

NFC16
NATIONAL FRANCHISE CONVENTION 2016

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NEW HORIZONS

9-11 OCTOBER CANBERRA



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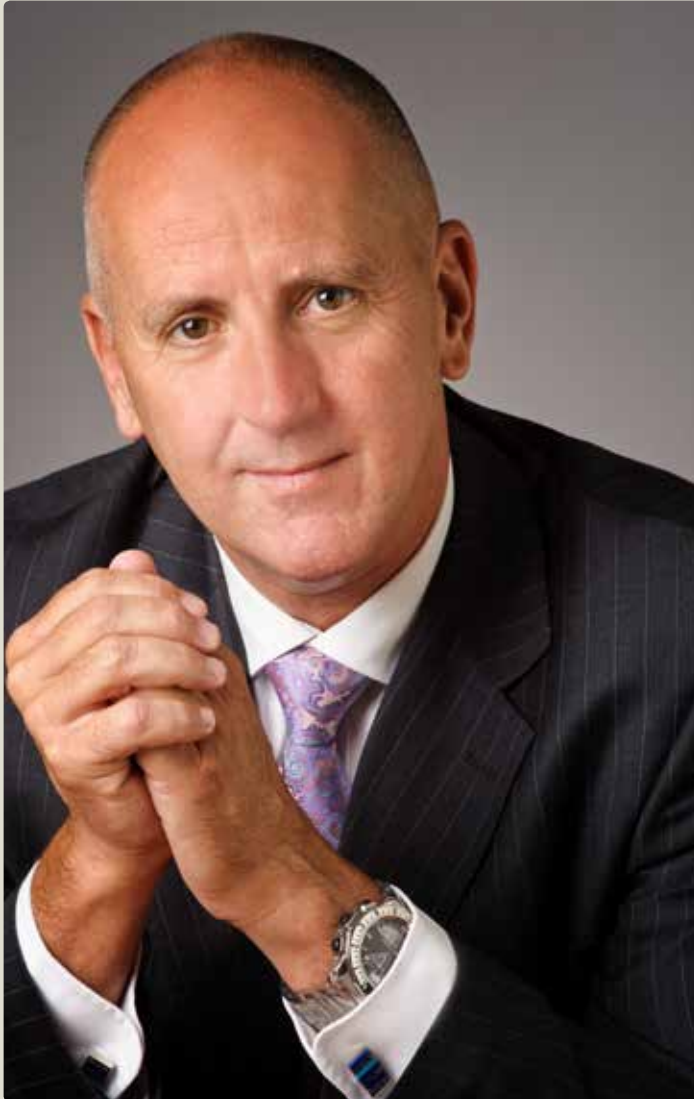
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It is with the greatest of pleasure that I welcome you to the National Franchise Convention in Canberra, Australia.

Innovation. Interconnectivity. Transformation. Inspiration.

The theme of Innovation meets Opportunity cannot be more relevant in today's highly globalised, commoditised and digitally disruptive world. It is crucial for businesses to now be highly strategic in product, business processes, and services. Innovation doesn't have to stand for invention. Innovation can mean changing your business model and adapting to changes in your environment to better deliver products or services. With the ever increasing pace of technology, successful innovation needs to be an integral part of your business strategy, where you create a culture of leadership, innovative thinking and creative problem solving.

To get you thinking, we are pleased to announce some great topics and speakers in the NFC16 program, including Australia's best minds in business and innovation and I encourage you all to really listen to the inspiration and "bytes" of wisdom from everyone presenting and participating in this years NFC.

Participate in our round table discussions and engage with your peers in a group environment. Sit down and be absorbed in our concurrent sessions, which feature experienced franchise industry personalities and subject matter experts, providing you with personal insights on how to move your business into the future.

The NFC is, as always, a fantastic event to network with business peers and create pathways for collaboration and sharing ideas at the range of informal networking opportunities across the three-day program. The most important conversations are the ones that occur in a social environment characterized by honesty, generosity and candour and we have structured the program to create plenty of those opportunities.

The MYOB FCA Excellence in Franchising Awards is the culmination of the conference. This prestigious occasion is where we recognise and celebrate exceptional achievements from brands and individuals alike. We are proud to honour those who continue to work hard to achieve their best and as such showcase the continued success of franchising in Australia.

The Franchise Council of Australia would also like to thank the invaluable support of our sponsors and partners. Without them, the National Franchise Convention would not be possible, and we gratefully acknowledge their support on the following pages.

The NFC is an accumulation of everything that we believe in, where we harness the entrepreneurial spirit in all of us, to support our members, celebrate their successes, facilitate engagement and connections, encourage continual improvement and ensure that the broader community see franchising as a pathway to a more prosperous future.

I look forward to meeting you and I hope that you too leave this NFC with a renewed sense of "possibility" and "connection".

A stylized, handwritten signature in black ink, consisting of a large, flowing 'D' followed by a series of connected loops and a final horizontal stroke.

Damian Paull
Chief Executive Officer
Franchise Council of Australia

NFC16 THANK YOU

Partners

THANK YOU TO OUR PARTNERS The work of the Franchise Council of Australia, including the National Franchise Convention would not be possible without the annual support of our Partners.



Sponsors

THANK YOU TO OUR SPONSORS The FCA gratefully acknowledges the support of the NFC16 sponsors who have made this event possible.



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Michael Pope

Convention MC

Michael Pope is best known as producer of Nine Network's, **Bert's Family Feud** and Seven Network's, **The Price is Right**. Whether warming up an audience of 30,000 for the televised Australia Day Awards, or emceeing a black-tie dinner for a company awards night, Michael has the unique ability of turning a crowd into an audience; capturing their attention and making sure what unfolds is reinforced and remembered.

He can break the ice, set the scene and maintain energy and focus throughout any event and is the consummate master of ceremonies, adapting his performance to any situation.



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Visit us at the **Espresso Cafe booth #36 and #37** or visit businesssevents.newzealand.com to find out how New Zealand can take your event from ordinary to extraordinary.



NFC16 is convened by Franchise Council of Australia (FCA). The FCA is the peak body for the franchise sector in Australia, representing franchisees, franchisors and service providers in the sector.

Convention Venue & Sessions

This year's National Franchise Convention is at the National Convention Centre, Canberra.

All convention sessions are being held at National Convention Centre (NCC), Canberra, 31 Constitution Avenue, Canberra, ACT, 2601

See venue plan that follows.

Refer to directional signage for specific session room locations.

The Annual General Meeting of the FCA is scheduled to commence at 5.30pm on Sunday 9 October and will be held in the Nicholls Theatre.

The Official Opening and Welcome Reception will be held in the Exhibition Hall.

The Legal Symposium plenary sessions will be held in the Nicholls Theatre.

The Legal Symposium concurrent sessions will be held in the Nicholls Theatre and the Sutherland Theatre.

The NFC16 convention plenary sessions will be held in the Royal Theatre.

Concurrent breakout sessions on the Monday and Tuesday will be held in the Menzies Theatre, Nicholls Theatre, and Sutherland Theatre.

The Monday Night 10 October **Silver Chef FCA Networking Night event** will be held at the Australian Institute of Sport in Canberra.

The Tuesday Night 11 October **MYOB FCA Excellence in Franchising Awards Gala Dinner** will be held in the Royal Theatre at the National Convention Centre, Canberra.

Name Badges

Delegates are required to wear their name badges at all times. You will not be authorised for entry into the sessions, exhibition area or provided access to the morning and afternoon teas and lunches without your name badge.

Mobile Phones

Please ensure your phone is in 'silent' mode during all the convention sessions.

Photography on site

Patrons entering the site consent that FCA and third parties authorised by FCA may make or record film, photographs or other forms of moving picture, still pictures of the event (including, without limitation, of patrons) for the use of media and promotions.

WiFi

The NCC will provide free limited WiFi for all delegates. The complimentary wireless access entitles you to three hours of access, four times per day.

Open your browser and visit the Reivernet log-in page, or enter portal.reivernet.com in your browser. Click "Select" under "Public Areas" and then scroll down and click "Connect".

Social Media

The FCA twitter handle is **@FranchCouncilAU**

The official hashtag for NFC16 is **#NFC16**

The official hashtag for the MYOB FCA Excellence in Franchising Awards night is **#FCAawards**

Registration and Information Desk

Sponsored by Kwik Kopy

The registration and information desk is located in the Main Foyer, Ground Floor, NCC.

Sunday 9th October

8.00 am – 10.00 am

2.00 pm – 7.30 pm

Monday 10th October

7.00 am – 5.00 pm

Tuesday 11th October

7.00 am – 3.15 pm

Trade Exhibition and Breakfasts

The breakfasts will be in the Ballroom (Monday) and Exhibition Hall (Tuesday).

The trade exhibition will be held in the Exhibition Hall during the following times:

Sunday 9 October

Official Opening and Welcome Reception 6.00 pm – 8.00 pm

Monday 10 October

Breakfast	7.00 am – 8.15 am
Exhibitors	8.00 am onwards
Morning Break	10.35 am – 11.05 am
Lunch	12.40 pm – 1.30 pm
Afternoon Break	3.05 pm – 3.35 pm

Tuesday 11 October

Breakfast	7.30 am – 8.15 am
Exhibitors	7.30 am onwards
Morning Break	10.10 am – 10.40 am
Lunch	12.45 pm – 1.35 pm
Afternoon Break	3.10 pm – 3.40 pm
Finish	5:15 pm

Shuttle service to/from your hotel

Transfers will operate at the following times from the Novotel and QT Canberra only (Crowne Plaza is only a two-minute walk to NCC). Please be ready 10 minutes prior to pick up at the following times;

Sunday 9 October

Depart Hotels to NCC	5:30 pm
Depart NCC to Hotels	8:15 pm

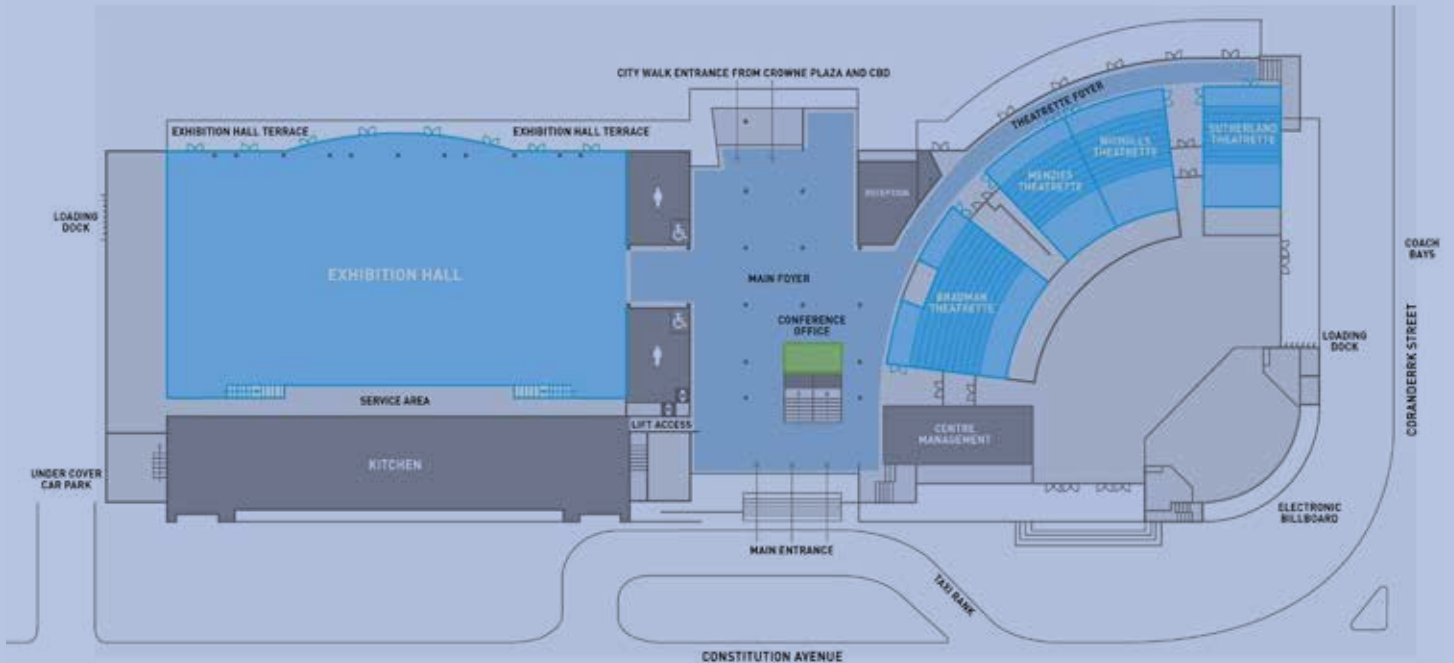
Monday 10 October

Depart Hotels to NCC	6:30 am*
(Breakfast at NCC starts at 7:00 am)	

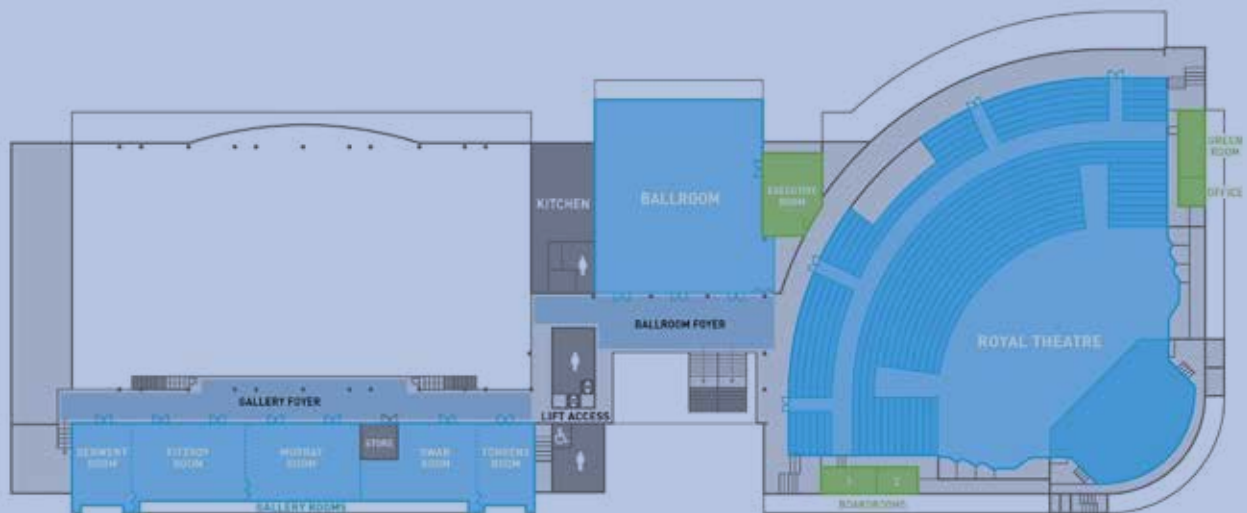
Tuesday 11 October

Depart Hotels to NCC	7:00 am*
(Breakfast at NCC starts at 7:30 am)	
Depart NCC to Hotels	5:20 pm
Depart Hotels to NCC	6:30 pm
(Gala Dinner at NCC starts at 7:00pm)	
Depart NCC to Hotels	12:15 am, 1:15 am

*If for any reason you're unable to attend the breakfast, please advise us as we will assess the need to ensure your arrival by 8:00 am for the conference opening.



GROUND FLOOR



FIRST FLOOR

NFC16 SURVEY

NFC16 Survey

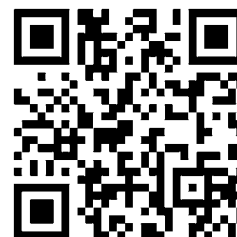
Thank you for attending the NFC16. We value your feedback regarding this year's convention and will use it in planning NFC17. Please take a few minutes to evaluate your NFC16 experience using the **ezisay** surveys (right). Scan the code to access the survey for each event you attend.



Social, Exhibition and General Survey
Short form URL:
nfc1.com.au



Panel Sessions
Short form URL:
nfc2.com.au



Keynote Presentations
Short form URL:
nfc3.com.au

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If you do not wish to use a scanner, you can use the short form URL below each code.



Franchising Awards
Short form URL:
nfc4.com.au



Legal Symposium
Short form URL:
nfc5.com.au



Round Tables
Short form URL:
nfc6.com.au

Booth
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The following functions are included in full registrations.

Additional tickets can be purchased at the registration desk.

NCF16 Official Opening and Welcome Reception

Date	Sunday 9 October
Time	6.00 pm – 8.00 pm
Venue	Exhibition Hall, NCC
Dress Code	Smart Casual
Additional Tickets	Member \$119 Non-member \$170

Breakfast Forums

Date	Monday 10 October
Times	7.00 am – 8.15 am
Venue	Ballroom, NCC
Dress Code	Business Casual
Date	Tuesday 11 October
Times	7.30 am – 8.15 am
Venue	Exhibition Hall, NCC
Dress Code	Smart Casual

Silver Chef FCA Networking Night

Strap yourself in for a night of fun activities, entertainment and buffet style dinner.

Date	Monday 10 October
Time	6.30 pm – 10.30 pm
Venue	Australian Institute of Sport (AIS) Arena, Leverrier St, Bruce, ACT
Dress Code	Smart Casual

Please note that there will be fun activities to participate in so comfortable footwear and clothing is recommended.

Transportation: Return bus transfers from Crowne Plaza, Novotel & QT Canberra to the AIS will be provided. Buses will depart on a loop from the NCC from 5:30pm. Return shuttle service will commence at the AIS from 9:30pm.

Additional Tickets	Member \$175 Non-member \$250
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MYOB FCA Excellence in Franchising Awards Gala Dinner*

Date	Tuesday 11 October
Time	7.00 pm – 12.00 am
Venue	Royal Theatre, NCC
Dress Code	Formal black tie or lounge suit.
Additional Tickets	Member \$180 Non-member \$250

Transportation: Return bus transfers from Novotel & QT Canberra to the NCC will be provided. Buses will depart on a loop from these hotels from 6:30pm. Please be ready 10 minutes' prior. Return shuttle service will commence at the NCC from 12:15am.

*The Gala Dinner is separate to the full registration. Tickets can be purchased at the registration desk until 11am Tuesday 11 October.



CFE Credits

The following points are available for Certified Franchise Executives (CFE). Where CFE logo is listed, CFE candidates are entitled to the following credits;

Legal Symposium	200 education credits
Change Management Masterclass	100 education credits
NFC16 Concurrent Session	150 education credits
NFC16 Monday & Tuesday	200 participation credits

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SUNDAY 9 OCTOBER

1.30-5.00	Management Masterclass presented by Greg Nathan , Franchise Relationships Institute Franchise systems must change or they will die. Participants in this Masterclass will learn the psychology behind why franchisees will often initially resist change, and how franchisors can engage them with important new initiatives.	Torrens Room
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MONDAY 10 OCTOBER

7.00 – 8.15	Keynote Breakfast Address Peta Credlin, SKY NEWS Contributor	Ballroom
8.30 – 8.40	Day one opening session Official opening - MC Michael Pope	Royal Theatre
8.40 – 9.00	FCA Chairman and CEO update Bruce Billson/Damian Paull	Royal Theatre
9.00 – 9.30	Keynote Hon Michael McCormack MP, Small Business Minister	Royal Theatre
9.35 – 10.35	Keynote Panel Session Joint employer liability: The risks to franchising and the future of the sector Facilitator: Stephen Giles, Partner, Norton Rose Fulbright Australia Panellists: Natalie James, Fair Work Ombudsman Matt Haller, SVP, Public Affairs, International Franchise Association Michael Bright, Honorary Solicitor, FANZ	Royal Theatre
10.35 – 11.05	Morning Tea	Exhibition Hall
11.05 – 11.50	Keynote Catherine Monson, CEO, FASTSIGNS International (USA)	Royal Theatre
11.55 – 12.40	Keynote Dr Sam Prince, Founder, Zambrero	Royal Theatre
12.40 – 1.30	Lunch	Exhibition Hall
1.30 – 2.15	Concurrent session one	
	What are the latest franchising issues and trends in Australia and the USA Facilitator: Rupert Barkoff, Chairman of the Franchise Team, Kilpatrick Townsend & Stockton LLP Panellists: Professor Lorelle Frazer, Director, Asia-Pacific Centre for Franchising Excellence, Griffith University Darryn McAuliffe, CEO, FRANdata Australia James Young, Head of Recruitment, DC Strategy Menzies Theatrette	How to avoid becoming the next wage underpayment news headline Facilitator: Damien Gooden, CEO, HR Central Panellists: Michael O'Shaughnessy, Principal HR Specialist, HR Central Ange Meredith, Senior Executive Retail Group and Sales APCO Service Stations Samra Tripodi, Financial Controller, Australian Fitness Management Sutherland Theatrette
		How to expand your franchise internationally Facilitator: Michael Paul, CEO and Founder, Pack & Send and FCA Director Panellists: Olivia Elsley, Global Business Development Manager, Retail Zoo Darren Wallis, CEO, G.J. Gardner Homes Dennis M. Flores, Vice President, International Operations, Jollibee Foods Corporation Bonnie Shek, Director, Australia & New Zealand Hong Kong Trade Development Council Nicholls Theatrette

MONDAY 10 OCTOBER

2.20 – 3.05 Concurrent session two



Stop wasting your marketing dollars

Facilitator:

Warren Ballantyne, Managing Director,
Gutter-Vac and Director, FCA

Panellists:

Troy Townsend,
Co-Founder & CPO, Tiger Pistol
Phillip Bonanno, Client Partner,
Facebook

Sutherland Theatrette

Risky business – how smart tech can protect your brand and mitigate risk in your franchise

Facilitator:

Keran McKenzie, API Evangelist
& Developer Relations, MYOB

Panellists:

Olivia Elsley, International General
Manager, Boost Juice
Tasmin Trezise, Co-Founder, Tanda
Owen Jourdian, Business Advisor &
Project Manager of Business Operating
Systems, Choices Flooring

Nicholls Theatrette

How to keep long-term and high-performing franchisees engaged and focused

Facilitator:

Ben Hempill,
National Franchise Manager, Cha Time

Panellists:

Sharon Jurd, Director, Hydrokleen
Lee Moore, Chief Operations Officer
& General Manager, Poolwerx
Greg Nathan, Founder,
Franchise Relationships Institute

Menzies Theatrette

3.05 – 3.35 Afternoon Tea

Exhibition Hall

3.35 – 4.20 Concurrent session three



How to survive a PR crisis in your franchise network

Facilitator:

Sean O'Donnell, Partner,
HWL Ebsworth Lawyers and Director,
FCA

Panellists:

Sara Pantaleo, CEO, La Porchetta
and Director, FCA
LJ Loch, Co-Founder, REPUBLIC
Christopher Mourd,
Head of Real Estate, LJ Hooker

Nicholls Theatrette

Key differences between recruiting franchisees for greenfield vs resale locations

Facilitator:

Peter Waters, Director, Restart 1000

Panellists:

Steve Finn, Director,
Finn Franchise Brokers
Sarah Stowe, Editor, Cirrus Media
Franchising Group
Peter Fiasco, Franchise Development
Manager, Hairhouse Warehouse

Sutherland Theatrette

4.25 – 5.10 Franchisor keynote panel

Royal Theatre

Harnessing the power of Innovation

Facilitator: John O'Brien, CEO and Founder, Poolwerx

Panellists: Steven Wright, CEO, Big4 Holiday Parks
Amber Turnbull, General Manager, Just Cuts
Joseph Craven, General Manager, Books and Gifts Direct
Con Dekazos, Director, MK Consulting

5.15 Day one close

6.30 – 10.30 Networking night at Australian Institute of Sport - Arena

TUESDAY 11 OCTOBER

7.30 – 8.15	Breakfast	Exhibition Hall
8.25 – 8.30	Day two opening session MC Michael Pope	Royal Theatre
8.35 – 9.20	Keynote Panel Working with franchisees and employees to build a mentally healthy workplace Facilitator: Craig Hobart, General Manager Strategic Relations, REST Industry Super Panellists: Simonie Fox, Rehabilitation Consultant, AIA Australia Deborah Kennedy, Development Manager, SuperFriend	Royal Theatre
9.25 – 10.10	Keynote Alex Malley, Chief Executive, CPA Australia	Royal Theatre
10.10 – 10.40	Morning Tea	Exhibition Hall
10.40 – 11.10	NextGen in Franchising - FranShark Competition The three Australian finalists of the NextGen in Franchising competition take centre stage as they pitch their businesses to a panel of FCA Hall of Fame judges and compete to be Australia's representative at the International Franchise Association's 2017 NextGen In Franchising Global Competition.	Royal Theatre
11.15 – 12.00	Hall of Fame Keynote Panel In this interactive panel session, delegates will have the opportunity to hear from and ask questions of some of the best in the business as FCA Hall of Fame members share their insights, experiences and tips for franchising success. The panel will be facilitated by 2006 Hall of Fame Inductee Roger Wilson and include the following Hall of Fame panellists: Facilitator: Roger Wilson OAM, Chairman, FCA Hall of Fame Committee Panellists: Chris Taylor, Managing Director and Founder, Aussie Pooch Mobile Bill Vis, Founder, V.I.P. Home Services Tom Potter, Founder, Eagle Boys	Royal Theatre
12.05 – 12.45	Roundtable discussion sessions Facilitator: Jason Gerhke, Director, Franchise Advisory Centre and Director, FCA These interactive discussions are designed for up to 10 attendees per table and a subject matter expert to share experiences, solve problems, and gain practical advice on a range of hot franchising topics. (see page 31 for session topics)	Royal Theatre
12.45 – 1.35	Lunch	Exhibition Hall
1.35 – 2.20	Concurrent session four	
	How to set up and get the most from your Franchise Advisory Council Facilitator: Greg Nathan, Founder, Franchise Relationships Institute Panellists: Matthew Brusi, Operations Director, Chocolateria San Churro James Folwell, Joint CEO, Steelx, Robert Guy, CEO, Inspirations Paint Menzies Theatrette	The Digital Age: Integrate or be left behind Facilitator: Amy Renae, General Manager and Director, Shift8 Panellists: Tarik Mallett, CEO, Mobi2Go Steve Fanale, CEO, Drive Yello Andrew Rothwell, Co-Founder, Tyro payments Sutherland Theatrette
		What to consider when buying or merging with another brand Facilitator: Peter Fiasco, Franchise Development Manager, Hairhouse Warehouse Panellists: Andrew McKenna, National Franchise Recruitment Manager, Fastway Couriers (Australia) Deb Farnworth-Wood, Managing Director and Founder, Australian Skin Clinics John O'Brien, CEO & Founder, Poolwerx Nicholls Theatrette

TUESDAY 11 OCTOBER

2.25 – 3.10

Concurrent session five



How to survive and thrive in your first five years as a franchisor

Facilitator:

Jason Gehrke,
Director, Franchise Advisory Centre and
Director, FCA

Panellists:

Deb Farnworth-Wood,
Managing Director and Founder,
Australian Skin Clinics

Jane Lombard, Business Finance
Specialist, Fifo Capital

Carlos Antonius, General Manager,
Cha Time

Menzies Theatre

Techniques for omni-channel retailing success

Facilitator:

Damien Lisney, Human Resources
Manager, Pack & Send

Panellists:

Charles Hornor, Director of
Communications, Specsavers

Megan Quinn, Co-Founder,
Net-A-Porter

Sutherland Theatre

How to get franchisees to implement change

Facilitator:

Jewli Turier, General Manager,
Franchise Relationships Institute

Panellists:

Lindsay Birley, CEO - Asia Pacific,
InXpress Australia Pty Ltd

Francesca Webster, Founder and CEO,
Brazilian Beauty

Beth Pocklington,
Systems and People, Back In Motion

Nicholls Theatre

3.10 – 3.40

Afternoon Tea

Exhibition Hall

3.40 – 4.20

Keynote Megan Quinn, Co-Founder, Net-A-Porter

Bradman Theatre

4.25 – 5.05

Keynote David Morrison, 2016 Australian of the Year

Bradman Theatre

5.15

Convention close

7.00 – 12.00

MYOB FCA Excellence in Franchising Awards Gala Dinner

Royal Theatre

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KeynoteSpeakers
ConcurrentSessions
PanelSessions

Monday 7.00am - 8.15am

Peta Credlin

SKY NEWS Contributor

Peta Credlin is a political contributor for Sky News Australia and columnist for News Limited's Sunday Telegraph, Sunday Herald-Sun and other weekend mastheads. She is a strategist and policy professional with over a decade of experience at the highest levels of Australian politics.

Peta Credlin was Chief of Staff to the Prime Minister, Hon Tony Abbott MP between 2013 and 2015. She earlier joined his office as Chief of Staff when he was elected Leader of the Opposition in 2009. A political and campaign veteran, Credlin's tenure makes her one of the longest serving chiefs of staff to a national leader in Australia and the longest serving woman to hold this appointment.

Previously Ms Credlin was Deputy Chief of Staff to then Leader of the Opposition, the Hon Malcolm Turnbull MP and held a number of chief of staff and senior staff appointments in the Howard Government between 1998-2007 working across the portfolios of communications, immigration, foreign affairs and defence.

Between 2002-2005, Peta Credlin was the Director of Public Affairs and Communications for the Victorian Thoroughbred Racing Industry. Her role at Racing Victoria Limited included regulatory affairs, management of broadcasting rights and negotiations, management of all racing publications and electronic communications within Victoria, global marketing of the Spring Racing Carnival and a significant public relations role.

Peta was born and raised in Wycheproof in country Victoria before finishing her secondary education at Sacred Heart College in Geelong. She has a Bachelor of Laws from the University of Melbourne with a concentration in constitutional law, politics and history. Peta is admitted as a Barrister and Solicitor in Victoria, recently completed a Graduate Diploma in Legal Practice (ANU) where she won the ACT Law Society Prize for the top student in 2009 and is currently completing a Master of Laws at the ANU.

Monday 9.00am - 9.30am

Hon Michael McCormack MP

Small Business Minister

Born and raised on family farms at Marrar and Brucedale in the Riverina, Michael McCormack was educated in Wagga Wagga and went on to a 21-year career at Wagga Wagga's The Daily Advertiser.

Aged 27, Mr McCormack became the newspaper's Editor, the youngest person to be appointed to such a role at a daily newspaper in the Australasia at the time.

Following an 11 year career at the helm of the Advertiser, Mr McCormack then co-founded a media and publishing small business in Wagga Wagga, which he owned and operated in partnership until he was elected to Parliament. The successful business went on to encourage expansion and growth of a Wagga Wagga printing firm, including additional staff and a new printing press, to keep up with the business' work.

Mr McCormack was pre-selected as The Nationals' candidate for Riverina at the 2010 Federal Election and won a tough three-cornered contest. He continued his role as a community champion as the local MP and was re-elected at the 2013 election.

Appointed Parliamentary Secretary to the Minister for Finance following the 2013 Federal Election, Mr McCormack held responsibility for the Commonwealth's discretionary payments, non-Defence property portfolio, risk management strategy and the Commonwealth's public liability.

Prime Minister Malcolm Turnbull then appointed Mr McCormack Assistant Minister to the Deputy Prime Minister, Warren Truss, in the administration of regional development programmes. A reshuffle in February 2016 following the retirement of Mr Truss saw Mr McCormack become the Assistant Minister for Defence – a portfolio with key ties to his Riverina electorate, which is the only inland city with all three arms of the Australian Defence Force, including Home of the Solider at Kapooka. In the Defence portfolio, Mr McCormack held responsibility for Defence Personnel, Defence Estate and Honours and Awards.

Following the 2016 Federal Election, Mr McCormack was promoted to the position of Minister for Small Business within the Turnbull/Joyce Ministry. He is 17th Minister for Small Business and the first member of The Nationals to hold the position.

Mr McCormack will work with the Small Business sector on regulatory reform, as well as championing the success stories of Australia's 2.7 million small businesses and the 4.7 million Australians which they employ.

Mr McCormack is married to Catherine and has three adult children.



Monday 11.05am - 11.50am

Catherine Monson

CEO of FASTSIGNS International (USA)

Catherine Monson, CEO of FASTSIGNS since January 2009, took a mature brand during one of the worst recessions in the U.S. history, and revitalized it and restored it to market leadership, both in the sign industry and in franchising.

Learn the process she undertook to reposition the FASTSIGNS brand, grow franchisee unit level sales and profitability, improve franchisee support services, and increase the number of FASTSIGNS locations through targeted franchise development—all resulting in record EBITDA growth for the company.

Based upon the results under her leadership, in July 2014, on behalf of its shareholders, Catherine successfully led the sale of FASTSIGNS from one private equity firm to another.

In addition to her duties as CEO of FASTSIGNS International, Catherine is on the Board of Directors of the early childhood development franchisor, The Learning Experience, is on the Executive Committee of the IFA Board of Directors, is Chair of the IFA's Franchisor Forum, and on the Board of Trustees of Pi Sigma Epsilon, a sales and marketing fraternity for college students. Catherine was featured on Undercover Boss in 2012.



Monday 11.55am - 12.40pm

Dr Sam Prince

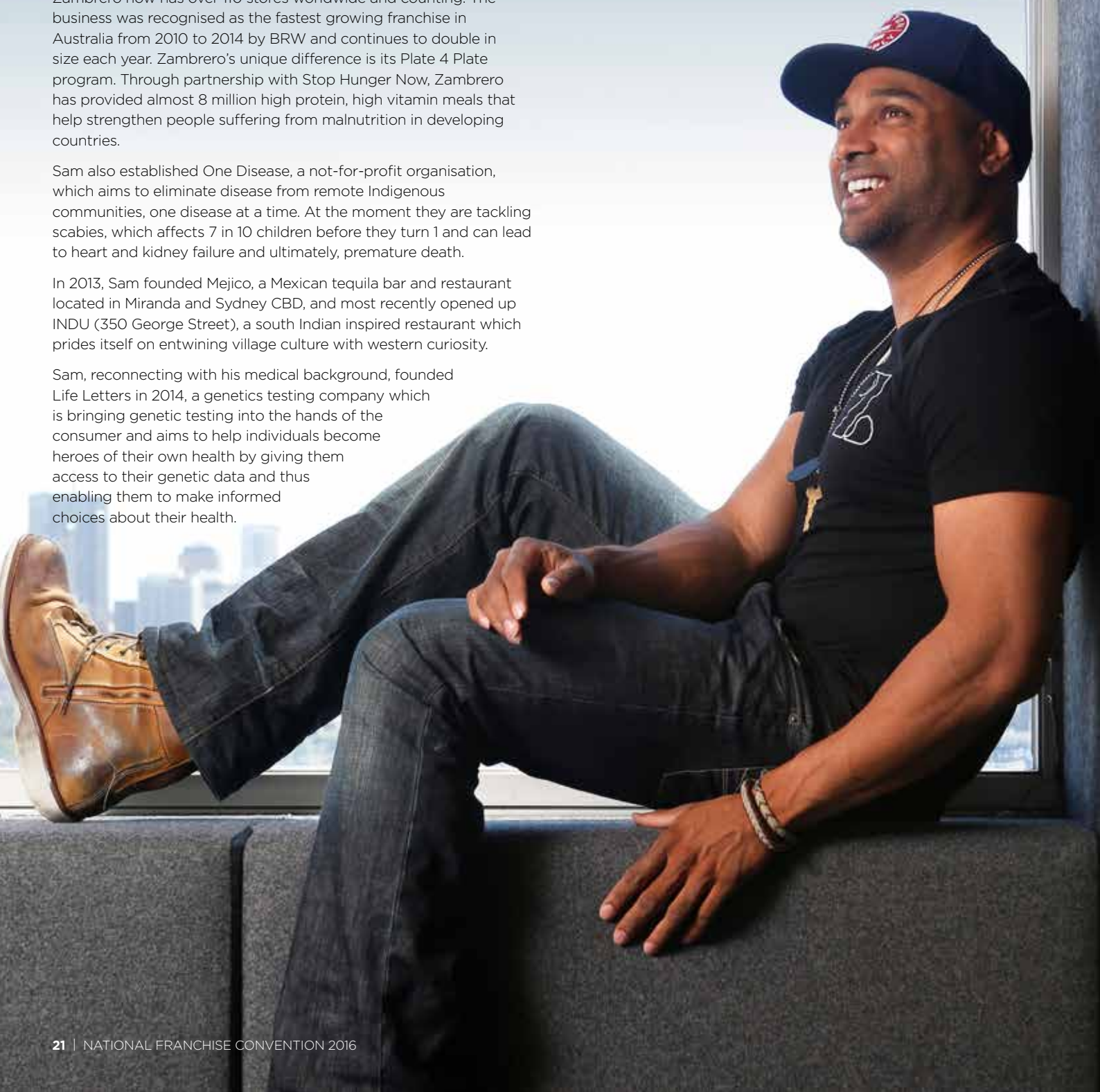
Founder, Zambrero

Sam created his first business, Zambrero Fresh Mex Grill in his hometown - Canberra, at the age of 21. Zambrero is built upon the key principles of happiness, healthy food, and humanitarianism. Zambrero now has over 110 stores worldwide and counting. The business was recognised as the fastest growing franchise in Australia from 2010 to 2014 by BRW and continues to double in size each year. Zambrero's unique difference is its Plate 4 Plate program. Through partnership with Stop Hunger Now, Zambrero has provided almost 8 million high protein, high vitamin meals that help strengthen people suffering from malnutrition in developing countries.

Sam also established One Disease, a not-for-profit organisation, which aims to eliminate disease from remote Indigenous communities, one disease at a time. At the moment they are tackling scabies, which affects 7 in 10 children before they turn 1 and can lead to heart and kidney failure and ultimately, premature death.

In 2013, Sam founded Mejico, a Mexican tequila bar and restaurant located in Miranda and Sydney CBD, and most recently opened up INDU (350 George Street), a south Indian inspired restaurant which prides itself on entwining village culture with western curiosity.

Sam, reconnecting with his medical background, founded Life Letters in 2014, a genetics testing company which is bringing genetic testing into the hands of the consumer and aims to help individuals become heroes of their own health by giving them access to their genetic data and thus enabling them to make informed choices about their health.



Tuesday 9.25am - 10.10am

Alex Malley FCPA

Chief Executive, CPA Australia

Alex Malley is the chief executive of CPA Australia, a multi-national business with 19 offices globally and more than 155,000 members worldwide. He also heads its financial services subsidiary, CPA Australia Advice.

He is the host of the Nine Network Australia series *In Conversation with Alex Malley*, author of the best-selling book *The Naked CEO* and provides career mentoring via thenakedceo.com.

Alex enjoyed three seasons as the host of the nationally broadcast interview series, *The Bottom Line*. On CPA Australia's new show, *In Conversation with Alex Malley*, he continues to reveal the inspiring stories behind influential and thought-provoking leaders. Alex has interviewed an array of impressive people, including first man on the moon, Neil Armstrong - news surrounding it reached an unprecedented global audience.

A LinkedIn Influencer and contributor to *The Huffington Post*, he is also a regular commentator on the Nine Network Australia's *The Today Show*.

Alex has been included on *The Accountant* magazine's Global Accounting Power 50 List, has addressed the National Press Club Australia, and his policy thought-leadership has informed key national economic and political debates. He also serves on The Prince of Wales Accounting for Sustainability Project.

While he is a passionate and inspiring speaker on a wide range of leadership topics, the dominant theme behind his messages is an invigorating call to action: for people to resist letting feelings of fear and embarrassment hold them back from leading a big life.

From suspended schoolboy to disruptive CEO, Alex Malley always does what he believes in.

Tuesday 3.40pm - 4.20pm

Megan Quinn

Co-Founder, Net-A-Porter

For the past 25 years, Megan Quinn has built a career specialising at the luxury end of retailing, advertising, publishing and design for the fashion, jewelry, hotel and airline industries. She has held a variety of leadership and senior executive as well as non-executive board roles, utilising her strong commercial capabilities and deep expertise in brand and service offer development.

Her secondment to London in 1988 with the Mojo advertising agency marked the beginning of 18 years of involvement with prestigious clients and established her brand development and campaign design skills as well as a deep understanding and appreciation of the commercial requirements of her clients.

While in London, Megan held executive board roles with both Harrods and Net-A-Porter. Today, she is a non-executive director of UNICEF Australia and Specialty Fashion Group, and an Ambassador for Fitted For Work.

One of Megan's notable achievements was her co-founding of the internationally acclaimed Net-A-Porter in 1999. Her role was to direct the brand development of the company which launched in June 2000. In her capacity as Creative Director, she designed the iconic packaging, directed the site design and editorial, and was a member of the buying team. In her role as HR Director, she hired, trained and managed all staff, with a particular emphasis on creating the unique levels of service for which Net-A-Porter is now internationally renowned. As a Board Director, she reported to the fellow directors of the company, and reviewed and discussed the strategic, marketing, operational and financial implications and consequences of the rapidly expanding global business.

In conjunction with her Board appointments and involvement in philanthropy, Megan runs Q&CO a boutique consultancy which focuses on how her clients can most effectively engage with their customers and clients through multi-channel and traditional service models. Alongside consulting, she also runs master classes and workshops.

Named as one of the top most powerful women in Australian retail in 2013 by Inside Retail, Megan is a truly engaging speaker whose global experience, intelligence, honesty, humility and quick humour serve to consistently inform, entertain and inspire her audiences.



Tuesday 4.25pm - 5.05pm

David Morrison

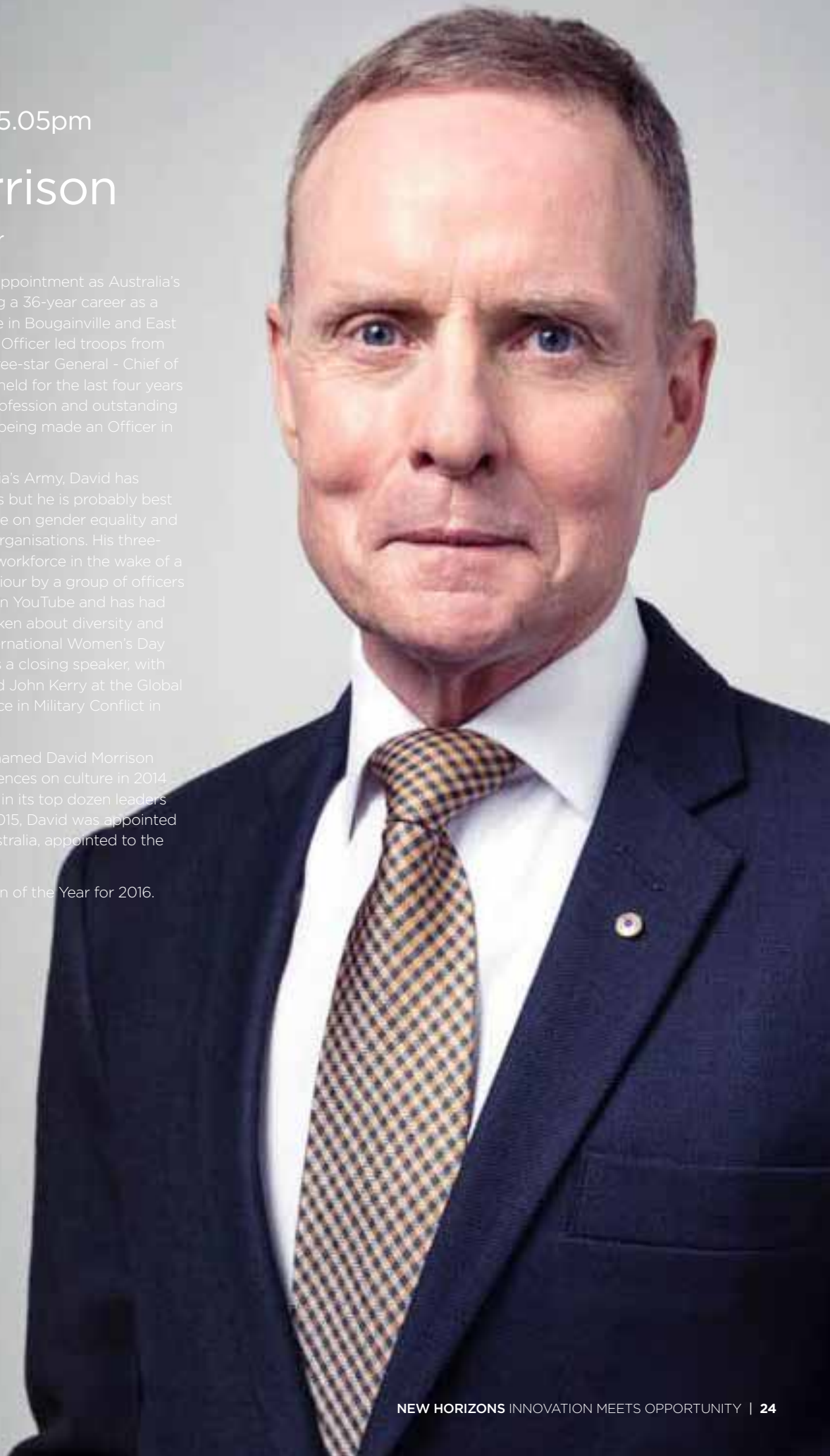
2016 Australian of the Year

General Morrison concluded his appointment as Australia's Chief of Army in May 2015. During a 36-year career as a soldier he saw operational service in Bougainville and East Timor and as an Australian Army Officer led troops from platoon level all the way up to three-star General - Chief of Army. This is an appointment he held for the last four years of his service. His loyalty to his profession and outstanding performance was recognised by being made an Officer in the Order of Australia in 2010.

In his tenure at the top of Australia's Army, David has faced many leadership challenges but he is probably best known for his strong public stance on gender equality and leading cultural change in large organisations. His three-minute address, via video, to his workforce in the wake of a particular instance of poor behaviour by a group of officers and senior soldiers, was posted on YouTube and has had over 1.6 million views. He has spoken about diversity and culture to the United Nations International Women's Day Conference in New York, and was a closing speaker, with Angelina Jolie, William Hague and John Kerry at the Global Summit to Prevent Sexual Violence in Military Conflict in London in 2014.

The Australian Financial Review named David Morrison as one of Australia's leading influences on culture in 2014 and Boss Magazine included him in its top dozen leaders in Australia in the same year. In 2015, David was appointed Chair of the Diversity Council Australia, appointed to the board of Our Watch.

He has been named the Australian of the Year for 2016.



Monday 1.30pm - 2.15pm



What are the latest franchising issues and trends in Australia and the USA

Our expert panellists will share their research findings and provide an up-to-date picture of the key issues and challenges facing the franchise sector, as well as the developing trends in the sector.

Facilitator: Rupert Barkoff, Chairman of the Franchise Team, Kilpatrick Townsend & Stockton LLP

Panellists: Professor Lorelle Frazer, Director, Asia-Pacific Centre for Franchising Excellence, Griffith University
Darryn McAuliffe, CEO, FRANdata Australia
James Young, Head of Recruitment, DC Strategy

Menzies Theatre



How to avoid becoming the next wage underpayment news headline

Keeping the lines of communication open and encouraging your franchisees to think positively about compliance will help you to avoid becoming the next wage underpayment, or worse, headline. This session will provide real experiences and learnings around compliance and employee relations and will examine:

- How compliance has many positive facets that can assist your franchisees to operate more efficiently and productively
- The effectiveness of communication, including various methods of engaging with your human capital and how to encourage different channels of communication within each franchise.

Facilitator: Damien Gooden, CEO, HR Central

Panellists: Michael O'Shaughnessy, Principal HR Specialist, HR Central
Ange Meredith, Senior Executive Retail Group and Sales, APCO Service Stations
Samra Tripodi, Financial Controller, Australian Fitness Management

Sutherland Theatre



How to expand your franchise internationally

Successful overseas expansion requires a strategic approach. This session will provide guidance on key considerations, including:

- Doing your market research – the key issues to look out for and adapting your offering to suit the local market
- Finding a good master franchisee
- Franchising opportunities in Asia
- Understanding your compliance requirements

Facilitator: Michael Paul, CEO and Founder, Pack & Send and FCA Director

Panellists: Olivia Elsley, Global Business Development Manager, Retail Zoo
Darren Wallis, CEO, G.J. Gardner Homes
Dennis M. Flores, Vice President, International Operations, Jollibee Foods Corporation
Bonnie Shek, Director, Australia & New Zealand Hong Kong Trade Development Council

Nicholls Theatre



Monday 2.20pm - 3.05pm



Stop wasting your marketing dollars

How a bottom up approach to digital marketing maximises ROI, increases flexibility, and informs business decisions.

Facilitator: Warren Ballantyne, Managing Director, Gutter-Vac and Director, FCA

Panellists: Troy Townsend, Co-Founder & CPO, Tiger Pistol

Phillip Bonanno, Client Partner, Facebook

Sutherland Theatrette



Risky business – how smart tech can protect your brand and mitigate risk in your franchise

Find out how simple and intuitive technology systems can help your franchise mitigate risk and protect your brand from being the next “big news story” in franchising. This panel session will help you walk away with a clear plan of action to transform your franchise by:

- Implementing smart systems to help your business succeed and keep you and your franchisees safe
- Simplifying change management and saying goodbye to compliance risks
- Implementing the franchise management system of the future

Facilitator: Keran McKenzie, API Evangelist & Developer Relations, MYOB

Panellists: Olivia Elsley, International General Manager, Boost Juice

Tasmin Trezise, Co-Founder, Tanda

Owen Jourdian, Business Advisor & Project Manager of Business Operating Systems, Choices Flooring

Nicholls Theatrette



How to keep long-term and high-performing franchisees engaged and focused

High performing franchisees are vital to a successful franchise system. In this session, learn:

- Strategies to provide support and rewards for long-term franchisees
- Methods to motivate high-performing franchisees and convert them into multi-unit franchisees
- How to involve high-performing franchisees in decision making for your system

Facilitator: Ben Hemphill, National Franchise Manager, Cha Time

Panellists: Sharon Jurd, Director, Hydrokleen

Lee Moore, COO & General Manager, Poolwerx

Greg Nathan, Founder, Franchise Relationships Institute

Menzies Theatrette



Monday 3.35pm - 4.20pm



How to survive a PR crisis in your franchise network

What would you do if your franchise faced a brand management crisis? Do you have a strategy in place to protect your franchise's reputation? In this session, leading franchise brands will share how they prepared for and managed crisis communications situations and the importance of having a strategy in place before a crisis hits.

Facilitator: Sean O'Donnell, Partner, HWL Ebsworth Lawyers and Director, FCA

Panellists: Sara Pantaleo, CEO, La Porchetta and Director, FCA
LJ Loch, Co-Founder, REPUBLIC
Christopher Mourd, Head of Real Estate, LJ Hooker

Nicholls Theatre



Key differences between recruiting franchisees for greenfield vs resale locations

This session will focus on:

- Understanding the differences between these two recruitment functions
- Providing strategies to maximise your recruitment success at both greenfield and resale sites

Facilitator: Peter Waters, Director, Restart 1000

Panellists: Steve Finn, Director, Finn Franchise Brokers
Sarah Stowe, Editor, Cirrus Media Franchising Group
Peter Fiasco, Franchise Development Manager, Hairhouse Warehouse

Sutherland Theatre



Tuesday 1.35pm - 2.20pm



How to set up and get the most from your Franchise Advisory Council

An effective FAC is a powerful tool to engage franchisees and enhance your franchise system. Learn how you can gain the strategic and operational benefits of an effective FAC that provides for an open exchange of ideas between franchisees and their franchisor and leads to continuous improvement of your franchise system.

Facilitator: Greg Nathan, Founder, Franchise Relationships Institute

Panellists: Matthew Brusi, Operations Director, Chocolateria San Churro
James Folwell, Joint CEO ,Steelx,
Robert Guy, CEO, Inspirations Paint

Menzies Theatre



The Digital Age: Integrate or be left behind

How a bottom up approach to digital marketing maximises ROI, increases flexibility, and informs business decisions.

Facilitator: Amy Renae, General Manager and Director, Shift8

Panellists: Tarik Mallett, CEO, Mobi2Go
Steve Fanale, CEO, Drive Yello
Andrew Rothwell, Co-Founder, Tyro payments

Sutherland Theatre



What to consider when buying or merging with another brand

Hear from some of the big franchise brands who have recently undergone mergers or acquisitions as they answer questions including:

- Why choose M&A as a growth avenue for your franchise
- What to look for in a merger or acquisition target
- How to manage the transition for franchisees and head office staff

Facilitator: Peter Fiasco, Franchise Development Manager, Hairhouse Warehouse

Panellists: Andrew McKenna, National Franchise Recruitment Manager, Fastway Couriers (Australia)
Deb Farnworth-Wood, Managing Director and Founder, Australian Skin Clinics
John O'Brien, CEO & Founder, Poolwerx

Nicholls Theatre



Tuesday 2.25pm - 3.10pm



How to survive and thrive in your first five years as a franchisor

What are the keys to making it through your first five years as a franchisor? Find out how to maximise growth with minimum capital, how to develop and embed a company culture and vision, and how to engage and manage franchisees' expectations in an emerging franchise system.

Facilitator: Jason Gehrke, Director, Franchise Advisory Centre and Director, FCA

Panellists: Deb Farnworth-Wood, Managing Director and Founder, Australian Skin Clinics

Jane Lombard, Business Finance Specialist, Fifo Capital

Carlos Antonius, General Manager, Cha Time

Menzies Theatre



Techniques for omni-channel retailing success

Today's connected consumer expects a seamless and integrated retail experience across online channels and traditional bricks and mortar retail outlets, but managing omni-channel retailing can be a challenge for franchise systems. In this session you will hear from franchisors who have successfully implemented omni-channel retailing offerings that have improved the customer experience and resulted in increased sales for franchisees.

Facilitator: Damien Lisney, Human Resources Manager, Pack & Send

Panellists: Charles Hornor, Director of Communications, Specsavers

Megan Quinn, Co-Founder, Net-A-Porter

Sutherland Theatre



How to get franchisees to implement change

What strategies does your franchise have in place to manage network transformation in today's fast-changing business landscape? Be inspired and gain vital tips and insights from franchise brands who have successfully rolled out innovation and change to across their networks – and learn how you can do it too.

Facilitator: Jewli Turier, General Manager, Franchise Relationships Institute

Panellists: Lindsay Birley, CEO - Asia Pacific, InXpress Australia Pty Ltd

Francesca Webster, Founder and CEO, Brazilian Beauty

Beth Pocklington, Systems and People, Back In Motion

Nicholls Theatre



Monday 10 October



Joint employer liability: The risks to franchising and the future of the sector

9.35am - 10.35am

Keynote Panel Session

Joint Employer Liability - is this the next big franchising issue for Australia? Our panel includes international franchise experts from around the globe and the Australian Fair Work Ombudsman. Learn about best practices to mitigate risk, what is currently happening overseas and what the Joint Employer Liability concept means to you and your business, and how it will affect the franchise industry as a whole.

Facilitator: Stephen Giles, Partner, Norton Rose Fulbright Australia

Panellists: Natalie James, Fair Work Ombudsman

Matt Haller, SVP, Public Affairs, International Franchise Association

Michael Bright, Honorary Solicitor, FANZ

Royal Theatre



Harnessing the power of Innovation

4.25pm - 5.10pm

Franchisor keynote panel

In a globalised, commoditised world, the only remaining sustainable advantage lies in consistent innovation. Networks, both inside and outside the organization, are the keys to successful innovation in products, business processes, and strategy. Staff and their ideas can be connected in new ways to yield powerful outcomes. Today more than ever, those who are better at developing rich knowledge-based relationships have an enormous advantage over their competitors, especially in terms of innovation.

Facilitator: John O'Brien, CEO and Founder, Poolwerx

Panellists: Steven Wright, CEO, Big4

Amber Turnbull, General Manager, Just Cuts

Joseph Craven, Managing Director, Books and Gifts Direct

Con Dekazos, Director, MK Consulting

Royal Theatre



Tuesday 11 October



Working with franchisees and employees to build a mentally healthy workplace

8.35am - 9.20am

Keynote Panel

Mental health conditions, including anxiety and stress, cost Australian businesses billions of dollars every year, but we know that working conditions are an important modifiable risk factor for mental health conditions. This panel will outline key strategies for incorporating wellness into everyday business practice to help franchisees and staff remain present and productive and gain competitive advantage driven by the collective performance of each individual within your franchise network.

By attending this session you will:

- Gain techniques for promotion of workplace wellness and to improve the mental health of franchisees and employees;
- Find out strategies and hear examples and case studies to help you incorporate wellness into your everyday business practice; and
- Gain a practical understanding as to how you can support employees to return to work should they suffer from a mental health condition."

Facilitator: Craig Hobart, General Manager Strategic Relations, REST Industry Super

Panellists: Simonie Fox, Rehabilitation Consultant, AIA Australia
Deborah Kennedy, Development Manager, SuperFriend

Royal Theatre



Interactive FCA Hall of Fame Session

11.15am - 12.00pm

Hall of Fame Keynote Panel

In this interactive panel session, attendees will have the opportunity to hear from and ask questions of some of the best in the business as FCA Hall of Fame members share their insights, experiences and tips for franchising success.

Facilitator: Roger Wilson OAM, Chairman, FCA Hall of Fame Committee

Panellists: Chris Taylor, Managing Director and Founder, Aussie Pooch Mobile
Bill Vis, founder, V.I.P. Home Services
Tom Potter, Founder, Eagle Boys

Royal Theatre





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Tuesday 12.05pm - 12.45pm

NEW!

RoundTable Discussion Sessions

Royal Theatre

NFC16 has 30 interactive discussions designed for up to 10 attendees per table with a subject matter expert to share experiences, solve problems, and gain practical advice on a range of hot franchising topics.

1 Communication with franchise owners – one size does not fit all

Facilitator

Trish Rogers
Principal
Trish Rogers Consulting

2 Increase your franchise sales with alternative funding options

Facilitator

Jane Lombard
Business Finance Specialist
Fifo Capital

3 How to help franchisees get funding

Facilitator

Steve Seddon
Senior Business Development Manager
Westpac

4 How to make better site location decisions

Facilitator

Peter Buckingham
Managing Director
Spectrum Analysis

5 The four biggest areas of franchise disputes, and how to avoid them

Facilitator

Alicia Hill
Principal
MST Lawyers

6 How to determine if a potential franchisee is the right fit for your system

Facilitator

Bill Lockett
Director
Franchise Systems Group

7 Effective communication strategies for franchisors

Facilitator

Sharon Jurd
Director
HydroKleen Australia

8 Brand Protection Strategies

Facilitator

Steve Champion
Director
Employee Strategies

9 Succession planning for franchisees

Facilitator

Rajiv Rajan
Franchisee
Finn Franchise Brokers

10 Succession planning for franchisors

Facilitator

Richard van der Merwe
Partner
Fordham Business Advisors

11 How to manage poor-performing franchisees

Facilitator

Maria Robinson
National Capability Development Manager
ANZ Mobile Lending

12 Understanding how to use Big Data in your network.

Facilitator

Vanessa Wilmot
Director
Geotech Information Services

13 Protection strategies for your brand and intellectual property assets

Facilitator

Ben Coogan
Partner
Thomson Geer

14 Legal and business tips on taking your concept overseas

Facilitator

Rupert Barkoff
Chairman of the Franchise Team
Kilpatrick Townsend & Stockton Lawyers (USA)

15 Why have a Franchise Advisory Council?

Facilitator

Warren Ballantyne
Managing Director, Gutter-Vac
and Director, FCA

How your marketing department can benefit from data obtained from your Point of sale

Facilitator

Amy Renae
General Manager and Director
Shift8

How to build a brand over time

Facilitator

Steve Hansen
King of Strategy
Think DONE Management Consultancy

How to interview potential franchisees

Facilitator

Peter Fiasco
Franchise Development Manager
Hairhouse Warehouse

How to prepare your network for sale

Facilitator

Tony Garrisson
Partner
HWL Ebsworth Lawyers

How franchisors can minimise tax for themselves and their franchisees

Facilitator

Rob Melin
Director
Australian Accounting & Franchising Professionals

The carrot or the stick? How to strike a balance in enforcing franchisee compliance.

Facilitator

Lauren Smith
Franchise Compliance Manager
Luxottica

Is my franchise agreement unfair, and what could happen if it is?

Facilitator

Steve Latham
Partner
MinterEllison - Gold Coast

Factors to consider when buying a franchise network or complementary brand

Facilitator

Ralph Barschow
Owner & CEO
Top Snap International

Turnaround strategies for underperforming franchisees

Facilitator

Mike Smart
Franchise Support Manager
Pack & Send

How to encourage franchisees to boost their local area marketing

Facilitator

Louise Bellchambers
National Brand Manager
The Shingle Inn

How to conduct an interview with a potential franchisee

Facilitator

Brendan Flanagan
Franchise Recruitment & Operations Coach
La Porchetta

Common problems that arise during franchise resales, and how to avoid them

Facilitator

Courtenay Zajicek
General Counsel
Curves & Jenny Craig

How to manage and motivate a field support team

Facilitator

Tanya Robertson
National Store Operations Manager
Sigma Pharmaceuticals

Exporting and receiving exporting financial solutions

Facilitators

Adam Sandilands
Acting Trade Manager Advanced Manufacturing
Austrade
Chirath Amarasinghe
Senior Manager, SME - NSW & ACT
EFIC

Creating the right circle of influence for you and your support staff

Facilitator

Geoff McDonnell
Director
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We find out why you are in business and where the business will take you and your family. We then offer at no cost a set of solutions and partners to provide these solutions that we think will help you reach your family lifestyle goal. If you then engage us we partner with you on the journey, if you don't engage us you at least walk away with another perspective.

We have assembled consultants and suppliers from around Australia to bring a portal of support to the nation's business owners. We have found through our research that business owners needs are essentially the same in many ways. By seeking to understand first where the business owner and senior management wants to take the brand, we can then apply some of the fundamentals they may never have been exposed to.

Our national reach allows us to deliver service to business owners in all parts of Australia. So if you are keen to look at your growth options and are looking for someone to provide you an alternative, no obligation, perspective on where to from here - make contact, we would love to see how we may help.

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Cashflow It are the franchise finance experts. With competitive rates and flexible terms from 12 months to 5 years, Cashflow It can provide the funding that franchisors and franchisees need today. We offer flexible rental solutions, traditional leasing and business loans tailored to your requirements.

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Daimler Fleet Management

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When it comes to your business we know mobility means more than getting from A to B. We offer consultative solutions for all aspects of business mobility, from fleet planning to telematics and the integration of alternative drive mechanisms. Our services are available across a broad range of cars and commercial vehicles and can incorporate international solutions using our global Daimler fleet network.

Daimler Fleet Management can offer you a partnership that is an investment into your future. Our extensive automotive knowledge backed with a strong network of suppliers allows us to provide mobility solutions to suit any business need.

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Do you know what your customers are really saying?

Ezisay captures instant honest insights you can act on. Through extensive research we've developed an innovative platform for engaging customers, employees, and suppliers.

By leveraging smartphone technology, we monitor your relationship with each of these groups in real time, capturing feedback in under 20 seconds, and providing instant data (not intuition) to guide decision making. We do this at the point of the experience in a fun and easy way.

www.ezisay.com



Finn Franchise Brokers

Gold Sponsor

Finn Franchise Brokers commenced in 2004, and is the number one seller of franchises in Australia. With 19 offices nationally, we are proud to have established strong relationships with leading franchise brands and communicate daily with buyers, franchisees and financial institutions. The unique thing about Finn Franchise Brokers is that all our offices are owned by a franchisee.

Led by Directors Steve Finn and Len Ferguson, their team of specialist Franchise Brokers have successfully helped hundreds of franchisees sell their business. We have worked with more than 500 franchise brands to help them grow their network of franchisees via our Greenfield Recruitment Program and franchise re-sales.

www.franchisebrokers.com.au



Franchise Buyer Marketing

Gold Sponsor

With thousands of buyers for franchise brands, we are more successful than most would know in franchise marketing and sales. With the experience of selling more franchises than anyone else in the country behind us, stick your toe in the water and find out what we can do for your brand to make sure you hit your expansion targets.

With 4+ years of shaping up against some of the biggest media & online businesses in the space, and in many cases out-performing them, we know that coming from a franchising background and NOT a media background is what has set us apart.

In a new media and marketing world, it takes a fresh, innovative approach to get your message heard above all the noise - that's what we're here for...

www.franchisebuyermarketing.com.au





IWS

Breakfast Sponsor

IWS helps you run your business, better.

We provide a service based solution allowing franchise sector operators to completely outsource their backend admin across Rostering /Time & Attendance, Payroll and / or Bookkeeping. Our offering combines best in class cloud based technology platforms with specialist customer support and service.

We typically work to customise a head office endorsed solution and then manage the rollout (both in terms of up front implementation and ongoing service delivery) at franchisee / site level. IWS has serviced the franchise industry since 2007 and has earned very strong customer testimonials from our existing client base which includes Nike, Zambrero, Anytime Fitness and Subway.

www.iwsaustralia.com.au



Kwik Kopy Australia

Registration Desk Sponsor

Kwik Kopy has been serving the Australian small and medium business community for over 30 years, with a network of more than 95 Print & Design Centres located across Australia.

As a leading member of the FCA, Kwik Kopy were the first Australian franchise to be accredited under the Franchise Code, holding licence number 001. Kwik Kopy is a leader in print innovation. Zenith Hub is the Kwik Kopy online print management solution used by many franchises within Australia to control and distribute their branded assets, saving them time and money.

www.kwikkopy.com.au



LINK Business Brokers Australia

Keynote Sponsor

Over the last 20 years LINK Business Brokers have established itself as an industry leader and the authority on selling businesses. LINK strives to connect the right business buyer with their ideal business for sale and believes in providing exceptional and equal service to both the business seller and the business buyer.

LINK brokers offer a high level of professional and personalised service that is specifically tailored to the needs of the business. Our brokers are industry specialists, assisting the business sellers to successfully market their business for sale, while simultaneously ensuring absolute confidentiality throughout the business sale process.

www.linkbusiness.com.au



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At Minit Commercial, we specialise in big engraving events and product launches and can give each event a unique and authentic experience for customers. We also engrave and print names badges, name plates, trophies and plaques that support recognition and reward in the work place. Our current client base consists of many of Australia's retail chains and brands, clubs and hotels.

Minit Commercial's distribution centre caters for a big range of name badges and signs styles and delivers products in a large range of materials such as brass, aluminium, stainless steel, indoor and outdoor two and three layers plastics or UV printed material to incorporate your PMS colours. See our range of modern and sophisticated trophies and name badges on our website.

www.minitcommercial.com.au

MYOB

FCA Excellence in Franchising National Awards Sponsor

Established in 1991, MYOB is Australia's leading accounting software provider. An iconic local company, its vision is to make business life easier.

Today it does just that for 1.23 million businesses. In delivering software and services that help them be more productive, MYOB gives business owners more time to build their venture and to enjoy life outside work.

Understanding that every business is unique, the company doesn't subscribe to a one size fits all approach. MYOB solutions simplify accounting, payroll, tax, practice management, CRM, websites, job costing, inventory, mobile payments and much more, for businesses of all industries, ages and sizes. 60-70% of small businesses who use accounting software use MYOB and 60-70% of accounting firms use its systems.

Whether a franchise is large or small, MYOB has the tools to provide real-time visibility of a franchise's finances, consistent accounting across the franchise network, and the ability to make informed business decisions faster.

To help support its large client base, MYOB provides assistance via many service channels, from phone, email and live chat through to a network of 40,000+ accountants, book keepers and other partners to help us ensure MYOB makes running a business easier. MYOB is committed to ongoing innovation, particularly in cloud computing solutions, and now spends more than \$35 million annually on research and development. Australia's leading franchises choose MYOB because it offers more flexibility, capability and opportunity for growth.

www.myob.com.au/franchise



National Convention Centre Canberra

Franchisor Social Responsibility Award Sponsor

The multi awarded National Convention Centre is Canberra's leading, purpose built meeting and events venue.

With a collection of 15 spaces over two floors, the Centre features a compact and logical design with abundant natural light taking advantage of Canberra's clear skies and sunlight.

www.nccc.com.au



Silver Chef

Networking Night Sponsor

Silver Chef is the only specialist hospitality funder in Australia. We've provided flexible equipment funding based solutions to our customer's for 30 years. Join more than 25,000 other Australian businesses who have secured their equipment through Silver Chef.

Silver Chef's Rent-Try-Buy® Solution is perfect for franchises who want to keep their options open. You won't be locked into a long term contract. Instead, Silver Chef offers a simple 12 month term, so you have the flexibility to buy equipment at any time during the first 12 months and receive a 75% rental rebate, return equipment at the end of the 12 month agreement if you don't need it anymore, keep renting and we'll continue to reduce the purchase price and upgrade if you decide your franchise has outgrown the original equipment.

Call our dedicated team on 1800 337 153 today and start living your dream!

www.silverchef.com.au





Sourcelinx

Delegate Bag Sponsor

Sourcelinx is a comprehensive corporate branding and sourcing solutions partner. With products ranging from corporate wear, uniform programs, team wear, electronics, promotional merchandise to print management, branded consumables and custom indent solutions.

In fact we say "If you can think of it, we can source or manufacture it and have it branded for you".

Working with such companies as Wyndham Vacations Resorts and Classic Holidays has enabled us to develop solid reliable supply chains supported by comprehensive manufacturing relationships that is well structured to meet the wide ranging procurement solutions required to support successful franchise models of today.

The Sourcelinx online order management system easily provides complete control over all your procurement needs at the push of a button. It gives you and your team access to inventory allowing various divisions to easily place orders as and when required but can be customised to manage accessibilities under existing company policies.

Sourcelinx is also able to provide comprehensive warehouse facilities free of charge for the holding of bulk stock for draw down ordering and direct distribution across your network.

Sourcelinx proudly offers one of the fastest "Speed to delivery" procurement partnerships available in the market.

Contact us today on 1800 550 559, to discuss how we can help streamline your sourcing and branding requirements.

www.sourcelinx.com.au



TapSnap

Photobooth Sponsor

TapSnap is a photo entertainment franchise that has reinvented the traditional photo booth for the digital era.

We entertain event guests with a highly interactive photo booth, the execution of which is original and modern. Completely customisable and social media enabled, we will configure our suite of products to meet the goals of our clients.

Not only is TapSnap the ideal crowd-pleaser for social events such as weddings, parties, and more, it's also a powerful brand awareness tool for corporate events, ranging from brand activations to store openings.

TapSnap for Business, a permanent photo marketing kiosk installation, is yet another smart marketing solution available to companies of any size.

www.tapsnap.net.au



Tourism New Zealand

Espresso Cafe Sponsor

Whether you're hosting a conference or rewarding your high performers, New Zealand is the ultimate destination to truly inspire. More than an extraordinary location; New Zealand is where connections are made, new experiences are shared and relationships are forged.

This natural playground offers an abundance of stunning scenery, from glaciers to geothermal hot pools, vineyards to volcanoes. Only a 3 hour flight from Australia's east coast, the diversity and fascinating indigenous Maori culture provides a unique experience.

Explore how Tourism New Zealand can assist with your next conference through a financial feasibility study, site inspection support & delegate marketing.

www.businessevents.newzealand.com

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Welcome Reception Sponsor

Shell Card is the smarter way to fuel your business.

Viva Energy Australia Pty Ltd is the exclusive licensee of Shell products in Australia. Our mission is to keep local industry moving, with Shell fuels, lubricants and other products.

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www.vivaenergy.com.au



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ADP Employer Services

Booth 11

As a leader of Human Capital Management and payroll solutions, we are driven to provide our customers a platform to mitigate compliance risk, deliver business insight and efficient processes. From software solutions to business outsourcing, we help clients of all sizes so they can focus on what they do best.

A Level 1, 6 Nexus Ct, Mulgrave, Victoria Australia 3170

T 1800 000 729

E Franchisers.ANZ@adp.com



AON

Booths 39 & 40

Proudly the only endorsed insurance broker for Franchise Council of Australia members, Aon is the trusted insurance provider for many of Australia's largest franchise networks. No other broker can match our access to insurers and products which means we're able to create competitively-priced, bespoke insurance programs to help protect the needs of your business and franchisees.

A Level 50 80 Collins Street, Melbourne, Victoria Australia 3000

T (03) 9211 3184

E sarah.richardson1@aon.com



Australian Franchise Registry

Booth 31

The Australian Franchise Registry™, launched in 2014, is a voluntary low cost registration platform that enables genuine franchise brands to promote their commitment to compliance and signal the availability of other key stakeholder information. Prospective franchisees, lenders and other key observers of the franchise sector can all search participating brands through the registry's free publicly accessible search function. The registry is operated by FRANData, a leading international source of independent franchising information.

A Level 8, 1 O'Connell Street, Sydney, New South Wales Australia 2000

T (02) 8346 6093

E info@thefranchiseregistry.com.au



Business Essentials

Booths 56 & 57

We find out why you are in business and where the business will take you and your family. We then offer at no cost a set of solutions and partners to provide these solutions that we think will help you reach your family lifestyle goal. If you then engage us we partner with you on the journey, if you don't engage us you at least walk away with another perspective.

A 5 Seaglades Lane Bittern Victoria Australia 3918

T 1300 850 684

E gmcdonnell@businessessentials.com



Business Events Tasmania

Booths 5 & 6

Business Events Tasmania offers a free unbiased and independent service assisting event organisers to host successful business events in Tasmania. Assistance ranges from hosting site inspections and familiarisations, preparing comprehensive bids and sourcing quotations from service providers.

A Level 5, 39 Murray Street Hobart Tasmania Australia 7000

T 61 3 6231 1366

E charrington@businesseventstasmania.com

Business Franchise**Booth 15**

CGB Publishing is the highly successful company behind Business Franchise. An established publisher of business magazines for more than 30 years across the UK, North America, Canada, Australia and New Zealand, Business Franchise offers franchisors and service providers a global multi-media approach to promote your business directly to your target audience.

A Victoria Australia
T 03 9787 8077
E kathleen@cgbpublishing.com.au

**Cashflow It****Booth 24**

Cashflow It are the franchise finance experts. With competitive rates and flexible terms from 12 months to 5 years, Cashflow It can provide the funding that franchisors and franchisees need today. We offer flexible rental solutions, traditional leasing and business loans tailored to your requirements. Apply online in less than 10 minutes. Why spend your hard earned capital when you can simply... Cashflow It!

A Level 1, 349 Coronation Drive, Milton QLD 4064
T 1300 659 676
E customerservice@cashflowit.com.au

**ConferenceNational****Booth 67**

ConferenceNational is the leader in free venue search in Australia, NZ and Asia representing over 1200 conference venues. Capitalise on our huge buying power and save up to 30% on conference and accommodation rates by utilising our free service. Specialising in Group accommodation, Event Management and Online delegate registrations.

A Lvl 1, 1 Young Street, Wollongong New South Wales Australia 2500
T 1300 79 20 30
E admin@conferencedeals.com.au

**Cooking the Books****Booth 35**

Not too many chefs get their kicks from serving up numbers and food cost percentages and managing a kitchen is no easy task. Cooking the Books have developed a range of solutions to help give hospitality businesses the financial control and consistency they need, whilst still producing consistently great food.

A Unit 4 13-21 Thomas St, Yarraville Victoria Australia 3013
T 03 9111 0111
E info@cookingthebooks.com.au

**Daimler Fleet Management****Booths 25 & 26**

When it comes to your business we know mobility means more than getting from A to B. We offer consultative solutions for all aspects of business mobility, from fleet planning to telematics and the integration of alternative drive mechanisms. Our services are available across a broad range of cars and commercial vehicles and can incorporate international solutions using our global Daimler fleet network. Daimler Fleet Management can offer you a partnership that is an investment into your future. Our extensive automotive knowledge backed with a strong network of suppliers allows us to provide mobility solutions to suit any business need.

A Private Bag 12, Mt Waverley, VIC, 3149
T 1800 800 336
E dfm-au@daimler.com

Daimler Fleet Management



Destination Wollongong

Booth 60

Wollongong is a city bursting with innovation. Located 80km south of Sydney, the coastal region offers an exceptional range of accommodation and conference venues. A growing regional hub with an impressive presence across many business sectors, Wollongong is the ideal location to hold your next event or conference.

A Australia
T 0438 915 746
E tpascoe@wollongong.nsw.gov.au



Dreamweavers

Booth 51

The Franchise Council of Australia is celebrating another year working with Dreamweavers, one of the leading conference and event production companies in Australia. Whether it's stage sets, cutting edge technology solutions for your conference, themed functions or gala events, We unrivalled industry experience and a unique insight into global trends. The Franchise Council of Australia has teamed up with Dreamweavers to offer our members an exclusive discount - call us today.

A 47 Leda Drive Burleigh Heads, Queensland Australia 4220
T 1300 883 809
E john.bond@dreamweavers.com.au



Finn Franchise Brokers

Booths 58 & 59

Finn Franchise Brokers commenced in 2004, and is the number one seller of franchises in Australia. With 19 offices nationally, we are proud to have established strong relationships with leading franchise brands and communicate daily with buyers, franchisees and financial institutions. The unique thing about Finn Franchise Brokers is that all our offices are owned by a franchisee.

A 4 Bayley Street, Geelong Victoria Australia 3220
T 0408 845 855
E jenna@thefinnngroup.com.au



Franchise Business

Booths 66 & 69

Launched in 2005, the site is Australia's most comprehensive franchise information resource. Visited by over 500,000 prospective franchisees per year who use the site as a central part of their research and enquiry process. Our users are able to search, find and apply to the franchise systems of their choice, as well as receive advice from franchise industry experts from the legal and banking industry. Discover more at www.franchisebusiness.com.au.

A Tower 2, Level 3, 475 Victoria Avenue, Chatswood, NSW Australia 2067
T 0411 366 656
E david.strong@cirrusmedia.com.au



Franchise Buyer

Booths 58 & 59

With thousands of buyers for franchise brands, we are more successful than most would know in franchise marketing and sales. With the experience of selling more franchises than anyone else in the country behind us, stick your toe in the water and find out what we can do for your brand to make sure you hit your expansion targets.

A 2/140 Bundall Road, Bundall Queensland Australia 4217
T 1300 669 983
E glenn@franchisebuyer.com.au

Franchising & Business Opportunities Expo

Booth 21

The Franchising & Business Opportunities Expo is an exciting event that brings together the best franchise and business systems with potential franchisees and investors. The exhibitions take place annually in Sydney, Perth, Brisbane and Melbourne. The shows are exclusively endorsed by the Franchise Council of Australia and have been delivering great results since 1987.

A PO Box 209 South Yarra Victoria Australia 3141
T 03 9999 5460
E fiona@specialisedevents.com.au



Hong Kong Trade Development Council

Booth 68

The mission of the HKTDC - celebrating its 50th anniversary this year - is to create opportunities for Hong Kong companies around the world. We focus on delivering value by promoting trade in goods and services, while connecting the world's small and medium sized enterprises (SMEs) through Hong Kong's business platform. The HKTDC Small-Order Zone is a buyer-oriented online sourcing platform creating new business opportunities and flexibility for direct sourcing of quality products in small quantities.

A Level 3, 80 Druiitt Street, Sydney, New South Wales Australia 2000
T 02 9261 8911
E Sydney.office@hktcdc.org



HR Central

Booths 52 & 53

The goal of HR Central is to provide HR advice and solutions that are current, practical and affordable and to ensure your business is compliant in its HR obligations. Just some of the areas that HR Central can assist you with include Brand Management, Updated HR Policies and Compliance (providing an audit trail), Wages, Awards and Rates of Pay, Leave Management, Qualifications Tracking, HR Procedures, Recruitment and Workplace Investigation.

A Level 10, 443-449 Toorak Road, Toorak Victoria Australia 3142
T 1300 717 721
E damien.gooden@hrcentral.com.au



Integrated Workforce Solutions (IWS) Booth 42

IWS provides a service based solution allowing franchise sector operators to completely outsource your backend admin including Rostering / Time & Attendance, Payroll and (if you so choose) Bookkeeping. Our offering combines best in class cloud based technology platforms with specialist customer support and service.

A Ground Floor, 83 Alexander Street, Crows Nest, NSW Australia 2065
T 1300 797 497
E rob.d@iwsaustralia.com.au



Jupiters Gold Coast, The Star Entertainment Group

Booth 4

Jupiters Gold Coast has all you need in one place for your next event. With a self-supporting convention centre featuring 1600m2 of pillarless space to cater for 2300pax, we remain the venue for high profile events. Mix business & leisure, experience award-winning restaurants, stage shows, lively bars, non-stop action of 24 hour casino in 5 star resort luxury of 592 appointed guest rooms. With so much under one roof, what will you get up to?

A PO Box 1515 Broadbeach Island Broadbeach Queensland Australia 4218
T (07) 5592 8100
E renee.roberts@star.com.au





Kwik Kopy Australia

Booth 19

Kwik Kopy has served the Australian SME market for over 30 years, with a network of over 95 Print & Design Centres. Kwik Kopy is a leader in print innovation. Zenith Hub is the Kwik Kopy online print management solution used by businesses to control and distribute their branded assets.

A Level 9, 50 Berry Street, North Sydney New South Wales Australia 2060
T 02 9967 5500
E marketing@kwikkopy.com.au



LeaseEagle

Booth 61

LeaseEagle is Australia's #1 cloud solution for retail and franchise tenants, trusted to manage over 23,000 outlets. LeaseEagle is Australia's #1 cloud solution for retail and franchise tenants. Designed specifically for retail and franchise chains, to centralise and simplify the management of store portfolios and franchise networks, LeaseEagle is trusted by many of the best known retail brands to manage over 23,000 sites in dozens of countries. Transform and protect your business' information with the award-winning LeaseEagle solution.

A 11 William Street Richmond Victoria Australia 3121
T 03 9827 7701
E sales@leaseeagle.com



LINK Business Brokers Australia

Booth 30

Over the last 20 years LINK Business Brokers have established itself as an industry leader and the authority on selling businesses. LINK strives to connect the right business buyer with their ideal business for sale and believes in providing exceptional and equal service to both the business seller and the business buyer.

A Level 1 181 Botany Road Waterloo New South Wales Australia 2017
T 02 9899 1999
E sydney@linkbusiness.com.au



Lookup.com

Booth 65

For over 15 years we have been an IT Solutions company that handles all aspects of IT. We take responsibility of your IT requirements and provide solutions and advice in an effort to further your business. Our aim is to create new revenue models and reduce the overall cost of your IT service. Our experience within the SME and Franchising sector has allowed us to confidently manage and maintain all facets of the IT spectrum. Whether that's advising your existing IT team or taking over your IT Management - we ensure your desired results are met.

A 320 Princes Highway, Rockdale, New South Wales Australia 2216
T 1300 553 559
E Info@lookup.com.au



LOUD events

Booth 12

LOUD events is a corporate and franchise event specialist providing boutique management of conferences around the world including accommodation, travel, technical integration, offsite event management, transfers, entertainment, partner programmes and team building.

A 6 / 146 Racecourse Road Ascot Queensland Australia 4007
T (07) 3200 8299
E marianne@loud.events

Malaysia Convention & Exhibition Bureau (MyCEB) Booth 43

Malaysia Convention & Exhibition Bureau (MyCEB) has Australian representatives working with franchises seeking offshore destinations for their business events. MyCEB connects franchises with hotels, venues, team building activities, tours, etc. to ensure your event is a complete success. In Malaysia – Kuala Lumpur, Langkawi, Penang, Kota Kinabalu and Kuching – all offer unique, high-value experiences. Please talk to the team and gain a greater understanding of a truly wonderful destination..

A 57 Nicholas St, Ashburton, Victoria Australia 3147
T 0403 892 289
E jackie@myceb.com.my



Mantra Group Booth 7

With three distinct brands of accommodation and event space, we're sure you'll find your perfect venue in one of our 45+ Peppers, Mantra, and BreakFree properties. From budget friendly to wonderfully indulgent event space in Australia, New Zealand and Bali, you'll find inspiration here.

A PO Box 8016, Gold Coast Mail Centre, Queensland Australia 9726
T 1800 074 437
E conference@mantragroup.com.au



Myadbox Booth 44

Myadbox has rapidly emerged as one of the premier online ad creation systems in Australia. We partner with clients who value resourcefulness, thinking outside the square and technology that saves and enables. Cost effective and completely versatile, Myadbox makes the client the master of their messaging. With 24/7/365 ad creation across all devices, clever automation, asset hosting and management, real time reporting and global access to activity.

A 15-19 Gracie Street, North Melbourne Victoria Australia 3051
T 0401 141 085
E pwest@myadbox.com.au



MYOB Booths 33 & 34

Established in 1991, MYOB is Australia's leading business solutions provider. It makes life easier for approx. 1.2 million businesses by simplifying cloud accounting, payroll, tax, CRM, job costing, inventory, mobile payments, websites and more. Committed to ongoing innovation, it spends more than AU\$35m annually on research and development.

A The Glen Level 3 235 Springvale Rd Glen Waverly Victoria Australia 3150
T 1300 730 921
E franchise@myob.com



My Tax Savers Booth 73

The easiest, convenient and most affordable electronic tax information service saving time and money by taking the stress out of tax, written in plain English for busy Franchisees. Helping you get more bang for your buck from your accountant helping to maximise your claims with the taxman. With over 150 years of combined experience our trusted Tax Professionals, My Tax Savers helps you benefit from their expertise in areas that cover income tax, fringe benefit tax (FBT), capital gains tax (CGT), tax audits, GST, travel and travel allowances, superannuation, SMSF, tax rates and thresholds and much more.

A Unit 31108, Southport Central Towers, 9 Lawson Street,
Southport, Queensland Australia
T 1800savetax – 1800 728 382
E info@mytaxsavers.com.au





National Convention Centre Canberra Booth 72

The multi awarded National Convention Centre is Canberra's leading, purpose built meeting and events venue. With a collection of 15 spaces over two floors, the Centre features a compact and logical design with abundant natural light taking advantage of Canberra's clear skies and sunlight. For more information on National Convention Centre, visit www.nccc.com.au

A 31 Constitution Avenue, Canberra ACT Australia 2601
T +61 2 6276 5266
E michelle.rutishauser@ihg.com



Northern Territory Convention Bureau

Booth 14

NTCB are destination specialists on Darwin, Kakadu, Arnhem Land, Katherine, Alice Springs and Uluru. We provide a concierge service to event planners and can connect you with local industry and Government to enhance your program. We assist with bidding, planning and marketing services for your conference, incentive, meetings and events in the NT.

A Level 8, The Charles Darwin Centre, 19 the Mall, Darwin NT Australia 0800
T 1800 656 209
E Info@ntconventions.com.au



REST Industry Super

Booths 22 & 23

At REST, we're committed to putting you first and offer a number of benefits including: low fees, competitive long-term investment returns, flexible and cost effective insurance options, award-winning products and service, ongoing education and support around super, easy and convenient online account access and related benefits such as savings on travel insurance, low cost every day banking products, discounts on gifts and experiences, and access to a tailored range of health insurance products.

A Level 31, 140 William Street, Melbourne Victoria Australia 3000
T (03) 8601 6902 or 0438 220 959
E caroline.andrison@rest.com.au



Sea World Resort & Conference Centre

Booth 50

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A Sea World Drive Main Beach Queensland Australia 4217
T 07 5591 0075
E jenny_ramos@vrtp.com.au



SEEK Business

Booth 45

SEEK Business is Australia's largest online marketplace; we help people realise their dream of owning their own business by connecting them with franchise & business sellers. SEEKBusiness.com.au is the best place to recruit quality franchisees. Part of the SEEK family we're experts at matching people with opportunities!

A 541 St Kilda Road Melbourne Victoria Australia 3004
T 13 73 35
E enquiries@seekbusiness.com.au

Shift8 Pty Ltd**Booths 48 & 49**

Shift8 delivers a streamlined and integrated system that offers transparency, flexibility and centralised control over franchise networks. Our SaaS solution includes: an intuitive keypad that guides front line staff through the customer service process, a powerful management suite that captures, consolidates and analyses Big Data, visibility with portability via an app that provides instant access to live sales data on your smart phone and a seamlessly integrated loyalty platform uniquely engineered for your brand.

A Suite 11, Jones Bay Wharf, 26-32 Pirrama Rd, Pyrmont NSW Australia 2010
 T 02 9571 4126
 E info@shift8.com

**Silver Chef****Booth 1**

Silver Chef is the only specialist hospitality funder in Australia. We've provided flexible equipment funding based solutions to our customers for 30 years. Join more than 25,000 other Australian businesses who have secured their equipment through Silver Chef. Keep your options open with Silver Chef's Rent-Try-Buy® Solution which is perfect for franchises who don't want to be locked into a long term contract.

A Park Tower 20 Pidgeon Close West End Queensland Australia 4101
 T 07 3335 3300
 E enquiries@silverchef.com.au

**Sourcelinx****Booth 62**

Sourcelinx is a comprehensive sourcing and branding partner ideally geared to meet the requirements of the franchise model. Our extensive range of products and services combined with our on line ordering and inventory management system allows our customers complete control of all their branding needs. Put your brand in our safe hands, we will excite and amaze you with incredible results!

A Unit16, 53-57 Link Drive Yatala Queensland Australia 4207
 T 1800 550 559
 E james.milliken@sourcelinx.com.au

**Spectrum Analysis****Booth 63**

We solve your problems relating to territories, where to locate new stores, and any demographic or traffic information you require. Our motto is "Turning data into Solutions", meaning once we understand the issues, we can solve it with a data based solution. No more wet finger in the air – solve your issues the scientific way.

A Suite 6, 407 Canterbury Rd, Surrey Hills, Victoria Australia 3127
 T 0411 604 921
 E spectrum@spectrumanalysis.com.au

**Tanda****Booth 32**

Tanda is workforce management software giving franchises the power to know exactly which staff should work and when, when those staff actually work, and what they should be paid. Automated rosters, employee attendance, timesheets, award interpretation and payroll integration helps you get the most from your workforce. Business and enterprise editions available.

A Level 1, 490 Adelaide Street, Brisbane Queensland Australia 4000
 T 1300 859 117
 E info@tanda.co





Task Retail Technology

Booths 54 & 55

Task Retail Technology is a provider of transaction-based solutions to customers across the Retail, and Quick Service Restaurant market. TASK's award winning xchangexec™ delivers, commercial benefits to its customers through an array of solutions including point-of-sale software, loyalty, business intelligence reporting and analytics, application development, digital media content design, interactive hardware and professional services.

A Suite 16 MVB, 90 Mona Vale Road, Mona Vale NSW Australia 2103
T 02 9997 3500
E sales@taskretail.com.au



Tiger Pistol

Booths 38 & 41

Tiger Pistol provides a unique approach to Social Media Marketing by utilising our own purpose-built technology and sophisticated data analysis to drive a brand's individual objectives. Tiger Pistol demonstrates clear return on investment across all social platforms. With comprehensive Enterprise and SMB divisions, it understands the franchise model from a national level through to a local level, and work closely with both franchisors and franchisees to ensure objectives and marketing goals are consistently exceeded.

A 1/100 Dover Street Cremorne Victoria Australia 3121
T 1300 747 865
E fca@tigerpistol.com.au



Tourism New Zealand

Booths 36 & 37

Whether you're hosting a conference or rewarding your high performers, New Zealand is the ultimate destination to inspire. Only a 3 hour flight from Australia's east coast, New Zealand's diversity and fascinating Maori culture provides a unique experience. Explore how Tourism New Zealand can assist with your next conference businesssevents.newzealand.com.

A Level 12, 61 York Street Sydney New South Wales Australia 2000
T +61 2 8299 4800
E helen.bambry@tnz.govt.nz



TruRating

Booth 10

Most businesses using feedback systems only hear from 1% of their customers, meaning there isn't enough valid data to make insightful decisions. With TruRating, your customers can rate your business honestly and anonymously with just a push of a button on your eftpos machine. Our high average response rate of 88% means you receive the opinion of the majority of your customers - not just the overly negative or suspiciously positive. You can access your data in real-time, so you can make smarter business decisions based on valid, mass feedback.

A Level 3, 37 Pitt Street, Sydney New South Wales Australia 2000
T 1800 380 567
E hello.australia@trurating.com



VIVA Energy Australia

Booth 27

Viva Energy Australia Pty Ltd is the exclusive licensee of Shell products in Australia. Our mission is to keep local industry moving, with Shell fuels, lubricants and other products. Through our Shell Card you can manage your businesses fuel requirements to minimise administration and improve cashflow across our extensive network.

A Level 16, 720 Bourke Street, Docklands Victoria Australia 3008
T +61 3 8823 4444
E newbusiness-au@vivaenergy.com.au

Westpac

Booth 11

As Australia's first bank, we've been backing Australian businesses for almost 200 years and have specialist experts focused on delivering business strategies and solutions personalised to leading franchise systems. We support the growth of a franchise system by providing streamlined processes for lending, customised leading transactional and full banking solutions.

A 275 Kent Street, Sydney, New South Wales Australia 2000
T NSW/ACT: Ian Watt, 0419 271 995
E franchising@westpac.com.au

**World Manager**

Booth 64

World Manager is the fastest growing communications provider in the corporate cloud, offering a 100% cloud based online mobile compatible platform featuring four suites of software for operations, human resources, training and communications with built in unprecedented reporting capabilities. CEOs, Operations, HR, and Training managers have the ability to train, track and communicate with every employee in the world in real time.

A Level 13 44 Market Street Sydney New South Wales Australia 2000
T 02 8007 7095
E ausinfo@worldmanager.com



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Australian Franchise Registry

The Australian Franchise Registry™, launched in 2014, is a voluntary low cost registration platform that enables genuine franchise brands to promote their commitment to compliance and signal the availability of other key stakeholder information. Prospective franchisees, lenders and other key observers of the franchise sector can all search participating brands through the registry's free publicly accessible search function. The registry is operated by FRANdata, a leading international source of independent franchising information. FRANdata, established more than 25 years ago in the United States, commenced Australian operations in 2013. The business is led by CEO Darryn McAuliffe and is supported by an advisory board of well known leaders in franchising and professional services.

A substantial library of confidential and publicly available information is maintained to enable objective and comparative analysis and reporting to be done on all aspects of the franchise sector..

A Level 8, 1 O'Connell Street, Sydney, New South Wales Australia 2000
T (02) 8346 6093
E info@thefranchiseregistry.com.au



AON

Aon are proudly the only endorsed insurance partner for the Franchise Council of Australia (FCA) and are the trusted insurance broker for many of Australia's largest franchise networks.

We're Australia's leading provider of broking and consulting services for risk management, insurance transactions, reinsurance, human capital consulting and financial planning, as well as a global leader in the design and provision of risk services and products.

Subsequently, no other broker can match our level of access to insurers and products, nor offer as comprehensive, competitively-priced or tailored insurance packages. As a testament to this, our clients continue to rate us with scores of 97% for cover and over 90% for service and price, in our independent survey. By listening to you and developing an in-depth understanding of your business and franchise network, our specialist resources will enhance your business and ensure you're covered in the event of a claim with a bespoke insurance program. What we offer access to a dedicated, local Client Executive your single point of contact, an insurance program specifically designed for your franchisee network, competitive premiums, benefiting from our buying power, risk management support, to help ensure you identify and manage common risk issues across your network and claims support to help ensure you receive the best possible outcome.

A Level 50 80 Collins Street Melbourne Victoria Australia 3000
T (03) 9211 3184
E sarah.richardson1@aon.com
W aon.com.au/fca



Franchise Business

Launched in 2005, the site is Australia's most comprehensive franchise information resource. Visited by over 500,000 prospective franchisees per year who use the site as a central part of their research and enquiry process. Our users are able to search, find and apply to the franchise systems of their choice, as well as receive advice from franchise industry experts from the legal and banking industry. Our 1200+ franchise systems leverage off of this highly qualified stream of unique viewers and the invaluable information of our database. We also provide business contacts for over 500 service providers. Bringing Franchisee to Franchisor and Service providers to Business systems.

A Tower 2, Level 3, 475 Victoria Avenue, Chatswood, NSW Australia 2067
T 0411 366 656
E david.strong@cirrusmedia.com.au
W www.franchisebusiness.com.au

Franchising & Business Opportunities Expo

Since 1987, The Franchising & Business Opportunities Expo has brought franchisors and franchisees together. Exhibitions are a unique advertising medium allowing franchisors face to face communication with potential franchisees.

Our events are marketed to over 35,000 people annually and give potential franchisees the opportunity to quickly research a large number of business options in one place, and get a wide range of specialist advice on going into business for themselves. Exclusively endorsed by the Franchise Council of Australia, we are committed to delivering the best shows for the franchising community.

The event is held annually in Brisbane, Melbourne, Perth and Sydney.

A PO Box 209 South Yarra Victoria Australia 3141
T 03 9999 5460
E fiona@specialisedevents.com.au
W www.franchisingexpo.com.au



HR Central

HR Central provides Employee HR Management Services and Cloud Based Software to franchise businesses Australia-wide.

Our goal is to provide HR advice and solutions that are current, practical and affordable and to ensure your business is compliant in its HR obligations. Just some of the areas that HR Central can assist you with Brand Management, Updated HR Policies and Compliance (providing an audit trail), Wages, Awards and Rates of Pay, Leave Management, Qualifications Tracking, HR Procedures, Recruitment and Workplace Investigation

The HR Central relationship starts with your HR Specialist performing an Audit and delivering the ensuing report to ensure your business is HR compliant.

A Level 10, 443-449 Toorak Road, Toorak Victoria Australia 3142
T 1300 717 721
E damien.gooden@hrcentral.com.au



MYOB

Established in 1991, MYOB is Australia's leading accounting software provider. An iconic local company, its vision is to make business life easier.

It focuses only on this home turf and takes a client-centric approach in developing fantastic solutions that help businesses of all ages, industries and sizes be more productive and have more time to build their venture and to enjoy life outside work. Every business is unique so MYOB solutions simplify accounting, payroll, tax, practice management, CRM, websites, job costing, inventory, mobile payments and much more.

To help support its large client base of 1.23 active million businesses, MYOB provides assistance via many service channels, from phone, email and live chat through to a network of 40,000+ accountants, bookkeepers and other partners. Not only do they work closely with businesses, they undertake extensive qualitative and quantitative SME research and spends more than AU\$35 million annually on research & development.

Whether a franchise is large or small, MYOB has the tools to provide real-time visibility of a franchise's finances, consistent accounting across the franchise network, and the ability to make informed business decisions faster. Australia's leading franchises choose MYOB because it offers more flexibility, capability and opportunity for growth.

A The Glen Level 3 235 Springvale Rd Glen Waverly Victoria Australia 3150
T 1300 730 921
E franchise@myob.com
W www.myob.com.au/franchise





REST Industry Super

REST is one of Australia's largest super funds by membership with over \$34 billion in funds under management as at 31 December 2014 and around two millions members. SuperRatings awarded REST Pension of the Year 2015,, the second year in a row REST has won this award. REST also received Money magazine's 2015 and 2014 Best of the Best award for Best Super Fund Manager and Best Pension Fund Manager as well as receiving Super Fund of the Year for 2014 at the Chant West/Conexus Financial Super Funds Awards.*

*Ratings or awards are only one factor that you should consider when deciding how to invest your super. SuperRatings Pty Limited does not issue, sell, guarantee or underwrite this product. Go to www.superratings.com.au for details of its ratings criteria. For further information about the methodology used by Chant West, see www.chantwest.com.au

A Level 31, 140 William Street, Melbourne Victoria Australia 3000
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E caroline.andrивon@rest.com.au
W www.rest.com.au



Shift8 Pty Ltd

Shift8 is a leader in point of sale management and reporting systems, formed with the specific purpose of meeting the needs of managing multi-site and franchise networks.

Both emerging and established franchisors are among the over 50 quick service food, restaurant and café brands that have a comprehensive solution in Shift8's cloud-based management suite. Detailed business analytics and powerful reporting capabilities are invaluable for all their customers, to be able to have a point of insight at the point of sale.

Being 100% Australian owned, designed and developed, Shift8 is primed to meet their customers' present and future needs, with the software suite constantly updated to ensure their position as a leader in the field. Their senior management has extensive programming, financial and operational experience gained in the Australian retail landscape, and over 50 years combined experience in franchising as both franchisors and store owners. This gives Shift8 a unique edge in software design and service.

Shift8's software system is now live in over 960 stores and 2,200 terminals in every major state, city and town in Australia, as well as in New Zealand, Singapore and Fiji. Managing large-scale networks has never been easier..

A Suite 11, Jones Bay Wharf, 26-32 Pirrama Rd, Pyrmont NSW Australia 2010
T 02 9571 4126
E info@shift8.com



Tiger Pistol

Launched in 2011, Tiger Pistol provides a unique approach to Social Media Marketing by utilising our own purpose-built technology and sophisticated data analysis to drive a brand's individual objectives. Combined with leading creative execution, Tiger Pistol demonstrates clear return on investment across all social platforms. With comprehensive Enterprise and SMB divisions, Tiger Pistol understands the franchise model from a national level through to a local level, and work closely with both franchisors and franchisees to ensure objectives and marketing goals are consistently exceeded. Campaigns are developed to resonate with individual audience segments while strategically aligning with the national marketing initiatives to ensure overall channel lift.

Tiger Pistol is a Facebook Marketing Partner.

A 1/100 Dover Street Cremorne Victoria Australia 3121
T 1300 747 865
E fca@tigerpistol.com.au
W www.tigerpistol.com

Whirlwind

As a leader in offset printing and with a focus on upgradeable, cutting edge technology, Whirlwind services clients Australia wide, including many of the country's top franchises. By continually pushing the envelope on behalf of clients and employing passionate print people, Whirlwind is working towards its vision to become the most sustainable printer in Australia.

A 22 Henderson Road, Knoxfield Victoria 3180
T 1300 129 227
E Adrian.waugh@whirlwindprint.com
W www.whirlwindprint.com



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Are you looking to accelerate your franchise brand growth?

We provide expert advice and services beginning with franchise recruitment all the way through to successful transactions and franchisee transition.

Our team are also franchise owners and part of The Finn Group, Australia's largest business broker network. With offices in every state, we connect the right buyers and sellers of existing and greenfield franchise locations.

We look forward to meeting you in Canberra and sharing more about our unique franchise services alliance.

Steve Finn | CEO & Co-founder | Finn Franchise Brokers

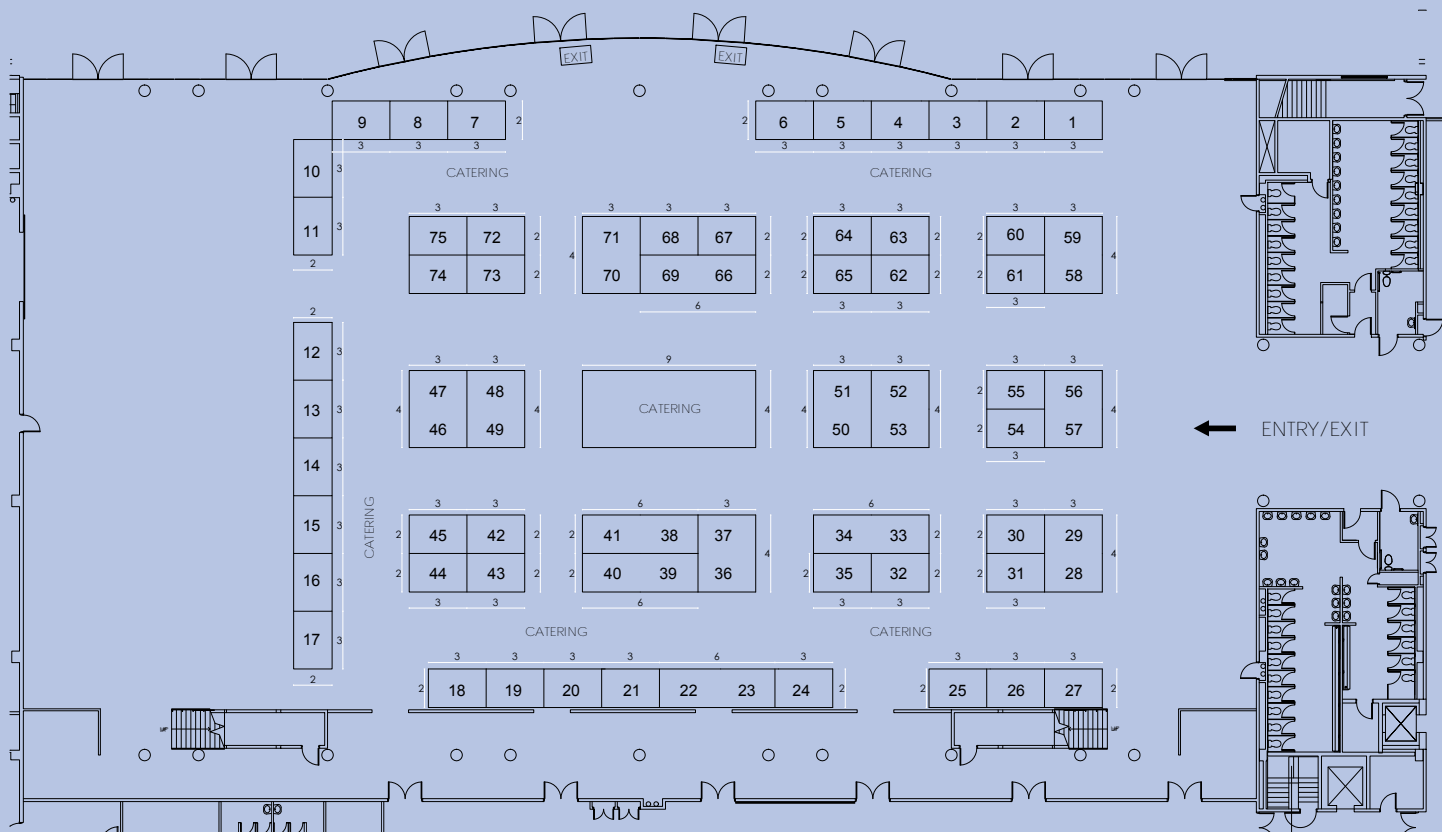
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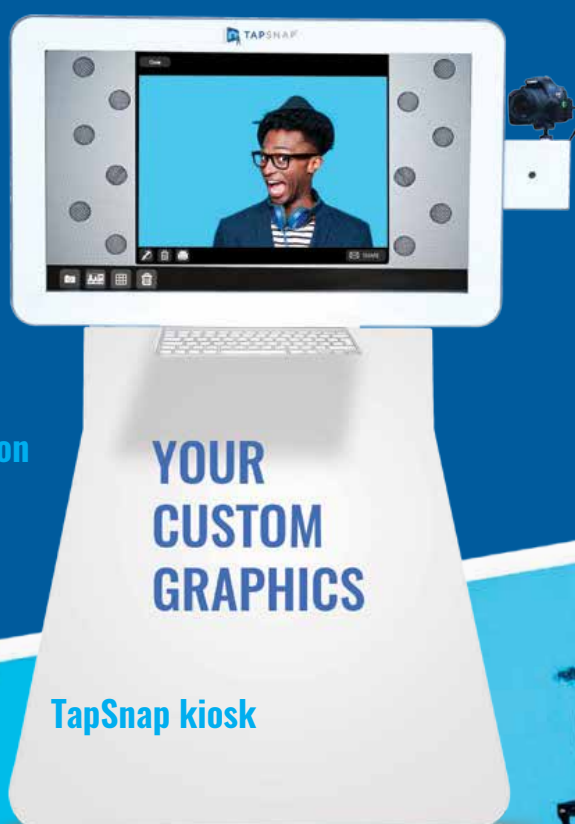
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