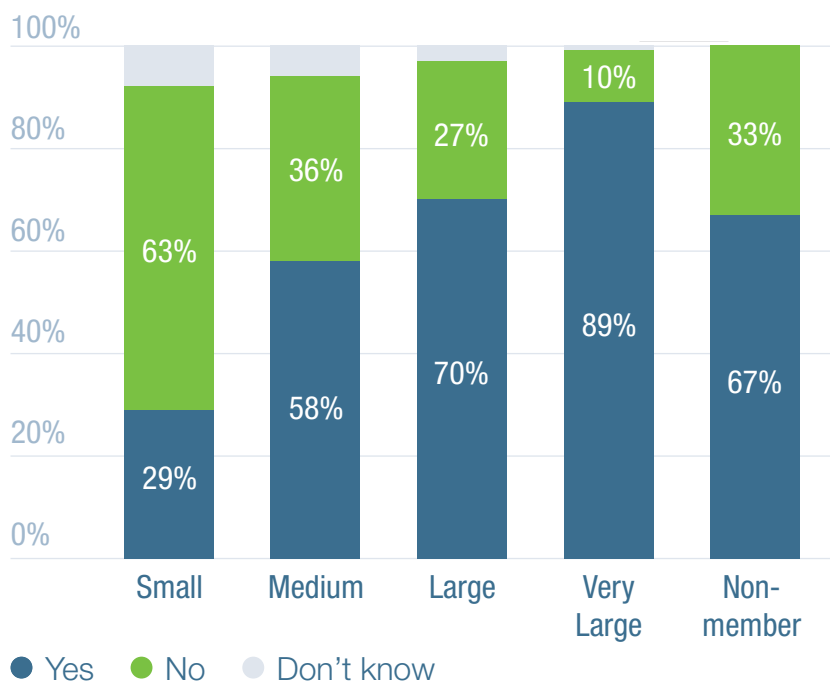
38% of respondents actively opted out of the advance payment. Feedback suggests many did so because of the loan arrangement.

- Yes **56.9%**
- No **38%**
- Don't know **5.05%**



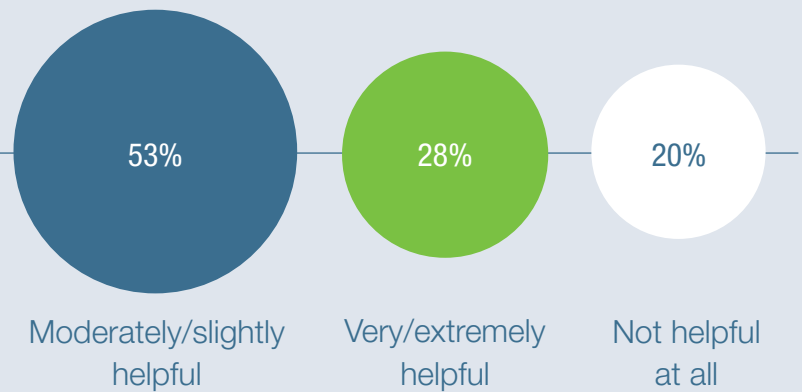
Acceptance of the advance payment by organisational size

Larger organisations were more likely to accept the payment. Smaller organisations who did not accept the payment appeared reluctant to take on debt at this time.



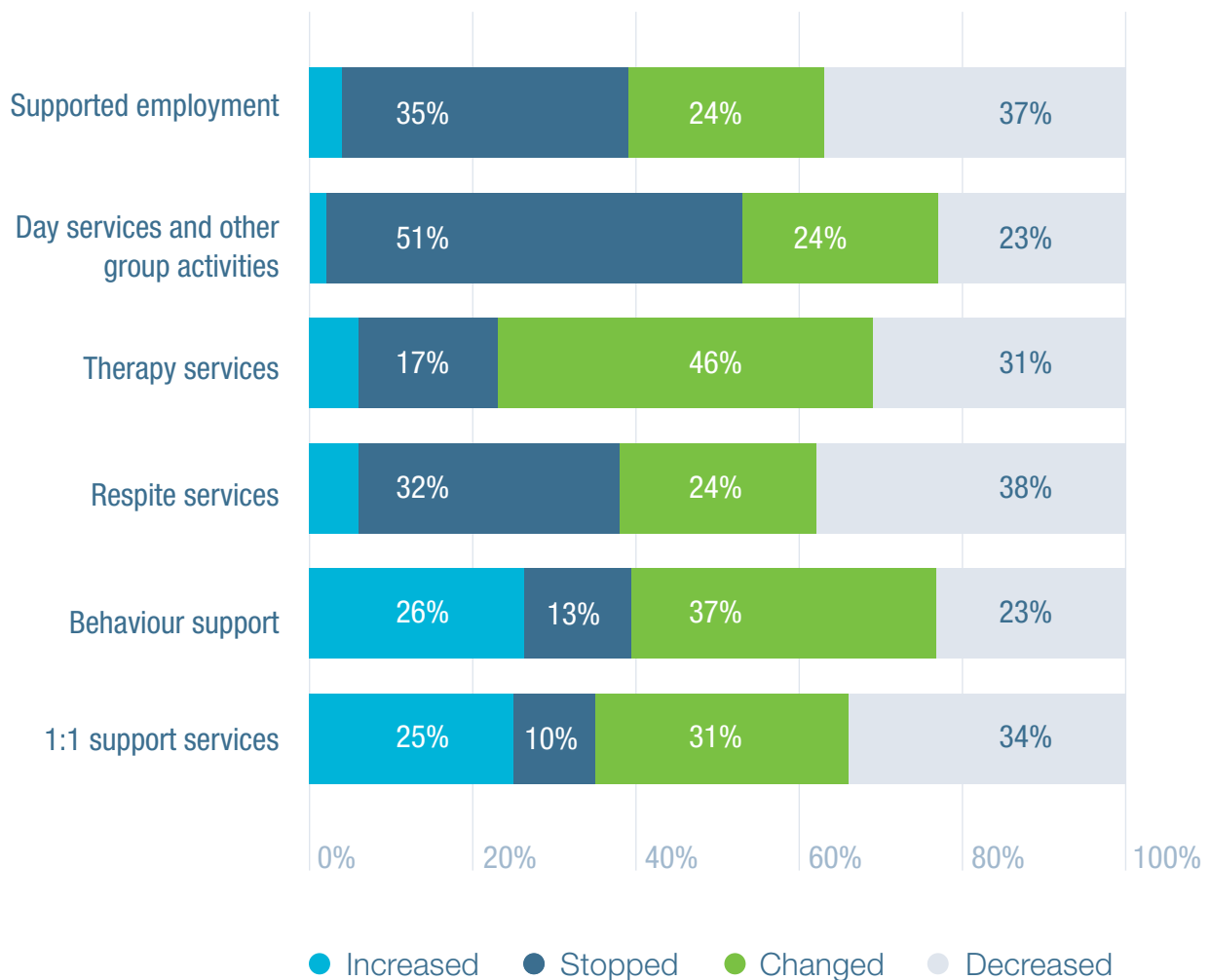
Perceptions of the advance payment

Most of those who accepted the payment found it only partially helpful and 20% not at all helpful. This likely reflects the loan arrangement.



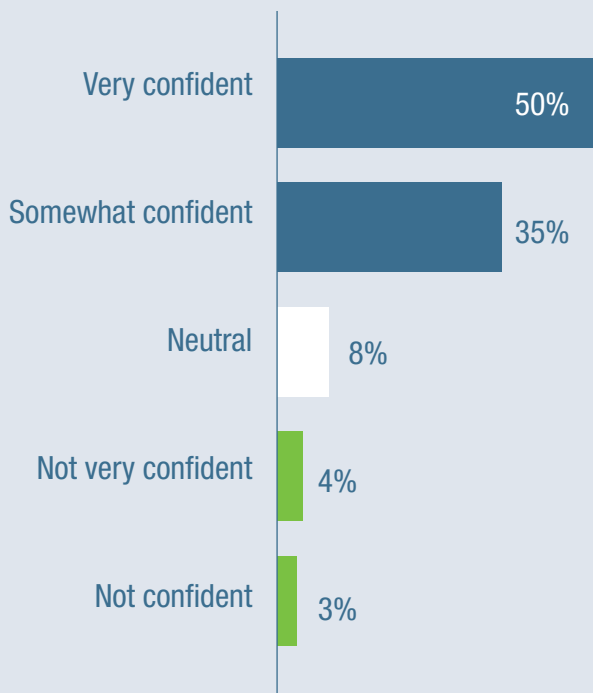
Day services and supported employment have stopped or reduced

Service providers have been actively adapting their service model to support people with disability during the pandemic.



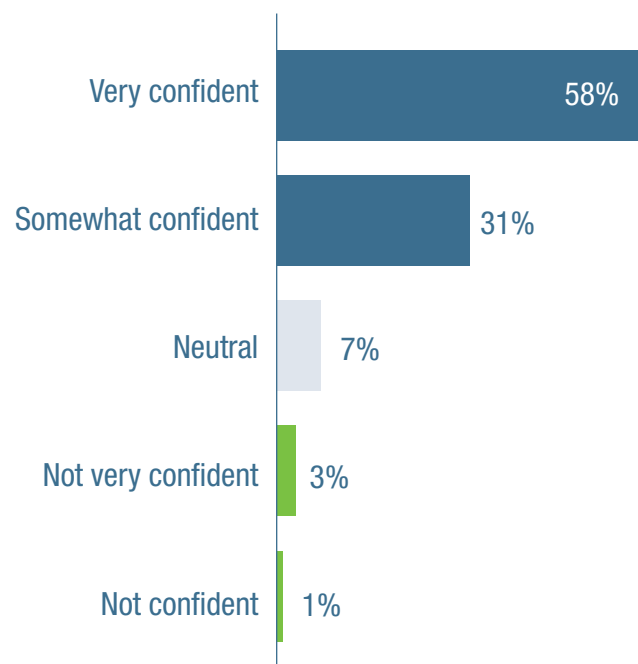
Confidence to continue services during the pandemic

Only one in two respondents said they were 'very confident' they can continue to provide services during the pandemic.



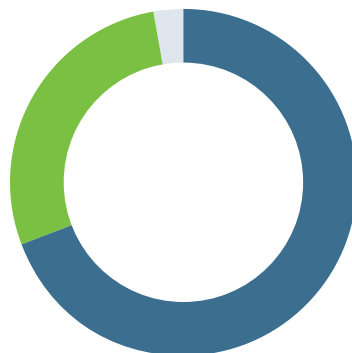
Confidence in continuing to provide services after the pandemic

Almost 60% of respondents were more confident of continuing to provide services after the pandemic than during it. Should all those less than 'very confident' not survive, the impact would be devastating for participants and the sector.



Over a quarter of respondents have had challenges filling shifts

- No **69.4%**
- Yes **27.9%**
- Don't know **2.68%**



More than one in four respondents have had difficulty filling shifts since the pandemic was declared. Feedback indicates workers are staying at home, anxious about infection, fulfilling childcare responsibilities, and self-isolating.