

HORIZONS



A real estate success story

Malcolm Dingle established his first real estate agency – Malcolm Dingle & Co – in Maryborough during the early 1970s. The company prospered and opened branches in Ballarat, Bendigo and Daylesford, then was sold in 1978 after Malcolm made a decision to relocate to Melbourne. From its then office at the top end of Elizabeth Street the fledgling firm specialised in the CBD and inner suburbs. “In that era residential sales in the CBD were not as prolific as they are now but as the company got going we became more involved and branched out into project marketing with a number of clients,” Malcolm said. In 1992 Dingle Partners was formed as a specialist CBD agency and started out by selling a small redevelopment off-the-plan in Flinders Lane. Over the ensuing years, the company has progressed to much larger projects one of which is 150 Clarendon (pictured), a 12-level complex comprising 77 elegant apartments overlooking the Fitzroy Gardens, developed by Salta Properties, a major client of Logie-Smith Lanyon. In addition to its Queen Street headquarters Dingle Partners now has branches in St Kilda Road, Carlton, Southbank, East Melbourne and Docklands offering sales, property management, fully-furnished executive apartment and serviced apartment facilities. “We’d been receiving a lot of enquiry for short-term rentals and set up Plum Serviced Apartments which, like a hotel, offers accommodation



ranging from overnight to longer stays.” In March this year, Dingle Partners acquired Andrews Corporation and is now a prominent player in investment and off-the-plan sales in and around the CBD. A long-time client of Logie-Smith Lanyon for major legal work over the years, Malcolm Dingle now regards the firm as his company’s principal corporate legal advisor. “As a boutique city law firm they are quite exceptional, offering small businesses like ours a range of legal services that match those of much larger firms.” Malcolm continued, “Andrew-Logie Smith and his team are accessible whenever you need them and, above all, very approachable.”



Bolwell Group has the Edge

Forget whatever you previously knew about caravans, Bolwell Group's recently launched Edge is a revolutionary caravan that draws on the space-age technology and materials used by the aeronautical industry and on the Kenworth truck bodies Bolwell has built since 1982. Constructed on a steel box-section chassis, the Edge is manufactured from moulded fibreglass reinforced with carbon fibre and hi-tech synthetic fibre for exceptional strength, rigidity, impact protection and lightness of weight. Unlike construction techniques employed on conventional caravans which involve building the vehicle from the chassis up, the Edge consists of pre-built interior and exterior components joined with bonding materials that are so strong they will hold even if the surrounding materials break. The five-metre, cross-over van features an independent, swing-arm suspension with Koni shock absorbers that delivers superior handling on the highway or off-road while aerodynamic styling reduces wind resistance and swaying. Compression latches on every hatch provide an airtight seal to prevent the entry of dust and water. "The Edge is the first proprietary product we've produced for years and while it's the only model we have available at the present time, there are plans on the drawing board for other styles of vans including a twin-axle version with a shower," Bolwell Group marketing director Owen Bolwell said. The Bolwell Group, which was established in 1962, has had a long association with Michael Lanyon. Currently the firm is assisting with a range of legal issues associated with the Edge including warranty, sales contracts and terms and conditions. "The relationship Bolwell has with Logie-Smith Lanyon dates back many years and Michael Lanyon is our first port of call whenever we need legal advice of any kind."



WHK focuses on its clients' needs

The fifth largest accounting business in Australasia, publicly-listed Group (WHK) employs around 3,000 people in its 120-office network across six Australian states and in New Zealand. Originally the company relied on the acquisition of accounting and financial planning firms to expand but today it is achieving organic growth from within by servicing clients well and attracting new business through referrals. Although a large company by any measure, WHK is firmly focused on treating clients as people, not merely numbers. "WHK's offices are staffed by experienced local people with local knowledge who are committed to working alongside their clients to ensure they get the most out of their businesses," WHK company secretary Bruce Paterson said. Although its main function is the provision of highly professional accounting services to more than 200,000 clients, WHK has an extensive range of value-added products designed specially to meet the needs of small to medium enterprises (SME) and high net-worth individuals. This holistic approach includes lending and insurance, financial planning, taxation, business structuring, succession planning and exit strategies as well as services designed to assist clients in their personal life. "Our clients have distinct advantage because they are dealing with qualified professionals who are not only attuned to the local area and understand their individual business needs, but also have access to the group's vast network of resources for specialist advice when it's required." WHK is a leading service provider for self-managed superannuation fund administration, helping over 10,000 clients take better control of their superannuation. While much of WHK's work revolves around SMEs and personal financial services, it offers an extensive range of services for companies trading on the international scene through affiliation with Crowe Howarth. WHK relies on Logie-Smith Lanyon's Employment and Industrial Relations Division, headed by Rima Newman, for advice and assistance with all matters relating to employment law. "The work Rima and her team do on our behalf is paramount because we are committed to protecting our most valuable asset; the people who work for our Group," Bruce Paterson added.



Mindset matters most

The Bernard Group's latest professional training program, The High Performance Mindset at Work, is based on more than 20 years' international research and successful business experience. This research and experience reveals that what separates good from great leaders, managers and employees is not intelligence or technical skills, but rather a combination of character traits and behavioural strengths that Professor Michael Bernard refers to as mindset. The program, which has been highly acclaimed by participants across financial, real estate, public relations and smaller to mid-size businesses employs the latest in multi-media learning technology to engage participants including:

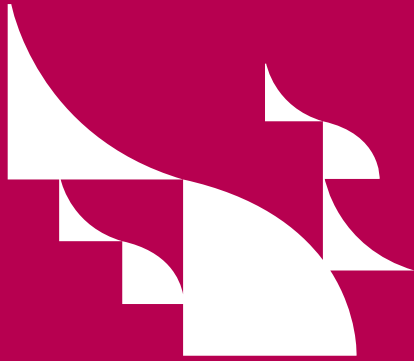
- absorbing audio-visual vignettes illustrating key aspects of the high performance mindset
- skilled trainers who lead group – and individual – high impact learning activities
- self-surveys for pinpointing industry-specific tough situations and negative work responses

The program which involves groups of between 10 and 24 people, is conducted in one day or over three or four sessions of up to three hours during working hours or in the early evening. Michael Bernard is also widely known for his program, You Can Do It! Education, Australia's leading program of its kind, implemented by government and non-government schools (also employed in the UK, Vietnam and Romania) which teaches young people aged 4 – 18 to be resilient, confident, persistent, organised and to get along. New York born Michael Bernard, who is a psychologist and Professor of Education at the University of Melbourne, was Collingwood Football Club's first sports psychologist in the early 1980s and has lived in Australia for much of the last 35 years. Logie-Smith Lanyon managing partner Andrew Logie-Smith's association with Michael dates back to 1988 when he wrote a contract to license intellectual property for You Can Do It! Education. Today, the firm assists the Bernard Group with a range of legal services including contractual matters here and overseas and offers advice with business negotiations. "Andrew understands how to play the game and develop contracts that ensure our group's interests are well spelled out and protected," Michael said.

Calling in the line of duty

Call centres attract a considerable amount of public attention and, at times, controversy but the vast majority of companies involved in the industry are highly ethical businesses. Source Professionals, which was established in Melbourne by brothers Sachin and Narayan Rathi in 2004, has grown rapidly and has a total of 18 call centres in Australia, India and the Philippines with a combined workforce of 400 people. "Initially the company procured clients in Australia and outsourced call centre functions overseas but now about 80 per cent of our telemarketing activity is based in Melbourne," Source Professionals' Quality Compliance Manager Michael Slunsky said. The company follows a stringent procedure for outbound calls (referring people who express initial interest in a product to a team leader who re-affirms the details of the offer and obtains the customer's permission for the call to be recorded. If the prospect wishes to continue, the call is transferred to Source Professionals' Australian Third Party Verification Area which provides terms and conditions, and fully explains the cooling-off provision. Written confirmation of all aspects of the purchase is mailed to the customer along with their cooling-off rights). "We're very mindful of our responsibility to observe consumer protection laws and respect the rights of individuals who register on the government's Do Not Call register." Source Professionals provides telemarketing facilities for public utilities, the travel and tourism industry, and government organisations as well conducting scripted interviews for market research. In addition to its telemarketing services Source Professionals has dedicated teams which specialise in taking inbound calls ranging from overflow facilities to managing the entire inbound call process on behalf of clients. Logie-Smith Lanyon's IT and telecommunications partner Peter Moon meets regularly with Source Professionals to advise on a range of issues including imminent changes to consumer laws and other matters affecting the industry. "We rely on Peter to ensure we're fully compliant with whatever project we're working on, to reduce risks to our clients and ourselves, and identify any potential problems." Michael said.





Logie-Smith Lanyon directory

Business and corporate

- defence contract procurement
- ASIC, ASX and regulatory requirements
- mergers and acquisitions
- takeovers
- trusts
- international trade and investment
- banking, finance and investment
- capital raising
- business structures
- franchising

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Litigation and dispute resolution

- trade practices
- debt collection
- insolvency
- securities enforcement
- professional negligence claims
- contractual disputes
- insurance claims
- corporation law disputes
- property
- ASIC enforcement actions & s 19 hearings

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Private client services

- business succession planning
- real estate conveyancing and leasing
- probate
- superannuation
- trusts and estates
- wills consumer law

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Employment and industrial relations

- contracts of employment
- enterprise agreements
- sexual harassment
- anti-discrimination
- occupational health and safety
- industrial disputes
- employment/IR litigation
- service, consultancy and management agreements
- rights and obligations under the Federal employment, IR and OHS legislation
- adverse actions
- unfair dismissal claims
- policy/employment manuals, documents, handbooks and training
- redundancy/restructures
- workplace codes of conduct
- workplace strategy reviews
- employment benefits
- confidentiality and restraints of trade
- conciliation and arbitration

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Property and construction

- development
- subdivisions
- leases
- tenders
- construction contracts
- project documentation
- contract administration
- claims
- dispute resolution
- planning
- environmental
- stamp duty planning
- finance
- structuring

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Contact: Kate Callil Roberts
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Hospitality and gaming

- town planning
- liquor licensing
- venue operator licensing
- strategic advice
- sale and purchase

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Information technology and telecommunications

- IT procurement
- service contracts
- service level agreements
- technology licensing
- wholesale and resale arrangements
- regulatory compliance
- privacy law

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Taxation

- income tax
- capital gains tax
- goods and services tax (GST)
- Division 7 A loan issues
- stamp duty
- land tax
- tax effective business structuring
- tax effective succession and estate planning
- tax dispute resolution
- tax litigation
- accountants'/tax agents' registration and regulation
- superannuation

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