



# MTA Annual Report 14/15



## 89<sup>TH</sup> ANNUAL GENERAL MEETING

**89<sup>th</sup> Annual General Meeting of the Motor Trade Association of South Australia Incorporated to be held on Tuesday, 21 July 2015 at 7:00pm in the Ian McLachlan Room, Adelaide Oval, War Memorial Drive, Adelaide.**

### AGENDA

1. Notice of meeting and recording of apologies
2. To adopt the minutes of the 88th AGM held 15 July 2014
3. To receive the Financial Statement of the year ended 31 March 2015
4. To receive the report of the Board of Management on the affairs of the Association during the preceding year
5. To appoint an auditor or auditors, and to fix his/her remuneration
6. To declare the results of the election of Officers
7. To consider any business submitted by the Board
8. To consider any other business (under rule 32\*)
9. Closure.

#### \*Rule 32

No business shall be transacted at any general meeting except that stated on the notice convening such meeting unless in the case of the Annual General Meeting such business may be proceeded with if three fourths of the members present in person or by proxy shall consent thereto.

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## MTA BOARD OF MANAGEMENT 2014 /2015

The MTA-SA Board of management consists of the Executive Committee and Board Members as at 31 March 2015

### Executive Committee and MTA Group Training Scheme Board



**Frank Agostino**  
President and  
MTA Group Training Scheme Chairman

**Neville Gibb**  
Past President

**John Zulian**  
Vice President

**Clive Polley**  
Members Representative

**Peter Roberts**  
Board Representative

**Ron Lewis**  
Board Representative

**Martin Guppy**  
Board Representative

### Board Members



**Dale John**

**Brian Weeks**

**Brenton Stein**

**Danny Shane**

**Bill Lane**

**David Vincent**

**Tracy Butler**



**Kym Webber**

**Jeff Williams**

**Robert Duns**

**Marcus Baldacchino**

**Paul Page**

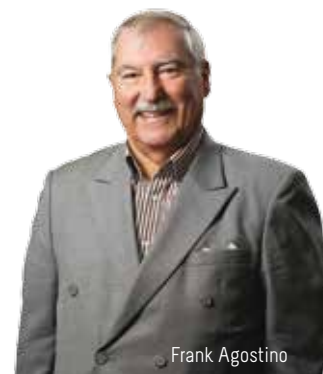
**John Jansse**

**Colin Butcher**

**Phil Turner**



## President's Report



Frank Agostino

The past year has been one where the MTA has often been a barometer of the South Australian economy. We have members who are doing well, and many that are not. We have refocused the Association to be better equipped to deal with these challenges as we support members through these uncertain times.

We welcomed the addition of Mr Paul Unerkov as our CEO in May 2014. Under Paul's leadership, we have seen a strong focus on the member and the MTA team adjusted the Association's goals towards one simple application, adding value to the membership. This was a continual theme through the year and has built a foundation on which the Association can continue to benefit its members.

Although the end of manufacturing in Australia was announced in the 2013/14 reporting period, we saw the impact and government response to the transition start to unfold. The MTA is working closely with stakeholders to identify ways which the retail sector can assist in the transition, and indeed how our Training & Employment Centre could assist with the upskilling and skills recognition of Holden workers.

The MTA was extremely active in representing members' interests to stakeholders both federally and locally in South Australia. While we contributed to more than 50 formal consultations and submissions, we also continued to maintain open dialogues on a number of key issues.

The year saw the new Federal Government look at a number of key policy areas

including: competition review, productivity review, Motor Vehicle Standards Act (parallel imports), Senate Inquiry into the automotive sector, the Franchise Code and Right to Repair.

We vehemently opposed the Federal Government decision to look at parallel imports of both new and used vehicles. The government backed away from used vehicles, but a decision is yet to be made on new vehicles. As we have said many times, this is bad for consumers, bad for jobs and bad for our industry. We will continue our efforts on ensuring the government does not allow parallel imports.

The Senate Inquiry into the automotive sector comes on the back of the work from the Australian Motor Industry Federation (AMIF) regarding our sector, which is at a crossroad in terms of supportive government policy as the industry transforms.

At the state level the re-elected Weatherill Government, announced a once in a generation tax review. For the MTA, this was an opportunity to voice many member concerns around the efficiencies, competitiveness and fairness lacking from the state taxation regime. Our submission struck the delicate balance between realising an efficient and competitive taxation system which frees business up to do business and allowing the government to gain the revenue it needs to provide the state with appropriate services. It was well received by the government and we look forward to the next steps.

We continued to have our members represent South Australia at the highest levels with Neville Gibb – President of the Australian Motor Industry Federation, Jeff Williams – Chairman of the Australian Motor Body Repairers Association and Colin Butcher – Acting Chairman of the Farm and Industrial Machinery Association of Australia.

All members are represented through their divisional chairs/representatives attending national meetings, but we'd like to thank those in leadership positions for their continued service to our industry.

I'd like to take the opportunity to thank all of my colleagues on the MTA Board of Management for their continued support, ideas and commitment to the Association. I'd also like to thank the MTA staff who have been working diligently in supporting all members.



"We saw members engage with the MTA for the first time in years, and in some cases decades."

Divisional Roundtables



# Chief Executive Officer's Report



Paul Unerkov

My first year at the MTA has been without question a learning experience. The industry continued to face a wide range of challenges, which meant that at the MTA we faced those same challenges. We had an overall decline in membership numbers and financially it has been a difficult year as well. However, we have not let that deter us, and there is a lot that we have achieved in the face of these difficult circumstances.

The Association has focused its efforts towards how can we add value to the members and their business. It has been the cornerstone of everything we do at the MTA, and we have been rewarded with some positive results.

We continued with our regional zone meetings throughout the year, but we improved the way in which they were delivered. We tailored the information to those members attending, and followed up the entire zone with an eNews communication after the meeting. We saw a trend of improved attendances throughout the year and better engagement from our regional members.

Our divisional meetings provided members with the opportunity to work on issues affecting our diverse membership. It enabled us to gain feedback on over 50 consultations/submissions we participated in and provided critical information regarding changes in each sector.

A new initiative we introduced was the divisional roundtables. These were held for a number of divisions across both regional

and metropolitan locations. Through these roundtables we saw members engage with the MTA for the first time in years and in some cases decades.

In February, we held the Adapting to Change Seminar, as a result of a member's idea. With the members' vision at hand, we were able to create an event that participating members not only enjoyed, but also gained some valuable insights to take back and apply in their businesses.

We looked at the range of services offered to members and how they could be improved. Our Training & Employment Centre worked with a body repair subcommittee to ensure training developed is relevant to industry. This has proved to be productive and useful to all involved and will continue to ensure ongoing benefits for the industry.

With a newly re-elected state government, we also undertook a deliberate strategy to develop good working relationships with the state government departments throughout the year. Many departments went under significant changes and with the addition of new leadership, we have been presenting MTA members' challenges and ideas they face. In particular, we have continued to work closely with Consumer and Business Services, Department of Planning Transport and Infrastructure, Skills for All (WorkReady), Services SA and Department of Education and Children Services.

We have also continued to work with Return to Work to understand how the new Return to Work legislation (previously WorkCover)

will impact our industry. This change in direction has been welcomed by our industry and will see a reduction in premiums for many members.

In addition to this, we began the process of evaluating the effectiveness of our Business Partners. We have been able to develop better offers with existing partners, such as Commonwealth Bank and establish new business partners like OurAuto, offering members an online technical information service and business insurance products.

It was a year where the MTA built a platform based on members; focusing on adding value and improving engagement.

I'd like to thank our management team and all the staff for their valued contribution, enthusiasm and drive to achieve real value for the members.

I am confident the MTA can continue to grow, continue to be a valued partner to members, and continue to be a relevant voice for the automotive industry in South Australia.



# Financial Controller's Report



Russell Smith

The past financial year for the Consolidated entity has been one of steady achievement in a fairly difficult environment.

I thank all staff who supported our existing members and securing of new members for our organisation. I particularly thank all members for the continued support of one of South Australia's leading business organisations.

During the year the MTA welcomed a new joint venture partnership agreement with Our Auto Insurance. Our Auto Insurance is the new and exciting arrangement between the Motor Trade Association of SA and joint ventures, VACC and JLT Pty Ltd.

The MTA continued its long term partnership with Capricorn. Again I would like to thank Capricorn for their continued support of our members and the retail automotive industry. The MTA also continues to deliver a number of business partnerships with the Commonwealth Bank, BUPA, MTAA Super and BDO Accounting to improve the services for members.

The Audit Committee met three times during the year as it provided oversight and advice on the governance and management of the Associations finances to the Board of Management.

The composition of the committee was;

- Russell Bates Financial Controller CMI
- Clive Polley (Board Member)
- Ron Lewis (Board Member)

The committee was also attended by our Auditors KPMG. On that note on behalf of the Board I would like to thank KPMG Audit Partner Darren Ball and his team for their efforts, support and advice.

The Consolidated Entity made a deficit of \$64,495, comprising of a surplus from the Motor Trade Association of \$182,813 and a deficit from the MTA Group Training Scheme of \$247,308.

Finally I must recognise the efforts and support of the Board of the MTA, the Executive Committee, MTA Management and staff for their contributions for our Association.





## 2014/15 CONSOLIDATED FINANCIAL PERFORMANCE

| Statement of Financial Performance<br>as at 31 March 2015 | FY 2015<br>\$'000's | FY 2014<br>\$'000's |
|---|---------------------|---------------------|
| MTA Trading Income  | 7,471               | 7,721               |
| MTA - GTS Trading Income                                  | 14,903              | 15,541              |
| Retail Motor Trading Co. Income                           | 8                   | 6                   |
| Interest Received   | 175                 | 191                 |
| <b>Total Consolidated Income</b>                          | <b>22,557</b>       | <b>23,459</b>       |
| Staff Salaries and on costs                               | 4,475               | 4,625               |
| Apprentice Salaries and On costs                          | 14,203              | 14,161              |
| Depreciation  | 950                 | 979                 |
| Training expenses   | 189                 | 202                 |
| Operating costs   | 2,805               | 3,246               |
| <b>Total Consolidated Expenses</b>                        | <b>22,622</b>       | <b>23,213</b>       |
| <b>Surplus / (Deficit)</b>                                | <b>(65)</b>         | <b>246</b>          |

| Statement of Financial Position<br>as at 31 March 2015 | FY 2015<br>\$'000's | FY 2014<br>\$'000's |
|--|---------------------|---------------------|
| Total Current Assets                                   | 7,983               | 8,893               |
| Total Non Current Assets                               | 16,237              | 16,389              |
| <b>Total Assets</b>                                    | <b>24,220</b>       | <b>25,282</b>       |
| Total Current Liabilities                              | 3,306               | 4,251               |
| Total Non Current Liabilities                          | 112                 | 164                 |
| <b>Total Liabilities</b>                               | <b>3,418</b>        | <b>4,415</b>        |
| <b>Net Assets</b>                                      | <b>20,802</b>       | <b>20,867</b>       |

## 2014/15 THE MOTOR TRADE ASSOCIATION OF SA FINANCIAL PERFORMANCE

The Motor Trade Association surplus for the year ended 31 March 2015 was \$182,813 in a difficult market. The primary areas of income, being membership subscriptions, commissions, property rental, industrial training fees, printing and stationery sales, were below the previous year by 5.4% resulting in a continuing review of expenditures through increased use of technology and renegotiation of contracts held with suppliers.

Membership income for the year was \$1,329,419 compared with \$1,309,285 on a reduced member base. This is primarily as a result of consolidation of member businesses.

Our investment in a Canberra office block which houses our National Bodies of Motor Trade Association of Australia and Australian Motor Industry Federation produced income of \$112,000 in 2014/15.

### Current asset profile at 31 March 2015:

|                                 |       |
|---------------------------------|-------|
| MTAA House Canberra             | 12.6% |
| Royal Park Training Centre      | 4.8%  |
| 81 & 83 Greenhill Road Wayville | 20.5% |
| 3 Schenker Drive Royal Park     | 12.2% |
| 46 Fullarton Road Norwood       | 19.6% |
| Other Fixed Assets              | 2.6%  |
| Cash and Term Deposits          | 14.5% |
| Others (receivables, stock)     | 13.2% |

| Key Financial Performance Indicators | FY 2015<br>\$'000's | FY 2014<br>\$'000's |
|--------------------------------------|---------------------|---------------------|
| Net Surplus                          | 183                 | 70 <sup>1</sup>     |
| Net Current Assets                   | 1,485               | 1,410 <sup>2</sup>  |
| Total Equity                         | 10,795              | 10,613              |
| Cash Held Including Investments      | 2,341               | 3,247               |
| External Borrowings                  | –                   | 1,000               |

1. Before Interest Expense Paid To Controlled Entity

2. Including Adjustment To Loan Payable As Non Current To Controlled Entity

### Other Performance Indicators

|                   |       |       |
|-------------------|-------|-------|
| Number of Members | 1,102 | 1,142 |
|-------------------|-------|-------|



## HUMAN RESOURCES

**56**

Staff

**48.5**Full-time  
equivalent**12.7%**

Staff turnover

**5.4**Average days training  
per staff member

The 2014/15 financial year saw relatively stable staffing levels in headcount and full time equivalency, with slight variations month to month. The low percentage of staff turnover (12.7 per cent) added to the stability in the MTA's workforce.

There was a change in leadership in May 2014, with the commencement of Paul Unerkov as Chief Executive Officer. The focus has been on developing a clear annual management plan for 2015/16, and importantly, ensuring all staff understand the MTA's member focus and services aligned to adding value for member businesses.

The MTA is committed to staff development. This is exemplified through all staff having performance and development plans, followed by mid-year and full-year performance reviews where learning and development opportunities were identified and scheduled. In the instance of an employee performing below expectations, performance improvement plans were developed and regularly reviewed.

Staff learning and development remained a priority with employees receiving an average of 5.4 training days each during the year. All staff participated in work health safety training, equal opportunity training, bullying/harassment training and privacy training. In addition to this, managers and supervisors received

specific equal opportunity and bullying/harassment training. Two staff members are also currently studying their masters of business administration (MBA).

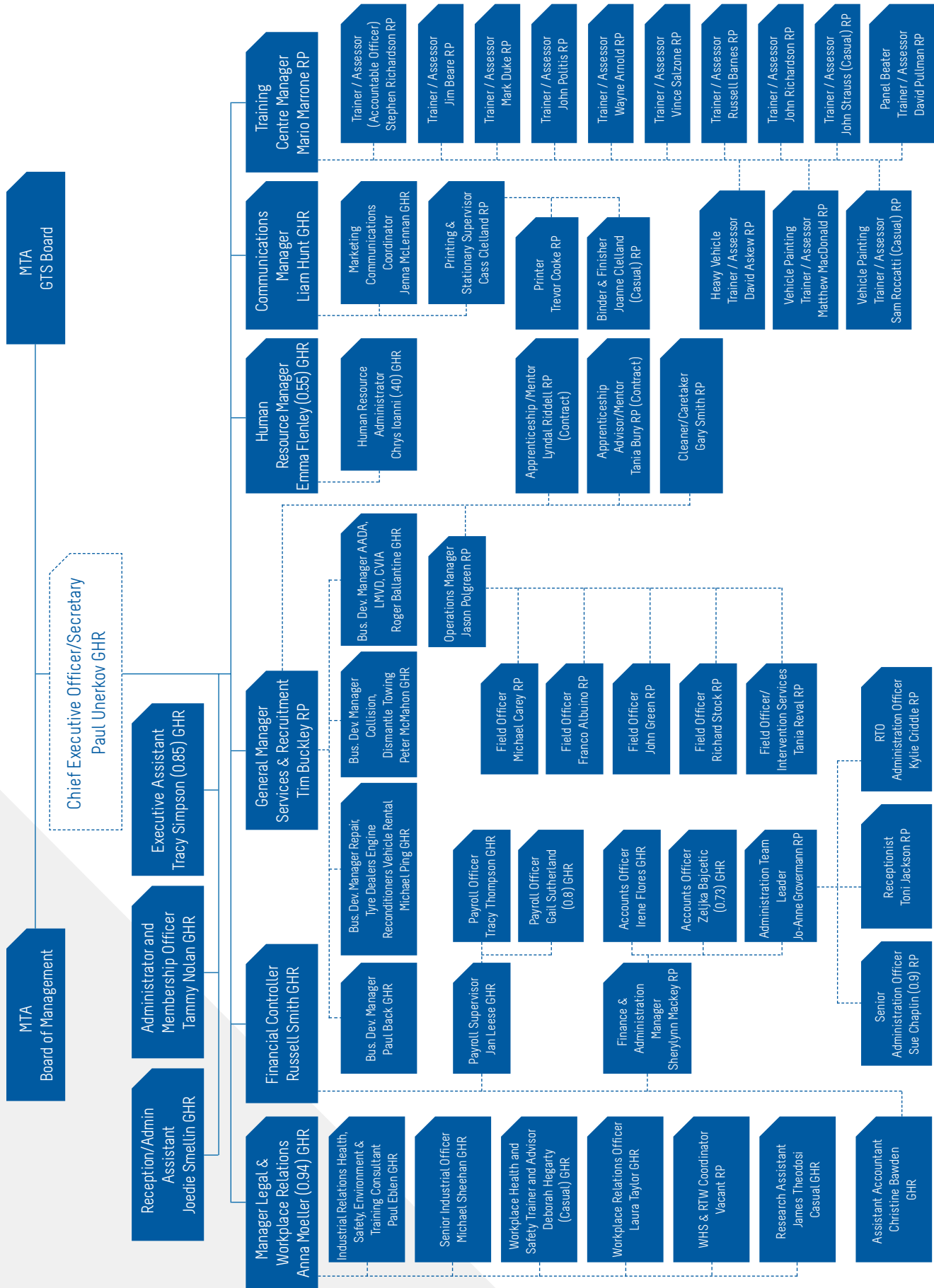
There were two new staff injuries during the year and no loss time injuries.

The MTA celebrated the twentieth anniversary of Joanne Clelland as a casual binder in the Printing and Stationery Department and also wished Roger Ballantine well for his retirement as Business Development Manager, after twenty six years of employment.



Roger Ballantine





# MEMBER SERVICES



**1102**

Year end memberships

**67**

New members

**106**

Resignations

**2096**Total member engagement  
(Excluding Industrial Relations)

The increasingly difficult economic conditions over the last two and half years have seen an impact on new membership growth, with membership declining to 1102 members.

While economic conditions were a major factor in this reduction, consolidation and mergers have also played their part in the decline. The 2014/15 financial year recorded 106 resignations from the MTA and 67\* new memberships.

In the MTA's business review, there was a strategic shift for member engagement; a move to put the member at the central focus in everything the Association delivers.

With this focus, attendances are steadily increasing at the regularly scheduled division and zone meetings. In the 2014/15 year, 79 meetings were held with 1070 attendees.

Members received greater benefits from business partners throughout 2014/15 year. Commonwealth Bank developed an improved offering to members that includes a 0.63% fee on standard MasterCard credit card transactions.

BDO awarded a \$15,000 scholarship to MTA member Rowell & Searle and put on four relevant member events, including digital strategy workshops to assist members with business operations.

## ACHIEVEMENTS



**Membership promotional campaigns:** 30 new members joined the MTA during the three month member promotional campaign period during January to March 2015.



**Adapting to Change Seminar:** Over 60 members attended with positive feedback received about the 'high calibre speakers'.



**BDO Scholarship:** Rowell & Searle received a \$15,000 BDO business scholarship to implement succession planning strategies and a long-term business plan.



**President's Invitational:** 80 members attended this event that formally recognised the MTA's outstanding members who have reached 25, 50 or 75 year membership milestones.



**Small Business Mentoring Program:** 23 members have taken part in the program that pairs members with an industry mentor from the marketing, financial and productivity backgrounds, as well as current and former successful members of the MTA.

\*includes one re-instatement



## INDUSTRIAL RELATIONS

 **1696**

Member IR enquiries

 **16**

Average minutes of  
an enquiry

 **34**

Work Health Safety audits  
and reports conducted

 **21**

National GreenStamp  
accreditations

 **96**

ERIS subscriptions

 **44**

BSB 414126 Certificate IV Work  
Health and Safety participants

 **52**

State and Federal submissions  
(June 14 – March 15)

The 2014/15 year has seen the continued delivery of traditional IR services to members, including a free telephone advisory service, drafting of contracts of employment and other documentation, policy creation, work health (WHS) safety advice, support and representation and assistance with workers compensation disputes. Members have accessed both verbal and written advice and representation in relation to franchise and consumer disputes, award disputes and enquiries, long service leave and magistrates court matters.

The department has increased its emphasis on the provision of human resources services to members through the introduction of human resource auditing, reporting and package development, all tailored to individual business.

Auditing and training has been a feature of the services provided by the department. The number of training sessions conducted and the range of topics covered has steadily increased to include both accredited and non-accredited training in relation to WHS, privacy reform, environmental, human resources and risk management.

Auditing and reporting has been expanded to address both industrial relations and human resources. The department continues to promote and conduct nationally harmonised GreenStamp

accreditations on behalf of members.

In addition to the traditional services delivered, the department has assumed responsibility for coordinating federal and state government submissions relating to issues affecting the motor trade. In the period since June 2014 a total of 52 submissions have been lodged

with the state or federal governments, giving members a strong voice on issues including: WHS reform, award modernisation, the franchising code and chain of responsibility, new workers compensation scheme and state and federal tax reform.

## ACHIEVEMENTS



**Long Service Leave:** Federal Court appeal succeeded in overturning the previous decision to grant long service leave to a full time employee under the more generous state provisions.



**Return to Work SA:** MTA was instrumental in the design and effective passage of the new injury management scheme and legislation through SA parliament.



**WHS legislation review:** Successful lobbying resulted in officers regaining the right to silence protections for officers in the event of a prosecution.



**Modern Award Review:** Continuation of representations, along with MTA's state counterparts against significant claims to increase employee's entitlements and conditions of employment.



**Advocacy:** Coordinated/wrote in excess of 50 submissions to both state and federal governments in relation to a broad range of issues impacting on the motor trade industry, including: WHS, WorkCover, SafeWork, skilled migration, chain of responsibility and VET training/funding.

**Website:****100**

Average member logons/month

**7,000**

Average visits/month

**5200**

Average unique visits/month

**65%**

New visitors

**eNEWS:****121**

Total campaigns

**103,241**Total individual emails sent  
(97.7% delivery rate)**34,589**Total emails opened  
(33.5% of emails delivered)**7966**Total unique links clicked  
(23% of emails opened)**Social Media:**

|              | Apprenticeship Facebook | MTA Facebook | Twitter              | YouTube        |
|--------------|-------------------------|--------------|----------------------|----------------|
| Audience     | 474 Likes               | 181 Likes    | 158 Followers        | 11 Subscribers |
| Engagement   | 5938 users              | 3155 users   | 17 retweets/mentions | 1122 views     |
| MTA activity | 54 posts                | 82 posts     | 49 tweets            | 4 videos       |

There have been many changes to MTA communications in the reporting period that have attributed to an increase in contact with members.

MTA invested resources in connecting with members through social media, which saw improvements in member engagement. We continued our focus of electronic information distribution through our weekly eNews, with increases in open and click rates highlighting an increase in member participation.

There was also a concerted effort to focus on content delivered to members, improve the readability of the content and support content with beneficial links and images.

The year saw two audits conducted; the first of the MTA website and the second of MTA's marketing materials.

The website audit included focus groups with members, staff and apprentices to understand the issues, needs and wants of each group. This has been fed into a report of

issues and fixes for the website which will be undertaken in the new year.

The second audit was of MTA's marketing materials. To date this has led to the theme of *YourMTA* and the development of a new suite of promotional materials for the MTA's upskilling trade training.

Overall, it has been a successful year for MTA communications, with the information flow to members improving through the continued transition to digital communications.

**ACHIEVEMENTS**

Audits conducted of the MTA marketing materials and MTA website.



Website visitor growth of 26 per cent and unique visits growth of 40 per cent.



47 media mentions across South Australian mainstream media.



Six Motor Trade Journals published and distribution increased to include the Qantas Club at Adelaide Airport.



Social media audience growth of 58 per cent.

## PRINT AND STATIONERY

 **447,336**

Digital print passes

 **614**

Print jobs

 **56**

New customers

Print and Stationery had a reasonable year and finished with just over a \$2,000 loss compared with a budgeted loss of \$10,000. Total revenue was approximately eight per cent under target, whilst expense control was good being 13 per cent below target.

The trend of fewer stationery sales continued, as customers continued to find online/electronic means, and as local competitors squeezed margins through a reduction in some retail pricing.

To counteract this, the department conducted a competitive analysis of the marketplace and price comparison. As a result of this analysis a new pricing strategy was agreed to and plans implemented for an April 1 2015 launch. This strategy removed the member/non-member pricing model, and simplified it to a single Recommended Retail Price model, with members receiving a 20 per cent discount on all items.

The department completed all the preparatory work for an online store which will launch in the new year.

Customised printing represented over 70 per cent of the department's revenue and achieved better profits than budgeted. This mainly came from internal customers with only 31 per cent being external customers.

A greater focus on external customers for second half of the year, including site visits and relevant promotions, netted an increase

in new clients using MTA's printing services.

Print also increased its capabilities with the purchase of a folding machine enabling more specialised products such as trifold marketing flyers.

### Top five selling products:

1. Rego Due Stickers
2. Job Cards
3. Contract for Sale (Form 5)
4. Display Copy (Form 1)
5. Waiver of Cooling Off.

## ACHIEVEMENTS



Created online store which will enable members/non-members to purchase stationery items online.



Completed a competitive analysis of the marketplace resulting in new pricing model increasing value to members.



Held a planning day for the first time solely focussed on the strategic direction of the department to enhance benefits to members.



Developed on-road prospectus and commenced customer visits at their premises improving services to members.





24

Meetings held



346

Attended



14

People per meeting

Approximately 50 per cent of the MTA's membership is located in the regional areas of South Australia.

As regional members have limited access to MTA's Adelaide facilities, a selection of MTA staff visit the regional areas throughout the year, including the CEO, BDMs, Industrial Relations team and Field Officers.

In 2014/15 a total of 24 country zone meetings were held at locations including: Barmera, Berri, Clare, Jamestown, Kingscote, Laura, Mt Compass, Mt Gambier, Murray Bridge, Naracoorte, Nuriootpa, Penola, Port Augusta, Port Lincoln, Renmark, Tanunda, Verdun, Victor Harbor, Waikerie and Wallaroo.

2014/15 also saw the introduction of roundtable forums for divisions. Held in metropolitan and country areas, the purpose of the roundtable forums was to give members the opportunity to attend a less formal presentation on division activities, and openly participate in discussions about the direction of their division and industry. The MTA thanks the Zone Office Bearers for their contribution in making the meetings a success.

## ACHIEVEMENTS



**eNews updates:** Distributed an eNews to members after Zone meetings. This included a summary of the topics discussed, PowerPoint presentation slides and a survey link for members to provide constructive feedback.



**Zone meeting format:** Piloted a new forum based Zone meeting style for the Southern Zone, with positive feedback from attendees received.



**Zone presentations:** Updated the PowerPoint presentation to have an individualised focus on the members in each Zone.



**Divisional roundtables:** Introduced regional divisional roundtables to improve industry specific engagement with Zones.

# DIVISION REPORTS





Paul Page

# Australian Automobile Dealers Association of SA



85

Members in Division



3

Meetings held



219

Member engagement

## Chair

Paul Page

## Committee

Mike Claridge

Neville Gibb

Vince Petraccaro

Gino Raschella

Peter Roberts

The industry environment throughout the 2014/15 financial year has required retailers to think economically. Margins are being squeezed, the economic outlook has not been entirely optimistic and the impact of three major manufacturers announcing their plans to cease manufacturing within Australia has sparked debate about deregulation of the industry.

As a result advocacy and transformation have been the main themes for the dealers.

The MTA continued to be a proactive voice against the Federal Government's suggestion of parallel imports and have supported Dealer members through participating in the Government's consultation process and speaking out to the media on the dangers for consumers and retail business if this were allowed.

We were successful in arguing the case for amendments to the Franchising Code, which saw improvements to Franchise Agreements from 1 January 2015 making the playing field more equitable between franchisors and franchisees.

We ensured Dealers' interests have been heard in the negotiation of an agreement on access to repair information by recognising dealer's investment in equipment and training. This was adopted as part of the agreement signed on 16 December 2014.

Critically, as is for all members, the State Tax Reform Review was an important opportunity dealers took advantage of to provide ideas on a better way of making South Australia's

tax regime competitive in particular to stamp duties on vehicle sales.

The MTA also increased engagement with Dealer members through the introduction of divisional roundtables held in regional areas in the 2014/15 year. These meetings gave local members the opportunity to come together and discuss national, state and local issues. From parallel imports to unlicensed selling of vehicles on the side of the road, these meetings have proved to be extremely productive.

## ACHIEVEMENTS



Worked with Australian Motor Industry Federation on the national franchise code seeing improvement in Franchise Agreements from 1 January 2015.



Coordinated a South Australian response into the Federal Governments review of the Motor Vehicle Standards Act, including participation in the South Australian workshop.



Took a national leadership position against parallel importation of new cars and received national media as a result.



John Hitchcock

## Auto Parts Recycler Division



47

Members in Division



8

Meetings held



51

Member engagement

### Chair

John Hitchcock

### Deputy Chair

Ron Lewis

### Committee

Anthony Norris

Mark Kraulis

Brad Harmer

Stuart Cawthorne

Mick Cavanagh

Hugo Pellegrini

Rob Nash

Darran Van Der Woude

The 2014/15 year has been challenging for the auto parts recycling division with downward pressure on sales into the wholesale market and new players entering into the traditional markets.

The joint venture between Suncorp Insurance and American giant LKQ increased competition and the market demand for acquiring quality stock. Added to this, new entrants such as Triple S appear to have implemented loss leader pricing strategies on aftermarket parts and parallel parts which has impacted some members and reduced profit margins.

The insurance industry is also putting pressure on collision repairers to cut costs. This has flowed down to the recycling industry with sales and margins reducing. Members have also reported indirect competition from online sites such as Ebay and Gumtree.

The committee has met with representatives from Consumer and Business Services (CBS) about online selling and unlicensed sellers operating outside normal business practices.

The industry activities over the past year indicate the industry is changing and members will need to adapt to the changes. This will continue in the 2015/16 year and the committee will be working with AMIF to investigate an End of Life pilot scheme and investigate the effects of a tighter licensing regime and accreditation scheme.

## ACHIEVEMENTS



Formed an end of life sub-committee in conjunction with APRAA.



Conducted an APRAA workshop about the Senate Inquiry into the automotive industry.



Formed a sub-committee to work on an accreditation scheme.



MTA members Mark Kraulis (U-Pull-It) and Hugo Pellegrini (Paradise Auto Parts) received awards at the APRAA National Conference. Mr Kraulis received the Bob Scott Memorial for Industry Contribution and Mr Pellegrini received the Frank Nacastri Memorial Award for the Most Environmentally Aware Recycler.





Brian Weeks

## Automotive Repair Division



428

Members in Division



3

Meetings held



613

Member engagement

### Chair

Brian Weeks

### Deputy Chair

John Eglezos

### Committee

Peter Stewart

Darryl Siggs

Craig Gough

Brian Weeks

Phil Turner

Phil Turner Jnr

Chris Tune

Peter Cox

Scott Colmer

During the 2014/15 year, the auto repair division tackled a range of ongoing issues affecting independent repairers including vehicle inspections, access to technical information, telematics, capped price servicing, longer service intervals, longer manufacturer warranties, online service schedules and online service recording of history.

The main focus for the division was continued work towards a voluntary vehicle inspection scheme as agreed to by the Government in the lead up to the 2014 state election.

An industry working group was established including the MTA, Department of Planning Transport and Infrastructure (DPTI), RAA, SAPOL and Consumer and Business Services (CBS).

The outcome from the meeting was for the MTA to provide CBS with a light vehicle inspection form that provides minimum safety standards that light vehicles have to meet.

The committee met several times to formalise a light vehicle inspection form and a MTA accredited vehicle inspection service centre application form. The MTA form consisted of business and technician requirements that members would be required to meet to keep the integrity and high quality standards in place. After a market review, we continue to work with CBS and DPTI on a way forward.

Another critical issue for the division was sharing of technical information. The division held discussions on the issue and provided feedback into the national process for

securing an industry wide agreement. With the unanimous endorsement of 14 principles for sharing vehicle repair and service information, the rights of consumers and businesses have been enhanced.

The MTA established a business partnership with OurAuto to provide members the opportunity to purchase technical repair information through a web based technical information service Tech-Online. This has been successful with 85 members taking up the trial offer and 40 becoming full subscribers.

## ACHIEVEMENTS



Continued work on vehicle inspection form and accredited vehicle inspection service centre application form.



Continued relationships with Department of Planning, Transport and Infrastructure and Consumer and Business Services.



Business partnership with OurAuto to provide Tech-Online saw 40 members become subscribers.



Jeff Williams

## Body Repair Division



220

Members in Division



19

Meetings held



385

Member engagement

### Chair

Jeff Williams

### Deputy Chair

Olivia Colangelo - Couch

### Committee

Tom Campaniello

Jason Miller

Ashley Bartholomew

Joe Artini

Rob Ephgrave

John Jakutavicius

Andrew Pelham

Daryl Morgan

The body repair division committee has been proactive throughout the 2014/15 year, with involvement in the review of the MVIRI Code of Conduct, the State Government's tax review and contributions to the AMIF Senate Inquiry into the automotive industry.

The division also played a key role in the development of the Australian Motor Body Repairer's Association (AMBRA) Shop Grading Program that was released. MTA member Fleurieu Crash Repairs was the first business in Australia to be accredited in the AMBRA Shop Grading Program, and a number of members are in the process of getting ready to be audited for the Program.

Member engagement in the division continues to grow. The division committee has an expansive representation across membership. This includes regional members from Mt Gambier, Port Lincoln and the Adelaide Hills. In addition to this, the committee includes members from a range of business models, including multi-site, rural, prestige and multi-purpose businesses.

In the 2014/15 year, division sub-committees were formed to establish new events for the Association, and work with the MTA Registered Training Organisation (RTO).

The division sub-committee established with the RTO has addressed the training needs of members in the body repair industry to make it more relevant. I-CAR

modules and Thatcham's describe methods of repair have been introduced.

## ACHIEVEMENTS



The division sub-committee established with the RTO an Australian first agreement with I-CAR to provide specialist training.



Division sub-committees established new events for the Association, including the Adapting to Change seminar and a spray booth safety information day.



Fleurieu Crash Repairs became the first repairer in Australia to be accredited in the AMBRA Shop Grading Program.



58 members responded to the division survey. This provided insights into the preferred work providers and strategic operations of body repair businesses.



Divisional Chair Jeff Williams was elected as the Chair of the Australian Motor Body Repairers Association in October 2014.



Bill Lane

## Commercial Vehicle Industry Association of SA



46

Members in Division



2

Meetings held



100

Member engagement

### Chair

Bill Lane

### Committee

Peter Morelli  
Clive Polley  
Darryl Smith  
Brian Haller  
Chris Morrison  
Steven Godbald  
David Reid

The commercial vehicle industry association division met regularly throughout 2014/15.

The MTA posted a submission on behalf of the division to the National Heavy Vehicle Regulator in relation to the Regulatory Impact Statement January 2015.

A number of fatal crashes involving heavy vehicles highlighted South Australia's weak road worthiness regulations. Heavy vehicle roadworthiness and safety is an issue in the industry and for state government Ministers of Transport and Road Safety.

On a number of occasions, the division has highlighted to government that South Australia is out of step with every other mainland state. South Australia does not have a heavy vehicle inspection regime, and a significant majority of the heavy vehicle fleet outside of the Mass Management Accreditation Scheme have never been subject to any kind of inspection.

The MTA visited the Regency Park vehicle inspection facility and discussed members' difficulties and significant costs in getting inspections and defect removal.

The independent bus and coach operators' section of the division have continued to be very active. The MTA has continued

to make representation on their behalf regarding police checks and other red tape burdens.

## ACHIEVEMENTS



Worked with stakeholders and government to highlight the need for a standardised National Heavy Vehicle Inspection regime in response to fatal accidents on the South Eastern Freeway down track.



Successfully protected repairers and service agents with a submission opposing chain of responsibility extending to members.



Department of Education and Child Development submission on extending spread of school bus services to include private schools.



Mathew East

## Farm & Industrial Machinery Dealers Association of SA



53

Members in Division



1

Meetings held



176

Member engagement

### Chair

Mathew East

### Deputy Chair

Malcolm Eglington

### Committee

Colin Butcher

Malcolm Eglington

Darren Graetz

Norm Hood

Roger Paech

In the 2014/15 year, the farm and industrial machinery division was a useful forum for the farm machinery dealers of South Australia to air their opinions and gain some traction with government departments and politicians at both a state and federal level.

However, to continue to be useful in the coming year and the future, the division does require some revitalisation.

The MTA has continued to hold divisional meetings, and continues to see the same machinery dealers in attendance. The MTA thanks these members, but in moving forward, strongly encourages more members to attend as this will add more value for the entire division.

The divisional meetings are valuable as they discuss the issues that affect the prosperity of farm and industrial machinery businesses. In 2014/15, the division devoted time to numerous key issues including; privacy law compliance, movement of agricultural machinery, the harmonisation of Work Health Safety, the dangers of trading of farm machinery across borders, the reduction of business red tape (particularly in regard to WHS), registration/licensing and privacy laws as they apply to farm and industrial machinery businesses.

## ACHIEVEMENTS



Developed an electronic survey for members to provide feedback about the 90 Survey on Movement of Agricultural machinery. This resulted in further strategy meetings planned with PIRSA to consult industry on the implementation of changes.



Hosted FIMDAA Meeting for interstate delegates.



Worked with the Small Business Commissioner to provide members with support to tackle business red tape and privacy laws.





Andy Forrest

## Licensed Vehicle Dealers Division



145

Members in Division



4

Meetings held



264

Member engagement

### Chair

Andy Forrest

### Committee

Norman Cooper  
Andrew Holdich  
David Vincent  
Danny Vaughan  
Phillip dePinto

In 2014/15, the licensed vehicle dealers committee has continued its good rapport with the Consumer and Business Services (CBS) department, meeting on a regular basis with open and frank discussions.

The Commissioner has continued to provide members with regular updates through his column in the *Motor Trade*.

The MTA is focussed on self-regulation and is proactive to continually strive for higher standards of compliance by all its members. As a result, the opinions expressed by the MTA are valued and sought after by CBS, being used to assist in policy direction.

The issue of unlicensed car selling is continually discussed with CBS. Through member feedback, CBS are making some positive steps in this area by understanding where the hotspots are for the unlicensed selling, leading to an increase in the number of prosecutions throughout the year.

The retail motor vehicle dealers have faced increased competition from the auction houses Australia wide, who now have become car dealers in their own right as they seek to increase their profitability.

The issue of compliance by the auction houses has been problematic to the dealer group who believe it is an uneven playing field. The LVD committee has been active in discussion with CBS to promote the

dealer's concern, and has sought out Philip DePinto (partner Universal Motor Auction) to join the committee to get an informed perspective.

Both sides believed it would be beneficial to have an auction representative present to understand the MTA's points in regards to promoting compliance and customer satisfaction in retail sales.

## ACHIEVEMENTS



Regular meetings with CBS and the Commissioner.



CBS acted on unlicensed car selling with prosecutions in December 2014.



Agreement with CBS to review Compensation Fund.



Meetings with DPTI to address industry specific issues including registration, licencing and vehicle inspections.



Martin Guppy

## Motorcycle Industry Association of SA



49

Members in Division



1

Meetings held



83

Member engagement

### Chair

Martin Guppy

### Deputy Chair

Mark Flynn

### Committee

Nigel Agar  
 Alan Ashmoore  
 John Barnsley  
 Mark Boag  
 Evan Byles  
 Mark Flynn  
 Martin Guppy  
 Bill Norman  
 Michael Tucker  
 Richard White  
 Vivienne Hoffman  
 Roger Kessner  
 Doug Pitman

Motorcycle dealers in SA are facing unprecedented change. The cost of doing business is increasing, and there is pressure from manufacturers and distributors seeking to improve brand penetration and facility standards.

The major issues covered by the motorcycle industry association of South Australia in 2014/15 included discussion into private importation of new motorcycles, current ATV safety dealer responsibilities and licensing/registration matters.

Sales volumes have not been increasing. Dealers are being forced to find revenue derived through efficiencies in other parts of their businesses. Examples of this include workshop activities, accessory selling and installation, spare parts sales and improved finance and insurance premiums.

In the 2014/15 year, the formation of a new national body, The Australian Motorcycle Dealers Association (AMDA), was a highlight. This body is now the national conduit for federal issues affecting South Australian motorcycle dealers.

The aim of this new national body is to proactively, effectively and efficiently represent the Australian motorcycle retail sector, in a timely manner, with all levels of government, business and the community.

The appointed Chairman of AMDA is Mr Stuart Strickland. A former Honda motorcycles CEO, Mr Strickland is a well-respected and long serving motorcycling identity who will provide a significant voice to the industry.

## ACHIEVEMENTS



Formation of national AMDA.



Participation in Motorcycle Reference Group to promote the dealer associations interests across road safety, rider training, road infrastructure maintenance and motorcycle laws.



John Jansse

## Towing Division



55

Members in Division



5

Meetings held



119

Member engagement

### Chair

John Jansse

### Deputy Chair

Robin Pitchers

### Committee

Ralph Scutella

Brenton Caddle

John Hitchcock

Kevin Mullen

The towing division committee focused on maintaining the current system of the Accident Tow Authority Scheme in 2014/15.

The Regulatory Impact Statement provided the industry with an opportunity to take part in the review of the current legislation to safeguard what is arguably the best roster system in Australia.

The committee engaged the services of Mr Mark Priadko to review the current fee structure and develop an independent report for the Registrar of Motor Vehicles. The report outlined the value for money gained by the current system, and proposed the indexation of some of the parameters used to calculate the tow fees.

The MTA also met with representatives of the Department of Planning Transport and Infrastructure (DPTI) to ensure the excellent working relationship between the industry and government continues.

A key issue discussed was need for on-street parking for tow drivers to provide efficiency for businesses and reduction in red-tape. Discussions on this issue will continue in 2015/16.

## ACHIEVEMENTS



The MTA and DPTI continue to work together to review annual tow fees.



Completed a five year review of tow fees to confirm the model is valid and meets expectations for the future.



Completed a regulatory impact statement submission to the Registrar of Motor Vehicles on the Accident Tow Roster Scheme legislation.



Met with Registrar of Motor Vehicles to discuss on-street parking for on call tow truck vehicles.



Established a committee of industry stakeholders including the Department of Planning Transport and Infrastructure, Registrar of Motor Vehicles, Accident Tow Inspectorate and MTA.



Brenton Stein

## Service Station Division



77

Members in Division



2

Meetings held



135

Member engagement

### Chair

Brenton Stein

### Committee

Frank Agostino

Jack Lawson

Malcolm Keast

Stamatis Karalis

John Teague/Scott Teague

Jim McGuire

The service station division tackled a range of ongoing issues affecting independent service stations throughout the 2014/15 year.

The division participated in national discussions through the Australian Service Station Convenience Store Association (ASSCSA) on Vapour Recovery 2 Legislation.

This resulted in lobbying the EPA NSW government in an attempt to stop VR2's introduction in their state from 2017. This was a win for the division, as members were concerned that once another jurisdiction implemented this legislation, it would be introduced locally.

South Australia continued to lead the way with policing tactics for fuel theft by drive offs. At national meetings, South Australia's model was keenly observed by the other states and has led to state delegations coming to South Australia to meet with stakeholders to identify how they can improve their systems.

The major item for the year has been the commencement of the national Oilcode Review. Consultation at both state and federal levels established the key issues for service station members. Include were the 30 or 60 day complaint process,

number of uncompleted disputes, terms and conditions for franchise operators and lack of transparency in the current Oilcode.

## ACHIEVEMENTS



Supported member's interests through media mentions.



Developed South Australian input into the national Oilcode Review.



Represented division members on SAPOL's Petrol Theft Reduction working group.





Marcus Baldacchino

## Tyre Dealers Division



102

Members in Division



2

Meetings held



98

Member engagement

### Chair

Marcus Baldacchino

### Committee

Graham Stewart  
Simon Gliessert

The tyre dealers division increased member engagement in 2014/15 with increased member visits and robust discussion on a range of topics at divisional meetings.

The major issue identified by members was the inconsistency in tyre diameter regulations in South Australia compared to the national standard. Locally, a wheel and tyre fitted to a 4WD vehicle must not be more than 15mm greater than the tyre size listed on the tyre placard. However, the national Vehicle Service Bulletin allows for a 50mm variance.

The MTA has taken this issue on and discussed member concerns with the Department of Planning, Transport and Infrastructure. A resolution is yet to be found, but the MTA will continue to promote members' interests.

Another issue identified by members was the unacceptable standard of tyre repairs from other service outlets. As a result, the division developed an MTA eNews article on unsafe puncture repairs for improved standards and procedures to assist in raising standards across the industry.

The division continued to support and promote members who participate in the National Tyre Product Stewardship Scheme. This is a vital program that helps in the

reduction of dumped and landfilled tyres. The Scheme also promotes alternative repurposing, including the manufacture of new rubber products, road construction as a constituent in asphalt roads and surface materials such as playground surfaces.

## ACHIEVEMENTS



Promoted members' concerns regarding inconsistencies between state and national regulations.



Developed educational eNews on unsafe puncture repair.



Continued promotion of National Tyre Product Stewardship Scheme to members.



Rob Davey

## Vehicle Rental Division

 **5**  
Members in Division

 **4**  
Meetings held

 **7**  
Member engagement

### Chair

Rob Davey

### Committee

David Beard  
Tony Harris  
Paul McGinity

The major issue identified in the 2014/15 year for the vehicle rental division was the emerging trend of interstate registered rental vehicles used throughout nationalised vehicle rental firms.

The division identified that one of the major inhibitors to vehicles being purchased and registered in South Australia was due to Stamp Duty and other costs being cheaper in other states.

The division fed its concerns into the MTA's consultation for the State Tax Review, which recommended the abolition of vehicle stamp duties in South Australia. Membership of the vehicle rental division continues to be proactive, with division meetings held four times throughout the 2014/15 year. Each meeting proved to be productive, and many issues were raised by those in attendance.

Rental vehicles are continuing to be stolen by customers, and members have established a best practice when it comes to customer identification to help alleviate the issue.


International renters also continue to be a concern, particularly with the verification process of international driver identification. Continued shared knowledge in this area has improved members' processes.

There also remains the risk of having bad hirers. Again, continued best practice identification and process reviews have helped reduced the impact on members.

## ACHIEVEMENTS

 Improved member engagement with three more divisional meetings held in 2014/15 from the previous year.

 Input into MTA's consultation for the State Tax Review which recommended the abolition of vehicle stamp duties in South Australia.

 Membership continues to be proactive, with the issues of interstate registered rental vehicles, stolen registered vehicles, international renters and bad hirers identified.



Brian Rippon of Mercedes-Benz Adelaide, Host Employer of MTA Apprentice Lewis Hvalica.



# THE MTA GROUP TRAINING SCHEME INC







Frank Agostino

## Chairman's Report

During the 2014/15 year, the MTA, like many other group training business, faced a difficult climate. This has been on a number of fronts, with weak business and consumer confidence having an impact on the demand for apprentices, and an increase in regulatory requirements and changing funding models from governments.

That being said, it was in many ways a positive year despite the challenges faced. As the department reports indicate, our four year apprentice retention rate of 65 per cent is better than the national average of 52 per cent. We have also increased our total training hours delivered from just over 138,000 in 2013/14 to 145,000 in 2014/15. These are just two indicators which highlight the positive work being achieved by the MTA Group Training Scheme.

A large focus for the MTA throughout the year was conducting internal audits of both the Registered Training Organisation (RTO) and Group Training Organisation (GTO). The results of the audits have been pleasing with minimal issues identified and a strong response to rectify those areas for improvement.

To strengthen our services to the industry we again conducted surveys of our apprentices and host employers. From this process the MTA has improved the support provided to first year apprentices with more frequent visits and improved the call-up process for trade school training.

What was most pleasing is that our apprentices have indicated an improvement on the already quality training provided on-the-job by host employers. This is a fantastic reflection on the quality of our host employers, apprentices and the MTA.

During 2014/15 we strengthened links between the Training & Employment Centre and industry. We formalised input into training material development from industry through working with various divisional committees.

One example of this was the open forum for automotive repairers where industry was able to provide MTA their insights into apprenticeships and training. The main outcome of the meeting was a pathway to allow industry input into shaping future training packages. This is now happening for the body repair sector, with a sub-committee formed and working with the Training & Employment Centre for both our body repair and refinishing (spray painting) training packages.

The reporting year commenced just after the State Election, and with a re-elected Weatherill Labor Government refreshing its Ministry, it has been important to highlight the MTA's capacity in automotive skills training.

We were fortunate enough to have Hon. Zoe Bettison, MP in her capacity as the Minister for Communities and Social Inclusion and Minister for Youth tour the facilities. We also had Hon. Susan Close, MP in her capacity as Automotive Transformation Minister visit the Training & Employment Centre. Both Ministers were impressed by the MTA's facilities and capacity to train current and future automotive tradespeople.

The MTA has been working on how to assist Holden Workers, the supply chain and the wider Adelaide community transition from automotive manufacturing. During the 2014/15 year, we have been working with the relevant departments (Federal and State) in

promoting what assistance we may provide. Our Recognition of Prior Learning and Gap Training programs have been offered to a number of workers as well as our upskilling trade training. We will continue to work with Holden and the Automotive Transformation Taskforce to provide practical assistance where possible.

We also continued to strengthen our ties with manufacturers who continue to use our facilities to train their workforce. During the 2014/15 year we had Nissan, Kia, Mazda and Chrysler take advantage of our facilities to train their local workforce. This is an important component of our Training & Employment Centre as it enables the MTA to have direct access to the latest training aids and techniques offered by these manufacturers.

I'd like to finish by thanking the staff of the Training & Employment Centre for their continued diligent work throughout the year, our host employers for their continued support of our services and our apprentices for their dedication towards achieving a sustainable and fulfilling career in the retail automotive sector.

## 2014/15 THE MTA GROUP TRAINING SCHEME FINANCIAL PERFORMANCE

The MTA Group Training Scheme incurred a deficit for the year ended 31 March 2015 of \$247,466 in a difficult market. The primary areas of income, being host income from placement of apprentices, government training incomes for training of apprentices, governments subsidies for commencement and completion of apprentices and other government subsidies.

Operating revenues were below the previous year of 3.5%

### Current asset profile at 31 March 2015

|                        |       |
|------------------------|-------|
| Cash and Term Deposits | 26.1% |
| Receivables            | 17.9% |
| Fixed Assets           | 27.1% |
| Intercompany Loan      | 28.9% |

| Key Financial Performance Indicators | FY 2015<br>\$'000's | FY 2014<br>\$'000's |
|--------------------------------------|---------------------|---------------------|
| Net (Deficit)/ Surplus               | (247)               | 178 <sup>1</sup>    |
| Net Current Assets                   | 3,174               | 3,213               |
| Total Equity                         | 10,003              | 10,250              |
| Cash held including Investments      | 3,188               | 3,239               |

1. Before interest received from parent entity

| Other key Indicators  | FY 2015 | FY 2014 |
|-----------------------|---------|---------|
| Number of apprentices | 499     | 496     |
| Number of Hosts       | 233     | 248     |







MTA apprentices working on John Bowes' Mustang Sally at Clipsal 500 February/March 2015



The MTA Group Training Organisation commenced the year with a target to recruit 228 apprentices. The year ended with 194 new apprentices recruited including: 110 light vehicle mechanics, 51 diesel mechanics, 10 panel beaters, 13 vehicle painters, six school based apprentices and four other trades.

Overall, this was a satisfactory result for recruiting, although in some cases placement of apprentices has been difficult due to the fluctuating demands from industry.

The total number of working apprentices performed well in comparison to budget, and

at times exceeded the target. Apprentice cancellations performed to budget with 91 cancellations to a budgeted 92.

The latest data shows MTA's retention over the last five years is on average 62.41 per cent. This is higher than both the national non GTO completion rate of 53.2 per cent and the GTO completion rate of 51.4 per cent.

Field operations during the year were hampered by a limitation in resources. This was identified and the MTA did gain the opportunity to recruit and commence two new Field Officers.

During the year Field Officers' conducted

1,895 host and apprentice visits, 192 host risk assessments, placed 125 new apprentices, found 87 placements for suspended apprentices and made 2,243 cold calls.

The annual apprentice and host surveys provided valuable feedback. Generally the results were good, but there have been number suggestions for improvement which have added to the continual improvement process. Critical improvements such as host notification of training call-ups and investigating tool/equipment requirements have been implemented.

## ACHIEVEMENTS



**Apprentice placements:** Achieved 212 apprentice placements, 125 new apprentice positions were filled and 87 suspended apprentices were placed with host employers.



**Improved field services:** The employment of two new Field Officers has increased resources, improving services for apprentices and hosts.



**2014 MTA Graduation and Awards Night:** Over 300 people attended, including Ford Pepsi Max V8 Supercars driver Chaz Mostert who was an engaging guest speaker on the night.



**Clipsal 500:** 30 apprentices worked at the Clipsal 500. Six worked with V8 Supercar teams, 10 worked with the Stadium Trucks and 14 worked alongside MTA trainers in the MTA Motorsport Repair Team.



**Retention rate:** MTA GTO still trends above national average for apprentice retention. MTA GTO's success over a four year term runs at around 65 per cent compared to the national average around 52 per cent.

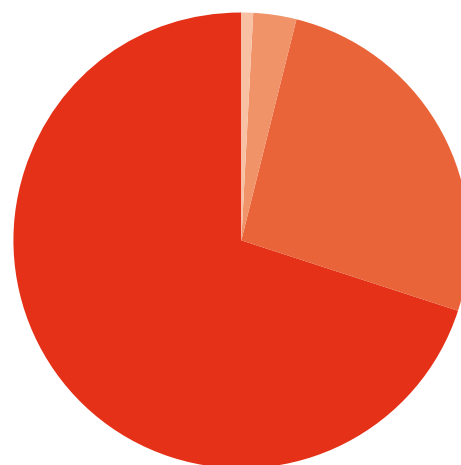






## MTA REGISTERED TRAINING ORGANISATION

Training hours by Trade


 **145k**

Training hours  
delivered

 **105**

Up Skilling  
Enrolments

 **32**

Non-MTA apprentice  
enrolments

70% – MTA Light Vehicle  
26% – MTA Heavy Vehicle  
3% – Non-MTA Light vehicle  
1% – Body Repair/Vehicle Painting

The MTA Registered Training Organisation (RTO) has had a challenging year in 2014/15 due to unpredictable industry employment trends.

The RTO has continued to review, update and write new training materials to contribute to the AUR12 training package. Both light vehicle and heavy vehicle training packages were completed during the year. Practical training and resource development in panel beating and vehicle painting has also progressed with the competencies written materials. This is an ongoing process that allows for the RTO to remain in line with

any currently existing unit alterations, while further developing the training materials.

Up-skilling existing tradespeople continued to be an important element of the RTO. We had 105 enrolments with 50 completing air conditioning training and 33 forklift training. The remaining 22 enrolments were across our two hybrid courses, wheel alignment and SRS Airbag. We spent the last quarter of the financial year updating our marketing materials and strategy to improve the result in the new financial year.

There were 32 non-MTA apprentice enrolments; 17 in light vehicle, six body

repair, five vehicle painting and four in heavy vehicle. In the latter half of the reporting year, the RTO implemented cold calling of industry and trainers commenced visiting businesses in the field which proved successful with a greater uptake of MTA training.

The RTO continues to maintain excellent relationships with vehicle manufacturers KIA, Nissan, Chrysler and Mazda continuing to use the Training & Employment Centre's facilities to deliver their in-house training. I-CAR is another important partner who uses the facilities for training.

## ACHIEVEMENTS



Delivered 145,000 training hours in the four main qualifications and up-skilling courses.



Introduction of I-CAR training into the Panel and Paint curriculum.



Light Vehicle and Heavy Vehicle AUR12 Training package completed.



Worked with Body Repair Sub-Committee and improved uptake of training services by sector.



Heavy Commercial Vehicle stage III training package completed and running.



Industry visit by trainers and cold calling increased non-MTA enrolments.



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