



National Retail
Association

Growing business together



**YOU KNOW YOUR BUSINESS
WE KNOW THE INDUSTRY
TOGETHER WE SUPPORT RETAIL**

WHO ARE WE?

The National Retail Association (NRA) is a not-for-profit organisation that represents the interests of retailers across Australia.

We exist to support, inform, protect and represent the interests of retailers.

We provide the broad range of services that retailers need to run compliant, successful businesses.

**We represent over
24,000 shop fronts,
big and small.**

OUR VALUES



At our core, the National Retail Association is a union for employers. We are dedicated to the continued success of the retail industry and believe in the strength of retailers to have their voices heard.

As a cornerstone of the industry, we have designed our values to reflect both the core principles of retail, as well as those values needed to develop and grow a powerful association.

SERVICE

Like all good retailers, we strive every day to offer the highest quality service to our valued members.

INTEGRITY

As a non-for-profit association, our purpose is to represent and protect our industry with integrity and authority.

LEADERSHIP

We believe in leading by example. We are respectful, accountable, progressive and strive to raise industry standards.

INNOVATION

We believe the ability to adapt, create and engage is critical to success. We approach projects with audacity and actively question the status quo.

ADVOCACY

We are dedicated to being a strong voice for our industry and delivering results for our members.

RETAIL: THE BIGGER PICTURE

We understand the issues and opportunities facing retailers every day. NRA Members can expect to receive the latest industry information, the fastest news updates and the best range of industry insights to help their business grow and succeed.

The retail industry plays a huge role in Australia's economy, employment and greater livelihood and we are dedicated to helping unite retailers and stakeholders for the success of the industry now, and for the future.

1.3
MILLION
WORKERS

11%
CONTRIBUTION TO
THE ECONOMY

2ND
LARGEST
WORKFORCE IN
AUSTRALIA

55%
FEMALE EMPLOYEES

LARGEST
EMPLOYER OF
YOUTH

OUR SERVICES

LEGAL SERVICES

HR RESOURCES

MIGRATION & VISAS

TENANCY & LEASING

GOVERNMENT POLICY

TRAINING &
DEVELOPMENT

INDUSTRY INSIGHT

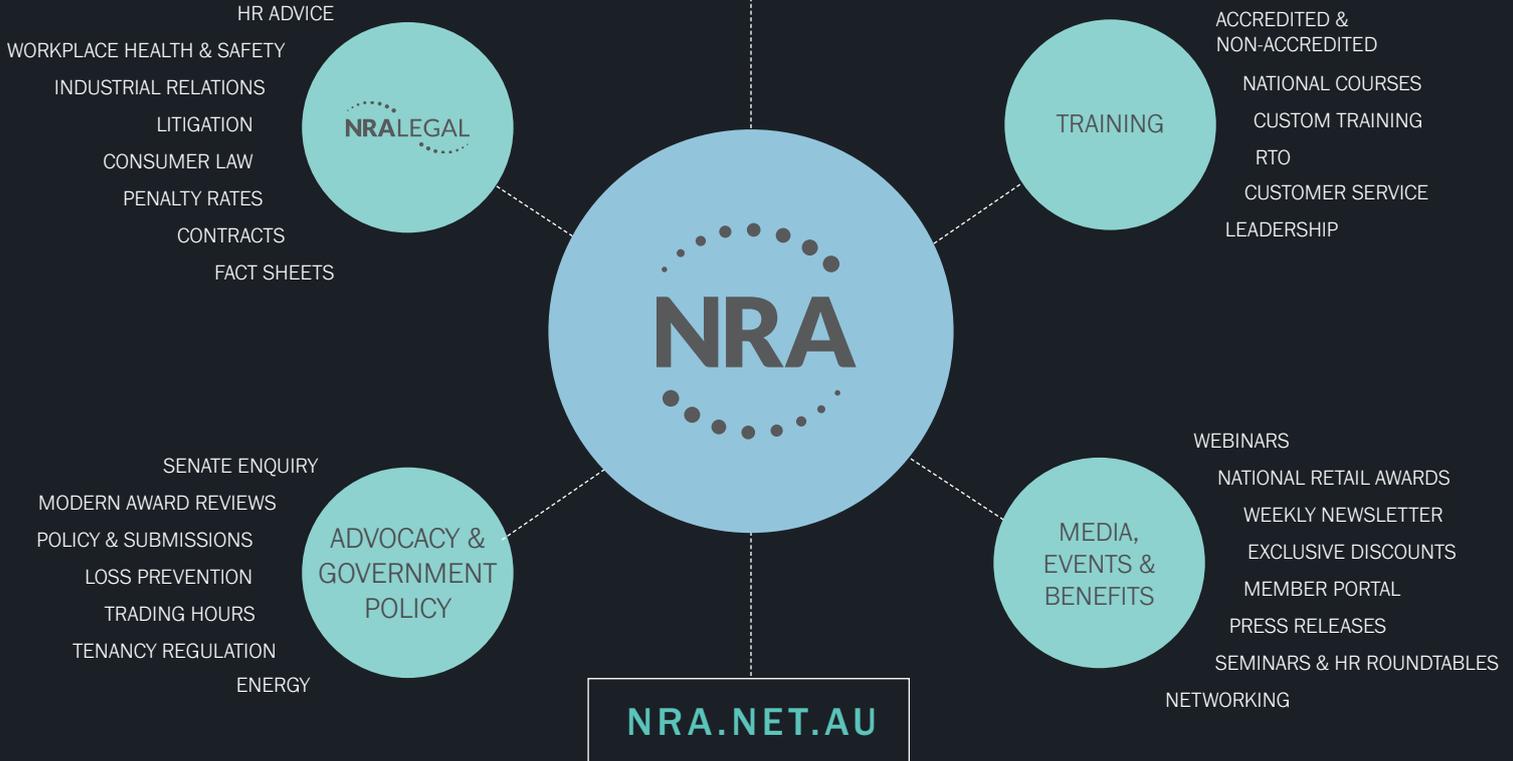
NETWORKING &
EVENTS

EXCLUSIVE MEMBER
BENEFITS



1800 RETAIL

Our 1800 RETAIL hotline (1800 738 245) connects members to our team instantly.





NRA Legal draws on unrivaled experience and industry knowledge to manage business risks and provide solutions to the wide range of workplace relations challenges in your business.

As the only retail association with a wholly owned legal practice, you can feel confident you are receiving industry specific advice at a competitive price.

EXPERT ADVICE

Our team is comprised of Australia's leading workplace relations lawyers and advisors.

We are a trusted partner in member businesses nationally and as Australia's leading retail and quick service employer association, we keep you informed of industry issues, legislative change and case law outcomes that may impact your business.

Tailored advice and practical support is available in a range of forms including; formal advice, retainer based ongoing advice and support, short term, ad hoc or project based activity, strategic planning processes and workshops, supplementing internal resources via on-site or head office secondments.

INDUSTRY FOCUS

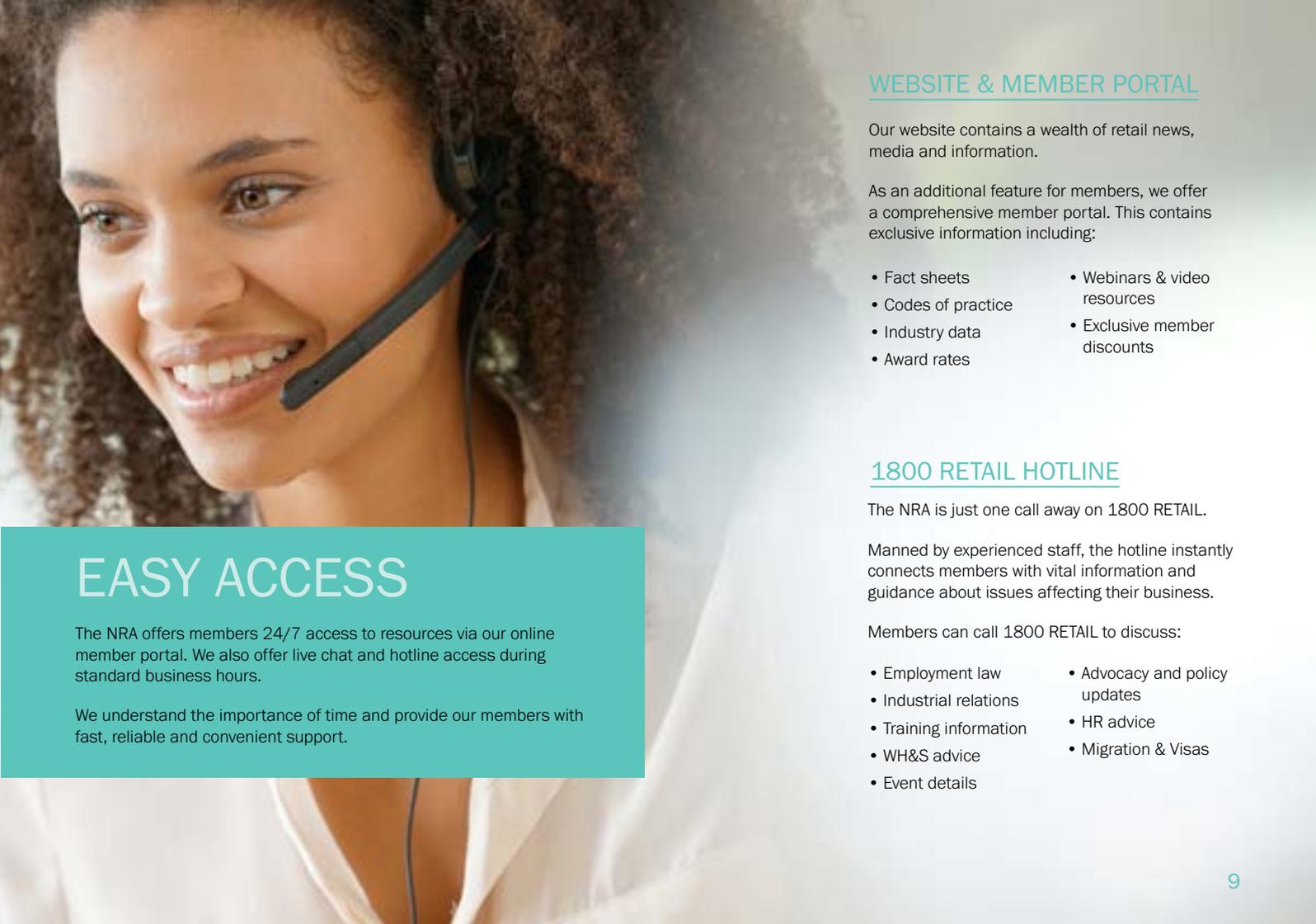
NRA Legal regularly hosts industry events and facilitates leading industry networks designed to help our members meet their legal obligations.

Our weekly newsletter features regular case studies and we offer our members up-to-the-minute newflashes regarding critical industry news.

AFFORDABLE REPRESENTATION

Short telephone advice for non-complex queries is provided as a benefit of NRA membership.

For complex workplace relations matters, access to specialist advisors and lawyers is charged at competitive, discounted member rates (often 50% lower than law firms at the top end of town).



EASY ACCESS

The NRA offers members 24/7 access to resources via our online member portal. We also offer live chat and hotline access during standard business hours.

We understand the importance of time and provide our members with fast, reliable and convenient support.

WEBSITE & MEMBER PORTAL

Our website contains a wealth of retail news, media and information.

As an additional feature for members, we offer a comprehensive member portal. This contains exclusive information including:

- Fact sheets
- Codes of practice
- Industry data
- Award rates
- Webinars & video resources
- Exclusive member discounts

1800 RETAIL HOTLINE

The NRA is just one call away on 1800 RETAIL.

Manned by experienced staff, the hotline instantly connects members with vital information and guidance about issues affecting their business.

Members can call 1800 RETAIL to discuss:

- Employment law
- Industrial relations
- Training information
- WH&S advice
- Event details
- Advocacy and policy updates
- HR advice
- Migration & Visas



HUMAN RESOURCES

An important part of every business, the NRA offers members high-level, strategic advice regarding a wide range of HR issues.

- Wage rates
- Managing rosters
- Unfair dismissal claims
- Terminations & redundancy
- Sick, personal & annual leave
- Harassment & discrimination
- Performance management
- Workplace policies
- Fair Work Act
- Workplace audits

MIGRATION & VISAS

The NRA provides experienced migration & visa advisors, providing services in relation to:

- 417 and 457 visas
- Employer sponsorship
- Skilled migration
- Student visas
- Family visas
- Temporary visas
- Employer obligations
- Training obligations
- Reporting



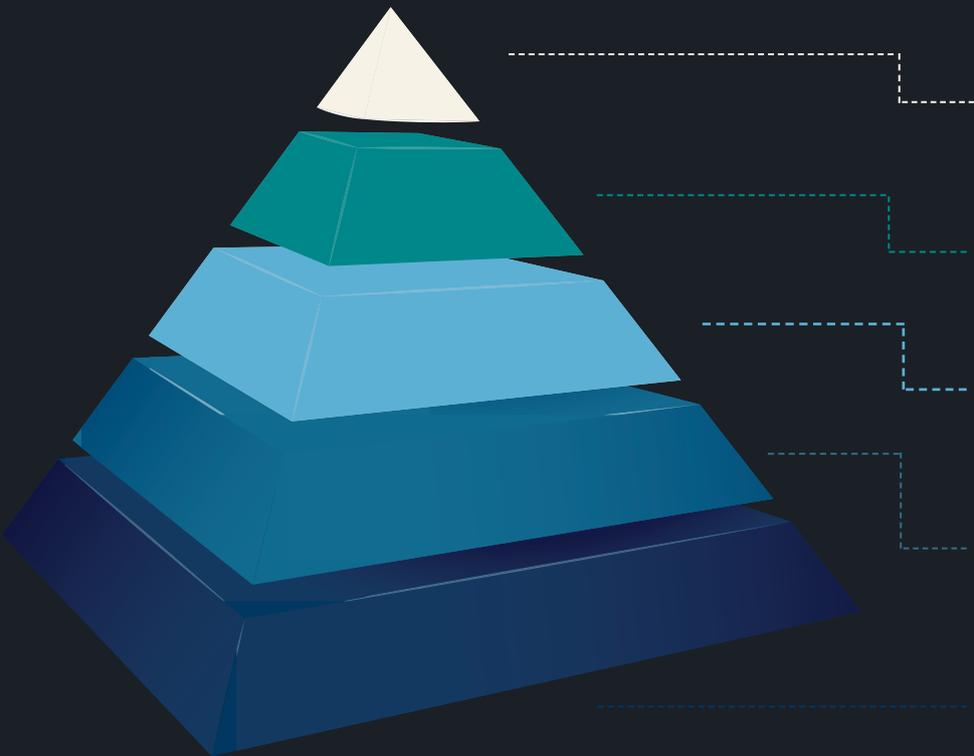
TENANCY & LEASING

Leasing, tenancy and landlord issues are some of the biggest challenges retailers face. The NRA work with internal and external advisors to provide quality advice, assistance and data on:

- New leases & renewals
- Rent reviews & comparisons
- Lease negotiations & renewals
- Landlord disputes
- Market price data
- Occupancy costs
- Operating costs
- Design briefs
- Feasibility studies
- Compensation claims
- Trade practice issues
- Maintenance & housekeeping issues

We also advocate on behalf of retailers to ensure that any changes that occur in tenancy and leasing legislation are in the interests of our members as far as possible. We also produce updates and educational material on these changes.

GOVERNMENT POLICY



We advocate on issues that affect retailers, representing their interests on a local, state, federal and even international level.

We drive change via policy submissions, legal cases, industry committees and in-person briefings to government.

We have developed strong relationships with key decision-makers across all sides of government.

We advise & assist retailers in accessing government incentives of which many businesses are unaware.

Our long-standing reputation means that multiple arms of government ask for the NRA's perspective on issues facing retail and fast food businesses.



TRAINING & DEVELOPMENT

As a National Registered Training Organisation, the NRA delivers both accredited and custom training throughout Australia, including regional areas.

NRA also provides an important advisory service to government regarding skilling, training and workforce development needs, to ensure greater alignment between accreditations and real-world scenarios.

ACCREDITED COURSES

- Customer service
- Visual merchandising
- Food safety supervisor certificate
- Certificate II & III in Hospitality
- Barista training
- Literacy & numeracy
- Retail operations
- Retail management
- Certificate in Business
- Certificate in New Small Business

CUSTOMISED TRAINING SOLUTIONS

- Converting experience into qualifications via accreditation mapping
- Traineeships & work experience
- Recruitment & work placement
- Manager training
- Assistance accessing government funding & financial incentives
- Mobile trainers nationwide

INDUSTRY INSIGHT

Information is power. We work with multiple sectors across the economy to pull data and insight that affects the retail industry. We share this insight and information with our members via weekly updates, reports and 24/7 access to our exclusive Member Portal.



DATA

We provide regular insight on the retail industry to our members. We also pull insight from other sectors such as online shopping, banking, consumer sentiment, economic data, and government statistics to help members make fully informed decisions about their business.



INDUSTRY NEWS

We share information of what's happening across the industry with members every week – new players, successful strategies, companies in financial trouble, and consumer trends that may disrupt the marketplace.



LEGAL UPDATES

We alert our members immediately to updates on key legislation, current cases that may set precedents, Fair Work Ombudsman announcements, and tips to help employers to manage their legal obligations.

EXCLUSIVE MEMBER BENEFITS

Alongside the many services provided, the NRA offers members a wide range of engaging and useful benefits to enjoy as part of their annual membership.



NETWORKING & EVENTS

The NRA regularly hosts exciting and educational events that allow members and partners to collaborate with like-minded professionals, learn from thought leaders, build their business network, and stay abreast of current issues.

Events include masterclasses, committees & advisory groups, seminars, conferences, HR & Legal roundtables, webinars and more.

We also host the annual National Retail Awards, featuring the Young Retailer of the Year.



MEDIA REPRESENTATION

The National Retail Association is the leading body representing and advocating the interests of retailers in the media.

We distribute data, insights and perspectives across broadcast, print and online media through media releases, appearances, press conferences and commentary.

We bring focus to retail and its contribution to the Australian economy.



EXCLUSIVE DISCOUNTS

Our members gain exclusive access to a carefully selected range of discounts and offers across an ever-expanding range of essential business services, including:

- Technology
- Superannuation
- Marketing
- Recruitment
- Taxation
- Insurance
- Financial advice
- Banking
- POS systems
- Eftpos terminals
- Electricity
- Office supplies



Let's grow together.

For more information about membership and joining the National Retail Association contact:

1800 **RETAIL (738 245)** **HEAD OFFICE**

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