



REIA

REAL ESTATE INSTITUTE
OF AUSTRALIA

Real Estate Institute of Australia
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Article courtesy of Aon

Avoiding misleading sales conduct

An amendment to the Trade Practices Act (TPA) is currently being considered by Federal Parliament that could see fines of more than \$1 million for companies and up to \$220,000 for individual agents that underquote, use dummy bidders at auctions and airbrush photos of properties.

Misleading conduct practices usually arise where sales people are virtually on their own with little or no instructions or supervision.

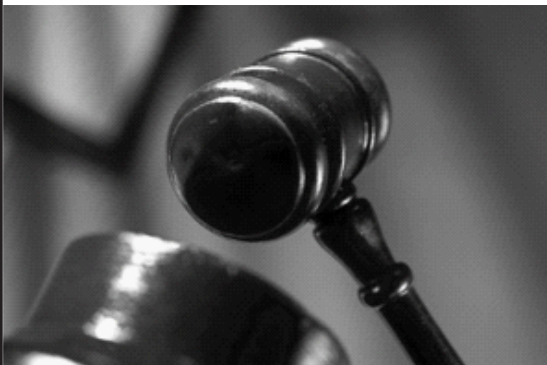
Following are some tips for creating a risk management culture in your sales team:

- Appoint a senior person to be sales co-ordinator in sole control of the sales team giving it a focal point.
- Adopt a pro-active role, constantly seeking information on all that is going on.
- Conduct regular meetings with the sales team to encourage communication, particularly about circumstances worrying them.

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REI Australasian Auctioneering Championships

The real estate industry is gearing up to crown the most talented auctioneer in Australia and New Zealand at the 2009 REI Australasian Auctioneering Championships which will be held in Hobart to coincide with the Real Estate Institute of Tasmania's State Conference; 1 - 2 September 2009.

You may or may not know that Tasmania is the home of the championships and where the concept originated from.

Under the leadership of the then REIT President, Phillip Bushby, the auctioneering competition flourished. The event continued to grow into a

national competition which has now extended to a battle between Australia and New Zealand.

Tasmania should be very proud of how instrumental they have been in taking their state based event created in 1993 to the large scale event we hold today.

REIA would like to thank REIT for all their hard work in organising the event and wish the finalists best of luck for the competition. 2009 finalists are:

- Peter Walker (ACT)
- Tim Burke (ACT)
- Damien Cooley (NSW)
- David Gray (NSW)
- Jason Andrew (QLD)
- David Treloar (QLD)
- Michael Hickmont (NT)
- Frank Lawrence (WA)
- Frank Torre (WA)
- Phil Harris (SA)
- Josh Biggs (SA)
- Michael Choi (VIC)
- Steven Abbott (VIC)
- Blake Shepherd (TAS)
- Brett Boxhall (TAS)
- Mark Sumich (NZ)
- Phil Goldrick (NZ)

For highlights of the event and announcement of the winner, see next week's Real News.

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Report - June quarter publication to be
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REINT appoints new CEO

After the resignation of REINT CEO, Mr Ryan O'Hanlon, Mr Quentin Kilian has been appointed to take over his role.

Quentin moved to Darwin in 1968 but left to follow a career as a Radio Announcer in 1984. In 1991 Quentin (re) married and moved to Hong Kong where he held positions such as Promotions Director for Star TV and Secretary-General of the Australian Chamber of Commerce in Hong Kong (AustCham). He also spent a year living in Singapore where he was General Manager of the Vision Four Television Network.

Most recently he has spent the past 6 years in a senior role with the NT Government as Director International Trade and Asian Relations and most recently running a new unit for the Chief Minister called Workforce Growth NT.

ACCC warns businesses to be vigilant

The Australian Competition and Consumer Commission (ACCC) is reminding business owners to be vigilant after a spike in complaints about unsolicited letters that may appear to be trade mark renewal notices. In the past month the ACCC has received more than 150 complaints and inquiries about trade mark letters.

ACCC Deputy Chair Michael Schaper said business owners are a regular target for unsolicited mail outs. "Capitalising on a busy office environment many of these letters can be from unscrupulous traders. The letters are often designed to trick the account payer into paying for unnecessary services such as domain name registrations, listings on online databases and ads in various publications.

To view the full media release on this issue, [click here](#). For further information on business scams, including those associated with false billing, [click here](#).

Taxation

The REIA participated in a meeting of ATO Commissioner's Small Business Consultative Group.

Matters discussed included the 2008/09 Compliance Program, the continuation of the current ATO's e-record product and the Paid Parental Leave (PPL) scheme to be introduced in 2011 (see below).

Paid Parental Leave scheme

Government is to introduce Paid Parental Leave (PPL) on 1 January 2011 to assist parents of a child born or adopted on or after that date.

Some elements of the PPL are: payments will be at the level of the federal minimum wage (currently \$543.00 per week) for a period of up to 18 weeks; in most cases payment is to be made through the

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conduct

- Compile a proper agenda for these meetings to draw out hidden concerns and provide a constant sounding board for sales activity.
- Develop professional systems and procedures for the sales team. Make fastidious record keeping a standard practice.
- Create proper procedures for staff selection and on-going training.
- Ensure all staff are up to date with and are fully aware of new developments in the law and procedures relating to real estate.

Ask the sales team if they know of any possibly circumstances that could put the agency at risk. If they do, you must notify your professional indemnity insurer immediately.

Call your local Aon representative on 1300 734 274 or visit our website at www.aon.com.au/realestate.

Disclaimer

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employer, but Government funded; eligibility depends on being in paid work - at least 10 of the 13 months prior to the birth/adoption and on average, at least 7.6 hours per week; an income test of \$150,000 in the previous year; and, employers will not be required to make superannuation payment for the PPL. For further information on this issue, [click here](#).

The REIA will be involved in consultation with the Department of Families, Housing, Community Services and Indigenous Affairs as the details are finalised.

Australia is switching to digital television

The Australian Government has announced that analog TV signals will gradually be phased out across the country between 2010 and 2013 and needs the help of property managers to let building owners or managers know that they need to ensure their buildings are prepared for digital TV switchover.

Whether it is a high rise, small unit block, a free-standing home or a public facility, the building's antenna system may need to be upgraded to receive digital TV signals.

If residents are not able to view digital channels now, they may lose access to TV when the analog signals are switched off. An antenna installer will be able to assess whether replacement or upgrade of the building's antenna system is required.

Building owners may be able to claim a tax deduction for part or all of the cost of the purchase or upgrade of antenna equipment for a rental property. For more information, they can contact the Australian Taxation Office (ATO), or download the ATO's 'Rental Properties 2008-09'; to do so, [click here](#).

Two handbooks about antennas and other issues that could affect digital TV reception have been developed and can be downloaded by following the links on the 'Publications' page on the Taskforce's digital ready website. For the latest information about digital TV switchover as well as information on when your region is switching over, [click here](#). To view the fact sheet, [click here](#).

FIND YOUR REI

REIA has eight members, these members are the state and territory Real Estate Institutes.

Your state or territory body can assist you with information which is relevant to being an agent in your state or territory, for contact details, see below:

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02 6282 4544

www.reiaact.com.au

REINSW

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What's on next week

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Australia is switching to digital television

The authorised editor of this document is Mr Neil Fisher, REIA CEO. If you have any concerns regarding the content of this publication, please contact the editor on 02 6282 4277 or at neil.fisher@reia.com.au.

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