



**YOU KNOW YOUR BUSINESS,  
WE KNOW THE INDUSTRY**

[nationalretail.org.au](http://nationalretail.org.au)





## ABOUT US

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

We exist to support, inform, protect and speak up for retailers as the voice of modern retail.

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



# THE RETAIL INDUSTRY



**\$425 billion  
industry**



**155,000 retail  
businesses**



**1.3 million workers**



**66% female  
employees**



**Retail sales in 2023  
^ 2.1 %**



**Ecommerce sales  
15% of total**



# OUR AREAS OF EXPERTISE

National Retail Association provides advocacy, education, advice and peer-to-peer support to the whole retail industry. Members receive privileged access to information and elevated levels of support.

## People

- HR and Work Health & Safety advice
- Modern Award Reviews
- Industrial Relations
- Customer Aggression
- Modern Slavery
- Leadership Training
- Penalty Rates

## Retail Operations

- Loss Prevention
- Litigation
- Skills & Vocational Training
- Consumer Law
- Trading Hours
- Contracts
- Energy
- Payments

## Responsible Trade

- Single Use Plastic Phase Outs
- Environmental, Social, Governance (ESG)
- Product Safety
- Food Safety & Nutrition



# FREE PHONE AND ONLINE ADVICE

Our in-house experts work with carefully selected partners to ensure members can access fast, reliable and convenient advice to stay compliant.

- Top call topics include pay and conditions, Fair Work claims, trading hours, worker safety, environmental regulations, migration and visas, and contract questions
- **1800 RETAIL** hotline and webchat available during standard business hours
- Member newsletter, newsflashes and quarterly industry data reports
- 24/7 login access to high-quality resources via our member-only information portal
- Resources include best practice guides, fact sheets, videos, pay rates and more

Members receive portal login access and free advice for non-complex queries.





# NRA LEGAL

We are the only retail association with a wholly-owned legal practice. Clients receive the benefit of our legal team's unrivalled experience and industry-specific advice, at a competitive price.

- Australia's leading retail and quick service law firm
- Scaled support offerings including formal advice, retainers and project work
- Industry events and networking
  - Newsflashes containing critical industry news

Members can access rates up to 50% lower than for-profit law firms.





# HUMAN RESOURCES CONSULTING

An important part of every business, National Retail Association offers high-level, strategic advice on a wide range of HR issues.

**Workforce strategy  
and planning**

**Pay compliance  
audits**

**Workplace  
investigations**

**Redundancies**

**Workplace policy  
reviews**

**Roster management**

**Performance management  
and termination matters**

**Employment contract  
reviews**

**HR executive  
secondments**



# RETAIL LEASING SERVICES

In partnership with LPC Australia, we provide independent, tenant-only advisory services to help retailers manage their tenancies, usually their second largest operating expense after payroll. We never represent landlords, so our advice is always in the retailer's best interests.

- Finding new sites
- New leases and renewals
- Lease portfolio management
- Negotiating rent reviews, and rent reductions for underperforming sites
- Property strategies for growing brands
- Identifying and securing pop-up and temporary locations

Members have access to a Do-it-Yourself Lease Management subscription (\$480+GST value) included with membership, at no extra charge.







# MIGRATION & VISAS

We can set retailers up with experienced migration and visa advisors, helping them to access hard-to-find talent and address labour shortages.

- 417 and 457 visas
- Employer sponsorship
- Skilled migration
- Student visas and Family visas
- Temporary visas
- Understanding employer obligations



# INDUSTRY ENAGEMENT & ADVOCACY



**We visited 8,000+ individual retailers last year**



**Our National Retail Survey is conducted every 6 months as an authoritative source of industry sentiment and performance data**



**6 member-led policy committees  
– Sustainability, Product Safety,  
Retail Crime, Workplace Relations,  
Employment & Skills**



**Our team includes policy experts  
on single use plastic, nutrition, ESG,  
industrial relations, regulatory  
reform and retail technology**

We tackle the issues which no retailer can tackle alone, by talking with large and small shop owners, understanding all of their challenges and perspectives, and then working constructively with governments at every level.

Members qualify to be nominated to policy committees.





## COME JOIN US

For more information about National  
Retail Association membership, contact:

1800 RETAIL (738 245)  
[membership@nationalretail.org.au](mailto:membership@nationalretail.org.au)  
[nationalretail.org.au/join](http://nationalretail.org.au/join)

HEAD OFFICE  
Level 3, 67 St Pauls Terrace  
Spring Hill QLD 4000

