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# Japanese Community COVID-19 Survey Report

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Japan Community of Queensland Inc.

Japan Chamber of Commerce and Industry  
Gold Coast Inc.

Japanese Society of Gold Coast Inc.

Japanese Society of Cairns Inc.

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# COVID-19 Survey Report

Impact of COVID-19 on Japanese tourism, education and related industries in Queensland

The Japan Community of Queensland Inc., together with the Japan Chamber of Commerce and Industry Gold Coast Inc., the Japanese Society of Gold Coast Inc., and the Japanese Society of Cairns Inc., conducted a survey during February 2021, receiving 218 responses from the Japanese business community.

***“We are suffering significantly during the COVID-19 pandemic, many people may lose their jobs after JobKeeper cease.”***

With genuine hope for the industry, we request further government support towards international trade, tourism and education industries and surrounding businesses, with particular note to the following points:

- One-off grants would offer significant support to sustain individual organisations that are struggling.
- Just as vital is providing consistent support to individual workers, similar to what the JobKeeper Payment program has been providing.
- Consideration should be given to widening the target audiences for these support programs to ensure no one is left behind. We have identified several businesses that have so far missed out on support because eligibility criteria for the tourism and education industries were very narrowly defined.

## Results of the survey for the impact of COVID-19 on the Japanese community

### What is your industry?

Other industries and occupations includes:

- Community services
- Education / Teacher
- Health worker
- Housewife
- Hairdresser
- Bank teller
- Accountant
- Transport
- Diving instructor
- Mining company
- Translator
- Airline staff
- Design/printer
- Wedding

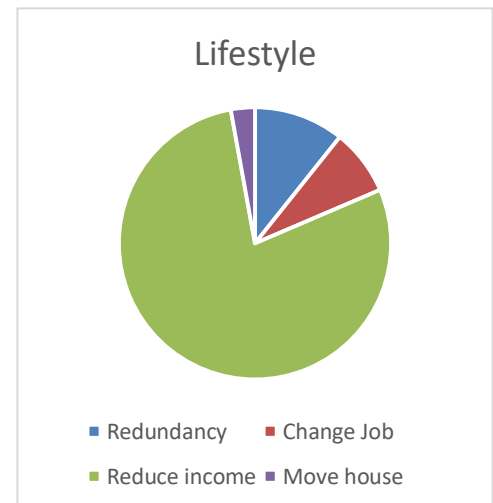


### Have you changed your lifestyle during COVID-19 pandemic?

79% of respondents are experiencing reduced income.

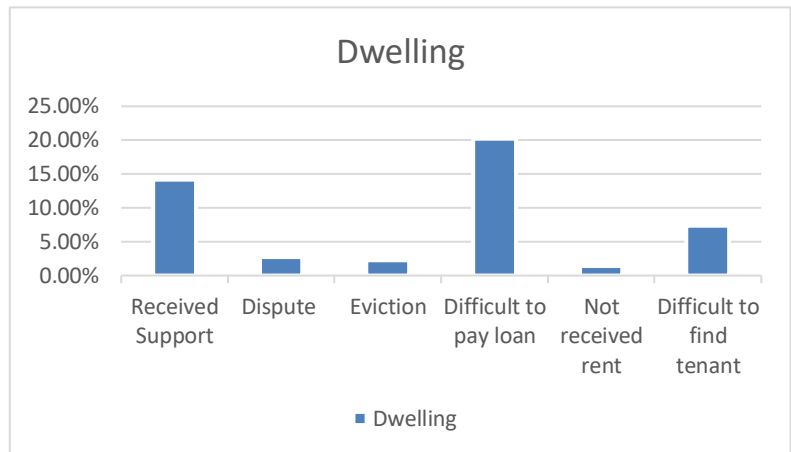
11% of respondents (15 people) had experienced redundancy.

Another 8% of respondents (11 people) had changed jobs.



## Dwelling

20% of respondents have confronted difficulties paying their home loans.



## Any subsidies received? (e.g., JobKeeper)

65% of people would like to request an extension of the Jobkeeper program or Jobseeker program.

## Are you planning to go back to Japan if you can't receive JobKeeper or similar program?

There are 10% of respondents (22 people) planning for the possibility they may have to go back to Japan permanently.

## It is difficult to get right information in Japanese regarding COVID-19 direction.

47% of responses (102 people) agreed with this statement. We urgently request the provision of official government information in Japanese language.

## It is difficult to see the clear road map for the intake overseas customers.

76% of responses (165 people) agreed with this statement. This response is extra evidence that current information provided to the Japanese business community is unclear or poorly understood.

## It is difficult to get COVID-19 vaccine information.

52.3% of responses (114 people) agreed with this statement.

## If JobKeeper concludes at the end of March, we have to...

Reduce staff number: 50 people

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|                        |               |
|------------------------|---------------|
| Reduce business model: | 56 companies  |
| Sell business:         | 24 businesses |

## **Will you consider taking customers from overseas including Japan after pandemic ends?**

108 people said yes they would take customers from Japan again.

There are 76 people would like to receive similar support as JobKeeper project, and also need 71 people would like to receive subsidy for the company operation cost. (such as rent subsidy or one-off grants.)

There are 74 people that said overseas clients request them to provide certificate of vaccination and/or PCR negative result certificate for their staff.

## **What kind of support may be necessary to receive from the Government?**

There are three main types of support that were identified in responses:

- To support employees, something similar to the current JobKeeper program
- To support entities, support such as subsidies for rent, loans, business tax contributions.
- Job search support tailored to Japanese people, education and training for job seekers, skill up training.

## **Overseas tourist entry requirement:**

- There is no clear pathway to opening borders. We need clear guidance for both Federal and State regulations when borders do re-open.
- We want to know the recovery road map, e.g. Are the federal and state governments considering any travel bubble practices?
- More information about COVID-19 related matter provided in Japanese. e.g., where/when you can receive the COVID-19 vaccine.
- Will there be an Australian government requirement for overseas visitors to take constant PCR tests during their stay?

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## What equipment do you need to support the return of overseas Japanese travellers?

Digital thermometer, PPE, Air Purifier, Rubber gloves, sanitizer, face shield, Digital tracing app

### Business vision after COVID-19

- Digital tracing and COVIDSafe app Japanese language version
- Maintaining the appropriate business model to accommodate overseas tourist, it is very important to keep existing experienced staff on JobKeeper or similar until tourism recovers, also need to sustain companies, therefore we need some kind of support.
- Perceptions of increased hate crime against the Asian community are very concerning. It is important to maintain Australia's image as a safe destination.
- We require mental health support for our community.
- Many experienced staff have left companies, and at the moment, there are not many Working Holiday makers in Australia. Prior to re-opening to overseas tourists, we request that Working Holiday and Student visa holders are allowed in earlier. The government might also consider easing conditions for "temporary business visas" as a measure to help businesses find staff.

**-END-**