

NSW Business Chamber Boxing Day Trade

Submission to the Independent Review of the *Retail Trading
Amendment Act 2015*

March 2017

Introduction and Overview

The NSW Business Chamber (the Chamber) welcomes the opportunity to respond to the *Independent Review of the Retail Trading Amendment Act 2015*.

The Chamber is one of Australia's largest business support groups, with a direct membership of more than 20,000 businesses, providing services to over 30,000 businesses each year. Tracing its heritage back to the Sydney Chamber of Commerce established in 1825, the Chamber works with thousands of businesses ranging in size from owner operators to large corporations, and spanning all industry sectors from product-based manufacturers to service provider enterprises.

As you'd be aware, the NSW Retail industry contributes more than \$17.2 billionⁱ to the NSW economy, is a significant employer and acts as a key attractor in our offering to both domestic and international visitors.

With a broad membership, including members across the range of retail sub-sectors, the Chamber has been a keen advocate on retail issues calling for; reductions in Sunday and public holiday penalty rates; innovative approaches to support retail businesses by reducing red tape in the planning process; and, relevant to this review, liberalising trade across NSW on Boxing Day. The Chamber strongly supports the current legislative framework for Boxing Day and feedback received from our members indicates that the increased flexibility provided to retailers to open on Boxing Day has been positively received by businesses, their employees and the wider community.

The Chamber notes that one of its Divisions, the Sydney Business Chamber, has provided a submission to you in its own right. We support the calls made in that correspondence and this submission should be considered complementary to it.

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The Chamber Position

As stated during consultations for the present review, the Chamber has consistently called for simplifying trading rules for NSW retail businesses.

At a first principle level, we believe that the decision for a business to open its doors to trade should be one for each individual business to make.

In 2011 the then Government undertook a far more wide ranging review of trading restrictions as part of the 2011 *Review into the Shop Trading Provisions of the Retail Trading Act 2008*. As we stated in our submission to that reviewⁱⁱ, the restrictions on trade under the then Act "were complex and confusing for both shopkeepers and consumers".

That Review sought feedback on Trading Day restrictions. While the Chamber did suggest that consideration should be given to the approach taken by the Northern Territory and Australian Capital Territory (where trading hours are not regulated)ⁱⁱⁱ, at the very least, alignment with Victoria where trading is not permitted on Christmas Day, Good Friday and half of Anzac Day should be pursued. We also specified the example of Boxing Day and the then patchwork approach to exemptions to trade (through the Sydney Retail District and identified tourist areas) as being particularly problematic.

Accordingly, 4 years after that initial review, the Chamber welcomed the reforms brought about by the *Retail Trading Amendment Act 2015* (“the Act”) to simplify rules on Boxing Day trade. We saw this change as a win not only for business and common sense, but for also for consumers and workers keen to shop and to work on this day.

Boxing Day Trade Activity

A number of businesses have made data available to the Chamber in relation to the increase in trade and activity from opening on Boxing Day.

At a state wide level, Woolworths has provided advice in relation to both NSW Boxing Day Sales and Customer Growth:

Boxing Day Sales Growth (on previous year)

26 December 2015	223.4%
26 December 2016	5.7%

Boxing Day Customer Growth (on previous year)

26 December 2015	215.6%
26 December 2016	6.8%

Quite clearly the 2015 figures reflect the latent demand for retail activity on Boxing Day but even more positively, strong growth was recorded year on year to 2016.

These figures clearly demonstrate the attractiveness of Boxing Day trade for both retailers and consumers and this should continue to be supported.

In addition, in developing this submission, the Chamber has engaged with businesses of different sizes, from different retail sectors and from different regions across NSW.

These members, after experiencing positive trade on the two years of the Act’s operation, have all expressed strong support for retaining the 2015 trading amendments and for the Government to continue developing policy that supports further investment, growth and importantly employment in the retail sector. Feedback from these members is set out below

Holly Eva, Owner, Holly Eva^{iv}, Wollongong

Holly Eva is a sole trader and owner of a small retail art business based in Wollongong. As a sole trader, Holly was already exempted from the restrictions on retail trading prior to the 2015 amendments. Holly was however a strong advocate for the change as without the larger shops being open, foot traffic on Boxing Day was very low.

On this point Holly stated: *“My business is located pretty far down the Crown Street mall, I really need activity and people walking around the area to get them in the door. I’ve opened up the last 2 Boxing days and I’ve found it really worthwhile – there’s definitely a buzz and people are keen to spend”*

Large retailers, which often play the role of “anchor tenant” within large shopping centres or malls, are essential to attracting consumers. Rather than being seen as a competitor, Holly saw these larger businesses as complementary to her own businesses success.

“With the other businesses open for trade, you not only get their customers shopping, but also their staff who might be on a lunch break”

Peter Wynn, Owner, Peter Wynn’s Score^v, Parramatta

Peter Wynn is the owner of Peter Wynn’s Score - a sporting goods store that has operated in Parramatta since 1988. Peter employs approximately 15 staff. Peter opened his store on Boxing Day 2015 and 2016.

“On both years there was a buzz around Parramatta. Similar to the level of trade we get after a derby game between the Wanderers and the Sky blues – there were plenty of people out and about”

While Peter was unable to provide turnover data for the specific day he did advise

“With Christmas having fallen on a Sunday, being able to trade on Boxing Day really helped turnover for the period. You obviously don’t trade on Christmas or New Year’s Day so a big boxing day helps you catch up”

Dwight Hodgetts, General Manager, Charlestown Square^{vi}

Charlestown Square is a shopping centre located in the Lake Macquarie area outside of Newcastle. With over 100 retailers and speciality shops, Charlestown Square is the largest shopping centre in the region.

When asked about the strength of trade on Boxing Day, Dwight advised *“It’s been one of our biggest trading days. In 2016 we saw 60,000 through the centre – almost the highest number of customers ever”*

“The vast majority of retailers were open to trade. While we did have late night shopping in the lead up to Christmas, foot traffic was very strong for Boxing Day and the feedback from retailers was overwhelmingly positive”

Feedback received from members clearly demonstrates the success of Boxing Day 2015 and 2016 and the strong support for retaining the current trading framework. The submission now turns to the Review questions regarding the exercise of free will by employees who worked on Boxing Day and retailers who chose to open for trade.

Mechanisms to ensure that staff “freely elected to work”

Mechanisms used by the NSW Business Chamber

As a business membership organisation, the NSW Business Chamber is committed to ensuring our member businesses (and businesses generally) are kept informed of new

legislative requirements and that members are supported to ensure they comply with any compliance obligations.

As discussed during consultations for this review, the Chamber was a key public advocate for the change to the rules on Boxing Day trade. Illustrating the key geographic disparities in the previous regime, our Sydney Business Chamber (Western Sydney) and Illawarra Business Chamber divisions made numerous media statements on the need for the change^{vii} and welcomed its introduction once made^{viii}.

Once the legislation passed the Parliament, the Chamber circulated two key member communications to ensure our 19,000 (at that time) member businesses were aware of their obligations under the new amendments. A workplace relations circular^x, dated 18 November 2015, was sent to members clearly advising them that:

- “the *Retail Trading Act 2008* makes it an offence for a bank or shop to open on Boxing Day unless all employees have ‘freely elected to work on that day’”; and
- “Employers found to be in breach of these provisions in the *Retail Trading Act 2008* may face penalties of up to \$11,000 per employee concerned”

An item in the Chamber’s all member newsletter was also distributed^x. That communication advised members that:

“Don’t risk an \$11,000 fine when rostering staff this Boxing Day

If you plan to open your doors on December 26 for the first time this year, get your staff roster sorted now to avoid the risk of fines of up to \$11,000 per employee.

The opportunity

Recent amendments to the Retail Trading Act allow banks and retailers across NSW to trade on Boxing Day this year and in 2016, aligning all parts of the state with the trading regulations for Sydney’s East and CBD.

Employees must ‘freely elect to work’

Don’t even think about being a wet blanket. To trade, you’ll need to be aware of protections introduced for workers who do not wish to work on Boxing Day. The Fair Work Act 2009 (Cth) states that an employee is generally entitled to be absent from work on a public holiday, and they have the right to refuse to work on a public holiday - unless that is unreasonable.

The Retail Trading Act 2008 makes it an offense for a bank or shop to open on Boxing Day unless all employees have “freely elected to work on that day.”

A person must not work because they have coerced, harassed, threatened or intimidated and they must not work merely because they are rostered, or required to do so by the terms of an industrial instrument. Employers found to be in breach of these provisions in the Retail Trading Act 2008 may face penalties of up to \$11,000 per employee concerned.”

Mechanisms used by NSW Business Chamber members

As outlined above, the Chamber spoke to a number of member businesses in preparation of this submission. When asked about staffing for Boxing Day and whether any pressure was placed on staff to work, Peter Wynn from Peter Wynn’s Score advised:

“There was absolutely no pressure placed on staff to work on Boxing Day.

“We had a conversation in November with our staff about Christmas rostering. With a number of our staff having holidays planned outside the normal Christmas period it was an easy one to roster for as a bunch of hands immediately went up to work the day”.

“Obviously, with Boxing Day being a public holiday staff were attracted to the benefit of extra money as well”

Pressure, if any, placed on retailers by their lessors to open their business on restricted trading days and how that was resolved

As was discussed during the meeting with the Review team, the Chamber is not aware of any circumstances where lessees were pressured or harassed into opening on Boxing Day to trade.

The Chamber discussed this specific issue with Charlestown Square who advised:

“Because of the exemptions that had previously been in place, Charlestown had, historically quite odd operations on Boxing Day”

“The Cinema and restaurants in the South Piazza had exemptions to open and trade on Boxing Day. This often confused customers who expected that the other stores should also been open”

“Since the change in legislation, it’s been one of our biggest trading days. In 2016 we saw 60,000 through the centre – almost the highest number of customers ever”

“When the legislation was first introduced in 2015, it was very close to the Christmas holiday period”

“We kept our lessees well informed through our regular newsletter^{xi} as it went through and once the legislation was in place of the relevant reforms and how they impacted on them”

“No pressure was placed on businesses to open but the vast majority did choose to trade on both Boxing Day 2015 and 2016.

“Feedback from our retailers and shoppers has been absolutely in support of retaining Boxing Day Trade”

While the Review team may be able to seek information on this issue from the NSW Civil and Administrative Tribunal (NCAT), from neither its direct engagement with retailers or from its own research can the Chamber identify any cases of pressure or harassment from landlords for lessees to trade on Boxing Day nor any evidence of any fines issued.

Accordingly, we believe the current framework to allow individual businesses to determine whether or not to open on Boxing Day, and other restricted trading days, are working as intended.

ⁱ NSW Department of Industry, Industry Profile - Retail:

https://www.industry.nsw.gov.au/_data/assets/pdf_file/0008/55457/profile_retail_20110720_web.pdf

ⁱⁱ 20 October 2011, NSWBC Submission Review into Shop Trading Provisions of the Retail Trading Act 2008: <http://www.businesschamber.com.au/NSWBC/media/Misc/SBC/Submissions/111026-Review-of-Retail-Trading-submission.pdf>

ⁱⁱⁱ This was the position recommended by the Productivity Commission in its 2011 Inquiry Report, *Economic Structure and Performance of the Australian Retail Industry*: <http://www.pc.gov.au/inquiries/completed/retail-industry/report/retail-industry.pdf>

^{iv} <https://www.hollyeva.com>

^v <https://www.peterwynnscore.com.au/>

^{vi} <https://www.charlestownsquare.com.au/stores/all>

^{vii} See: <http://www.abc.net.au/local/photos/2015/03/04/4191054.htm>

^{viii} <http://businesschamber.com.au/Sydney-Business-Chamber/News-Media/Latest-News/Western-Sydney-Set-to-Shop-this-Boxing-Day>

^{ix} A copy of this Circular is attached to this submission

^x <http://news.nswbc.com.au/pub/pubType/EN/pubID/z56789cfdb9b02356/nc/z58be4144af1c8309/heat/on/interface.html>

^{xi} Copies of these newsletters are attached to this submission

WORKPLACE RELATIONS CIRCULAR

For the information of members of Australian Business Industrial



CIRCULAR No.	CASE FILE No.	CIRCULAR DATE	IMPORTANT INFORMATION
2015/114	ALL MEMBER	18/11/2015	

BOXING DAY TRADING CHANGES AND NSW PUBLIC HOLIDAYS

The NSW parliament has passed the *Retail Trading Amendment Bill 2015 (NSW)* which will allow all shops across NSW to open their doors on Boxing Day. It is important to note that employees must freely elect to work and there are significant penalties for employers who roster workers without their consent.

The changes

Previously the *Retail Trading Act 2008 (NSW) (the Act)* only allowed retailers to trade on 26 December if they were an exempt shop or if they were located in the Sydney Trading Precinct. This area was limited to the Central Business District and parts of the Eastern Suburbs.

The changes to the Act remove this restriction, allowing banks and retailers across the state to trade on 26 December. The changes will apply to Boxing Day 2015 and 2016, and the legislation will then be subject to further review.

Employees must 'freely elect to work'

The *Fair Work Act 2009 (Cth)* states that an employee is generally entitled to be absent from work on a public holiday. Despite this, an employer may request an employee to work if it is reasonable to do so, but the employee has the right to refuse unless that is unreasonable. An employee who works on a public holiday is entitled to the public holiday provisions (such as penalty rates and minimum engagements) under the applicable award, enterprise agreement or contract of employment.

It is important to note that whilst an employer can make such a request, the *Retail Trading Act 2008* makes it an offense for a bank or shop to open on Boxing Day unless all employees have "freely elected to work on that day." A person must not work because they have coerced, harassed, threatened or intimidated and they must not work merely because they are rostered, or required to do so by the terms of an industrial instrument.

Employers found to be in breach of these provisions in the *Retail Trading Act 2008* may face penalties of up to \$11,000 per employee concerned.

NSW Public Holidays

The *Public Holidays Act 2010 (NSW)* declares 26 December as a public holiday. As 26 December this year falls on a Saturday, the following Monday is also a public holiday. As a result, both Saturday 26 December and Monday 28 December are public holidays in NSW. Employers should be aware that the Monday is an additional public holiday and not a substituted public holiday. This means that the provisions the *Fair Work Act 2009* and any applicable award or enterprise agreement apply to Monday 28 December as well as to Boxing Day. Members should check the applicable award or enterprise agreement for specific details.

The follow days in December and January are statewide public holidays:

- Christmas Day — Friday, 25 December 2015
- Boxing Day — Saturday, 26 December 2015
- Additional Day — Monday, 28 December 2015
- New Year's Day — Friday, 1 January 2016
- Australia Day — Tuesday, 26 January 2016

The changes made by the *Retail Trading Amendment Act 2015 (NSW)* apply to Boxing Day (26 December) only.

Please call the Workplace Advice Unit on 13 29 59 or email advice@nswbc.com.au if you wish to discuss this circular or require further information.

NSW BUSINESS CHAMBER

11 November 2015

From the General Manager

Many of you will have noticed the hoarding treatment and new pop-up shops running between the old Prouds tenancy near Centre Court, through to the glass lift void on level 1. Known as Market Alley, this project will run for the duration of development works. The concept showcases fun and interactive artworks by renowned Newcastle artist Trevor Dickinson, which encourage guests to take and post pics of themselves engaging with the installations. The hoarding will also include a digital screen that will display images of 'selfies' taken in front of Trevor's artwork. Five new pop-up stores will complement the displays and will generate a hive of activity through this area. If you haven't already, pop down to Market Alley and be one of the first to post your humorous selfies to Instagram. Make sure you tag it #charlestownmarketalley for your chance to win weekly gift card prizes.



Store Changes

Recent Relocations

- **New One Tree Coffee Co:** Now open in the ex-Snow's Patisserie kiosk site located on level 2

Dates to Remember

Thu 19 Nov & Sat 21 Nov	Summer Glam Style Events in the Style Centre Thu: 6:30pm – 7:30pm Sat: 11:30am – 12:30pm
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Opening Soon

- **New Sussan:** Opening 11 November on level 2 in ex-Zu/Virtu mid-November
- **New Lush:** Opening 12 November in the ex-Sunglass Hut kiosk site located on level 2
- **The One:** Opening 23 November next to ex-BUPA
- **Zing Pop Culture:** Opening late November in ex-Shoes n Sox
- **New Strandbags:** Reopening early December

Boxing Day Trade

Over the last month there has been a lot of speculation in the media regarding the NSW State Government lifting the trading restrictions for retailers statewide on Boxing Day. With Christmas less than 7 weeks away, common sense would suggest that a decision on allowing all shops to trade across the state would be made very soon. To give you an update on Boxing Day trade this year for Charlestown Square, the Australian Retailers Association (ARA) has released this statement in their November newsletter:

'Please note that the Government is reviewing Boxing Day trading in NSW. However, at this point in time, retailers in NSW are not allowed to trade on Boxing Day if they are not classified as exempt or small shops, and do not have exemption. The ARA will advise all Members if any changes occur.'

The majority of Charlestown Square doesn't trade on Boxing Day, however the South Piazza restaurants, Reading Cinemas and entertainment offer will trade this

year. For more information on Boxing Day trade and exempt stores, please visit the NSW Industrial Relations website: <http://www.industrialrelations.nsw.gov.au/>

Marketing Update

Fashion: Summer is just around the corner so now is the time that customers start getting ready for the warmer weather and updating their wardrobes. There is an opportunity to promote your store at the **Summer Glam** style workshop on Thursday 19 November and **helloworld** Cruise Style workshop on Thursday 26 November by providing a voucher or offer to customers. A quantity of 150 x vouchers/offers are required to participate in both workshops – if you want to get involved please contact Amy from the Marketing Team asap on 4944 4331. If your customers are interested in attending a workshop, they can book online at www.charlestownsquare.com.au

Christmas: Santa has arrived at Charlestown Square and he is available for Santa Photos every day until Christmas Eve. This year we are excited to partner with The Hunter's favourite real bearded Santa and Mrs Claus, who will be available Thursday evenings, Saturdays and Sundays.

Online Christmas Gift Guide: Keep an eye out for your participation form over the next few days, as there is an opportunity to promote your Christmas gift ideas on the Charlestown Square website. A new format 'look book' will be available for customers seeking gift inspiration for Christmas in categories for Her, Him, Kids and under \$20.

Extended Trading Hours: Our friendly Welcome Team will be handing out business cards with extended trading hours to customers from this week, and Customer Service on Level 1 will also have the business cards available. If you would like some business cards with extended trading hours to hand out to your customers, please contact Amy from the Marketing Team asap on 4944 4331.

Festive Christmas T-Shirts: To celebrate the festive season, the Charlestown Team will be wearing Christmas T-Shirts with an 'Enjoy Christmas' message. The team will be wearing their new green Christmas shirts from this week until Christmas Eve.

Have Myer all to Yourself Promotion: Don't forget to enter to WIN a \$1,000 Gift Card – as all retail staff can enter! When customers spend \$50 or more at any Charlestown Square store between Saturday 7 November to Sunday 6 December they can enter to **WIN 1 of 10 \$1,000 Gift Cards to spend at Myer on Friday 11 December from 6.30 – 8.30pm**. Ten winners will be treated to an exclusive shopping night when Myer will open just for the ten winners to spend their \$1,000 that evening. To enter, customers need to keep their receipt/s as proof of purchase, visit the website charlestownsquare.com.au and complete the **online entry form**. If you have any questions about the Christmas promotion please contact Najette from the Marketing Team on 4944 4328.

Charlestown Square Docks

Charlestown Square has 5 docks situated around the perimeter of the Centre. The below is a quick reference guide for the docks and their location:

Dock 1: Located off Pearson St. Also called the Coles dock. Hours of operation – 5:45am to 10:00pm

Dock 2: Located off Chapman St. Also called the Myer dock. Hours of operation – 7:00am to 7:00pm

Dock 3: Located off Canberra St, this dock is shared for exclusive use by Target & Woolworths

Dock 4: Located off Canberra St. Also called the JB Hi-Fi dock. Hours of operation - 7:00am to 7:00pm

Dock 5: Located off Canberra St. Also called the Big W dock. Hours of operation - 7:00am to 7:00pm

	Tue Nov 10	Wed Nov 11	Thu Nov 12	Fri Nov 13	Sat Nov 14	Sun Nov 15	Mon Nov 16
Summary	 Mostly sunny	 Mostly cloudy	 Showers increasing	 Thunderstorms	 Showers easing	 Showers	 Clearing shower
Maximum	23°C	24°C	25°C	26°C	22°C	22°C	22°C
Minimum	16°C	18°C	18°C	19°C	18°C	17°C	16°C



Charlestown
Square

by The GPT Group

Weekly Update

18 November 2015

From the General Manager

A week is a long time in retail. This time last week when we published this newsletter, we gave an update on Boxing Day trade at Charlestown Square. The update stated, that at the time of going to print, there hadn't been a decision made by NSW Parliament on whether all stores across the State could trade on Boxing Day. On Wednesday last week a decision was reached by Parliament that changes legislation which effectively grants all stores in NSW the option to trade on Boxing Day. The decision now means that Charlestown Square will trade on Boxing Day this year. Below is the full, official statement from Centre Management regarding Boxing Day trade at Charlestown Square this year.

This week the NSW Parliament changed the legislation that now allows all stores in NSW the opportunity to trade on Boxing Day. As a result, Charlestown Square Centre Management has made the decision to open the whole Centre this Boxing Day. We acknowledge that this legislated change has been upsetting to some individuals who work within the Centre. We too were surprised by the late notice of this decision being 6 weeks out from Christmas. In fairness to those stores that will choose to open and those staff that choose to work on Boxing Day this year, we made the decision to publish the Centre's trading hours after the amended Retail Trading Act was ratified by Parliament. For clarity on the change in legislation and what it means for your store, please consult the NSW Industrial Relations website and the amended Retail Trading Act 2008 No 49: <http://www.legislation.nsw.gov.au/.../info.../act+49+2008+cd+0+N>

Further to this change, Centre Management do not have the accurate foresight to predict the customer response on Boxing Day this year. Historically, the 27th of December has been the busiest day of the year in terms

Dates to Remember

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of foot traffic. Over the past 5 years, an average of approximately 80,000 customers have visited Charlestown Square on this day. Since the 2010 development, trade on Boxing Day at the Centre has been available to the restaurants in the South Piazza as well as Strike Bowling, Timezone and Reading Cinemas. For these entertainment and dining retailers it has been a very busy trading day. For further direction on whether your store is planning to open on this day, please consult your head office or employer. Should you have any questions about Boxing Day trade at Charlestown Square this year, please contact Jason White, Retail Relationship Manager on 4944 4322.

Store Changes

Recent Relocations

- **New Sussan:** Now open on level 2 in ex-Zu/Virtu
- **New Lush:** Now open in the ex-Sunglass Hut kiosk site located on level 2

Opening Soon

- **New Bardot:** Opening 25 November in ex-Naked Art on level 2
- **Zing Pop Culture:** Opening 26 November in ex-Shoes n Sox on level 1
- **The One:** Opening 30 November next to ex-BUPA on level 1
- **New Strandbags:** Reopening a renovated store in early December on level 1
- **Rockwear:** Opening mid-December in ex-Mink on level 2

Mojo Health – Centre Staff Appreciation Night

30% OFF
Store Wide!

Charlestown Square Staff Appreciation Night
Tuesday 24th November
6-8pm only

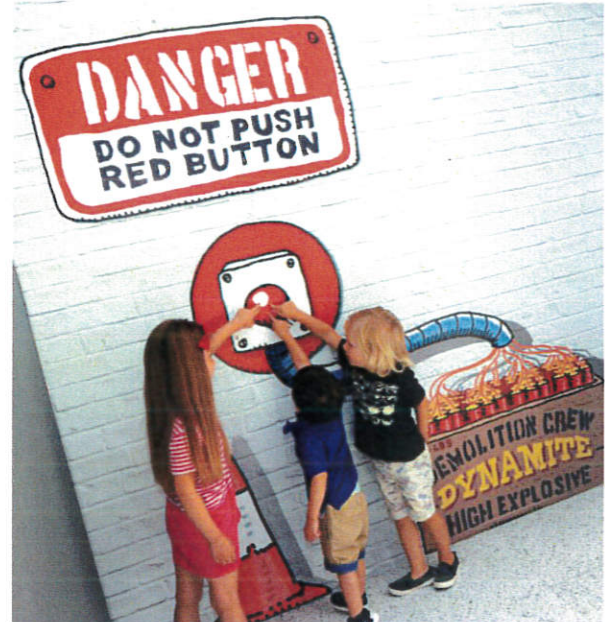
Mojo HEALTH
mojohealth.com.au

Market Alley

Have you visited Market Alley, located on Level 1 yet? Market Alley is a unique collection of pop-up shops and sideshow selfies, which is an innovative concept that has been installed to activate the area impacted by the current development.

Market Alley features 5 pop up shops and multiple opportunities for 'selfies' through the interactive artwork created, from local artist Trevor Dickinson. The huge hoarding, which equates to approx 530 square metres, has been designed to be quirky, interesting and fun! The purpose built pop up shops within Market Alley have been designed to be flexible and adaptable so that they can be utilised by a variety of products and usages throughout the next 6 months. The initial traders are Sage - Ladies Fashion & Accessories; Locketinn - Jewellery; Charlie Beau - Children's clothing; Archer & Page - Homewares, Fashion and Accessories and Darrell Lea - Confectionery.

You and your team are encouraged to take selfies on the large Sideshow Alley wall, upload through the Charlestown Square Instagram page @charlestownsquareofficial and be in with chance to win Gift Cards. So take a moment to stop and enjoy!



Above: Market Alley side show selfies now on level 1

Retailer Security Briefing – You're Invited

Presented by Lake Macquarie Senior Constable Sharmala Whitehead - Crime Prevention Officer, this informative 40 minute workshop will focus specifically on how retailers can combat shoplifting & PayPass fraud as well as:

- Your rights as a retailer in making a citizen's arrest & what constitutes a shoplifting offense;
- Protecting yourself against fraud & shoplifters;
- How to deal with incidents of fraud &
- How Charlestown Square Security can assist.

When & Where: Tuesday 24 November choose either the 10am or 1pm session held at The Style Centre on level 1

We strongly encourage that a representative from each store attends this briefing. Please RSVP with your name, store and preferred time by Monday 23rd to the Helpdesk charlestown.helpdesk@gpnt.com.au or 4944 4369.

	Tue Nov 17	Wed Nov 18	Thu Nov 19	Fri Nov 20	Sat Nov 21	Sun Nov 22	Mon Nov 23
Summary	Sunny	Late shower	Mostly sunny	Mostly sunny	Mostly sunny	Possible shower	Possible shower
Maximum	23°C	30°C	29°C	33°C	30°C	22°C	24°C
Minimum	16°C	17°C	19°C	22°C	22°C	18°C	17°C