



SHOP TALK

ISSUES AND NEWS AFFECTING THE AUSTRALIAN SHOPPING CENTRE INDUSTRY

SHOPPING CENTRE
COUNCIL OF AUSTRALIA

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ABS CALCULATION OF ONLINE RETAILING IS LOWER THAN OTHER ESTIMATES

The Australian Bureau of Statistics has released a [paper on online retailing](#). For the first time the ABS estimates the amount of domestic online sales (in 2011-12) was \$4.6 billion – around 1.8% – a surprisingly low number compared to other estimates. The ABS estimates that 40% of these domestic sales are made by pure-play retailers while 60% are made by multi-channel retailers and at least half of these latter sales are derived from food retailing and food services industries. The ABS has noted limitations in its Retail Business Survey – which may underestimate the amount of online retailing – and it is now addressing these. The ABS believes that from November 2013 it will have more accurate data available. The ABS estimates that when the value of goods imported under the low value threshold (LVT) of \$1,000 are included, the total amount of online retail sales in 2011-12 would amount to \$10.8 billion, or around 4.5% of retail sales. This is much lower than estimates made by the Productivity Commission, in the [report](#) of its inquiry into the economic structure and performance of the Australian retail industry, which was around 6% of total retail sales in 2009-10.

RECORD NUMBER OF ENTRIES FOR SHOPPING CENTRE MARKETING AWARDS

We would like to thank shopping centre marketing teams for their support of the *2013 Australia and New Zealand Shopping Centre Marketing Awards*. A phenomenal 137 entries were received and judging has now begun with final judging by three respected industry figures, well versed in marketing: Dr Sean Sands (Research Director, Australian Centre for Retail Studies); Sue Say (Director, Economics and Market Research, Urbis); and Belinda Waller (General Manager – Marketing, Jeanswest). Tables and tickets for the Gala Awards Dinner, at Doltone House, Hyde Park, Sydney on Thursday 31 October, can be obtained [here](#).

NOLA RESPONDS TO UNFAIR CRITICISMS REGARDING REAL ESTATE LICENSING

The National Occupational Licensing Authority has [responded](#) to unfair criticisms of the proposed national license for real estate agents ([Shop Talk 18/7/13](#)). NOLA reaffirms that continuing professional development will continue under the new licensing system but “unlike a fixed hours system, CPD will instead be more flexible and targeted, allowing for NOLA to respond to emerging industry and/or consumer issues.” This will relieve real estate agents of the costs of undertaking courses purely to build up the required CPD hours. NOLA also points out that the demand by the Real Estate Institute of Australia for a diploma level qualification for all real estate agents would add an estimated \$80.23 million annually in costs to real estate agents and agencies in NSW, Queensland, Victoria and the ACT. The REIA keeps claiming the new license requirement of a Certificate IV qualification is a “dumbing down” of qualifications but NOLA points out that “some 88% of the property industry currently meets this requirement”.

INSIDE RETAIL MAGAZINE NEW EDITION IS AVAILABLE NOW

The [August/September](#) edition of *Inside Retail Magazine* is now available. This includes extensive coverage of the *Westfield World Retail Study Tour 2013*. Subscriptions (\$59.95 a year) are available at: subs@octomedia.com.au or (02) 9901 1800.

DIARY NOTES FOR ICSC CONFERENCES IN PHOENIX, ARIZONA IN DECEMBER 2013

The International Council of Shopping Centers is holding its *RetailGreen Conference* in Phoenix, Arizona from 3-4 December 2013. Click [here](#) for the program and [here](#) to register. The ICSC *Centrebuild Conference* is also in Phoenix from 4-6 December 2013. Click [here](#) for further details and to register.