

SDA TRADING HOURS SURVEY 2021

1432 RESPONDANTS

Q1 As a part of the Trading Hours legislation, applications could be made to the QIRC to grant the ability for non exempt shops (Larger retailers such as Coles, Big W, Bunnings, etc) to trade 24/7 during significant events. Many of these applications (by the National Retailers Association and opposed by the SDA) were granted for events such as local shows, sporting events and festivals. It is our strong view the intention of the legislation was to allow for the QIRC (the independent umpire) to grant one off applications for major significant events of importance to Queensland and not smaller events as has occurred. Do you recall working during any of the following events (and your store is in the vicinity of where the event was held)?

ANSWER CHOICES	RESPONSES
AFL Grand Final: 24 October to 25 October 2020.	5.70%
Brisbane Festival: 4 September to 26 September 2020	10.42%
Chinchilla Show: 21 May to 22 May 2021	0.35%
Rockynats Car and Motorbike Festival: 3rd April to 5th April 2021	2.04%
Toowoomba Show: 26 March to 28 March 2020	1.83%
Toowoomba Carnival: 18 September to 27 September 2020	3.52%
None of the above	76.14%

Q2 Do you recall if your store took the opportunity to extend their trading hours for this event?

ANSWER CHOICES	RESPONSES
Yes, trading hours were extended	3.56%
No, trading hours were not extended	71.81%
I do not recall	24.63%

Q3 If your trading hours were extended, were you requested to work outside of the normal span of hours?

ANSWER CHOICES	RESPONSES
Yes, I was asked to work outside my usual span of hours	9.87%
No, I worked my usual roster	90.1396%

Q4 Were you offered extra hours during the event, or did you work your usual number of hours?

ANSWER CHOICES	RESPONSES
I was given extra hours during the event	34.62%
I worked my usual number of hours during the event	65.38%

Q5 Were you advised by store management that you could elect to work or not during the extended hours?

ANSWER CHOICES	RESPONSES
Yes	27.50%
No	72.50%

Q6 Did you agree to work during the extended hours in writing?

ANSWER CHOICES	RESPONSES
Yes	10.00%
No	90.00%

Q7 Did you feel pressured or forced to work hours outside of your normal span of hours?

ANSWER CHOICES	RESPONSES
Yes, I felt pressured to accept the extended hours	52.94%
No, I wanted to work the extended hours	47.06%

Q8 Did you notice an increased amount of customers instore during the event and the extended trading hours?

ANSWER CHOICES	RESPONSES
Yes, there were more customers than normal during this period	34.15%
No, there were the same amount of customers during this period	39.02%
No, there was a decrease in customer traffic during this period.	26.83%

Q9 Do you know if total revenue in your store increased during this time?

ANSWER CHOICES	RESPONSES
Yes	24.39%
No	24.39%
Do not recall	51.22%

Q10 If non-exempt stores (large retailers) were allowed to trade 24/7 in Queensland would you want to work during the extended span of hours?

ANSWER CHOICES	RESPONSES
Yes	20.49%
No	79.51%

Q11 If non exempt stores (large retailers) were allowed to trade 24/7 do you believe they would introduce roster changes / coerce existing staff to work during the extended hours?

ANSWER CHOICES	RESPONSES
Yes, there would be roster changes which may negatively affect me	33.08%
No	16.92%

Q12 If non exempt stores (large retailers) were allowed to trade 24/7 in Queensland, do you believe this would result in more hours and more staff?

ANSWER CHOICES	RESPONSES
Yes	23.30%
No, they would spread the shifts further apart and only workload would increase	76.70%

Q13 One of the results of the last review of trading hours in 2017 was the extension of trading hours until 9pm on Saturday evenings. Do you work past 6pm on a Saturday evening in a customer facing role?

ANSWER CHOICES	RESPONSES
Yes	26.82%
No	73.18%

Q14 How does working on Saturday evenings affect you?

ANSWER CHOICES	RESPONSES
No effect;	20.79%
I have had to change social plans;	55.06%
I have missed out on important events;	55.62%
I have had to change caring or childcare arrangements;	13.48%
I have missed out on time with my family;	64.89%
Other (please specify)	8.43%

Q15 Sunday has long been held as a day of rest for workers and until 2002, non-exempt shops (large retailers) were not permitted to trade on Sundays. Now, they can operate from 9am until 6pm on Sundays. If trading hours were further deregulated and large retailers were allowed to open for longer, what do you think the effects in store would be?

ANSWER CHOICES	RESPONSES
No effect;	5.05%
Roster changes;	58.26%
Staff members spread thinner throughout the day;	72.17%
Staff required for shifts when traditionally Sundays are family time.	65.98%
Other (please specify)	5.66%

Q16 What would you miss out on if you had to work more on Sundays?

ANSWER CHOICES	RESPONSES
Time with family	83.56%
Caring responsibilities	37.08%
Sporting commitments	21.64%
Important Events (birthday parties, weddings etc)	65.67%
Giving back to my community	16.13%
None of the above	10.17%
Other (please specify)	8.33%

Q17 Traditionally, non-exempt retailers have not been able to trade on public holidays. Over time, regulations have been relaxed to allow them to trade on some public holidays, such as Easter Sunday. What would you miss out on if unregulated trading hours meant shops could operate on closed public holidays such as Good Friday, ANZAC day, Christmas Day and Labour Day?

This was an open ended question where people could write their sentiments. A sample of responses includes:

- I would miss out on time with family and friends. I know I can opt out to work on Public holidays but sometimes so many staff have already opted not to work those days that I feel obliged to work even if I would prefer not to.
- We are only closed a few public holidays a year now. I have to work most of them. I do not want to work them as I am a full time employee ,single parent and miss out on time with my child. The people that have top up payments at work never work them. It is a very unfair system.
- Family time and making memories. ANZAC day is a time of reflection and gratitude to those who fought and died for us all, not for Shopping.
- Time with family and paying respect for Anzac Day is a big thing in my family and encouraging our children to do the same by getting up for dawn services. I also believe we would be made to work on Christmas Day and families would be split by being made to work Christmas Day.

Q18 Increased trading hours often leads to retail workers being forced to work during unsociable hours (weekends and nights), rather than being rostered during the week. Does any of the following apply to you? (checkboxes)

ANSWER CHOICES	RESPONSES
I struggle to find appropriate childcare options while working unsociable hours;	11.77%
I am a carer and struggle to find assistance while working unsociable hours;	9.05%
I do not get enough time to spend with my family because I work during unsociable hours;	47.82%
I often miss out on important events due to working unsociable hours;	55.80%
My mental health suffers because I work unsociable hours;	38.11%
I lack a proper work/life balance because I work unsociable hours	50.29%
None of the above	26.17%
Other (please specify)	3.79%

Q19 Do you believe consumers have enough choice to shop with the current trading hours and the availability of online, click and collect?

ANSWER CHOICES	RESPONSES
Yes	96.23%
No	3.77%

Q20 Do you believe the current trading hours should remain unchanged?

ANSWER CHOICES	RESPONSES
Yes	30.66%
No	19.34%