



# **OOFERS**

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AUSTRALIA INC.

## **NEWSLETTER**

ISSUE NUMBER 6  
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FIRST PUBLISHED JULY 2017



**OOFERS NEXT REUNION READY TO GO!  
MELBOURNE CROWN HOTEL  
24<sup>TH</sup> & 25<sup>TH</sup> MAY 2019**

**Planning is well advanced and bookings have been made for our next OOFERS Australia Grand Reunion to be held at Crown Plaza Melbourne. Make sure you have the dates marked in your diary for what we are sure will once again be a great fellowship event.**

The Annual General Meeting will be held on the morning of the 24<sup>th</sup> and be followed by the reunion luncheon, which will include presentations of the coveted OOFERS Australia Award for those who have given distinguished service to our industry and the community.

Saturday will again provide the opportunity for further fellowship with a special social activity.

Invitations and booking arrangements will be sent out prior to Christmas, so make sure you get in early to reserve your place.

As always, the Reunion Luncheon is open to all current and retired petroleum distributors, their wives, family and staff and those who have, or had, a close association with the wholesale sector of the petroleum industry.



Photo of Terry taken on a Sydney Harbour Dinner Cruise following the Annual General Meeting of OOFERS Australia on the 25<sup>th</sup> of May 2018.

## **WE LOST A GOOD OOFER MATE IN JULY**

**The many OOFER friends and colleagues of Terry Lane were shocked to hear of his sudden death from a heart attack while playing golf in Melbourne on the 22nd of July 2018.**

Terry was a strong supporter of the OOFERS and in May, just prior to his death, had been attending the OOFERS Australia AGM in Sydney

Terry will be particularly remembered by his insurance and oil industry colleagues for the contribution he made to both of those industries.

Terry, with his insurance partner of the time Peter Claringbold, while operating the insurance brokerage Robinson Insurances, were invited in 1977/78 by the National President of the Oil Agents and Distributors Association's (APADA) Bill Hefferen, to form an oil industry based insurance scheme. As a result, the Oil Agents Mutual

Provident Society (OAMPS) was born, which grew to be one of Australia's largest brokerages and in its rapid development, also opened offices in the UK, USA & Alaska. OAMPS, under the leadership of Peter and Terry and APADA's Bill Hefferen, not only built a highly successful insurance company, were also able through that partnership to build the APADA membership to around 1,500 petroleum distributors.

Terry was recognised in 2013 by his petroleum friends and colleagues with the coveted OOFERS Australia Award (OAA) for his "Exemplary and meritorious service to the community and the wholesale sector of the petroleum industry in Australia."

Within the insurance industry Terry was the Managing Director of his own family insurance brokerage Midland Insurance Brokers and was a founding director of the National Insurance Brokerage Association (NIBA). Within that association he played an active role in developing broker education and the establishment of the NIBA College and was awarded NIBA's Lex McKeown Trophy in recognition of outstanding service and significant contribution to the broking profession.

Terry's other interests included being a Life Member of the Point Lonsdale Surf Lifesaving Club and a Past President of the Melbourne Eastern Golf Club.

We will all miss Terry's wonderful friendly demeanour and positive outlook on life, and in particular, we will all miss the great times we spent together in the heady APADA/OAMPS years.

Terry's life was celebrated at a funeral which was attended, not unexpectedly, by hundreds of mourners, one of the largest private funerals seen in the Balwyn area.

Our deepest sympathy is extended to his wife Diane and sons Damien, Justin and their Grand Children, his sons being directors of their family brokerage company. Those of us in the oil industry share in the family grief, we have all lost a good friend and great mate, but will always have the memories of friendship and the contribution he made to the oil and insurance industries.

Australian Petroleum Marketer News (APMN) 1/8/2018.



## **FACING THE MADNESS OF APPS In the oil industry**

**In this mad digital world we are getting more and more apps to enable us to allegedly have a simpler and easier life. But is that what is happening, or is life becoming more complicated with their use?**

We can have an app to get the news, do our banking, pay our bills, restaurant reservations, book a taxi, directional finder, weather predictions, petrol prices, and hundreds more in a mad app world.

But now the oil majors are pressing ahead with their newest app – **“Pay at the pump.”**

Major oil seem to think that people will flock to their pumps, fill their cars, click their apps and drive off.

Wow! What a great invention, now with the help of an app, you no longer have to go into the convenience store to pay, what a great idea.

But hang on, don't we want people to come into our convenience store to buy stuff? Isn't the convenience store an essential part of service station profitability?

Now we are inventing innovative means to draw people away from the profitability backbone of service station business – the convenience store.

**What madness!**

Australian Petroleum Marketer News 3/9/2018 (APMN)

*You have to keep smiling:* “He is simply a shiver looking for a spine to run up.” Paul Keating.

## **CHANGING AUSTRALIAN BUYER PATTERNS PETROLEUM PRODUCT % SALES MOVEMENTS**

<b>PETROLEUM PRODUCTS % SALES MOVEMENTS</b>	
<b>Fiscal Year 2017-2018</b>	
Auto Gas	-15.00%
ULP	-3.20%
PULP	-4.90%
Proprietary	
Brands	-0.50%
Ethanol Blends	9.90%
Total Petrol	-1.30%
Auto Diesel	7.60%

*The above figures provided by the Federal Government Department of Resources and Energy Economics, (BREE) give a reflection of sales trends within the Australian market place. They are a percentage movement on a fiscal year ending 2018 basis compared to the same period in the previous year*

AUSTRALIAN PETROLEUM MARKETER NEWS (APMN 3/9/2018)

**The above figures will enable petroleum marketers to measure their % sales performance and that of their supplier against the industry average, providing a guide as to whether or not you may be losing or gaining market share.**

*You have to keep smiling:* “Why do you sit there looking like an envelope without an address on it.” Mark Twain



coles  
express



## **VIVA/COLES EXPRESS LOSS OF MARKET SHARE, IS IT A DELIBERATE STRATEGY?**

When a major petroleum marketer starts to lose market share it usually causes alarm bells to ring within the company's hierarchy. However, in the case of Coles Express their strange strategy of pricing 20 to 30cents per litre above the retail market price has been going on for months.

The strategy has even caused comment from the ACCC and was certainly given focus by our last APMN July edition.

Petroleum marketers well understand that if the traffic across your forecourt is down because your fuel price is too high, your vital shop sales can be decimated.

So what is going on?

Sometimes such a scenario can be caused by an inexperienced management team not being on top of market pricing. That is unlikely to be the cause with Coles Express.

Another reason can be, if the network is large enough, and Coles Express is, the dramatic margin increases above the market can be an attempt to bring competitors up to a higher margin level. To some extent this has already happened and the margins are increasing, but not yet to the level of Coles Express Retailers. In this particular circumstance, the ACCC has already taken notice and commented. Whether they will go beyond the comment stage remains to be seen.

A third consideration could be, - Wesfarmers have announced they intend to list Coles (we presume including Coles Express) on the Australian Stock Exchange issuing an IPO in November 2018.

Normally in such a listing, one would expect efforts would be made to maximise profits in the run-up to the listing . That is certainly not happening within Coles Express with their revenue having dropped by 6.1% as at end of June 18 v the previous year, with fuel volume sales having fallen by 17.8% v the previous year, with their undoubtedly being a significant further downward trend since.

The Coles Express retail network would certainly be an attractive acquisition for other prominent fuel players, but particularly appealing to its current fuel supplier – Viva Australia with their Shell supply alliance.

Our speculation is that Wesfarmers have already done a deal with Viva to offload Coles Express to them. How that will be achieved remains to be seen, but a lower profit performance in Coles Express will certainly make it an easier business to sell.

In the meantime, Coles Express is bleeding and influencing retail fuel prices higher.

Australian Petroleum Marketer News (APMN) 3/9/2018

*You have to keep smiling:* “Man who jumps off cliff jumps to conclusion.”  
Confucius did not say this.



## **THE CAR SALES BOOM WAITING TO HAPPEN? ELECTRIC CARS IN AUSTRALIA**

Australia has been lagging behind with the sale of electric cars, which now only represent around 0.2% of total car sales in Australia, whereas the global average is around 2%.

In Norway, the world’s largest electric car nation, where 6.4% of its car population is electric and where in 2017 39% of cars sold were electric.

While Australia’s electric car sales increased by 160% in 2017, the 2018 sales expectation will only be around 8,000 to 12,000.

The Australian Energy Market Operator estimates that by 2036/37 electric vehicles will make up 19% of the light vehicle market in Australia.

The major inhibitor to electric car sales in Australia is they are more expensive, have not yet got government support and attract luxury sales tax.

The government’s concern is that Australian electric car owners do not pay fuel excise, which as at the 1<sup>st</sup> of August 2018 was 41.2cpl plus GST (a double taxation hit) equalling 45.7cpl.

Total revenue for the government from fuel tax is around \$18billion dollars a year and not in accordance to popular belief, it is not hypothecated to road building or maintenance and simply forms part of general government revenue.

As a consequence, if the government moves to increase support for electric cars in Australia it will need to find alternative revenue sources to replace lost excise income.

Our view is that it will be a few years yet before we see a dramatic swing to electric cars.

AUSTRALIAN PETROLEUM MARKETER NEWS (APMN) 3/9/2018

## **OOFERS HISTORY STILL BEING COMPILED**

Oofers will be aware that following the successful publication of the historic work ‘Out of the Grip’ launched at the 2017 Cairns OOFERS reunion, which edition has already been sold out, it was decided to continue with the research and publication of further historic work into the Australian oil industry commencing from the end of the Second World War to the current time.

Yet to be finalised is whether future historic work will be built into a second edition of 'Out of the Grip' or an entirely new publication, or perhaps both.

An Editorial Review Committee has again been formed, led by OOFER Ross Lake.

As a consequence, we will be 'on the hunt' for all sorts of historic pieces – photos, articles and memorabilia.

We are indebted to Geoff Taylor for the provision of first editions of the first APADA newsletter "The Outlet" and the front page of the first editions of this historic newsheet is published below.

**Note the much younger Terry Lane.**

*You have to keep smiling:* "We all love to spend money on buying new clothes but we never realise that the best moments in life are enjoyed without any clothes."

# THE OUTLET

NEWSLETTER FOR PETROLEUM AGENTS AND DISTRIBUTORS  
Number 1 27 July, 1977

## \$38,000 Saving in OAMPS's First Month

It was announced today that a total saving of \$38,000 was made by agents who placed their insurance through the Oil Agents Mutual Provident Society Ltd - OAMPS - in June.

Society Chairman, Bill Hefferen, said, "We knew that many agents were paying far too much for insurance but the savings achieved so far has been absolutely staggering. Most agents: premiums have been cut by as much as 50%".

### National Scheme

The high cost of insurance, particularly motor vehicle insurance was first raised eighteen months ago at a Victorian State Executive Meeting. Following the Surfers Paradise convention the National Council formed the Oil Agents Mutual Provident Society Ltd to provide insurance brokering services to members.

It is a registered Industrial and Provident Society coming under the strict control and supervision of the Victorian State Registrar of Friendly Societies.

As a broker OAMPS negotiates the best contracts at the most favourable terms. *Obviously by combining the purchasing power of oil agents our position is one of strength.*

The policies are generally arranged on a profit sharing basis and where the business is profitable to the underwriter a share of this profit will flow back to the individual member - *purchasing power at work.*

OAMPS arranges all forms of insurance connected with the oil industry or for that matter any other business you may be involved in.

### Directors

The Society will remain at all times under the control of its members. The Board of Directors at present is:-

W. Hefferen (Victoria)  
A. Hillier (Queensland)  
W. Russell (Victoria)  
E. Stafford (NSW)  
P. Claringbold (Victoria)

*Continued over*



### New Secretary for Victorian and Federal Associations

Heather McLellan has been appointed Secretary to the Victorian Association and the National Council.

Heather, although comparatively young for such a position, has had experience in similar organisations and holds a Diploma of Business Administration. Also included in her duties will be some OAMPS functions.

Heather will be based at 38 Curzon Street, North Melbourne, 3051 and of course can be contacted on (03)329 6422.

# THE OUTLET

NEWSLETTER FOR PETROLEUM AGENTS AND DISTRIBUTORS

Number 2

3 October 1977

## Negligence can cost plenty!

The community now-a-days is becoming more and more aware of litigation procedures, according to Terry Lane of OAMPS.

Australia is beginning to follow the USA pattern where to sue for negligence is a common everyday thing. The situation in the States has become so serious that Doctors are now often refusing to attend the scene of an accident because of the chance of being sued for incorrect treatment. It is of course a bonanza for the legal profession there.

Oil agents face a wide area of possible claims against them, the most common being "the right type of fuel in the wrong tank". As Terry points out, "Petrol placed by mistake into a diesel storage tank, which subsequently finds its way into a diesel motor can have disastrous consequences. *With the agent usually being liable for the resultant damage*".

A fire caused through an agent's negligence at a depot can be catastrophic, not only would the agent be liable for the resultant damage to premises along side, but some majors would hold the agent liable for the loss of consignment product.

OAMPS, mindful of these problem areas, has designed a far reaching Public Liability policy which includes the following cover:— Tenants liability, Loading and unloading, Hoist and cranes, Principals indemnity, Goods sold, Goods legally in control, Pollution, Subcontractors.

During discussions Terry Lane emphasised some of the advantages of the OAMPS policy, particularly in respect of claims arising from unloading heating oil. "Normally",



Terry Lane

Terry says, "such a claim is admitted under the Motor Vehicle policy which would be subject to the excess applying to the vehicle policy, and of course, affects the no claim bonus. This type of claim is frequently experienced with heating oil spillages, with the amounts involved usually around the \$300 to \$400 mark, and of course the agent often decides the losses associated with the claiming under his Motor Vehicle policy is not worth it. The OAMPS policy alleviates this situation."

## EDITORIAL

In our first issue we stated that the oil agents of Australia were being rationalised into more economical units and our members are inevitably decreasing.

Since that issue the policies of the TWU have become clearer and they don't just want us rationalised, they want us eliminated.

Several oil companies in Melbourne have been told the following aims of the TWU:

- (a) The elimination of Metro agent pick up from terminals, for bridging purposes, within 12 months.
- (b) The above to be extended to Oil Agents within 150 miles of Melbourne in 2 years and to the whole of Victoria in 5 years.
- (c) Cartage contractors to be gradually phased out in favour of oil company drivers and tankers.
- (d) All oil deliveries in Victoria to be gradually taken

over by oil company drivers and tankers.

This means the elimination of oil agents in Victoria despite the fact that they only employ TWU members.

What is so different between a Union member being employed by a major oil company or an oil agent? The recent altercation with the TWU in Perth indicates that these aims are the union's national policy. The Western Australian agents have won the first round in the fight against this policy. We should follow their example in the other States — if there is a need.

The disputes in Toowoomba and Perth — are they over or have the agents in question only won the first round? Zaphir's fine has been paid by persons unknown. The union still maintains, in its latest publication that Hillier should employ a Storeman & Packer. His drivers and himself do what work in this category is necessary — Tony says about 15% of one man's time.

Does the union seriously expect us to employ a Storeman & Packer and have him sit on his "butt" for 85% of his time?

# **WHO ARE THE OOFERS? WHAT DO THEY DO? WHAT IS THEIR PURPOSE IN LIFE?**

These questions have no doubt been asked of every OOFER and certainly asked by people within our industry and the community generally. These issues were part of the discussions at the Sydney AGM and the OOFER's Board has moved to ensure everyone is aware of who we are and what we are about.

A Website is being constructed and will include a Mission Statement, general information on current activities and OOFER events. It will also include the current Board contact points, how to become an OOFER and detail on the OOFERS Australia Award (OAA).

## **WOULD YOU LIKE TO BECOME AN OOFER?**

Membership is open to all current and retired petroleum Distributors, Wholesalers their families and staff, and those closely associated with the sector.

Membership form is attached at the end of this newsheet and costs \$50 per annum.

*Come and join in the fellowship with friends and colleagues-  
Reunions held every two years  
Next one in Melbourne May 24<sup>th</sup> 25<sup>th</sup> 2019*

## **THE OOFERS INTRODUCE A UNIQUE SERVICE.**

### **OOFERS MEMBER DISTRESS GUIDANCE ASSISTANCE**

**At the May 2018 OOFERS Annual General Meeting held in Sydney it was resolved: "As a service to OOFER membership that "*Distress Guidance Assistance*" would be offered to any OOFER or OOFER family member who suffer distress from a death, serious illness, breakdown or business threat. This is a free service.**

**The objective of the service is to provide the opportunity for OOFER members and or their families who may be presented with distress situation/s where they are not sure what to do or what decision/s should be taken and would therefore welcome no-obligation, independent, strictly confidential advice.**

**The service would involve, in discussion with those in distress, to appoint an independent OOFER "*Adviser*" to provide professional guidance.**

**Such advice and guidance would be undertaken on a strictly confidential basis and would draw on the expertise available within the OOFER community or if necessary, from external professional support.**

**The OOFER community has vast professional experience and qualifications in the areas of Business Management, Accountancy, Financial Advisers, Legal and Human Relations and it is proposed that this specialist experience could be made available to those OOFER members and or their families in times of serious distress.**

**Should an OOFER member and or an OOFER member's family, wish to avail themselves of this strictly confidential service, they should in the first instance contact the OOFERS Chairman and or any member of the OOFERS Board of Directors. Contact detail below.**

## **HAVE YOU REGISTERED AS AN OFFICIAL OOFER MEMBER?**

### **OOFERS AUSTRALIA ANNUAL SUBSCRIPTION**

It was resolved at the OOFERS Reunion in Cairns in 2017 that a membership fee of \$50 per annum be introduced, which would entitle all such financial members being able to stand for any of the Board positions vote at all Annual General Meetings and any other meetings called under the constitution.

**Application for membership to become an OOFER will be as it is now, open to all current and retired distributor/wholesalers, wives, family, distributor staff and those closely associated with the wholesale sector of the oil industry.**

**MEMBERSHIP REGISTRATION ATTACHED**

## **NOMINATIONS BEING RECEIVED NOW FOR THE OOFERS AUSTRALIA AWARD.**

**The Chairman is now receiving nominations for the OOFER Australia Award (OAA) for presentation at the Reunion to be held in Melbourne in May of 2019.**

If you are aware of someone who you feel deserves recognition for the award please read the guidelines for consideration for the award below and submit your nomination to the Chairman.

All nominations and their nominators are kept strictly confidential until the award is presented. However, the nominator's name is generally never revealed.



## **OOFER AUSTRALIA AWARD Qualification Criteria**

### **The Award Recognises:**

**“ Exemplary and meritorious service to the community and wholesale sector of the petroleum industry in Australia.”**

### **Eligibility:**

To have been nominated by any person from within or without the oil industry. The Nominator’s name shall remain confidential. Each nomination will be considered and awarded by the OOFER Australia Award Council via its Chairman. A candidate for the award may come from any section of the community including – Petroleum Distributors/Agents/Wholesalers/Resellers, major oil companies and people who have given significant service the wholesale sector. As a guide only, the meritorious service by the nominee to the petroleum wholesale sector would generally have been provided over a minimum period of around twenty five years – plus. Each recipient must attend an OOFER Australia Reunion or other formal OOFER Australia function to receive their award, or in the case of illness or incapacitation, special presentation arrangements will be made. Each nominee or their nominator, will need to provide a brief – (one A-4 typed) of their history including community service and in particular, details and numbers of years of service to the wholesale sector and any service rendered to APADA or ACAPMA or other related industry body.

### **The Award:**

The award is a necklet medallion and ribbon plus a Certificate for Meritorious Service to the Community and the Wholesale Sector of the Petroleum Industry. The recipient may wear the award at any OOFER Reunion Luncheon or function and any formal petroleum function including activities conducted by ACAPMA.

All nominations are to be forwarded to the OOFER Australia Chairman and will remain confidential. Once nominated, the Chairman will contact the candidate to advise them of their nomination/s, and if not already provided, request written detail of their service. Each nominee will be advised of the approval of their award which will remain confidential until the award’s presentation at an OOFER Australia function – usually the OOFER Reunion Luncheon held every two years.

Further information may be obtained from the OOFERS Australia Chairman as detailed below.

## ***LETTERS TO THE EDITOR***

**PLEASE NOTE:** The opinion pieces expressed within this segment are not necessarily the views of OOFERS Australia or its Editor and all contributions must contain the name and address of the contributor.

### **YOUR CONTRIBUTIONS TO OUR NEWSLETTER**

We would appreciate any contribution OOFERS or others, may make to future issues of this newsletter. Letters, photos, information, OOFER member activities, people info’ and oil industry bits and pieces.

We also recommend that you pass on this newsletter to other prospective OOFERS or any other interested party. There is no subscription fee.

## NUMEROUS NEW SERVICE STATIONS BEING BUILT WHAT IS GOING ON?

It is interesting to note that the number of Service Stations and large scale sites being built at considerable capital outlay and an indication say in Ballarat 8 sites have been built in the past 18 months at a cost of Around \$ 50 million dollars or more and then leased to various operators such as BP, United , Westside, Metro, Puma IOR ,7Eleven and Mobil for big rents and the Ballarat market is over pumped at low margins and this activity is being replicated recreated across the state and into NSW and the Border Area of SA with Vic. What is their recipe? They must have a better buying price than we do or a different calculator for the Accountant. There is no way some of these sites can stack up profitably and immigrants are buying the Franchise and then cheating on the wages etc it will end up in tears.

**Regards Robert Riordan**  
**10/9/2018**

This newsletter is published by OOFERS AUSTRALIA INC A 'NOT FOR PROFIT' PETROLEUM FELLOWSHIP GROUP OF CURRENT AND RETIRED PETROLEUM WHOLESALERS and THOSE CLOSELY ASSOCIATED WITH THE SECTOR AND IS EDITED BY Kevin Hughes, Chairman of OOFERS Australia who may be contacted at:

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**If you have not yet completed your membership registration**

**OOFERS REGISTRATION FORM BELOW**



# OOFERS

AUSTRALIA INC.

ACN AO1026271

A NOT FOR PROFIT PETROLEUM FELLOWSHIP GROUP  
OF CURRENT AND RETIRED WHOLESALERS and THOSE CLOSELY ASSOCIATED  
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## MEMBERSHIP REGISTRATION.

Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Phone:- \_\_\_\_\_ Fax:- \_\_\_\_\_

Location of Distributorship/s Operated:- (Current or Previous) or  
Other Association with industry.

\_\_\_\_\_

Major Suppliers:- \_\_\_\_\_

### ANNUAL MEMBERSHIP FEE:

An annual Membership Fee of \$50 is due with this registration.  
Registered OOFER Australia members are entitled to attend all  
OOFER functions and vote at OOFER Annual General Meetings and  
any other meetings called by the executive and or OOFER Board of  
Directors.

OOFER Australia membership fees may be paid by direct bank credit  
to:

For Payment by Direct Bank Credit:

OOFERS Australia

NAB Mildura: BSB: 083 764 A/c No: 87689 6868