

ASHCROFT 2021

REFLECTIONS & INSIGHT

DO YOUR HOME WORK BEFORE
DOING BUSINESS IN 2021

Newsletter Date: 1st January 2021

PLAYING POLITIC'S AT THE EXPENCE OF LICENSEE'S FUTURE !

WHY WAS CHRISTINE HOLGATE POLITICALLY ASSASSINATED BY BOTH SIDES OF POLITICS AND WHY DID THE AUSTRALIA POST BOARD NOT DEFEND HER?

I really should be headlining this years Newsletter with good news like the success of the new LPO Payment Scheme and how well LPOs and AP have done in the face of the Covid 19 pandemic but Christine Holgate has had her reputation and credibility unfairly and dishonestly trashed and this can effect the future of LPO Licensees and the staff of Australia Post.

Because the coup brought against Christine Holgate by a number of diverse parties was extraordinary to say the least, many people have tried to make sense of the recent events that were used to bring about the fall of the Australia Post CEO/MD. There was an attack in Senate Estimates lead by labour senator Kimberley Kitching, followed by hysteria from the Government about an event "not meeting the pub test" that happened over two years ago

that involved a legitimate reward for four Australia Post employees, a Government led enquiry into this expenditure, the Australia Post Board led by the Chairman demanding that the CEO/MD stand down immediately because of the enquiry and lastly, constant media attacks about Cartier watches and that somehow this was evidence of rampant out of control spending in Australia Post.

So what is the conspiracy theory that people are talking about? Firstly, there was the failed attempt by the Union through Labour to reverse the temporary Regulatory relief provisions granted by the Government that included the Alternative Delivery Model (where mail in metropolitan areas would only be delivered every second day. The theory is that the new delivery model would allow two posties in every four delivery rounds to be reallocated to delivering parcels or into the parcel processing facilities. The Union foreshadowed massive job loses through this initiative

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not bothering to acknowledge that posties would simply be re-deployed and not sacked. Although the regulatory relief was only temporary (to June 2021) there was the belief that these arrangements would be accepted by the community and would become permanent. The attack in Senate Estimates by a Labour senator Kitching was viewed a petty attempt to undermine Christine Holgate and one that could be easily dismissed by the Government and the Board. Secondly, it was then with some surprise that the Communications Minister, Paul Fletcher and the Prime Minister Scott Morrison in Parliament using emotive language to demand an immediate enquiry and call for Christine Holgate to stand aside "or she can go". Thirdly, the Australia Post Board quickly fell into line even though the expense had been approved by the Board back in 2018.

The theory behind the lack of support from the Government goes back to a strategic report commissioned by the Communication Minister from the Boston Consulting Group (BCG) at a cost of \$1.3M and one that the Australia Post Chairman was forced to admit in a special Senate hearing that Australia Post had paid for via a special dividend to the Government while claiming he had never seen the BCG report. It is thought that this report called for a sell off of the Parcels business, a reduction in the Retail network and reduced letter delivery and that the CEO/MD was resisting these recommendations. Christine Holgate had already outlined her own strategic plan that included keeping the existing

Retail network as evidenced by the additional money from the Banks to bolster the network and also the changes to the LPO Payment Scheme to shift away from declining letters business to parcels. It is believed that the Government was unhappy with the CEO/MD not carrying out their plans so when this "crisis" emerged during Senate Estimates, rather than the outright dismissing of the petty issue, the opportunity was taken by the Government to become outraged over the matter and call for the CEO/MD to "stand aside or go". Subsequently, Christine Holgate has offered her resignation after the media blitz and the Board not standing behind her when all of the evidence indicates she acted appropriately and well within the delegation she has as the CEO/MD of Australia Post.

Why has the Australia Post Board moved quickly to engage the services of a recruitment agency with the on boarding cost estimated at around \$500,000? It could easily re-instate Christine Holgate who was doing an excellent job compared to her predecessor Ahmed Fahour of making Australia Post profitable while improving the viability of the LPO network. Could it be that now the "new" CEO/MD will be tasked with breaking up Australia Post and selling off the Parcel business as Startrack? The government can claim that they have still retained Australia Post and that selling the Startrack parcels business is necessary to help with the Government debt brought about by the costly measures such as job keeper and job seeker implemented because of the COVID19 epidemic.

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All of this has turned out to be a huge embarrassment for the government as they probably thought it would be a 24 hour news cycle and then just go away but the outrage at the injustice to Christine Holgate has continued unabated. It is also thought that the Union overplayed their hand and it is maybe now thinking that it is better to deal with the person you know instead of someone new that could have a very different agenda to Christine Holgate. It appears now the Minister Paul Fletcher has been rewarded in a cabinet reshuffle and now has the additional role of urban infrastructure as well as his role of Communications Minister despite a number of worrying issues he is currently facing. The government enquiry into this affair has been completed in November and there hasn't been a peep out of the Government. Why is that?

The only logical path forward is for Christine Holgate to be exonerated and re-instated as, no doubt, the enquiry has already come to the conclusion that there was no wrong-doing, the entire Australia Post Board to be replaced as they are all culpable in their lack of support of the CEO/MD and the Prime Minister has to apologise for his hasty and uncharitable words that smeared the reputation of someone who is highly thought of in the business world and totally innocent.

SOME INTERESTING OBSERVATIONS

1. The only reason Australia Post is profitable now and in 2019/2020 is the

banking deal with the three main banks done in November 2018 by the four AP executives that received the Cartier watches. In other organisations they would have received bonuses each of over \$100,000.

2. Australia Post Chair Lucio Di Bartolomeo and other AP board members are reported as refusing to face senate estimates in October 2020 so what were they afraid of or what did they know of in advance?

3. Lucio Di Bartolomeo the new Chairman of Australia Post from November 2019 exited as a board member of the Downer Group under a cloud of controversy at the time Michael Harding, Christine Holgate's Husband was chairman. Lucio & Michael have history!

4. We also have the former Victorian Labour Minister and member of parliament Philip Dalidakis who left Victoria State Politics last year to join Australia Post as of July 1 2019 as the new Corporate Services boss on a reported \$600,000 p.a plus bonuses of up to a further \$600,000 p.a. Philip resigned in February 2020 with some sources reporting under a cloud missing out on bonuses. Philip was in an earlier life Deputy chief of Staff for Stephen Conroy the former Labour minister for Communications. Both Philip and Kimberley Kitching are close to Stephen Conroy and are believed to be mutual friends. Now Philip has just got a nice leg up having been appointed in December 2020 as a part time member of The Administrative Appeals Tribunal.

5. No one in government expected that Australia Post under Christine Holgate would be as profitable and successful in 2020 as it has been.

6. Christine Holgate has faced unfair media criticism throughout 2020 from a number of sources in a number of areas. What we do know is that Christine takes her job seriously as well as AP's community service obligations. She supports services to the greater community, LPO Licensee's in

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being paid fairly, she seeks to maintain jobs in Australia Post in both retail, delivery and parcels. She has set an agenda for Australia Post to expand services in Banking, Finance, Insurance, retail and preferred Government services like Centre Link etc. There are many self interest groups with political clout that resent potential competition from a government owned Australia Post with Christine Holgate at the helm. Christine's ambitions for Australia Post can increase its prosperity and profitability without reducing service to the Australian community and in fact increasing the services offered locally. Australians can only gain from the increased competition in these areas of new business. So why kill off Christine?

CONCLUSION

Christine Holgate has been accused and found guilty without trial or review under parliamentary privilege. All Australians are entitled to a fair go and are innocent until found guilty except as it appears under parliamentary privilege. So Now!

- a) The government enquiry report on this matter should be tabled even though it will embarrass the government and the Prime Minister.
- b) The Boston Consulting report into Australia Post should also be made public.
- c) On review the Prime Minister Scott Morrison should apologise to Christine Holgate for his unfounded remarks and hasty judgement.
- d) Christine Holgate should be reinstated to her position as CEO/MD.
- e) The full board of directors of Australia Post should be replaced as they knew that Christine Holgate had acted within her role and with the boards approval but failed to defend her to parliament which based on the facts was their obligation and responsibility to do.

WHAT CAN LICENSEE'S DO.

If you value honesty, integrity, the principal of a fair go as well as the future of your LPO business investment you need to let your local federal member know. Please

send them a copy of this article and at the very least seek that they press the government to make public the government report re Christine Holgate's actions and the Boston Consulting report into Australia Post and its future. By tabling these reports we will at least be able to get close to the truth and back on track with Christine Holgate at the helm. Not to table these reports or tabling a censored version of same will be proof positive that the Government, Federal opposition, minister and the AP Board have blood on their collective hands and have not acted in the best interests of the Australian Public or Australia Post and its future. Please put pen to paper to your local Federal Member of parliament as collectively you have the power to right this wrong.

THE SUCCESS OF THE NEW LPO PAYMENT SCHEME

Despite the Covid 19 pandemic of 2020 most LPOs have had a profitable year under the new LPO payment Scheme. Frankly without the parcels based incentives of the new scheme 2020 would have been bleak, payment wise for the majority of LPO Licensee's. While still not perfect payments are now lining up with the needs of customers, Licensee's and the profit & performance needs of Australia Post. Early criticism by some LPO Licensee's on the whole has now faded as payments to the majority of LPO Licensee's have increased significantly and exceeded most expectations adding an estimated \$40,000,000 to the LPO payments pool in 2019/2020 alone with signs indicating a further increase in overall payments to LPO Licensee's in 2020/2021. Fine tuning is still needed with the representation allowance needing an urgent significant revamp and increased payment but we are payment wise heading in the right direction.

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AUSTRALIA POST & LPO PERFORMANCE IN 2020

Without doubt Australia Post and LPO Licensee's have been lucky and avoided the significant financial pain that Covid 19 has inflicted on the majority of small business. In summing up the performance of LPO's in 2020 the negative effects have been.

1. Falling billpay with Covid 19 encouraging people to pay online avoiding retail premisses where possible.
2. Passport interviews and passport photos have now dried up to a trickle as overseas travel is impacted by travel bans and safety concerns due to Covid 19.
3. Licensee's on the whole are serving less customers than normal except for parcels.

Offsetting and in many instances eclipsing the negative are the positives.

1. Online shopping has exploded with parcel volumes increasing by well over 50% in 2020 over the previous year and this trend is continuing and increasing.
2. Despite on average falling customer numbers the average number of transactions per customer has increased markedly.
3. The Pandemic and lock down has seen a significant move to work from home and this trend has seen customer numbers decrease in the cities and on average an increase in good business type customers working from home in the suburbs attending LPOs near their homes.
4. We have seen an acceleration of speciality shop retailers closing their shops and moving fully on line moving into warehouses or home garages in the suburbs again increasing customer numbers to both AP and LPO Licensee's in the suburbs.
5. With a lot of people now working from home many LPO Licensee's are seeing increased sales in complementary retail stock like stationery and computer requisites and consumables.

Summing up the gains have offset most

losses but it is unlikely that we will revert back to our previous shopping pattern's post- Covid 19. We can see post-Covid 19 only regained business in passports, Photo's and some lost Bill Pay with the accelerated trend to purchase on line rather than in shop continuing with the continuing consequence of increasing parcel quantities.

THE FUTURE 2021 AND POST-COVID 19

Covid 19 has changed Australia's economic landscape and future. We have a Federal Government budget deficit leaving 2020 of \$200,000,000,000 and an ever expanding national debt. Covid 19 and its effects on our economy are not going away any time soon but we are though in an industry that has seen improved financial viability with Covid 19 and an improving financial future post-Covid 19 if the business is able to operate without government political interference. Historically Australia Post and LPOs do reasonably well if not better in a depressed economy. What we have ahead of us in 2021 is

- Increasing unemployment.
- Increased government stimulus
- The end of job keeper and job seeker payments.
- Continuing low interest rates.
- Very low inflation if any.
- An increase in development capital availability.
- Very low returns on investments in shares and property.

Australia Post's new technology will not be available until at least the latter part of 2022 Apart from retaining its existing business, the future of the LPO Network is linked to the continued accelerated growth in parcel volume and the opportunities that the new counter technology will provide that will include the ability to provide a greater range of banking services and also new Government services that are being considered under the Services

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Australia banner that is if the Government is brave enough to champion this cause politically as to do so could see losses in public service union jobs. But there is a need for money and savings in government expenditure and it would be economically prudent to champion the move of services to AP to improve service availability to the public, save money in providing the service and increase the profitability of Australia Post at the same time allowing AP to pay the government increased and sustainable dividends. But will they do this based on recent events?

Now services Australia is being developed to improve the way Australians engage with government and it will be modelled after Service NSW, the whole-of government digital service delivery agency established in 2014. Service NSW currently provides services including births, deaths and marriages, roads and maritime services, energy rebate information and small business support.

This type of business is ideal for the AP retail network and importantly for LPOs who are specialists in providing the personal customer service that people want.

The new business opportunities of banking and Government Services can provide an increase in profitable business for LPOs and will also bring the need for Licensees to have a more professional LPO work force which means that higher standards of service and presentation will be demanded and required.

The 2021 year ahead will not see much new innovation as outlined until the new technology is up and running but will see a continuation of parcels growth, online shopping and surprisingly retail product sales growth in areas like stationery, consumables as well as general news agency lines based on the continuing decline of the News Agency model and their closure in smaller residential shopping centres where now AP and LPOs can fill the gap.

2021 should be a good year for LPOs as a return to normality is likely as Covid 19 becomes controlled by years end and travel restrictions lifted.

We need to face facts in 2021 in that it looks as though AP will come round to the view that the very smallest LPOs in the network may not be viable and justify the expense of the updated technology and in city areas where we have in some cases four Post Offices within 1 km rationalisation by the closure of some offices may be necessary. Proper compensation will be paid and this prospect is less likely if Christine Holgate is reinstated. The other prospect could be that of the sale of AP delivery as the Federal Government appears to want, the sale being similar to what happened in the United Kingdom and I personally see this prospect a positive one for the retail network if done properly as previously advised. The Retail Network could benefit from an expanded privately owned delivery service that may include most alternate delivery services like Toll TNT, DHL, Fedex etc. The retail AP network could become a one stop shop for parcels excelling and essential for first mile, last mile economies of service.

Covid 19 has accelerated the evolution of AP's retail outlets, less letters more parcels but Covid has proved that AP and LPOs are very resilient changing and adapting to an ever changing world. One door of your business may close but another has always opened and life and Australia Post adapt and live on. We have a positive year ahead but collectively Licensee's and AP cannot drop the ball. The best investment any licensee can make in 2021 is membership of LPOG as there is strength in unity. LPOG has effectively consulted with AP to get a better outcome that would otherwise not have happened and has also successfully lobbied Government to gain support for its agenda to the benefit of all Licensees and Australia Post. They have educated and informed government on your behalf and lobbied and won a better deal and a better economic future for all LPO Licensee's and seeing the events of recent times you cannot afford not to be a member or involved in the planning of your collective future. Please do not leave your future to others but join in with LPOG and AP to make our business

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world better. We are getting on to the right track now, we do not need free-loaders but the vision for the future belongs to all and we will have a much better outcome if we all participate and prosper with the further changes ahead.

We know we have to compete in a competitive commercial environment and we need AP to grow profitable business and take advantage of the AP Network, the (largest bricks and mortar network in Australia) its brand and its people if it's successful in being the professional face of Government, Financial Institutions, Banks and many more.

CHANGES TO THE FRANCHISE CODE OF CONDUCT & COMPETITION & CONSUMERS ACT

Well it looks like Licensee's rights under the LPO Agreement will be significantly boosted under proposed changes to the Franchise Code of Conduct and the Competition & Consumers Act 2010 These changes will I am advised come in to effect from 1st July 2021 and in general increase AP's obligations to be fair and transparent under the LPO Agreement.

CHANGES TO THE FRANCHISE CODE OF CONDUCT.

The federal government has released a Draft of proposed changes to the Franchising Code of Conduct.

The Draft identifies specific changes to the Franchising Code and the published Guide explains the nature of the changes and puts these into context in relation to the Government's official response to the 2018 Franchise Inquiry "*Fairness in Franchising*" report.

The main interest for Licensees seems to be around Capital Expenditure in that AP would have to clearly disclose any upgrade of fittings and fixtures etc. as it

creates an obligation to dimension the expenditure before a prospective Licensee signs an Agreement, **including the circumstances under which the Licensee is likely to get the expenditure back.**

Another interesting amendment is the Early exit provision which may allow a Licensee to negotiate a hand back and payment for the Licence where this provision doesn't exist at the moment. Where a Licensee is in financial difficulty, they rely on the good will of AP to buy the Licence back and where AP will only do so in circumstances where they think they can re-sell the Licence. Otherwise, AP simply decline to pay anything and leave it up to the Licensee to walk away from the business.

The changes to the Dispute Resolution process to put a restriction on termination in special circumstances and also for voluntary binding arbitration seems to be a good move and would assist in resolving disputes where AP go through the process but don't feel bound by any conciliation outcomes.

Key summary of Code changes

There are at least 14 significant changes to the Franchising Code of Conduct that franchisors should know, in addition to many minor and in some cases, technical changes. Key changes to the Code include:

- Improved disclosure of future capital expenditure requirements in line with recent changes to the Automotive Code;
- Disclosure of nature of rebates and how these are calculated, as well as whether and how these are shared with franchisees;
- A ban on passing-on the costs of preparing a franchise agreement;
- Improved disclosure of marketing funds, with penalties now applicable for abuse of marketing funds;
- An extension of the cooling-off period from seven to 14 calendar days;
- An extension of cooling-off rights to

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- buyers of existing franchises, in addition to “greenfield” outlets;
- Amendments to allow franchisees to negotiate an early exit from a franchise agreement;
- A new seven-day notice period to the franchisee before termination on the basis of “special circumstances” to allow for dispute resolution processes to commence;
- Restraint clauses will be rendered ineffective unless a franchisee has committed a “serious” breach (although serious is not defined);
- Dispute resolution to include conciliation and voluntary binding arbitration (in addition to mediation);
- Franchisors cannot refuse to take part in multi-party dispute resolution;
- The Australian Small Business and Family Enterprise Ombudsman to oversee all franchising dispute resolution advisor functions;
- A doubling of all fines and penalties, increasing from a maximum of 300 to 600 penalty units to a total of \$133,200 based on the current value of a penalty unit;
- All new provisions to commence on the 1st July 2021 except for the new dispute resolution provisions which will commence the day the Code regulations are registered.

CHANGES TO COMPETITION & CONSUMERS ACT 2010

STRONGER UNFAIR CONTRACT TERMS ON THE HORIZON

Earlier in November 2020 in an announcement that has been several years in the making, the Commonwealth and state and territory consumer affairs ministers met at the Consumer Affairs Forum and agreed to strengthen Australia’s existing unfair contract terms (UCT) regime to provide further protection for small businesses when entering into standard form contracts.

The UCT regime will be reformed by the introduction of new legislation to be drafted and released for consultation next year, with strong civil penalties on the horizon for non-compliance. These changes will have the effect of making unlawful some terms of the existing LPO Agreement as well as introducing significant penalties and force AP to revise some terms of the LPO Agreement to the benefit of Licensee's. Other benefits for Licensee's will be the impact of these changes on Retail Leases and Finance agreements again giving more rights to the Licensee.

CURRENT STATE OF PLAY

The current regime under Part 2-3 of Schedule 2 of the *Competition and Consumer Act 2010* (Cth) (CCA) has been in force since November 2016 and applies to standard form contracts that are either consumer contracts or small business contracts. E.g. ‘take it or leave it’ standard form contracts.

A consumer contract is a contract where at least one party is an individual who acquires goods or services wholly or predominantly for personal, domestic or household use. A small business contract is a contract where at least one party is a small business (20 or less employees) and where the upfront contract value is less than \$300,000, or less than \$1 million for contracts with a term of 12 months or longer.

The CCA does not define what a standard form contract is, and it is determined on the facts, such as whether one party was required to ‘take or leave’ the contract or whether they were able to effectively negotiate the contract, and whether the contract takes account of the specific circumstances of the transaction or the parties. Consumer and small business contracts are presumed to be standard form contracts unless it can be shown

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otherwise.

UCTs under the current regime are not unlawful, but may be void by a court or tribunal. This relies on small businesses being aware of their rights and being willing and able to enforce them. There are currently no penalties for businesses who include UCTs in their standard form contracts. Companies who have been found to have UCTs in their contracts have been required to remove them, but have not been subject to any penalties for breaching the UCT provisions.

A contract term is unfair if:

- it would cause a significant imbalance in the parties' rights and obligations arising under the contract;
- it is not reasonably necessary to protect the legitimate interests of the party who would be advantaged by the term; and
- it would cause detriment (whether financial or otherwise) to a party if it were to be applied or relied on.

Common UCTs include terms that permit one party but not the other to:

- avoid or limit their obligations under the contract;
- terminate the contract;
- penalise for breach or termination of the contract;
- vary the terms of the contract;
- renew or not renew the contract;
- vary the price payable without the other party being able to terminate; and
- unilaterally determine whether the contract has been breached, or to interpret its meaning.

The proposed amendments to the UCT regime, which aim to reduce the prevalence of UCTs and address non-compliance, will come despite lobbying from large businesses, who warned any

changes would increase red tape and raise costs for large companies

The proposed amendments will:

- make UCTs unlawful;
- give courts the power to impose a civil penalty (which has not yet been established), as well as providing more flexible remedies when they declare contract terms unfair;
- expand the definition of small business to those with less than 100 employees or an annual turnover of less than \$10 million;
- remove the requirement for the upfront price payable under a contract to be below a certain threshold;
- improve clarity on when the protections will apply, including on what is a 'standard form contract', and whether a small business had an effective opportunity to negotiate the contract; and
- exempting certain clauses that include 'minimum standards' or industry-specific requirements contained in legislation.

The proposed amendments follow the expansion of the UCT regime to insurance contracts which are subject to the *Insurance Contracts Act 1984*, which is due to come into effect from 5 April 2021. While certain insurance contracts are already governed by UCT regime (for example, private health insurance contracts), the amendments will extend the regime to car insurance, travel insurance, life insurance and house and contents insurance policies, provided they are standard form contracts that are either consumer contracts or small business contracts. The practical effect will be that all contracts of insurance, except for particular contracts providing medical indemnity cover, will be subject to the UCT laws from 5 April 2021.

The UCT regime shake up is intended to encourage all businesses to review their

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contracts and remove clauses which they may have otherwise retained (and continued to receive the benefit from) until the other party or the ACCC challenged the terms in court.

While the amendments are not likely to come into effect until the second half of 2021, the ACCC has increased action in this area recently.

Agreements caught by the UCT provisions include supply agreements, franchise agreements, finance contracts and retail leases.

WARNING YOU MAY FACE AUDIT BY AP OF YOUR LICENSEE WORKPLACE OBLIGATIONS IN 2021

In recent times as part of its compliance obligations under the FAIRWORK AMENDMENT (Protecting Vulnerable Workers) Bill 2017 Australia Post has been, and will, undertake Audits of individual LPO Licensee's payments to their employees to ensure compliance under this act of proper payment and records. The Audit process undertaken on behalf of Australia Post by PKF(NS) AUDIT & ASSURANCE LIMITED PARTNERSHIP is extensive and invasive as you can see by Information Request Annexure 1 and Annexure 2 Document & Information Request-Frequently Asked Questions set out in the following pages.

Key obligations for franchisors Like Australia Post Are.

- 1. Making a franchisor (who is able to exert a significant degree of influence or control over a franchisee) liable for a variety of different contraventions of the Act by franchisees**

within their network in circumstances where they knew or reasonably ought to have known about the contraventions but failed to take reasonable steps to prevent those contraventions occurring

- 2. Making a holding company responsible for a variety of contraventions of the Act by its subsidiary where the holding company fails to take reasonable steps to prevent those contraventions occurring**
- 3. Making officers of a franchisor or holding company potentially liable as an accessory to a contravention of these new provisions by a franchisor or holding company**
- 4. Allowing a person who has suffered loss from a contravention by the franchisee to seek a compensation order against a franchisor or holding company (for example to enable an employee working in a franchised business to recover unpaid amounts that its employer failed to pay)**
- 5. Giving a franchisor or holding company a statutory right to recover from the franchisee or subsidiary an amount paid under such a compensation order**
- 6. Penalties for a category of serious contraventions of the Act where penalties 10 times higher than normal will apply. A contravention will be a serious contravention if a person knowingly contravened the**

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- provision and the persons conduct was part of a systemic pattern of conduct relating to one or more persons
7. Penalties for providing Fair Work inspectors with false or misleading information or records and new prohibitions for hindering or obstructing them
 8. Prohibitions against an employer or prospective employer requiring an employee or prospective employee to unreasonably spend or pay an amount – (to prevent cash back arrangements
 9. Doubling the maximum penalties for 'strict liability' contraventions relating to employee records and payslips
 10. Trebling the maximum penalties for giving false or misleading employee records or payslips
 11. Giving greater investigation and enforcement powers to the Fair Work Ombudsman including the power to seek from the AAT presidential member a FWO Notice requiring a person to give information, produce documents or to attend before the FWO and answer questions
 12. Prohibiting a person from intentionally hindering or obstructing the FWO or an inspector in the performance of their functions
 13. Imposing a presumption in respect of certain civil remedy provisions where records are not provided by an employer. The presumption places the burden on the employer to disprove an allegation made by an employee in relation to contraventions of specific civil remedy provisions where the employer was required to make and keep a record, make a record available for inspection or give a payslip but fails to do so. Importantly however, that presumption will not apply if the employer has a reasonable excuse why it failed to make or keep a record, make the record available for inspection or to give a pay slip
 14. Adopting a different definition of 'franchise' which will capture and expose some businesses involved in the licensing of intellectual property under agreements that are not currently captured as a franchise agreement under the Franchising Code.
- Be aware Australia Post takes its responsibility seriously under the Act and all LPO licensee's need to take stock and review their payments to their staff in line with the General Industry Retail Award. AP will take action against you if you do not meet your employer obligations to your employee's. So don't put your business and future at risk clean up your act now before Australia Post looks to do it for you! Be aware that if you underpay you will be caught and the consequence could go as far as the forced sale of your LPO or even the loss of your LPO Licence.
- I understand the Audit programme is random and can be quite unexpected. It is likely though to be initiated if you are changing directors of your company, taking on additional partners, or buying another Licence. The Audit can arise from employee complaint or can come completely out of the blue so you have to comply and no more cash payments, employing non residents or those without work permits or those employees you know are receiving social security when not entitled to. Dodgy employment deals linked to migration agreements where payments back to the employer are particularly highlighted for full investigation where suspected.

ANNEXURE 1 INFORMATION REQUEST



Information required	Prepared by	Date
SITE DETAILS:		
Please provide your contact telephone number and email address. <i>Note: this is only for us to contact you with any queries.</i>		
Please provide a brief summary of how the payment of payroll takes place (i.e. by EFT, etc).		
Please advise your duties and involvement at the site (i.e. do you perform mostly back office duties or do you operate the terminal, how many terminals are typically in operation each day?).		
Please provide your accountant's contact details.		
EMPLOYEE DETAILS:		
Listing of all employees employed at any time in the period 1 October 2014 to 30 September 2020.		
Please include: <ul style="list-style-type: none"> • Employee name; • Date of birth; • Start date; • End date (if applicable); • Employment type (casual, part time or full time); • Classification (level under award); • Residency status (i.e. permanent resident, working or students visa, etc); • Employee superannuation fund; • Name of site they work at (if you have more than one site); • If they are a family member or relative; and • Contact details*. * For the purpose of contacting them to confirm the details of their employment and understanding of payroll process.		
For all of the individual employees noted above:		
Please provide a copy of their employment agreement (if applicable).		
For all employees on a visa, please provide a copy of all of their visas held throughout their employment at your site. If any of your employees are on student visas please also provide a copy of their Confirmation of Enrolment (CoE) and details of when their courses are in session. Note: Please ensure TFNs, passport numbers, drivers licence numbers and all government identifier numbers are redacted or not shown.		

ANNEXURE 1 INFORMATION REQUEST



Information required	Prepared by	Date
TAXATION DETAILS:		
ATO Integrated Client Account since 1 October 2014 to the current date.		
Business Activity Statements (BAS) for the period 1 October 2014 to 30 September 2020. If you lodge your PAYG in monthly PAYG Instalment Activity Statements please also provide these statements for the quarter.		
Could you please advise if you are complying with the Australian Taxation Office's (ATO) Single Touch Payroll (STP) reporting requirements. Could you please advise what payroll system you are using to report the STP payroll to the ATO at the end of each pay run.		
PAYROLL DETAILS:		
Copies of all employee pay slips from 1 October 2014 to 30 September 2020.		
Payroll summary report for the period 1 October 2014 to 30 September 2020 including the following fields: <ul style="list-style-type: none"> • Date; • Employee name; • Hours worked (hours); • Pay rates (\$); • Gross earnings (\$); • Net pay (\$); • Pay as you go (PAYG) tax (\$); • Super guarantee charge (SGC) super (\$); • Termination payments (\$) (if applicable); • Allowances (\$) (if applicable). 		
Please provide a copy of the quarterly superannuation remittances advices and/ or payment receipts (which includes a breakdown of superannuation paid per employee) covering the period 1 October 2014 to 30 September 2020.		
Payroll report showing superannuation entitlements by employee for the period covered by the above superannuation remittance advices and/or payment receipts.		
Copies of leave accrual reports for any employees with leave entitlements for the 1 October 2014 to 30 September 2020.		
RECORD OF HOURS WORKED:		
Please provide all rosters from 1 October 2014 to 30 September 2020 identifying the time of day and relevant employee on at that time. If no formal roster is maintained please provide a copy of the set roster.		
Please provide employee timesheets from 1 October 2014 to 30 September 2020.		

ANNEXURE 1
INFORMATION REQUEST
Employee duties performed in the LPO



For all employees in the period, please complete the below table detailing their duties:

Employee name	Mail sorting &/or PO Box sorting & parcel collection	Merchandise sales and postal transactions	Acceptance of and dispatch of parcel/mail	Banking transactions*	EIS (ID&V) transactions**	Passport transactions	Works with limited or no supervision	Supervises other employees	Daily balance of till/counter	Opens and/or closes LPO and prepares LPO for trade***	Stock ordering and stock control	Management of LPO (including payroll and banking)
Example: John Smith	✓	✓	✓	✓		✓		✓		✓		

* Banking transaction: Western Union, pre-paid Visa cards, and any other transactions that Workforce ID is required for
 ** EIS (ID&V) transactions: Working with Children Checks, Police Checks, Key Pass Identification
 *** Opening and closing includes employees who are provided with keys and alarm codes to the LPO

*Should any of the above information not be available, please advise us via auspost@pkf.com.au and we can discuss other possible alternatives, if required.
 We may request further information as necessary during the course of our review.*

ANNEXURE 2 DOCUMENT & INFORMATION REQUEST - FREQUENTLY ASKED QUESTIONS



PKF – FREQUENTLY ASKED QUESTIONS

Accounting information

Why do I need to provide my accountant's contact details?

- We request your accountant's details to obtain clarification on the information provided as appropriate.
- We will not contact your accountant without first obtaining your permission. We acknowledge and respect your accountant's professional obligation with respect to ethics and confidentiality as mandated by the Australian Professional and Ethical Standards Board (APES) 110 Code of Ethics for Professional Accountants.

Do I have to provide payslips for all employees and every period during the specified audit period?

- Yes. As part of the audit testing, payslips are cross-checked to timesheets, payroll system reports, and other third party information to ensure that employees are being remunerated correctly. Where possible, this is done at a summary level for the entire period for all employees – as such, all payslips for the specified period are required.
- If your payslips have been generated using an accounting software package and a copy of the backup file for the software package is provided to PKF, you do not need to send copies of individual payslips.

Taxation documents

Why do I need to provide copies of both PAYG summaries provided to employees and the declaration made by my company to the ATO with respect to the audit period?

- PAYG summaries provided to employees help us confirm gross wages and PAYG tax withheld at an employee level. The declaration to the ATO helps us confirm that the PAYG summaries provided in the audit are the same as those provided to the ATO.

Employee information

Why do I have to provide my employee files?

- Employee files allow us to confirm the employment arrangements in place between you and your employees. The employee files usually contain a letter of offer, employment agreement, superannuation declaration, and proof of residency documents such as visas.
- If the information contained in your employee files does not include all documents that Australia Post and PKF would expect, PKF may contact you to seek alternative documents so that they can complete the audit testing.

ANNEXURE 2

DOCUMENT & INFORMATION REQUEST - FREQUENTLY ASKED QUESTIONS



I have an employee (or employees) that was employed during the audit period but they have resigned or their employment has been terminated. Do I need to provide their employee file and visa documentation?

- Yes. Employee files (including visa documentation) are required for all employees that were employed at any time during the specified audit period.

I have one or more employees on a student visa. Why do I need to provide a copy of their Confirmation of Enrolment ("COE") and details of when the student's course was not in session?

- The COE confirms the institution and courses being undertaken by your employee during the audit period. It details when the student's course was not in session and helps us understand the hours they are allowed to work under their visa.

Other

Why is it better to provide information electronically?

- Providing the information electronically makes it quicker and easier for you and PKF. This will assist to keep the audit process as short as possible.

An accountant or outsourced payroll provider maintains some of the information required for the audit. I would rather PKF speak directly with the provider, is this okay?

- Yes, but the responsibility for providing the information for the audit remains with you.
- Direct your accountant or payroll outsource provider to upload the relevant information via the PKF Secure Portal.
- Contact PKF via email to advise them that they have your consent to engage with your accountant or outsource provider directly.
- Once all of the information is uploaded by the third party, PKF will contact you with any questions and will let you know if there are any missing documents or information. PKF will engage with you (rather than your accountant or other representative) once the audit commences.

What if I do not have a piece of information required for the audit?

- Australia Post and PKF have designed the audits to minimise the time taken to complete the audits and we will do everything possible to reduce the impact on your business.
- You should provide the information that you have via the PKF Secure Portal. If you are missing an isolated document (or documents) you should contact PKF via email to determine whether a suitable alternative document can be provided.

ANNEXURE 2 DOCUMENT & INFORMATION REQUEST - FREQUENTLY ASKED QUESTIONS



What are the consequences if I do not have some of the documents requested or am found to have made a simple mistake?

- Each audit will be reviewed and assessed on a case by case basis. Australia Post will consider the nature and extent of any non-compliance and identify reasonable and appropriate action to take in the relevant circumstances.

I am concerned that the provision of certain information required as part of the audit may constitute a breach of privacy laws?

- PKF is a highly regarded global accounting firm with robust processes and systems in place to ensure that audit information is secure and confidential. PKF and Australia Post have agreed on audit procedures to maintain the confidentiality of information that it receives in connection with the audits.
- Australia Post does not believe that it has asked you to provide any documents or information that would risk a breach of privacy laws.

Who should I contact if I have any questions about specific documents required for the audit, or the process by which these should be submitted?

- Please contact PKF via email. Someone from the PKF audit team (who is familiar with your documents) will respond to your query via email or telephone you to discuss further.
- PKF will be happy to assist you with any questions you have and help you to understand the documents and information required as part of the audit.

DO YOUR HOME WORK BEFORE DOING BUSINESS IN 2021

2020 LPO MARKET REPORT

Covid 19 struck, incomes for LPO's improved under the new LPO Payment Scheme and our world became nervous and fearful of what was happening with this pandemic that we are now still living with. Job keeper and Job seeker payments kicked in and we waited and are still waiting for an end to the pandemic and a return to normal life.

The Covid 19 pandemic has impacted our market as we have seen a huge increase in enquiry for LPO,s.

- Those wanting to purchase an LPO have increased in Number due to fears of economic uncertainty, potential job losses, increasing unemployment and general economic uncertainties brought on us by Covid 19 and the fear of the China trade war and trade sanctions.
- Those thinking of selling have reduced in number due to increased incomes from payment reform, increasing economic uncertainty due to covid 19 and reduced returns and uncertainties with other investments. Also with low returns for all assets those looking to retire are differing the decision because they fear they will not have a good enough income to retire on as well they want to travel in retirement and they cannot at least overseas wise do this in the foreseeable future. Also many see their performance & income will rise in 2020/2021 financial year establishing a higher sales price if they stay and then sell in late 2021.
- Government payments like job keeper, job seeker and support payments to small business have combined to make potential purchasers very hesitant, confused and indecisive about whether they will or should commit to buy an

LPO now or latter or will things come good and my job could pay better without the investment in a business..

- Business finance takes up to three months to gain approval with limited funds available due to factors like little money coming back to the banks because of loan repayment holidays from the banks due to end in July 2021 and general risk adverse policies of banks to lend to any business in these uncertain economic times,

I have never in 48 years of selling Post Office businesses seen purchasers so indecisive as they have been in 2020. That said good LPO's have sold for very good money but the assignment process has slowed down with Australia Post now doing the first and second interviews on Zoom and most Network staff working from home.

In summary good prices, slow sales process with finance uncertainty and long approval times making the sales process lengthy and more difficult. AP are also stepping up demands for shop renovation as well as setting higher standards for LPO Licensee applicants than they have previously. Now as we end 2020 and look forward to 2021 I expect that our market for LPOs in 2021 will see improved genuine demand, improved financial approval times as loan repayments to the banks start to flow again but reduced availability of good LPOs as Licensees tend to stick to the certainty of the business and income they know.

The Conditions best for an improved buoyant LPO market are:

1. Increased unemployment
2. Low interest rates
3. Quick and easy finance
4. Economic uncertainty
5. A low Australian dollar
6. Improving LPO incomes, income options and opportunities.
7. Good press for Australia Post.

DO YOUR HOME WORK BEFORE DOING BUSINESS IN 2021

We basically have most of these conditions now except for 3. easy finance, perhaps 5. a low Australian dollar and 7. good press but we have one other negative still with us at this time being the unfair treatment and character assassination of Christine Holgate as what Christine has been subjected too is a serious impediment to anyone of skill and intelligence to take on the role as CEO/MD and Australia Post very much needs a CEO/MD with experience, intelligence, skill and integrity at this time to take this business forward.

All these factors aside our market is stronger now than it has been and the year ahead looks much better than the last for good sales as the pandemic fades and life returns to something close to normal,.

2020 IN REVIEW

1. Covid 19 has impacted the world and has changed Australia moving into the future. Increased unemployment mounting government debt, industry and job destruction world wide with overseas travel crushed and lively hoods in many areas destroyed. Australia Post has though prospered under increased parcels and changed retail patterns to more online shopping that are unlikely to be reversed.
2. Interest rates fell yet again in 2020 prompted by the Federal Governments desire to help the economy in the face of Covid 19 and to stave off recession . Banks again have not passed the full cuts on to customers and business loan approval times and availability are appalling if not impossible.
3. Loan approvals take much longer to obtain with tighter terms, conditions, loan requirements, valuations and higher levels of proof on income and security required by all banks. (Credit is still tightening) with banks only lending to the most secure applicants with clear evidence of income and delays extending because they just do not have enough money coming from loan

repayments to fund new loans based on current demand. The ANZ small business loan area has closed I am told from 11th December until the 15th January and loan take 3 months to approve as of December 2020.

4. Australia's unemployment rate has risen on the back of Covid 19 but there is signs this will rise further when Job keeper and Job seeker payment cease from next April 2021

5. The Australian dollar has now settled to just over US 76cents and appears to be rising on the back of a weaker Covid 19 impacted US dollar.

6. Residential Property values have bounced back in Sydney and most of the capital cities encouraged by lower home loan interest rates and the new 5% deposit government first home incentives but will they remain strong in the face of increasing unemployment.

7. Rural and especially regional home property values have increased significantly on the back of improved rainfall, seasonal conditions and very much improved agricultural commodity prices. Topping this off is a 20% rise in some regional areas property values brought about but the exodus of older people and families escaping the Covid hot spots being the major cities in Australia and the growing real option for many people of working from home now seeing an escape to the country as viable.

8. The share market in general is strong but this is based on low returns elsewhere and a need to invest and park money in something that will return better than inflation and grow.

9. The Senate estimates Kimberley Kitching and the Prime Minister Scott Morrison as well as others effectively assassinated the character and integrity of AP's CEO/MD Christine Holgate over the bonus of four watches worth \$20,000 given as reward for the job well done to the four execs who secured the November 2018 \$200,000,000 banking deal that got you and AP out of

DO YOUR HOME WORK BEFORE DOING BUSINESS IN 2021

trouble. Now the watches were approved by the AP board and given in about December 2018 and somehow this was related to Covid 19 ridden 2020 as an excessive and a self indulgent rort for the boys. If I did such a deal I would expect more than a Cartier watch for the \$200,000,000 extraordinary deal done, wouldn't you!

10. The New Payment Scheme works and has continued to grow most LPOs income.

11. Sensible values for LPO's still apply and are improving and demand for rural LPO's and those outside of Sydney has picked up significantly.

12. LPO assignments are slow with complications such as covid safe zoom interviews and AP staff working from home. Generally the process is getting longer and a lot more demanding on the applicant. AP are demanding much more from LPO applicants and the bar is still lifted as AP look to the future with a demand for greater skills and experience in their LPO Licensee applicants.

13. Floods in many areas have now replaced drought and bush fires.

14. The Banks post Royal commission and now in the shadow of Covid 19 are very risk adverse to lend to small business at the very time small business needs support.

15. AP's profit increased to 56 million on the back of the improved banking deal with the 3 big banks and the accelerated increased parcels business stimulated by Covid 19. This trend likely to continue.

16. Scott Morrison called for an independent enquiry into the origins of the Corona virus and China banded our beef, wine, coal and barley as well as telling the Chinese public not to send their kids to Australia for education.

INSIGHT 2020

1. Interest rates for the foreseeable future are unlikely to increase because of a slowing world and domestic economy, the continued impact of Covid 19 as well as trade bans and punitive tariffs now being

imposed on Australian goods by China as punishment for Australia calling for an enquiry into the origin of Covid 19.

2. The world will continue to face the impact of Covid 19 on health, national economies, trade and travel with the best hope now being the various vaccine's being developed and due to be rolled out around the world in 2021.

3. Oil prices have fallen in 2020. I do not think oil prices will rise too high in 2021 or at a level that cannot be afforded until our world economy recovers substantially post-covid 19. The major economies of US and China have to stop their ongoing trade war which may happen under new President Biden and a less aggressive and more realistic China government.

3. The impact of Covid 19 on the Australia's retail economy will continue to see a continuing increase in online shopping platforms like ebay, Amazon etc with the rising Australian dollar slightly increasing on-line purchaser's from overseas but with increased number of players on shore all adding to AP's parcel business.

4. Unemployment this year will more than likely increase again on the back of the continuing impact of covid 19 as well as the cessation in April of the Job Seeker and Job Keeper government support payments as well as the cessation from July of the major banks loan repayment holidays. The current lower incomes for retirees though will still prompt some to go back to part time work putting further pressure on jobs and unemployment with others even going back into business, perhaps an LPO with its much better outlook and income ahead.

5. Australia's export commodity prices will remain steady but beef and iron ore will remain on the rise..

6. Gold and silver values are likely to rise again in 2021 as economies struggle.

7. China, India, Asia and now the UK in general still hold the key to our economic future and we are likely to become less dependent on the strength of the China economy for our continued prosperity.

Show Your Support by Joining Friends of Your Community Post Office

<https://www.facebook.com/groups/850586172404831>

Or search for the group by name and join up to show your support.

This Facebook group has been established to show support for the many Australia Post Licensees, in communities all over Australia. It is for everyone in the community that relies on the community Post Office, for all that they do to keep our country connected, and to keep services available to all. Please help to build this group by spreading the word.

Friends, family, staff, community members, contractors, locals, our people.....

We would like to show our Politicians how many people in Australia support their

Community Post Office



Friends of your Community Post Office

Do you love your Community Post Office?

Join us, love us, fight with us!

- Every job in a PO creates two extra roles in the community in Rural & Regional Australia.
- We deliver the CSO commitments of Australia Post in Rural & Regional Community Post Offices.
- Hundreds of communities have no street deliveries to the home and rely totally on their Community Licensed Post Office.
- Approx. 1700 Communities in Australia have no Bank branches and depend solely on their Community Licensed Post Office for access to basic financial services.
- We enable all Australians to have equal access to important information and services.
- We enable the social economic inclusion of all Australians. This proved critical in COVID, Bushfires and Floods.

Become a Friend of Your Community Post Office

Who or What is LPOGroup?

We are Community LPO Licensees that are connected by our shared goals!

LPOGroup is a Franchisees Association established in 2013 by working **community LPO Licensees** from all states across Australia. The Association was formed to ensure the viability and the financial outcomes of the community LPO model for both Licensees and the Australian communities we serve. It is our aim to provide a professional and committed Industry body to represent our member's interests in our ongoing relationship with Australia Post, and to provide support and resources to help build more successful outcomes for community Licensed Post Offices.

A community Licensed Post Office, by its very nature, is an integral part of the Australia Post business, and as such, part of our mission is to build a healthy and collaborative relationship with our franchisor, Australia Post. In doing so, we must, understandably, be rather focused on the best outcomes for community LPOs, while working closely with Australia Post to grow the entire business, for all to thrive. We have a symbiotic relationship, we cannot stand alone, we must work together to achieve our mutual best outcomes. Historically, Licensees have been challenged with inadequate representation in the face of the obvious power imbalance, being the small business arm of a major corporation. LPOGroup is determined to improve the voice of Licensees, and to address more fairly the needs of the Licensee owners of community LPOs, in order to achieve a more successful and robust industry with a positive future.

LPOGroup is bound by a constitution (available at www.lpogroup.com.au) and every Licensee Member has the opportunity to join Committees and stand for elections for the Board.

Our current board of Directors:

- Emeric Charles (Blackbutt LPO, QLD) - **Director** emeric.charles@lpogroup.com.au
- Angela Cramp (Shellharbour, Warilla LPO NSW) - **Executive Director** angela.cramp@lpogroup.com.au
- Andrew Hirst (Beresfield LPO, NSW) - **Chairperson** andrew.hirst@lpogroup.com.au
- Gary Houghton (Wallaroo LPO, SA) - **Director** gary.houghton@lpogroup.com.au
- Graeme Obrien (QLD) - **Managing Director** graeme.obrien@lpogroup.com.au
- Lynaire Poless (Kalbah LPO, QLD) - **Director** lynaire.poless@lpogroup.com.au
- Terri Polman (Berrimah and Charles Darwin University LPOs, NT) - **Director** terri.polman@lpogroup.com.au

You can help shape LPOGroup by becoming a Member, sharing your advice and experience and support for fellow Licensees, or nominate for State Committees. We need as much support, experience and enthusiasm as possible, to tackle the big issues that threaten our considerable investment in community Licensed Post Offices in Australia.

Our future will only ever be as good as we make it, and together we can give each other a hand, build on our strengths, and grow our future.

Licensees are Australia Post's most heavily invested stakeholder group, with a combined investment of more than 3 billion dollars that provides the infrastructure for almost 80% of the retail footprint. Now, more than ever, with the prospect of yet another change in management, we need to join together and stand united so that we have a strong voice to represent our interests in this business, and make sure that our voice is heard.

Join LPOG by visiting www.lpogroup.com.au/member_join

LPOG building a better future for LPOG Licensees

GROUP BUYING

Enclosed in my News Letter this year are Special Offers and flyers from Suppliers. Please support those who support you!

1. BARTEL 36 Ricketty Street, Mascot, NSW, 2020

Attn: Kevin Berry, TEL: 96673999 FAX: 96673452. M: 0413172999

Calendars & Books Products web www.bartelcalendars.com.au

2. BUYERS PARADISE Over 1000 high margin products across high growth product areas
www.postofficesupplies.com.au Attn Bob Barot 02 87985392 Woodpark Rd Smithfield 2164

3. WILLIS TOWERS WATSON LPO Insurance packages Attn: Brett Batson email
brett.batson@willistowerswatson.com 03 86819781 Fax 03 86819781 www.lpogroup.com.au

4. GNS Attn Stephen Melville TEL: 87083400 or 87083415 smelville@groupnews.com.au
Paper & Office Products Stationery www.groupnews.com.au

5. DOWNIES Top deals on collector coins Attn Matthew Lawler 03 84568452 email
mlawler@downies.com www.downies.com with special deals for LPOG members

6. SUNBIRD DISTRIBUTORS Full range of Cards Gifts and Stationery Tel 07
32005444 email office @sunbird.com.au www.sunbirdonline.com.au

7. BUDGET MAILING SERVICES PTY LTD PO Box 7005 Wetherill Park 2164 Attn: Mr
Steven Matas Tel: 97291900 Fax: 97299122 M: 0416090253

FOLDING & INSERTING, PLASTIC WRAPPING, MAIL OUT SERVICES

8. DIAMOND BAY IMPORTS Gifts, Accessories Frames/Albums Attn Mel Woods
Tel: 0412258464 www.diamondbayimports.com.au check it out!

9. EBPAK (the alternative POST PACK product range) Great Price Quality & Range
Attn Jin He M: 0411202168 www.ebpak.com 41 Garema Circuit Kingsgrove NSW 2208.

10. THE LAST DIARY COMPANY, Diaries, Compendiums, Stationery Attn David
Saleeb Tel: 0490016383 Great Products Great LPOG Prices. www.lastdiary.com.au

**11. DYNAMIC SUPPLIES NSW's largest supplier of ORIGINAL TONNERS & INK
CARTRIDGES** Tel: 02 99380000 Fax: 02 99380099 email nswsales@ds.net.au

**12. FRANK DE MASI TEL: 0408944474 TRAVEL GUARD CREDIT CARD
PASSPORT and IDENTITY SECURITY** Good Profit Proven Sellers in LPO's

13. MILLERS STOCK TAKERS Attn Keith Miller 02 46473203 or 0408118290
www.millersfillers.com.au LPO Stock Taking specialist

14. PROLINE INTERIORS Attn: Anthony Ivanovic M: 0415193409

Fax: 98370552 **SHOP FITTINGS, LPO SHOP FIT OUTS & SUPPLIES**

15. EJF International Pty Ltd KORJO TRAVEL PRODUCTS Attn Ken Ford F20
122-126 Pittwater Road Brookvale Tel: 99050355 Fax: 99050455 www.ejf.com.au

16. TONER WHAREHOUSE ORIGINAL TONNERS & INK CARTRIDGES Tel: 02
89774700 M: 0400215874 Website www.tonerwarehouse.com.au

17. ARNOTTS OF AUSTRALIA PTY LTD Attn Even Arnott Educational Toys, Stationery,
Books & Gifts Tel: 03 93269696 Fax: 03 93269697 www.arnottsgadgetman.com

18. MORTGAGE CHOICE Attn: Mr Joe Ghanem PO Box 3019 Monash Park 2111 Tel:
98083400 M: Joe 0438090393 Edmond M 0407600834 (Edmund is an LPO specialist)

19. CROPPER PARKHILL SOLICITORS Attn: Mr Pat Champion PO Box 4099 Sydney
2001 Tel: 92325000 Fax: 92322487 Experienced Solicitors in all LPO Matters.

20. EZYLINE Australia's Peg-free Clothline! 27 Baldwin Street Gordon Attn Susie
Rourke Tel: 0414 520 523 www.ezyline.com.au

21. BICO PTY LTD KeySafe Carabiner Linda Grossman Tel: 0424225011 Fax: 02
96666480 email linda@bico.com.au

22. GECCO Attn: Nick Grant Tel: 96580600 M: 0418202365 www.gecco.com.au
Quality STATIONERY & LPO GIFTS

23 BRANDS AUSTRALIA Passport camera Systems Tel: 1300 728 606

24. Harold A Ashcroft Business Agents Attn Terry A. Ashcroft Tel 02 97183137

WANTED YOUR POST OFFICE LISTING

HAROLD A. ASHCROFT REAL ESTATE AND BUSINESS AGENTS have been selling Post Offices since 1935 with 2021 being our 86th YEAR and during that time have sold over 2819 a national record for Post Office Sales.

I became the principal of the agency in 1977 on the death of my father having worked with him since 1972. In 2004 I reached the landmark of 1,000 Post Office Sales and to date I have sold 1,379 Post Offices. Our business has a reputation of being fair and honest in its dealings with all. Our main aim is to do the best by our vendors, yet be fair to our purchasers, because ultimately we would like to be of service in again selling the business.

I spend many hours each week educating, counselling and qualifying potential purchasers of Licensed Post Offices. This work I do without charge and willingly because it gives me my marketplace for the sale of L.P.O. businesses with nearly all serious buyers passing through my door. My income is derived from the commission I earn when I sell an LPO. I will never provide any prospective vendor with an unrealistic assessment of their L.P.O, but I still have achieved record sale Prices for my Vendors. **I do not ask for sole agency's** as this practice only **benefits the selling agent**, restricting exposure and in some cases seeing the Vendor pay an Agent a commission when the office is sold direct to a family member independent of that Agent. **Sole Agency robs you** of the opportunity to sell your office without unnecessary delay, and at the best market price of the day. A successful smooth sale to the satisfaction of both vendor and purchaser is my ultimate aim. With this in view, I sincerely urge you to give me the opportunity to provide your post office with an obligation-free professional and unbiased assessment should you wish to sell, remembering that I have 47 years of direct experience in this area and 1,379 completed Post Office sales to my credit.

You will be pleased to know that when we take a deposit on a Post Office, it is taken with all bases covered ie; lease, finance, intention, training and evidence of income have all been discussed and confirmed with the purchaser so that no impediment stands in the way of the sale proceeding.

Please note that in selling your Licensed Post Office through my Agency you are in the hands of an Agent who has your interests as the first priority and does not and has never **Traded Licensed Post Offices** ie: **Purchasing** a Licensed Post Office **from a client or Australia Post** and then on **selling the LPO** for a substantial **quick profit**.

Please contact me at the office or home if I can be of any assistance.

TERRY A ASHCROFT.

YES TERRY HAS FINALLY ADOPTING INTERNET ADVERTISING IN EARNEST IN 2020 WITH FREE LISTINGS ON TWO PROMINENT BUSINESS FOR SALE SITES. <https://australia.businessesforsale.com/> and <https://www.commercialrealestate.com.au/>

I know I have been a dinosaur but better late than never.

If you have any questions about selling or just need help to guide you into the future just call me on 02 97183137 M: 0429183137 email taash@bigpond.com