

## Awards recognise business success in tough times

30 July 2021

As small business owners across Australia struggle to deal with the impacts of lockdowns, border closures and trading restrictions, a number of franchise businesses have been recognised for their achievements through the 2021 Regional Excellence in Franchising Awards.

“The outstanding effort by all Awards finalists and winners demonstrates their collective resilience and the positive impacts that franchising and small businesses continue to have on employment, the economy and communities across the nation,” said Franchise Council of Australia CEO, Mary Aldred.

“We congratulate them for their persistence and achievements during an extraordinarily challenging time and recognise them as being amongst the leaders in bringing Australia out of the economic doldrums created by COVID-19,” said Mary Aldred.

The Award winners, acknowledged in a series of virtual and in-person celebrations across Australia during July, were drawn from a broad range of sectors, including banking, shipping and courier services, pet grooming, hospitality, automotive, signage and pool maintenance.

Aussie Pooch Mobile Dog Wash was successful across three states, taking home awards in NSW/ACT, QLD/NT and WA. The franchise’s Elizabeth Keeley, who has been with Aussie Pooch since 2007, was named Multi-Unit Franchisee of the Year in QLD/NT while Laura Edmonds-Armitage, who has been with Aussie Pooch Mobile Dog Wash in Lambton since the start of 2020 won the NSW/ACT Single Unit Franchisee of the Year, less than two staff Award.

Also in NSW/ACT, Charles Batt of Mail Boxes Etc. (Australia) in Parramatta won the Single Unit Franchisee of the Year, two or more staff Award. A franchisee of 15-years, Charles established the MBE franchise in Parramatta and grew it from a “greenfield” site to being consistently the brand’s highest revenue centre in Australia.

Signarama took home two Awards at the Vic/Tas Awards presentations. Michael and Kathryn McGrath of Signarama, Footscray & Melbourne CBD were named Vic/Tas Multi-Unit Franchisee of the Year. The pair joined the brand in 2016, bringing with them a wide range of business experience from running a small plumbing company, owning a post office and operating a massage business. Signage industry veteran Michael O'Connor of Signarama took home the Vic/Tas Field Manager of the Year Award.

**For more information, please contact: Kim Coverdale**  
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In QLD/NT, InXpress Brisbane franchisee Bev Taylor was successful in both the Franchise Woman of the Year and Single Unit Franchisee of the Year, less than two staff categories, having moved her operations to Brisbane in 2019 after spending seven years as the franchisee of InXpress Bondi.

The Northern Territory's Gayle and Des Purdue of Muffin Break – Coolalinga won the QLD/NT Single Unit Franchisee of the Year, two or more staff Award, with Gayle moving from a successful career in teaching to partner with Des as Muffin Break franchisees in 2017.

In South Australia, Kamran Kazmi of PACK & SEND in Hilton won the Single Unit Franchisee of the Year, less than two staff. After 20 years as a business banker, Kamran made the move to purchase his PACK & SEND franchise in 2019, drawing on his finance experience to successfully run his business.

For the second straight year, Soon Khoo, Wei Chin, Jian Lee, Christine Teng and Adelina Holil of Chatime Carousel, Waterford and Willetton were named WA's Multi-Unit Franchisee of the Year. The group purchased Carousel Chatime in 2017 and less than two years later acquired the Waterford and Willetton stores, and last year won Chatime's 2020 Business Partner of the Year and Top Customer Service Award.

Following their success, the state winners have qualified as finalists for the FCA National Excellence in Franchising Awards, to be held on 27 October this year.

## **2021 Excellence in Franchising Awards Winners – NSW/ACT**

### **Multi-Unit Franchisee of the Year**

Alex McRae, ANZ Mobile Lending - Drummoyne, Balmain, Burwood

### **Single Unit Franchisee of the Year, two or more staff**

Charles Batt, Mail Boxes Etc. (Australia) - Parramatta

### **Single Unit Franchisee of the Year, less than two staff**

Laura Edmonds-Armitage, Aussie Pooch Mobile Dog Wash - Lambton

### **Franchise Woman of the Year**

Karen Purcell, FoodCo



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## **Field Manager of the Year**

Brooke Daubney, Xtend Barre

## **2021 Excellence in Franchising Awards Winners – QLD/NT**

### **Multi-Unit Franchisee of the Year**

Elizabeth Keeley, Aussie Pooch Mobile Dog Wash - Townsville

### **Single Unit Franchisee of the Year, two or more staff**

Gayle & Des Purdue, Muffin Break – Coolalinga

### **Single Unit Franchisee of the Year, less than two staff**

Bev Taylor, InXpress - Brisbane

## **Franchise Woman of the Year**

Bev Taylor, InXpress - Brisbane

## **Field Manager of the Year**

Phil Colburn, Poolwerx

## **2021 Excellence in Franchising Awards Winners – SA**

### **Single Unit Franchisee of the Year, less than two staff**

Kamran Kazmi, PACK & SEND - Hilton

## **2021 Excellence in Franchising Awards Winners – VIC/TAS**

### **Multi-Unit Franchisee of the Year**

Michael & Kathryn McGrath, Signarama - Footscray & Melbourne CBD

### **Single Unit Franchisee of the Year, two or more staff**

David Sulava & Janet Mu ANZ Mobile Lending - Flemington

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## **Single Unit Franchisee of the Year, less than two staff**

Nilam & Nitin Khadalia, PACK & SEND - Cheltenham

## **Franchise Woman of the Year**

Tanya Lee, Rapid Tune

## **Field Manager of the Year**

Michael O'Connor, Signarama

## **2021 Excellence in Franchising Awards Winners – WA**

### **Multi-Unit Franchisee of the Year**

Soon Khoo, Wei Chin, Jian Lee, Christine Teng & Adelina Holil, Chatime - Carousel, Waterford & Willetton

### **Franchise Woman of the Year**

Robyn Walsh, Poolwerx

### **Field Manager of the Year**

Emily Slevin, Aussie Pooch Mobile Dog Wash

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**For more information, please contact: Kim Coverdale, Communications Manager,  
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**Images available on request for VIC/TAS and WA Regional Excellence in  
Franchising Awards only.**

*The Franchise Council of Australia is the peak body for the \$184 billion franchise  
business segment, which includes 1,344 networks, with 90,000+ individual franchised  
outlets, employing 598,500*

*Australians across the nation. [www.franchise.org.au](http://www.franchise.org.au)*

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