

MGA CORPORATE PARTNERS

DIAMOND

British American Tobacco
Australia



PLATINUM



GOLD



PHILIP MORRIS LIMITED



SILVER



BRONZE



ASSOCIATE



WAREHOUSE AND BRAND PARTNERS



CEO WELCOME

In recent months I have been fortunate enough to have visited many members' stores in most states and territories. I am very pleased to observe that the presentation of stores and the customer service standards are lifting rapidly. Congratulations to all members who have taken a risk and put their hard earned cash into substantial store refurbishments, extensions and upgrades. Your customers continue to be impressed too and love to see the ongoing improvements and their shopping experience continually escalate.

In this edition we will highlight a few of the stores in South Australia, Tasmania and Victoria who that made significant improvements to their stores and where the customers are benefitting.

Christmas and the festive season is nearly upon us and I am sure no one needs to stress with you the urgency to make the most of this significant period of trading ahead of us, where discretionary consumer spending can be maximised with some thoughtful buying and merchandising in store.

In recent months MGA's team has been busy workshopping various concepts and ideas as to how MGA can continue to improve and be more effective for our members. MGA's higher purpose is to "make life easier" for its members but most of all MGA's role is to help its members make more money! All MGA support activities centre around MGA fulfilling this aim – so take advantage of your industry association support service – it's at no extra charge!

Congratulations to Rod Allen (Vic), Debbie Smith (QLD) and Gino Divitini (WA) who have been re-elected by members to

be MGA Board Directors in 2017. Thank you to NSW retailers, Graham Gough, Bob Little and Dimitri Spyrikis and Victorian, Andrew Spark for nominating to become a MGA Board Director. This year MGA had 7 nominations for 3 board vacancies which is fantastic and demonstrates the interest members are taking in their industry organisation.

It is with great satisfaction that I report to members that the Prime Minister of Australia, Hon Malcolm Turnbull, announced in his speech at a very large industry event in Canberra on 9th November, that the "effects test" or strengthening of section 46 of the CCA is a priority policy commitment for the Government and will hopefully be before the Parliament very soon after being discussed at COAG in December 2016.

2017 holds many exciting new initiatives for MGA. MGA is seeking to diversify its support services to facilitate a stronger and more sustainable organisation for its members. MGA urges its members to use the many training courses that are available both online and face to face. All profits go back into providing stronger member support.

In closing and on behalf of MGA's Board of Directors we wish all members and industry stakeholders a very prosperous festive season and hopefully, if you can make the time, have a very relaxing break.

Best wishes and good trading – see you in 2017!

Jos de Bruin
CEO – MGA Independent Retailers



BETTER BUSINESS PLANNING

Wednesday 22nd March 2017

Following on from our very successful business breakfasts, in 2017 we are introducing a specific business workshop (VIC) to build your business without compromising your lifestyle.

What you will learn? We will share with you 7 simple steps on how to secure your business future, benchmark your performance, identify and minimise major risks and maintain your work/life balance.

Who should attend? Anybody who wants to build the value of their business or those preparing a short or medium term exit strategy.

