



# Franchise Council of Australia Media Release

## Business success recognised at 2021 Excellence in Franchising Awards

**27 October 2021**

The Franchise Council of Australia has honoured some of the nation's best and brightest in business at the FCA Excellence in Franchising Awards.

This year's winner of Australian Established Franchisor of the Year is automotive aftermarket repair franchise Rapid Tune, with Chicken Treat, CouriersPlease, Pirtek Fluid Systems and RAMS Home Loans named as finalists in the category.

"We're so rapt to have won the award," said Mark Rippon, CEO of Rapid Tune, who highlighted the brand's growth and the "bravery and tenacity" of small business owners in Australia during Covid.

"Their ability to adjust and adapt was absolutely incredible and it made me proud to be an Australian businessperson. That goes for the whole team at Rapid Tune as well, who really put in a strong effort and pulled together."

In-home seniors and disability care provider, Home Caring, was named the Australian Emerging Franchisor of the Year, with City Cave and Fitstop Australia named as category finalists.

"Our first franchisee started in January 2019 and since then it's grown rapidly. It's a great pleasure to see the success of all these franchisees coming from so many different backgrounds, speaking 30 languages and from about 20 different countries," said Bill Lockett, Franchise Manager at Home Caring.

The International Franchisor of the Year Award was taken out by InXpress, capping off a year which also saw the brand named the winner of Global Franchise Awards 2021 'Global Franchise Champion'. Anytime Fitness and Chatime Group were named as finalists in this category.

"We're really honoured to receive this particular award," said Marcel Lal, CEO Asia Pacific at InXpress.

"There's so much hard work that goes into being successful, and trying to be successful, and we're very proud to be a part of the Australian franchising industry that employs so many Australians," said Marcel.

Muffin Break took home the Excellence in Marketing Award ahead of a strong field that included five other finalists, while CouriersPlease won both the Excellence in Franchise Innovation and Franchisor Social Responsibility Awards.

Spectrum Analysis was named this year's Supplier of the Year.

ANZ Mobile Lending took out two franchisee category awards with Alex McRae of ANZ Mobile Lending - Drummoyne, Balmain, Burwood named Multi-Unit Franchisee of the Year and David Sulava and Janet Mu of ANZ Mobile Lending in Flemington named Single Unit Franchisee, two or more staff for 2021.



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“The secret of our success is our team. Over Covid it’s been very challenging but what’s kept us going is our team. I think being in Covid has given us the opportunity to create such a close team because we’ve become each other’s family. This award definitely goes out to our team,” said Janet.

InXpress continued its success at this year’s Awards with InXpress Brisbane franchisee Bev Taylor winning the Single Unit Franchisee, less than two staff Award.

The Franchise Woman of the Year Award was won by Karen Purcell of Foodco, while Field Manager of the Year was awarded to Phil Colburn of Poolwerx.

“In one of the most difficult economic environments ever experienced by Australian business, the resilience, adaptability and determination that has been demonstrated by all Awards finalists and winners is truly outstanding,” said Franchise Council of Australia CEO, Mary Aldred.

“We congratulate them for their persistence and achievements during an extraordinarily challenging time and commend each and every hard-working franchisee and franchisor across Australia for their vital contributions to employment, the economy and communities across the nation,” said Mary Aldred.

The FCA has also announced its annual Hall of Fame inductee for 2021, with Bakers Delight co-founder, Lesley Gillespie named as this year’s recipient of this prestigious award.

Lesley and her husband Roger opened the company’s first bakery in Hawthorn, Melbourne and chose the name because they believed that every loaf, every roll and every bun should be a delight to bake, a delight to eat and a delightful customer experience.

More than 40 years on, Bakers Delight remains family owned and operated under the leadership of their daughter, Elise Gillespie and her husband, David Christie and can be found in more than 650 locations across Australia, Canada, USA and New Zealand.

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**Note: Full list of winners below.**

## **2021 Excellence in Franchising Award Winners**

**Australian Established Franchisor of the Year - Rapid Tune**

**Australian Emerging Franchisor of the Year - Home Caring**

**International Franchisor of the Year - InXpress**

**Multi-Unit Franchisee of the Year - Alex McRae, ANZ Mobile Lending - Drummoyne, Balmain, Burwood**

**Single Unit Franchisee of the Year, two or more staff - David Sulava and Janet Mu, ANZ Mobile Lending - Flemington**



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**Single Unit Franchisee of the Year, less than two staff - Bev Taylor, InXpress - Brisbane**

**Franchise Woman of the Year - Karen Purcell, FoodCo**

**Field Manager of the Year - Phil Colburn, Poolwerx**

**Supplier of the Year - Spectrum Analysis**

**Excellence in Marketing - Muffin Break**

**Excellence in Franchise Innovation - CouriersPlease**

**Franchisee Community Responsibility and Contribution - CouriersPlease**

**Franchise Council of Australia Hall of Fame inductee – Lesley Gillespie**

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*The Franchise Council of Australia is the peak industry body for the \$155 billion Australian franchise sector representing franchisors, franchisees and suppliers/advisors. [www.franchise.org.au](http://www.franchise.org.au)*