# 2013 Annual Review

CEO's introduction	Our performance	Our people	Our community	Our services	Our leaders
CEO's introduction	Our performance	Our people	Our community	<i>Our services</i>	Our leaders



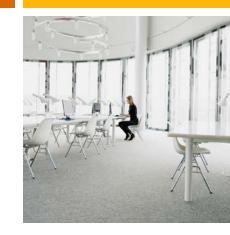


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All figures are in Australian Dollars unless otherwise specified.



*Our performance* 

Our people

Luke

Sayers

Our community

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it mean to be truly relevant in a world that is changing?

# moduction

Our firm has worked hard during 2013 to understand how we can be more relevant - to our clients, the market, to the communities in which we live and work, and to society. In an environment of continued global economic uncertainty, economic power shifts within our region and the impact of mega-trends like technology and innovation, regulatory activism and the war for talent, we seek to anticipate what our clients will need and how we can help them create value from uncertainty.

Closer to home, ongoing political uncertainty has impacted business confidence and created community frustration with the lack of genuine, thoughtful debate on how our country should tackle fundamental challenges. Things like how to manage the economy through the post mining boom and how to fund public policy initiatives in education, infrastructure and disability support.

With all this change and a tendency towards short-termism, relevance is as much about agility as it is about strategy. The new vision, values and strategy our

firm introduced during FY13 reflects our appreciation of the need to change and be agile, ready to meet new challenges and to be bold in creating new, longerterm opportunities. Our vision "To realise and discover the potential of..." is purposefully incomplete, challenging us to look for new value, as well as to realise latent potential.

Our values are the centrepiece of how we will operate as a firm. They are:

- Performance Matters
- Have a Go
- Embrace Differences
- Hunger for Growth
- Be Open and Authentic
- Care

These values talk honestly about the behaviours we expect and by inference, the behaviours we will not tolerate. They were developed by our people through a unique and powerful online engagement process to determine our values and explore their meaning.

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As you would expect, growth is a core focus of our strategy. We're investing in new opportunities through our digital, analytics, cyber, performance alignment and people businesses.



Our strategy is our response to our changing world, and our belief about the role that professional services should play. We want to differentiate, to be known for making a positive impact on issues that matter in the market and society. We are conscious of our responsibility as professionals and communityminded individuals to bring our skills to bear and contribute to the long-term thinking that Australia needs to secure our future. Our people have embraced this, with a large number of partners holding external board relationships and many more taking on leadership roles in community organisations. As a firm, we're contributing thought leadership to debates as diverse as tax reform. the National Disability Insurance Scheme, audit quality and the digital economy. We're offering more than just resources. We're committed to offering a point of view, engaging in and energising the genuine debate we believe is needed in Australia.

We're also conscious of Australia's role and potential in our Asia-Pacific region. We've focused on realising the opportunities presented by the continued growth of nations and markets in Asia by building our networks, capabilities and experience across the region. We've formed new business alliances with our global counterparts covering the Chinese and Hong Kong markets, and all of South East Asia. And we've engaged the market in a conversation about what role Australia can play in Asia's continued development, and what this means for our clients and their businesses. As you would expect, growth is a core

As you would expect, growth is a core focus of our strategy. We're investing in new opportunities through our digital, analytics, cyber, performance alignment and people businesses. And we're exploring how we can work with existing clients to realise and discover their potential, in both existing and new markets.

We're also adjusting our operating model so that we are more agile. What does the workforce of the future look like for PwC? We're investing in our people – in skills, diversity, flexible working and activity based working. Now that we have identified our core values, we are challenged to live them every day and for our decisions to be judged against them.

These are just some of the ways we're striving to be more relevant, both now and for many years in the future. It's genuinely exciting to see what can be achieved with a vision about 'potential'. I hope you enjoy reading this year's Annual Review.

Luke Sayers



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# Our performance

The firm achieved a solid result in a very difficult market. Major businesses continued to maintain a cautious outlook. Lower demand for many of our traditional services drove our focus on setting up a number of new businesses and selected acquisitions.

We have invested in areas like: Analytics, Cyber Security, Capital Projects, Digital, People and Performance Alignment. We invested in strategic acquisitions, namely Intunity and The Asset Partnership, and expanded our presence in Asia with consulting joint ventures covering China, Hong Kong and South East Asia. We finished the year with great momentum.



#### Revenue by line of service (\$'000)

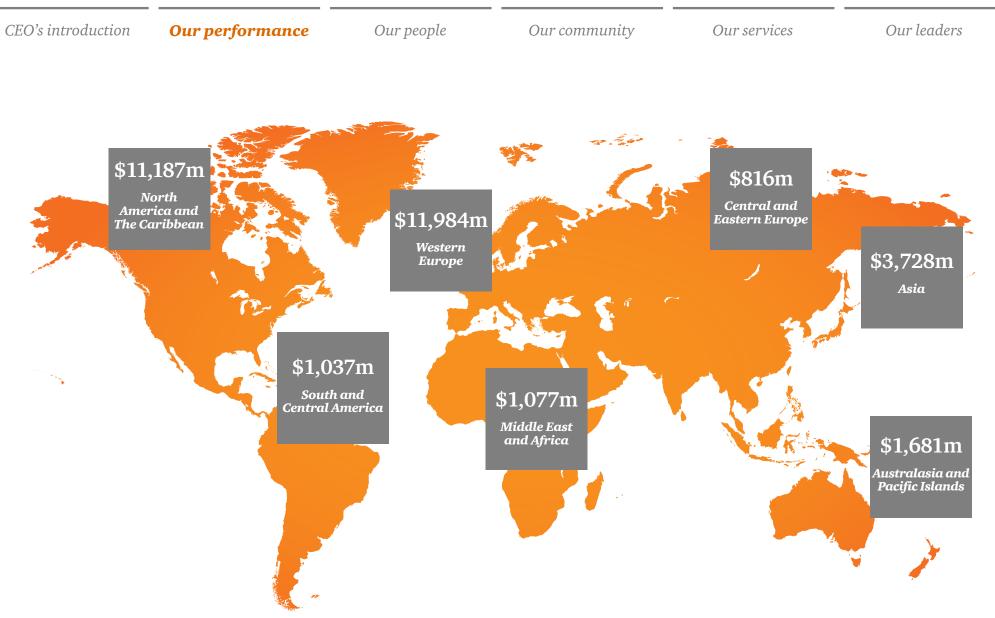
Total	\$1,478,091	\$1,470,012	-0.6%
Private Clients	154,296	146,254	-5.2%
Tax & Legal	338,465	359,077	6.1%
Advisory	534,200	511,904	-4.2%
Assurance	451,940	452,777	0.2%
Line of service	FY12*	FY13	Growth

\* FY12 revenues restated to reflect internal movements

#### Revenue by industry (\$'000)

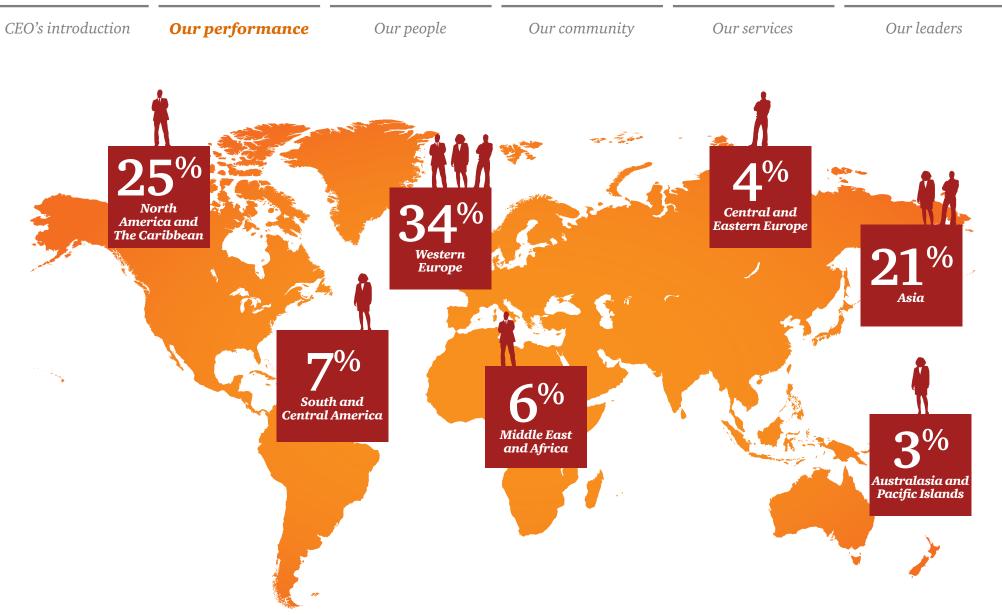
Total	\$1,478,901	\$1,470,012	-0.6%
Technology, Information, Communication & Entertainment	155,772	143,142	-8.1%
Resources, Services & Government	680,440	696,018	2.3%
Financial Services	371,774	364,697	-1.9%
Consumer and Industrial Products	270,915	266,155	-1.8%
Industry	FY12	FY13	Growth





\*Regional figures are for the year ended 30 June 2012





\*Regional figures are for the year ended 30 June 2012



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# Our people

Our people are key to our firm and our clients' success and it is their passion, knowledge and experiences that add value to the way we do business.

During the year, people from across the firm worked together to define and launch a new vision, a strategy that each of us can work confidently towards, and values which reflect our desired behaviours to deliver value to our clients and society together with the aspirations of our people.

We have aligned how we ask our people and clients for feedback through the introduction of a new People Feedback Survey; like our Client Feedback Survey, it focuses on measuring advocacy through a net promoter score. The new survey complements PwC's existing Global People Survey, which provides us with an annual measure of people engagement. Whilst we have a highly engaged workforce, the introduction of the new People Feedback Survey raises the bar in measuring advocacy.

We have also worked hard to embed our values into everything we do and, as a result, have refreshed our 360 feedback program to reflect our values and to encourage our people to share feedback with each other.

We renewed our efforts to build a diverse and welcoming workplace, creating a strategy that focuses on three key areas where we can have the biggest impact for our people, our clients and society: Culture/Asia, Disability, and Gender. By building the foundations for diversity and inclusion, we will engage with our people, attract and retain the best talent, and meet the needs of our diverse clients and communities.

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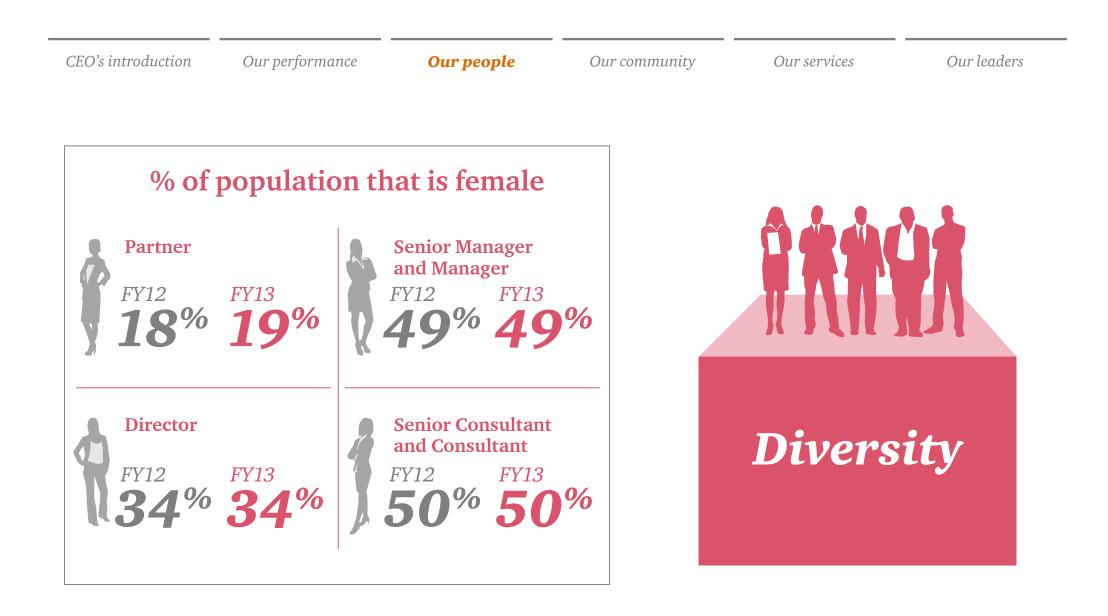
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Click on people to see stats















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1. By "doing the right thing"

and running the firm in a

Our services

# **Our community**

This past year has seen significant change in how we approach corporate responsibility at PwC, with societal relevance now embedded in the firm's overall strategy. Our Societal Relevance Framework seeks to maximise our societal impact in two ways:

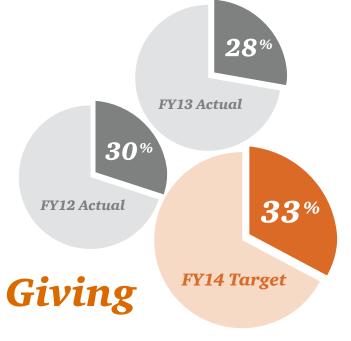
- ct in two ways: responsible way for example, we are carbon neutral under the government's National Carbon Offset Standard accreditation.
   2. By "being a catalyst for change" in society more broadly for example, by promoting public
  - example, by promoting public debate on important societal issues like *tax reform*, and working on shared value business initiatives that are good for both society and the firm.

To achieve maximum societal impact we have had to change the way we have traditionally operated. In response to the needs of our people and feedback from the not-for-profit sector, we are continuing to ramp up our skilled volunteering. By separating skilled from unskilled volunteering, we will be tracking and publicly reporting on the progress of this transition.

Our leaders

We believe one of the ways that we can have the most societal impact is through shared value initiatives. These initiatives leverage the skills and expertise of our people to address pressing social and environmental challenges – simultaneously generating both economic and societal value.





People supporting our charity partners by donating through payroll giving

## Mentoring and volunteering

Number of people mentoring in the community

 FY12 Actual 270
 Minimum

 FY13 Actual 312
 Minimum

% of people participating in volunteering in the community





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## **Environment**



Greenhouse gas emissions total (tonnes CO2-e)\* FY12\*\* **35,349** FY13 (estimate) **31,414** 

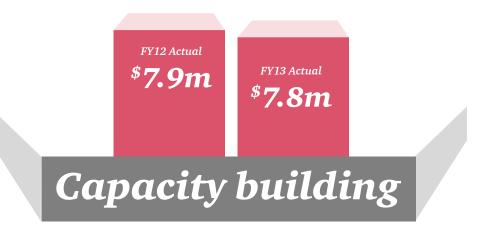
Internal firm air travel total (million kms) FY12\*\* **38.0** FY13 (actual) **32.8** 

**Paper consumed (million sheets)** *FY12\*\** **39.3** *FY13* (actual) **27.5** 

Electricity from renewable sources (%) FY12\*\* **100%** FY13 (actual) **100%** 

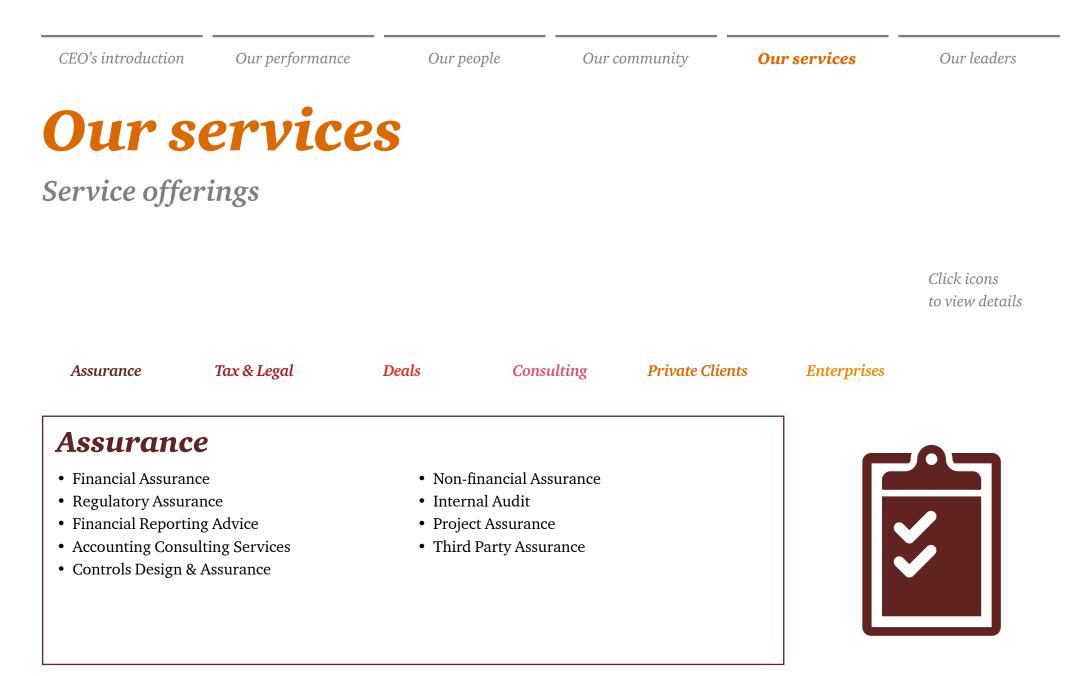
- \* These figures represent PwC's gross emissions excluding the purchase of renewable energy
- \*\* Prior year estimate has been updated with independently verified actual data

#### Total value of capacity building

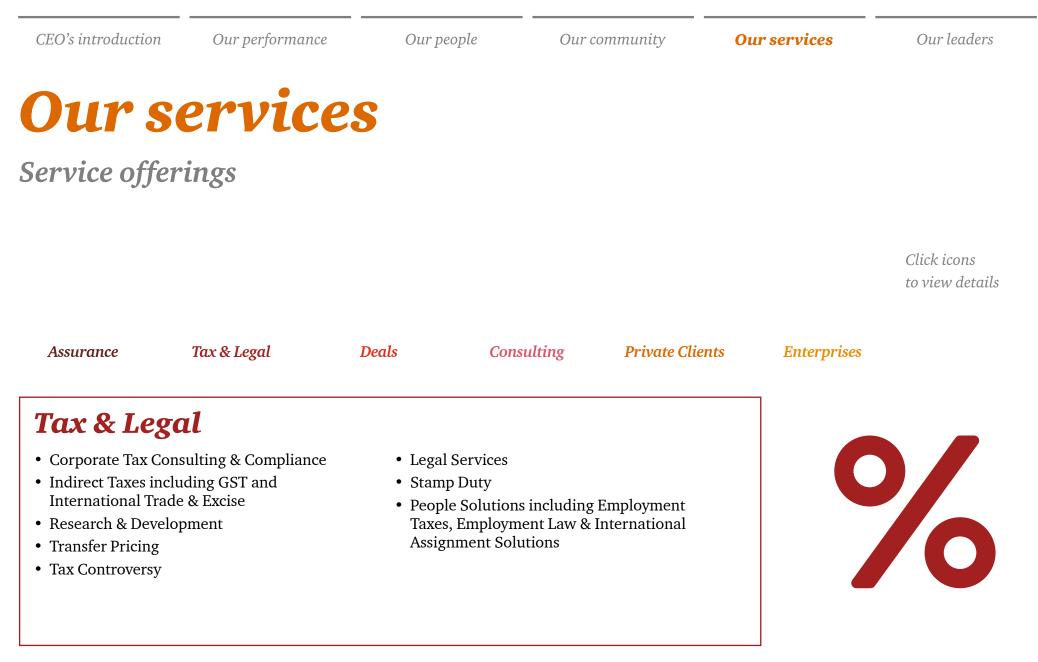


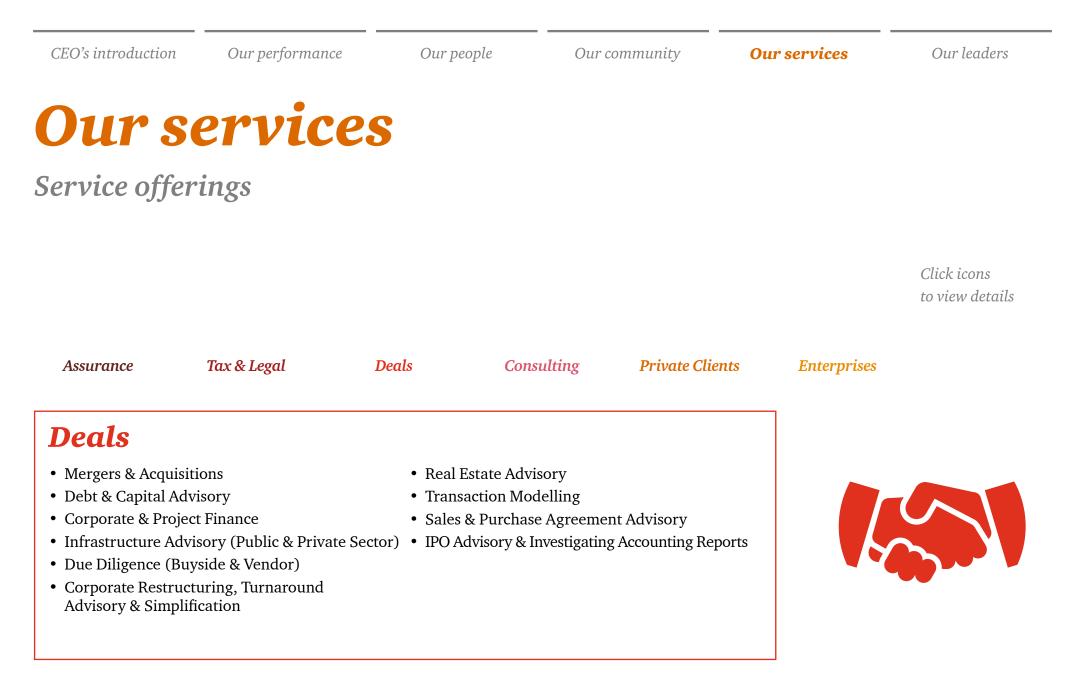
Our capacity building program gives not-for-profits access to the same services we offer clients. We call it 'capacity building' to reflect how it uses our skills and expertise to grow an organisation's capacity to deliver their strategic priorities.

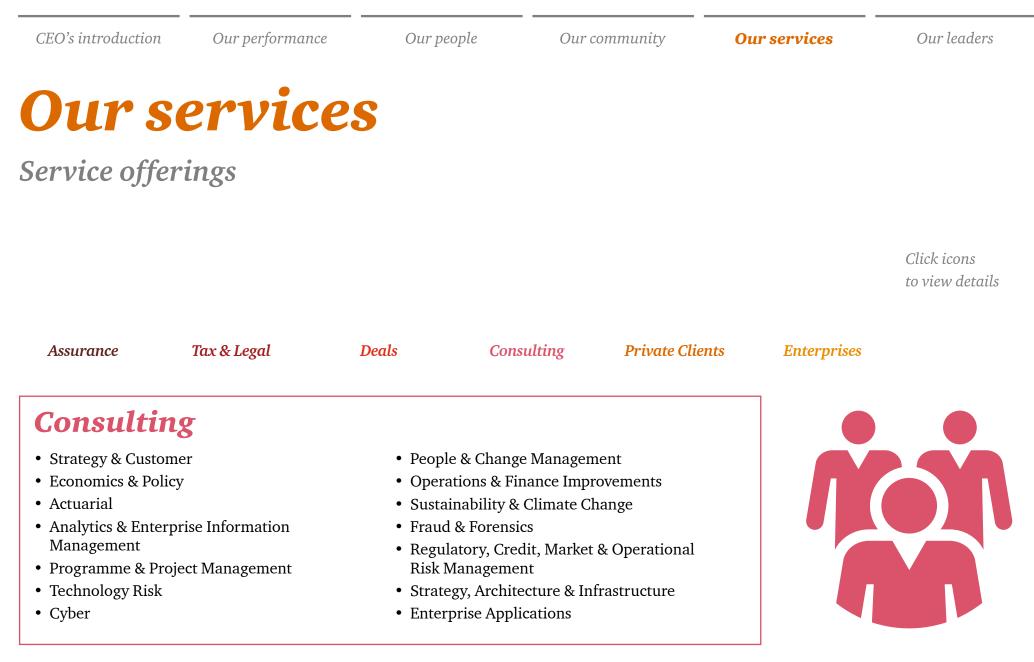


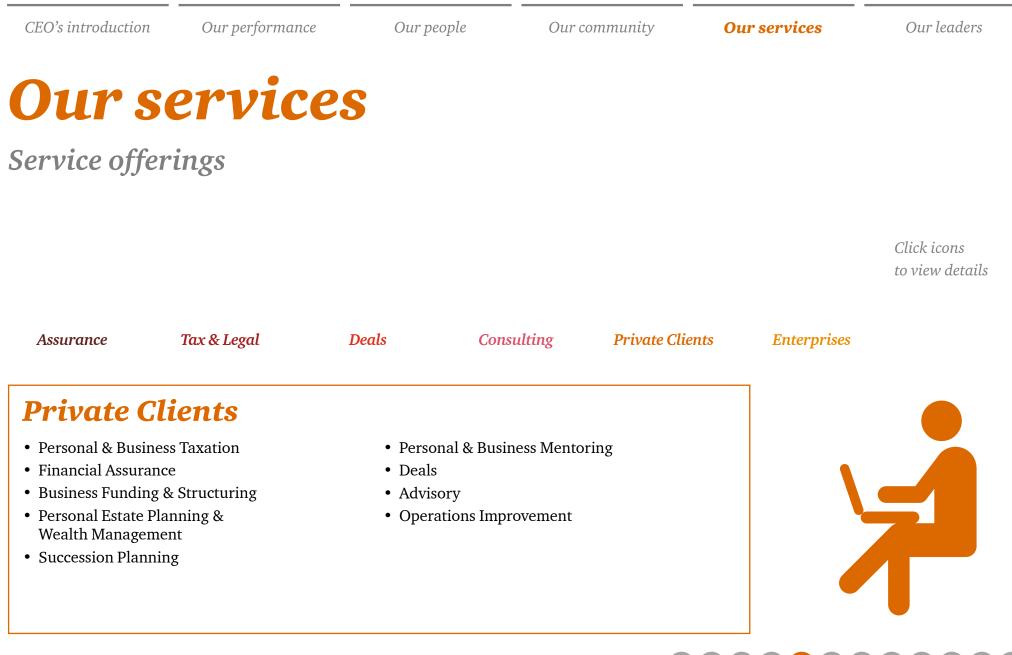


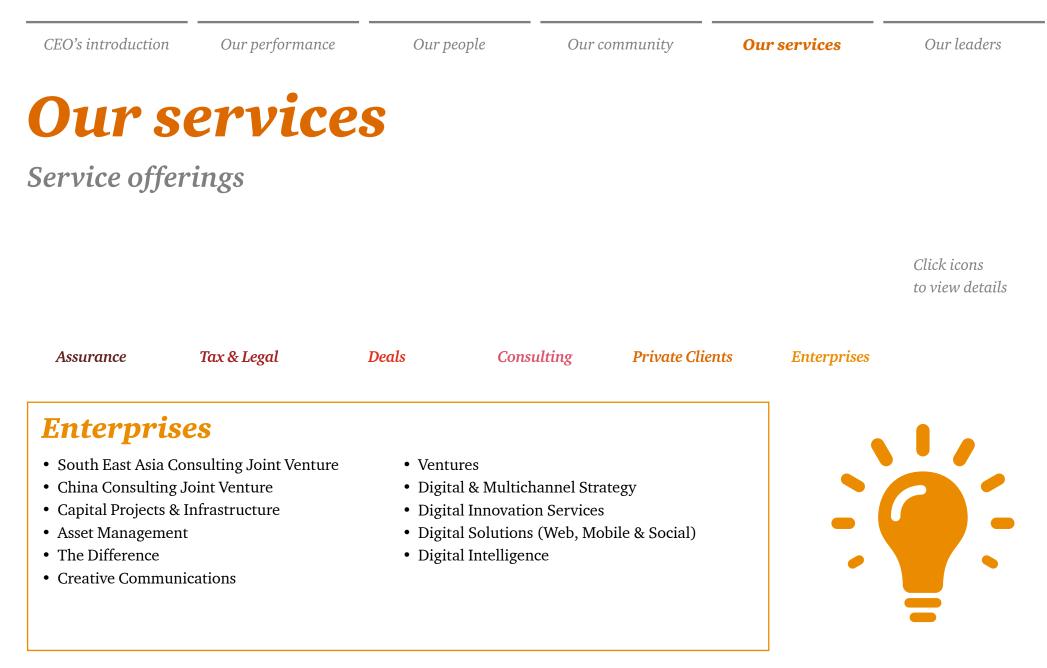
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# **Our services**

*Key industries Our key industries are represented across all of our service offerings* 

> Click icons to view details

Financial services Energy, utilities and mining	Technology, information, communications and entertainment	Government	Health	Retail, consumer and industrial products
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## **Financial services**



*Hugh Harley* hugh.harley@au.pwc.com

in



# **Our services**

*Key industries Our key industries are represented across all of our service offerings* 

> Click icons to view details

-	. •1 • . •	communications and entertainment			products
Financial services	Energy, utilities and mining	Technology, information,	Government	Health	Retail, consumer and industrial

#### Energy, utilities and mining



*Jock O'Callaghan* jock.ocallaghan@au.pwc.com

in



# **Our services**

*Key industries Our key industries are represented across all of our service offerings* 

> Click icons to view details



### Technology, information, communications and entertainment



David Wiadrowski david.wiadrowski@au.pwc.com

in



123456789101112

## Key industries

Our key industries are represented across all of our service offerings

Click icons to view details

Financial services	Energy, utilities and mining	Technology, information, communications and entertainment	Government	Health	Retail, consumer and industrial products
Governm	Tony Peake	@au.pwc.com			<b>A</b>
				1 2	345678910

# CEO's introduction Our performance Our people Our community Our services Our leaders Our leaders Our key industries are represented across all of our service offerings Our key industries are represented across all of our service offerings

Click icons to view details

#### **Financial** services Energy, utilities Technology, Government Health Retail, consumer and industrial and mining information, communications products and entertainment Health **David McKeering** david.mckeering@au.pwc.com in 1 2 3 4 5 6 7 8 9 10 11 12

# **Our services**

Key industries

Our key industries are represented across all of our service offerings

Click icons to view details



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# **Executive Board**



## Luke Sayers

CEO PwC Australia and Vice Chairman, East Cluster Luke Sayers is the CEO of PwC Australia and Vice Chairman for East Cluster, PwC's Asia-Pacific network of firms.

Under Luke's leadership PwC Australia is focused on delivering value to clients, lending expertise to help address important national issues, and contributing to communities around Australia.

Luke joined the firm in 1991, initially working with clients in the Information Communications industry. Luke has been a Global Relationship Partner for some of the firm's most important clients and lived in Washington DC for five years before returning to Australia in 2001. Luke has been a member of the Australian leadership team since 2004, and was the Tax and Legal business leader for four years. He was the Markets leader from 2008, and appointed National Managing Partner in 2010. He commenced as CEO in April, 2012.

In addition, Luke has a long term commitment to community organisations and external boards. He is currently on the board of Special Olympics Australia, the Global Foundation, and the Carlton Football Club, and is the Chair of the Melbourne Chapter of the Australian Business and Community Network (ABCN).

Luke lives in Melbourne with his wife and four daughters.

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# **Executive Board**



## Richard Deutsch

Managing Partner, Consulting Richard Deutsch is the Managing Partner for PwC Australia's Consulting Business.

Richard has been a member of the Firm Executive since 2008 and was previously the Managing National Partner of Assurance. He has also held the positions: Deputy Assurance Leader; Assurance Clients and Markets Leader; Institutional Markets Leader and Insurance & Investment Management Sector Leader; and also served on PwC Australia's firm-wide leadership team for three years.

Richard has led PwC's relationship and engagements with a number of Australia's largest organisations particularly in the insurance, property and investment management sectors. He has provided a range of advisory services including acquisition and due diligence advice, internal controls and corporate governance services to some of Australia's largest companies.

Richard was the President of the Institute of Chartered Accountants (2009-2010) and served as a director on the Institute's board for six years. He has held a number of other positions in that time including Chairman of the Board Audit Committee for two years, Chairman of the Premises Committee and member of the Nominations Committee.

Richard is currently a Director of the ISIS Foundation, a charitable organisation supporting under privileged children and their mothers in Nepal and Uganda.

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## Peter van Dongen

Managing Partner, Assurance Peter van Dongen is the Assurance Managing Partner for PwC Australia.

Before his appointment in April 2012, he led PwC Australia's Financial Services Practice. Peter is based in Melbourne and specialises in the delivery of our assurance services and the provision of regulatory advice and regulatory driven assignments to the investment management industry. He is the current global lead partner for NAB, and is the past or present auditor for Mercer, Colonial First State, BT Financial Group, AllianceBernstein, State Street, State Street Global Advisors, Tyndall / Asteron, ipac, Schroder Investment Management, JPMorgan, BNP Paribas Security Services and Ausbil Dexia.

Peter has led numerous consulting and other regulatory enforced assignments, covering areas such as unit pricing, trustee governance, risk management and compliance. He has also led a number of due diligence exercises for acquisition of investment management businesses. He has worked with the IFSA and Australian Auditing Standards Board.

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## Debra Eckersley

Managing Partner, Human Capital Debra Eckersley is the Managing Partner for PwC's Human Capital.

Debra aligns the Human Capital function directly with the Firm's business priorities including a strong focus on the engagement and development of our people in order to optimise our service to clients.

Debra also continues to work with clients on the alignment of strategy, performance and remuneration. She is one of Australia's leading executive remuneration advisers and works with many top ASX listed boards to help them to balance the expectations of internal and external stakeholders. Debra was previously the Australian leader of Consulting's People and Change team, and therefore brings, to her Human Capital role, a wealth of experience in working with many of Australia's leading companies on complex HR and change issues.

Debra has a Bachelor of Commerce with a Graduate Diploma in Applied Finance. She has also studied Strategic Human Resources at Cornell University (USA) and is member of the Institute of Chartered Accountants (Aust).

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## Helen Fazzino

Managing Partner, Partnership Helen Fazzino is the Managing Partner for PwC Australia's Partnership.

Helen leads a strategy designed to create an energetic, participative and vibrant partner culture. This includes overseeing the partner income scheme, partner well-being and career transitions.

Based in Melbourne, Helen is also PwC Melbourne's Tax Leader and a member of the PwC Global Transfer Pricing Leadership Group.

Helen has coordinated major value chain and transfer pricing projects for clients in a range of industries, focusing predominantly on industrial and consumer products and has had involvement in 30+ local, regional and global VCT projects. In addition, she has extensive experience in audit defence and dispute resolution, devising approaches and strategies which have proved both successful and resource efficient. She has 22 years of experience in corporate tax, specialising in transfer pricing since 1996. Helen's experience also includes assisting clients with the implementation and of Advance Pricing Arrangements.

Helen has a Bachelor of Economics (Honours) and is a Fellow of the Institute of Chartered Accountants in Australia, and the Taxation Institute of Australia. Helen is also a member of the National Tax Liaison Group - Transfer Pricing Subcommittee.

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Sean Gregory is the Managing Partner, Deals, for PwC Australia.

As a significant part of a global PWC Deals offering, the business provides expert advice to Australian and international clients pursuing complex deals and financing objectives. Our clients operate in Australia's nation-critical industries across corporate, private equity and government sectors.

Sean is responsible for transaction advice, specifically in the financial services and private equity industries, since having moved to Australia in 1995. He started his career in London, having graduated from Exeter University with a BA in History. He is married to Colleen with three young boys, and has a keen interest in children's welfare.

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## Sean Gregory

Managing Partner, Deals



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## Sammy Kumar

Managing Partner, Enterprises and Strategy & Transformation Sammy Kumar is the Managing Partner for PwC Australia's Enterprise Business as well as the Managing Partner for Strategy and Transformation, which reflects the Firm's focus on future growth opportunities.

Before his current appointments in April 2012, he was the National Leader for PwC's Consulting business of more than 800 staff. He has over 21 years experience across strategy, financial effectiveness and operations, and has managed numerous projects with leading Australian organisations and large multi-national companies. Sammy is a frequent contributor to a number of publications and is coauthor of Better Revenue Integrity, a book on optimising company performance.

Sammy has a Bachelor of Business - Accounting from Monash University and completed a professional year at Institute of Chartered Accountants in Australia. He is a Fellowship Member of the Institute of Chartered Accountants of Australia (FCA). Additionally, Sammy has completed numerous educational courses at organisations including Harvard Business School, Australian School of Business, Darden Graduate School of Business and Melbourne Business School.

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# **Executive Board**



## Mike McGrath

Managing Partner, Markets

Leadership Team. Prior to this Mike was the Growth Strategy Practice Leader in Consulting. Mike has more than 22 years experience in the telecommunications sector across

the North American, European, and Asia Pacific regions. In addition to 8 years of consulting Mike spent 14 years as an executive at Bell Canada. He has led Consumer and Business P&L's and has worked across the functional domains of IT, technology, networks, customer account management, billing, sales, product management, marketing and strategy. Mike is also the Firm's Client Lead Partner for Telstra, Australia's leading telecommunications and information services company. He has also worked in the Financial Services, Energy and Utilities, Transport and Logistics, and Government sectors.

Mike McGrath is the Managing Partner, Clients and Markets. In this role he leads the firm's Priority Accounts and Industries Programs, Client Experience and Networks Programs, Market Propositions, as well as Strategic Marketing, Communications,

Prior to his current appointment as Managing Partner, Mike was PwC's National Consulting Markets and Industries Leader and a member of the Consulting

Mike has an MBA from Queens University in Canada and a Bachelors degree in Marketing from Brock University in Canada. He has also completed executive education programs at Stanford University and at the Sloan School of Management at MIT.

He is a former director of the PricewaterhouseCoopers Foundation.

Mike lives in Melbourne with his wife and three children.

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Tony Peake

Managing Partner, Finance and Operations Tony Peake is the Managing Partner, Finance and Operations at PwC Australia.

He is responsible for the efficient operation of the firm, overseeing the Finance, Operations, Technology and Corporate Real Estate functions. He is also National Leader, Government; Client Lead Partner for the Victorian Department of Education and Early Childhood Development; and focuses on the education sector. He is a former Managing Partner of PwC's Melbourne office.

Tony has extensive experience in the not-for-profit sector including Director and Treasurer of Methodist Ladies' College, Member of Council of The University of Melbourne and Director and Treasurer of Melbourne Festival.

In 2010 Tony was elevated to Victorian Fellow status by the Institute of Public Administration Australia as recognition for his contribution to public administration in Victoria as a consultant and business leader.

Tony and his wife live in Melbourne with two young daughters.

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Tom Seymour is the Managing Partner for PwC Australia's Tax and Legal Business. Based in Brisbane, he is also a Partner in PwC's Corporate Taxation Services practice.

He has had over 20 years experience on corporate taxation matters, particularly in the mining and energy industry sectors. His specific areas of focus include tax consolidation, uniform capital allowance, tax optimisation for capital intensive industries, international tax matters, tax effective ownership structures, disposals and acquisitions.

Tom holds a Bachelor of Commerce, a Bachelor of Laws (Hons) and is a Fellow of the Institute of Chartered Accountants in Australia.

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## Tom Seymour

Managing Partner, Tax & Legal

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## Mary Waldron

Managing Partner, Reputation, Regulation and Risk Mary Waldron is PwC Australia's Managing Partner for Reputation, Regulation and Risk. She leads the firm's response to global and national regulatory developments, while embedding a risk management approach to enhance market growth and client service. Her role includes leadership of our Client Service Risk & Quality, External Regulation & Public Policy, Enterprise-wide Risk Management, Internal Audit and Office of General Counsel teams.

Mary has been a member of the firm's leadership teams for the past five years and was previously the Managing Partner for Networks and the Managing Partner for Strategic Marketing and Communications.

Mary has more than 20 years' experience in providing audit assurance and advisory services to some of Australia's largest listed national and multinational public companies, having worked closely with senior executives and directors in the Australian market.

Mary is a Chartered Accountant, holding an honours degree in Economics and Social Studies from Trinity College Dublin, is a Fellow of the Institute of Chartered Accountants in Australia and a member of the Irish Institute of Chartered Accountants and is a member of Chief Executive Women. She is a Vincent Fairfax Fellow of the Melbourne Business School.

Mary is the Chairman of the Centre for Ethical Leadership Advisory Board at the Melbourne Business School, a Board Director of the Institute of Chartered Accountants in Australia, a Director of the Macfarlane Burnet Institute for Medical Research and Public Health Limited, and former Director of The Australian Ireland Fund Ltd and Chairman of Melbourne Recital Centre.

She is also a Corporate Council Member of The Global Foundation and the European Australian Business Council.

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## David Wills

Managing Partner, Private Clients David Wills is the Managing Partner for Private Clients.

David is committed to ensuring our partners and people are inspired and fully equipped to assist private business owners, entrepreneurs, families and individuals grow their business and personal ambitions. He is passionate about outstanding client service and an advocate for deep and enduring relationships.

David has consulted for more than 25 years in the field of taxation law with particular emphasis on mergers & acquisitions and tax dispute resolution. In 2005 he became the leader for the Tax & Legal practice in Melbourne and has led the Private Clients business in Australia since 2009.

David has a Bachelor of Economics and Bachelor of Laws (Syd), MBA (Melbourne Business School) and is a member of the Institute of Chartered Accountants in Australia. He is a Solicitor of the Supreme Courts of NSW and Victoria.

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# **Executive Board**



**James Collins** Chief of Staff

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James Collins is the Chief of Staff and works as part of the Executive Board.

He runs the Office of the CEO and acts as an adviser to Luke Sayers and the leadership team.

Prior to taking on this role in late April 2012, James was the Markets Director, coordinating the various sales and marketing teams. In addition, he was also a Consultant to PwC Singapore and PwC Japan around their client service strategy. He was previously the Communications Director and has been with the firm since 2005.

Before joining PwC Australia, he was the Marketing Director for Merrill Lynch (Australia) and worked at the Australian Stock Exchange.

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Chris Dodd

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#### Northwest hub

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#### **David Hegarty**

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John Campion

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Note to readers:

FY2013 runs from 1 July 2012 to 30 June 2013.

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PwC refers to the Australia member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details.

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