

MOTOR TRADE

Official Magazine of the Motor Trade
Association of South Australia

November / December 2016

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PRESIDENT'S REPORT

BY MTA-SA PRESIDENT FRANK AGOSTINO

The South Australian Government will implement a pilot heavy vehicle inspection scheme due to a series of unfortunate accidents that shook the community last year. The seriousness of the accidents and the public's reaction forced the Government to act and the compulsory vehicle inspection scheme for heavy vehicles will commence on 1 January 2017. The MTA has been fighting for over three decades for this scheme which will improve safety on South Australian roads.

As part of the pilot process, heavy vehicles over 4.5 tonnes and three years of age from the date of manufacture will need to be inspected at change of ownership. So far, the Government has nominated five metropolitan authorised inspection sites to carry out work with regional inspections still carried out by DPTI.

We are working with Government to expand the number of inspection sites, for both metro and regional areas.

Mandatory inspections will ensure heavy vehicles are regularly serviced and maintained. The extra services and requirements carried out on heavy vehicles will undoubtedly result in more work for industry, but the big winners from the new inspection scheme will be road users with our roads becoming safer for all. It has been a year of many achievements for the MTA with results not only for heavy vehicle inspections, but also wins in relation to:

- Significant Red tape reduction
- Small Business Tax Cuts

- Increase Apprentice Commencements
- Return to Work Premiums
- Effects Test into Competition law
- Industrial manslaughter
- Unfair Contract Terms
- ACL Review – Lemon Laws
- Review of Second hand dealers compensation fund
- Insurance & Repairer Code of Conduct

Next year promises to be just as busy on the government relations front, with the State Opposition recently announcing a policy to deregulate shopping hours.

The MTA has always opposed this, with a recent survey of new and used dealers again confirming their overwhelming opposition to deregulation on the basis of work/life balance and the belief there will be no increase in sales. The MTA has written to the Opposition detailing the concerns members have raised.

Finally, and on a positive note for the State, the release of the recent CommSec report into the economic performance of Australia's States has shown South Australia has moved up the rankings to fifth with improvements in business investment driving this growth. South Australia needs to build on this momentum if we are to return to the growth levels the State and our industry are looking for.

As the Christmas season approaches, I wish you all a Merry Christmas and a happy and prosperous New Year.

CEO'S MESSAGE

Over the past three years, there has been a 39 per cent decline in automotive apprentice commencements. To counter this, a key focus for the MTA has been fuelling young people towards a career in the automotive industry to ensure we get the best available apprentices for your workplace and industry as a whole.

There are two ways you can work with us to take on an apprentice. If you become a host employer, the MTA will become the legal employer throughout their contract of training. If you prefer to employ your own, the MTA can help you find an apprentice that is right for your business and they can complete their training at our Training & Employment Centre.

We are continuing to engage politicians to remind them of the quality of the Royal Park Training and Employment Centre. The MTA hosted the Shadow Minister for Skills and Apprenticeships, Senator the Hon Doug Cameron and the local Federal Member for Port Adelaide, the Hon Mark Butler MP to the Training and Employment Centre to demonstrate how we can work with Government to address the training decline.

With Senator Cameron and Mr Butlers' experience and knowledge of both the MTA and the automotive sector, we are confident they appreciate the unique role the industry has to play in South Australia's economic future.

The MTA has also been in discussions with other politicians and other industry bodies on a number of fronts including

Personal Imports, Access to Repair and Service Information, Pawn Brokers Legislation, Vehicle Inspections, Franchise Code, Red Tape Simplification and Flex Commissions and have submitted a submission to the ACCC on New Car Retailing.

The above inquiries and reviews have the potential to have a very large impact on the automotive retail, service and repair industry and with falling apprentice numbers and Holden's impending closure, it has never been more important for us to demonstrate the strength of 80 per cent of the automotive industry that remains.

On a lighter note, make sure you have a look at the profile in this edition of the Motor Trade on OG Roberts and Co who are celebrating their 60th year in business. This is our latest piece in the series of profiles on long standing MTA members and MTA Life Members who have served our industry with distinction.



Paul Unerkov
CEO



EVENTS CALENDAR

NOVEMBER/DECEMBER 2016

NOVEMBER 2016

- | | |
|-------------|--|
| November 25 | Joint South East & Upper South East Networking, Information & Feedback Evening |
| November 29 | Metro East BRD Information Session |
| November 30 | Lower North Networking, Information & Feedback Evening |

DECEMBER 2016

- | | |
|-------------|----------------------|
| December 1 | Towing AGM |
| December 14 | Auto Repair Division |



The MTA will be closed over the Christmas/New Year week and will re-open on Tuesday January 3.

We hope you all have a very Merry Christmas and look forward to seeing you in the New Year!

WHAT'S NEXT FOR REBEKHA SHARKIE

BY GENEVIEVE COOPER

What are your main priorities now that you have been elected?

The first question I asked in Federal Parliament focused on making sure the millions of dollars in infrastructure election promises made by my predecessor would be honoured. One of the most expensive was a promise of \$14m for a B double route into the heart of the Adelaide Hills to service Thomas Foods International but also other transport operators and our horticulture industry which is negotiating for Pest Free Area (PFA) status to push into export markets. Fast, efficient and safe transport routes and the PFA are high priorities for Mayo. More recently, my electorate has been hit hard by storm damage in the wake of severe storm events. At a very early estimate, four councils in my electorate are facing road damage bills approaching \$10m. One major transport route – Montacute Road – collapsed so catastrophically it will cost millions and require specialist engineering advice. The Adelaide Hills council has been told it is not eligible for state emergency funding. My priority is to do what I can to lobby for Federal help. A bill in the millions will have a significant impact on the rates and hip pockets of my constituents.

Besides transport, I have also promised my electorate that I will push hard for a 24-hour doctor at Mt Barker Hospital, which services one of the fastest growing regional centres in the country. I am also determined to fight the State Government on its move to remove 'country status' and vital funds from the other country hospitals in my electorate.

What do you see as the key issues for South Australia from a business perspective?

One key issue is supporting small business, the largest employer in my electorate. We will back the Turnbull Government's tax cuts for companies but only on the basis that they will help companies such as Beerenberg in Hahndorf which is committed to SA and is taking full advantage of our quality food image. We need to support and help those businesses who see their future in SA. My electorate has one of the highest youth unemployment rates in the nation – 17% in

some areas – and if we don't invest in local industries and back local industries we will continue to lose our young people to other states.

How do you see your role in the new Parliament?

My role is to represent the people of my electorate and to do what I promised – "make Mayo matter". I will work hard to bring their interests to the fore. As the first NXT member in the Lower House, my role is also to demonstrate how the sensible centre will work constructively to deliver the best outcomes for Australia.

Where does Nick Xenophon fit into this?

We work as a team. All my Federal colleagues work together to deliver the Nick Xenophon Team platform. We bring different skills and life experiences to politics and we respect the strengths we bring to the Party.

The Nick Xenophon Team (NXT) ran on a platform of "Australian Made & Australian Jobs". Can you expand on your views in this regard?

We grow the best and we make the best so therefore we need to support Australian jobs and what Australia makes. We'll be pushing for change to procurement rules. At the moment procurement is \$59 billion of Government spending, things like paper and uniforms. We feel that procurement laws should change so they look at the whole of life, cost benefit analysis. We want the laws to consider not just economics but social benefits so Australians and Australian businesses can compete on a more even playing field in the tender process. We know that just a few years ago Rossi boots, a South Australian company, lost its procurement for providing our diggers with boots over what turned out to be a very small margin. That contract went to Indonesia. We're seeing uniforms going to other countries such as Bangladesh because the Government is only looking at cost and not looking at the broader implications that when we buy Australian we are creating Australian jobs.



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Another core policy relates to regional Australia? What is the NXT vision for country people?

Politicians for too long have pushed regional Australia to one side, focusing on the votes and marginal seats concentrated in urban areas. My electorate of Mayo is essentially a regional electorate. It's my vision for Mayo and broader regional SA that we see investment in our regions, that we see jobs in our regions, whether that's forestry, supporting agriculture or decentralising public service departments. We need to move away from this city-centric focus, particularly an east coast focus. Most recently the Nick Xenophon Team put out a regional, seasonal employment strategy that was focused around offering incentives to job seekers to try rural jobs without affecting their Newstart payments. It is our regional areas where our food and wine are grown and made, where our natural attractions bring in tourists. These are touted as being our greatest marketing assets and yet these are the areas where our people are most disadvantaged with internet and mobile services, transport and infrastructure. You cannot have innovation without investment.

The NXT has also been vocal on tax changes to boost small business. Can you outline what you would like implement?

Small business is never on a level playing field with big business because of the economies of scale so we feel small businesses need extra support. After all, small business is the biggest employer of Australians. Some of these extra supports include reducing the percentage of tax that companies pay, when they are a true small business. We don't support the Turnbull Government's plan to reduce the company tax rate for companies beyond a \$10 million annual turnover. Supporting small business in this way gives a boost to small businesses, allowing them to employ more people and grow their business. For example, in my region we would like to see a relaxation around the rules for Automotive Transformation Scheme which is currently underspent by more than a billion dollars. That money would allow many small businesses to develop other industries such as canning, juicing or bottling. It would allow food industries to upgrade their packaging and to expand markets.



Nick Xenophon has been quite strong in opposing personal imports of new and nearly new vehicles, what is your stance on this issue?

I back Nick's stance on this issue. Parallel imports would place enormous pressure on the car sales industry in SA. It's unnecessary, cars won't be cheaper. I believe it's fraught with problems such as the honouring of warranties. It will lead to significant job losses with no real benefits in return. We don't need to open this can of worms.

Given the important role the automotive trades, such as car dealerships, play in supporting local communities, do you believe it's important that government not undermine the viability of these local employers?

According to the MTA's own figures, there are more than 290 MTA members who are dealers in SA and they employ an average of 11 staff. They are among the small business

community that drives the economy in my electorate so besides the problems for consumers associated with parallel imports, the last thing we need to do is heap more pressure into doing business in this industry.



I believe it's fraught with problems such as the honouring of warranties. It will lead to significant job losses with no real benefits in return. We don't need to open this can of worms.





FUNDING REQUIRED TO ADDRESS SKILLS SHORTAGES

The MTA has been in regular communication with both sides of politics regarding the concerning fall in automotive apprentices across the industry.

On 2 November 2016, we welcomed Senator the Hon Doug Cameron, Shadow Minister for Skills and Apprenticeships and the Hon Mark Butler MP, Federal Member for Port Adelaide and Federal ALP President to the MTA's Training and Employment Centre.

The MTA voiced the Senate Inquiry into the Automotive Industry during this visit and its recommendations for increased funding to address skills shortages in the industry, and the need to work with apprentices whilst in training to help them through to completion in the face of changing technology and structural adjustment.

Senator Cameron and Mr Butler were appreciative of the unique role the industry has to play in South Australia's economic future. We look forward to working with Senator Cameron as he develops the Federal ALP's training and skills policy for the next election.





Senator Doug Cameron
f @senator.doug.cameron

“Good to be in South Australia with Mark Butler MP, talking about apprenticeships and skills at the Motor Trade Association’s Training & Employment Centre. The Turnbull Government is ignoring the steep decline in apprenticeships numbers.

As a former apprentice, I know the value that apprenticeships provide, and I believe government must do more to support apprenticeships and skills development.”



Mark Butler MP
f @MarkButlerMP

“We were briefed on the state of the automotive training market and toured the state-of-the-art training facilities.

In the past three years there has been a 39 per cent decline in automotive apprentice commencements. The Automotive Industry has recommended the need for increased funding to address skills shortages. The Federal Government has not responded to these recommendations.”

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SPRAYING A PATH TO THE FUTURE

BY ROBERT LAIDLAW

Star 'student' Brad Lewis has joined Brad Jones Racing and is full of praise for the MTA

Brad Lewis is taking advantage of an MTA Group Training Scheme opportunity to transform his passion for motorsport into a career.

Over the past two years, the 20-year-old has been part of the Clipsal 500 Motor Sports Repair Team as a vehicle painter, and can hardly believe his good fortune to be finishing his apprenticeship with one of Australia's most recognised and respected Supercars teams - Brad Jones Racing in Albury, NSW. "As long as I can remember I've been a big fan of motorsport, so to be involved in any way is huge," said Brad, speaking from Albury, where he moved to in June.

"To be able to see another side of the sport, and not just from watching on television, is a big eye-opener for sure – especially with the pace that repairs are completed.

"Getting the call up to move to Albury and work with Brad Jones Racing was an opportunity I grabbed with both hands, and I love my involvement."

Brad started a school-based apprenticeship in motor mechanics, which was cut short because of illness, but on his recovery he was more determined than ever to find a pathway into the sport. Throughout his childhood years it was always cars that took his attention, with his first experience at live racing – the Clipsal 500 in Adelaide as a 14-year-old – cementing his belief in his future.

"Growing up, toy cars were the main thing I enjoyed, with the most memorable one a Peter Brock Commodore model from the 90s, which actually belonged to my brother Dafydd," said Brad.

"My memory is that it was on his shelf and I started playing with it and broke the spoiler, which he wasn't very happy about. But he got over it and eventually I took possession of it, and still have it!

"On race days I'm glued to the television, living the race with the drivers, no matter the type of racing. Although Supercars, F1 and MotoGP are my favourites."



The MTA is a ticket into the industry. Hopefully next year I can race my HQ Holden in the Victorian series, and ultimately race V8 Supercars – especially at home in Adelaide. Then who knows, perhaps the sport can take me to other tracks around the world.



"It's a way for me to feel connected, and now instead of just watching races with no emotional interest – as long as a Holden won – I find myself sitting on the edge of my seat hoping our team wins," he said.

"Spray painting the cars is a great opportunity that I hope leads to a career as a driver.

"The MTA trainers, Matt and Dave taught me a lot, and their encouragement gave me plenty of confidence – they helped me with aspects such as technique and style – it's not just about spraying panels a certain colour.

"The MTA is a ticket into the industry. Hopefully next year I can race my HQ Holden in the Victorian series, and ultimately race V8 Supercars – especially at home in Adelaide. Then who knows, perhaps the sport can take me to other tracks around the world."



NEW MEMBER PROFILE

JOE PASCALE, AUTO BRAKE SERVICE GLYNDE

How long have you been in business?

When I was a young man I loved cars. I remember my teenage years going to the speedway and stripping cars at home and rebuilding them.

I started my light vehicle apprenticeship back in the late 70s – so I'm starting to show my age now!

I always wanted to have my own automotive business when I was an apprentice. Back then I knew that's what my future had in store for me. I looked up to my bosses and wanted to be as successful as they were.

I purchased the business in August 1994 from the American company Echlin as Adelaide Brake Service. 18 months after that, we began trading under the Australian franchise Auto Brake Service.

Eight years in, Luigi Bianco came on board as my business partner. It's been the two of us since then. I've been here 22 years and Lui 14.

How many staff do you employ?

Including myself, there are three light vehicle technicians and one second year light vehicle apprentice.

What do you enjoy most about working in the retail automotive industry?

The satisfaction you get at the end of the day when you solve a hard problem. It's always satisfying knowing that you've done a good job and are helping people. We do a lot of extra hours to build good relationships with our customers.



What are some of the challenges that you have come across in the retail automotive industry?

The economy isn't as good as it should be; people are putting off their service and repairs. I don't think it matters what industry you're in, it's challenging operating a small business. We need to find a point of difference and provide a great service.

What is your advice to someone looking to start a new business?

It's a good industry; if you enjoy it, stick with it and learn as much as you can about cars. The more people you speak to with experience, the better technician and business owner you will be.

Why did you join as a member of the MTA?

It's very important to be a MTA member in today's business environment. We require access to the right legal advice, assistance for work practices and guidance in complying with all the Work Health Safety legislation.

Welcome to our new members

Adelaide Autohome	Jeffries Vehicle Detailing
Auto Brake Service Glynde	Madaz Mechanical Pty Ltd
Auto Craft Paint & Panel	MJN Mechanical
Bridgestone Select Dernancourt	Naracoorte Freight Centre Pty Ltd
Bridgestone Select Norwood	Oil Change Xpress
Bridgestone Select West Lakes	SM Auto Repair P/L
Challenger Motor Group	Supreme Crash Repairs
Crystal Air	Ultra-Tune Stirling

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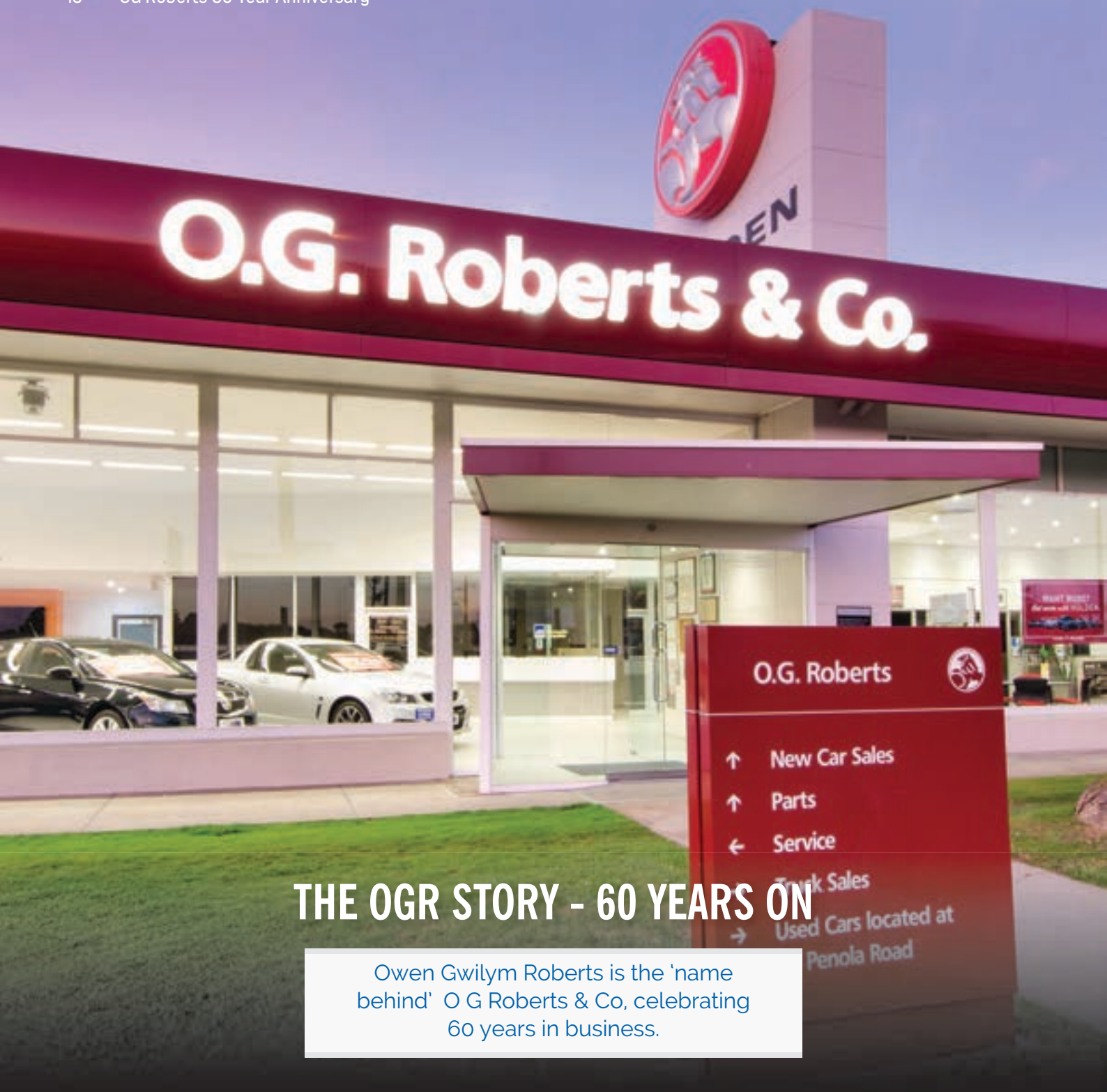
Hiring staff can be difficult at the best of times. That's why at the MTA we try and make the process of hosting an apprentice as easy as possible. Using the MTA provides access to our extensive apprentice application process, allows improved flexibility if your apprentice isn't working out and MTA apprentices arrive with their own tools and PPE right from the start.

We also take responsibility for the WorkCover, payroll tax, wages and super, leaving you to get on with running your business. If you are increasing your FTEs, you may be eligible for a Government grant of up to \$10,000 and we only bill you when your apprentice is at the workshop.

"I can confidently say that hosting an apprentice through the MTA is the best way to do it." Roly McCreanor, Roly's Automotive

If a hassle free apprentice is what you're looking for call the MTA Training and Employment Centre on 08 8241 0522 or email jpolgreen@mta-sa.asn.au for more information.





THE OGR STORY – 60 YEARS ON

Owen Gwilym Roberts is the 'name behind' O G Roberts & Co, celebrating 60 years in business.

O G Roberts & Co was established by Owen Gwylim Roberts in 1956 when he took over the Holden Dealership in Mount Gambier – “May & Davis.”

Better known as OG, his name became the brand of the dealership and was well recognised for the 20 years he spent working actively in the motor industry and for many years after.

OG was a visionary and understood the importance of good customer and staff relations.

These same business philosophies have been grown and enhanced by his son Peter, who took over the responsibility of the dealership in Mount Gambier in 1979, on OG's retirement. Over the next 40 years Peter has developed the business





Peter Roberts of OG Roberts & OGR Trucks was awarded the Barry Maney OAM service to the industry award for his dedication, passion and outstanding service to the industry. (L-R) MTA Field Officer Franco Albuino and Peter Roberts.





with his own stamp, taking on new franchises and developing the three dealership sites that the company now operates from. Today the business operates with 5 new car franchises and 2 truck franchises – still maintaining the original Holden franchise. Peter has maintained and developed the culture of staff relations with 85 staff currently employed.

Interestingly, company coaching is a strong part of good business practise today, but OGR employed a company coach some 15 years ago, to grow and develop team culture – well before it became popular.

OGR also developed its own Customer Care programme some 20 years ago, with the emphasis being on owner follow up. Peter has invested substantially in this side of the

business, developing the **On Going Relations** culture.

Reinvestment in infra structure, technology and promotional activity keeping branding and profile strong have also been vital parts of business operation.

Supporting local community events and clubs is also a strong mantra of the company, with banners and signage being visible at most sporting ovals in Mount Gambier.

Peter's commitment to the business has incorporated his involvement on both Manufacturer's and Industry Boards. This has given him the opportunity to take regional issues to a state and national level, and also to gain a wider understanding and knowledge of industry issues outside the Dealership.

His Life Membership of the MTA reflects his dedication to the



OG Roberts have been long term members and strong supporters of the MTA. A life-member of the MTA, Peter in particular has been heavily involved in the MTA, holding representative positions over the past 34 years including President, Vice President, a member of the Executive and Board of Management. Peter has also been a Director of the national body, MTAA.

I congratulate Peter, Bryce and the team at OG Roberts, 60 years in business is a great achievement. Well done!

Paul Unerkov, MTA CEO



motor industry and the dealership. This opportunity has allowed him insight and knowledge into many aspects of industry issues that reflect on the day to day operations of any dealership. Peter relinquished his Dealer Principal roles for most car franchises to his son Bryce 3 years ago, while his focus has been consolidating the Truck and Isuzu Ute Dealership after the merger with J & B Inter. While this has had challenging aspects his 40 years of experience has certainly been an asset. Bryce started his career at OGR in 1995 and since then has gained knowledge of the business operations by working in all the departments involved in running the company under the guidance and mentorship of his father Peter. As Peter says "60 years is a long time by anyone's standards, but

frankly I don't put much credence in the length of time, it is what you do in that time that really counts.

I was fortunate to have a father who was totally focused on continuous improvement (even though it may not have been called that in those days).

We have always had a culture of looking after our customers, developing and training top young people, and investing in the very best technology and equipment.

It has never been about just making money, because if you do all the basics right that will happen just as a consequence .

These philosophies have stood us in good stead for 3 family generations and I am confident that they will ensure the success of OGR well into the future. "

INDUSTRY NEWS

Federal Treasurer's Business Forum

MTA CEO Paul Unerkov attended the Federal Treasurer's Business Forum held in Adelaide on October 26. The forum was designed to discuss ideas surrounding the strengths of South Australian economy and how we can maximise them to create jobs.

In addition to the Treasurer, the Hon Scott Morrison MP, the Education Minister Senator the Hon Simon Birmingham and Defence Industry Minister the Hon Christopher Pyne MP were on hand. Topics included increasing the skills base of workers through better training, building business confidence, removing red tape burdens, aligning South Australia with other States for compliance, making workplace legislation easier to use for business and reducing the cost of staff costs through penalty rate reform.

The MTA was engaged on all these matters also adding the importance of making sure there was proper support for existing businesses through access to government grants. These issues are now being considered by the Government and further information will be made available in due course.

Franchise Unfair Contract Terms

New laws outlawing unfair contract terms began in early November this year.

The law applies to a standard form contract entered into or renewed on or after 12 November 2016, where:

- it is for the supply of goods or services or the sale or grant of an interest in land
- at least one of the parties is a small business (employs less than 20 people, including casual employees employed on a regular and systematic basis)
- the upfront price payable under the contract is no more than \$300,000 or \$1 million if the contract is for more than 12 months.
- If a contract is varied on or after 12 November 2016, the law will apply to the varied terms.

A standard form contract is one that has been prepared by one party to the contract and where the other party has little or no opportunity to negotiate the terms – that is, it is offered on a 'take it or leave it' basis.

The law sets out examples of terms that may be unfair, including:

- terms that enable one party (but not another) to avoid or limit their obligations under the contract
- terms that enable one party (but not another) to terminate the contract
- terms that penalise one party (but not another) for breaching or terminating the contract
- terms that enable one party (but not another) to vary the terms of the contract.

Ultimately, only a court or tribunal (not the ACCC) can decide that a term is unfair.

Importantly, terms that set the upfront price payable under the contract are not covered by the law.

The MTA will continue to help members who have issues in this area. If you are being pressured over a standard form contract contact the MTA.

T: 8291 2000

E: mta@mta-sa.asn.au

ACCC Market Study into New Car Retailing

The ACCC has issued its discussion paper for the Market Study into New Car Retailing.

This market study will examine whether industry practices are consistent with what we would expect from a competitive market. In particular, practices relating to:

- consumer guarantees, warranties and new cars
- fuel consumption, carbon dioxide (CO₂) and noxious emissions, and car performance
- post-sale service arrangements
- access to repair and service information and data.

It will explore the broad structure and operation of the new car retailing industry, assessing whether market characteristics, including new car buyer behaviours and expectations, are conducive to competition.

Included in this discussion will be consideration of lemon laws and personal imports.

The MTA is working with MTAA to develop a comprehensive response to the issues raised in the discussion paper and be putting forward a very strong case to ensure that new car retailers are not unfairly targeted by the ACCC.



A standard form contract is one that has been prepared by one party to the contract and where the other party has little or no opportunity to negotiate the terms – that is, it is offered on a 'take it or leave it' basis.



ASIC Investigations into Flex Commissions and Insurance Add Ons

There has been a lot of activity taking place in relation to these two issues.

Our submission to ASIC highlights that it does not understand the flex and insurance sales channels that financier and insurers seek to access.

The MTA has argued that evidence of 'systemic failure' in flex commissions is unproven and abolishing flex commissions entirely will force out certain consumer who cannot obtain finance elsewhere and led to worse consumer outcomes. It will also increase number of unsafe vehicles on the road and unfairly targets auto dealers to the benefit of banks and finance companies.

Pleasingly, ASIC appears to be moving somewhat on its

initial proposals and seems willing at this stage to come to a compromise, which is still being worked through.

Regarding Insurance Add Ons, the MTA agrees with some of the concerns ASIC has raised regarding the insurance products that are being sold through the dealership channels. Unfortunately, what ASIC has failed to appreciate is that this is an entirely separate issue from remuneration for using those channels. In both the fields of finance and insurance, consumers have the right to seek these products elsewhere but prefer the convenience and availability offered by dealerships.

The MTA is of the view that attempts to outright regulate the amount of commission received in both instances could be in contravention of cartel conduct and price fixing provisions of the Australian Competition and Consumer Act 2010. We will continue working with AADA and ASIC to develop a solution on these matters.

DON'T BE ON THE BACK FOOT

The RAA have begun auditing their approved repairer network.

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SERVICE INDICATOR RESET

If you're working on the Land Rover Discovery 3 2005 – 2009 or Range Rover Sport 2005 – 2010 there are three separate Service Interval Indicators (SII) to look for - Oil, Inspect, and Date.

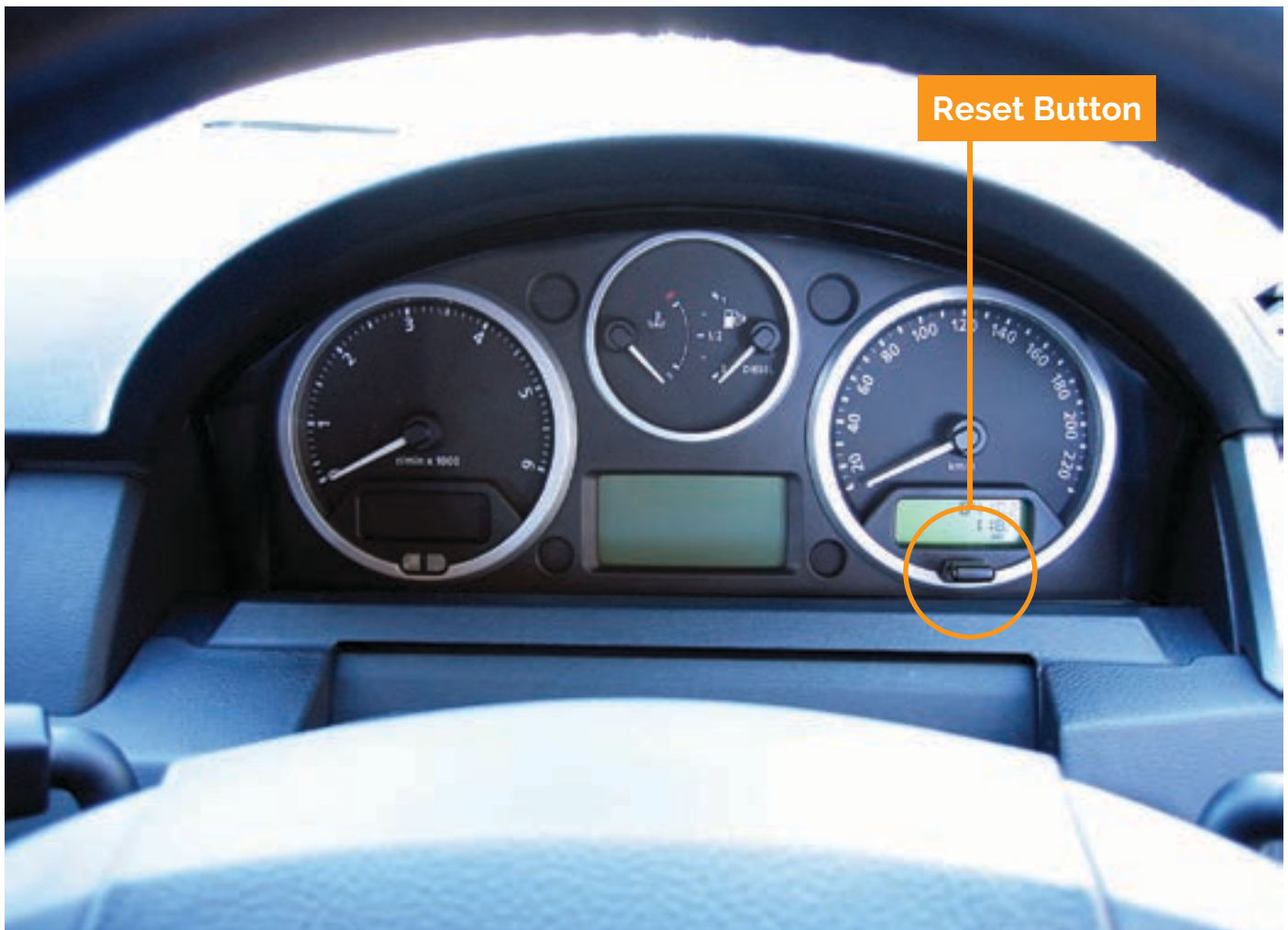
These vehicles have three separate Service Interval Indicators (SII): Oil, Inspect, and Date. The appropriate service indicator should be reset, depending on the service carried out. The SII can be reset using a suitable scan tool or by following the procedure described below. However, some early models can only be reset using a suitable scan tool.

- To enter the SII reset mode, turn the ignition to ON with the reset button depressed.
- The display will now flash 'Service'.
- When the display stops flashing release the button.

- **Oil** – The display will now show 'Oil'. To reset the oil change indicator, push and hold the button for more than 5 seconds. To move onto the 'Inspect' resetting stage, without resetting the 'Oil' indicator, briefly depress the button.
- **Inspect** – The indicator should now display 'Inspect'. To reset the inspection indicator, push and hold the button for more than 5 seconds. To move onto the 'Date' resetting stage, without resetting the 'Inspect' indicator, briefly depress the button.

- **Date** – The indicator should now display 'Date'. To reset the date service indicator, push and hold the button for more than 5 seconds. To sidestep the 'Date' resetting stage, briefly depress the button.
- The display will show 'End', followed by the type and distance to the next service.

Note: The above procedure needs to be carried out briskly, as the instrument cluster will exit the service indicator reset mode after more than 10 seconds after the last button depression.



POWER AND PASSION

Y61 AND D22

2000 – 2010

Like most vehicles, the ZD30 Patrol engine management has a number of fault codes that indicate that the ECM is faulty. Mechanics that have passionately replaced these (expensive) ECMs, have usually found that the same fault codes present themselves when the new ECM is fitted. As applies in other areas of life, it is always better to think things through clearly before acting on our first impulse. Power supply to the ECM and associated circuits is a major source of concern in these vehicles. In addition to the power circuits, are the numerous earths that can be loose, corroded, or have bad contact. The most common fault code that presents itself is code 2, but codes 10, 11, 14, and 15 can also occur. If you are inspecting a ZD30 Patrol, and it has any of these fault codes in its memory, you need to check all the relevant power and earth circuits. Correctly checking these connections involves removing, cleaning, and tightening each connection.

Steps

- At each connection you need to:
- Separate the connections and clean with a wire brush or some emery paper.
- Spray with a good contact cleaner.
- Ensure that the cables are crimped securely and there is no corrosion of the terminals.
- Reattach connections securely.

Power

Before checking and repairing any connections you must disconnect the negative battery terminal. Then remove, clean, and tighten the following:

- Positive battery terminal and leads.
- Starter motor solenoid; check the connection from battery, and the connection between solenoid and starter.
- Fuse box harness connectors.
- Check for corrosion at the fusible links.
- Alternator main connection, and check regulator connector.

Earth

- With the battery earth terminal still disconnected, remove clean, and tighten the following:
- Negative battery terminal and leads.
- Negative lead connection at battery support tray.
- Negative lead connections at the inlet manifold.
- ECM and pump grounds at the inlet manifold.

Body to block cable and other engine bay ground wires.

Once all these connections are cleaned and tightened, reconnect the negative battery terminal and check that the fault codes have cleared.

While enthusiasm can be a good thing, taking a measured approach to repairing vehicles is an advantage. A little time spent methodically and carefully checking power and earth connections can often save you many frustrating hours and the cost of replacing the wrong parts.

Note:

The most important connections on any electronic equipment are those for power and earth.



Fuse Box Harness



Starter Solenoid



Battery Terminals

BUSINESS PARTNERS INDEX

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www.bdo.com.au

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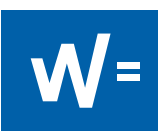


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www.healthpartners.com.au/MTA

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OPEN

2016 BDO SA STATE BUSINESS SURVEY

STEVE FIMMANO, BDO AUTOMOTIVE

BDO recognises that small to medium enterprises (SMEs) are the heart of the South Australian economy. BDO is committed to encouraging public debate and being at the forefront of discussion around South Australian business policy reform. Our attendance at the 2016/17 State Budget Lock-up ensured we heard what is planned for SMEs first hand. We will endeavour to continue to facilitate discussions and debate, advocating on behalf of South Australian business. Between 22 July and the 19 August 2016, BDO South Australia conducted the third annual BDO South Australian State Business Survey, inviting small to medium businesses to participate. We would like to thank the 241 business owners, directors and senior managers who answered questions around taxation, government, company resources, cyber resilience, digital disruption, technology and the cost of doing business in South Australia. Respondents were also asked their opinion on the future of the South Australian economy.

Over the three years of the survey we have tracked business sentiment towards doing business in our state, together with the changing priorities and pressing issues confronting our business community. The continuing change of business models through digital disruption, coupled with the risks posed by cyber-crime reflect these new challenges confronting business. Overall, South Australia's small and medium-sized businesses are more optimistic about the future than they have been over the previous 12 months. There is a growing need for business to keep abreast of new technology and their IT security or risk undermining their organisation's competitiveness and business continuity. Key highlights from the survey:

- BDO is pleased to report the dramatic improvement in business sentiment in the 2016 State Business Survey, noting that 75% of respondents felt the state's economy was flat or growing, a marked improvement on last year when

78% thought the economy was going backwards

- BDO has noticed a general appetite among clients to grow their business, assume more risk, and enter the South Australian business marketplace with more enthusiasm than in the past few years. 52% of businesses expect to increase their profits over the coming year, compared to 36% in last year's survey
- BDO is encouraged to see 26% of businesses looking to employ additional staff in the coming year and take advantage of the State Government's Job Accelerator Grant Scheme. It is important for eligible employers to ensure that they register eligible employees within the required 90 days and make full use of these incentives in their quest for growth
- Finding and retaining staff remains an issue for 3 in 10 businesses, a substantial improvement on 7 in 10 businesses for 2014. South Australia continues to export education services to the world and BDO would encourage our centres of learning to engage with local industry to improve employment outcomes owing from this strength
- 1 in 6 South Australian businesses reported experiencing a cyber-attack over the past year. BDO expects that cyber-crime will continue to grow and business must understand the risk, taking active steps to manage it. Simple attacks like cyber criminals creating emails that look like a legitimate supplier or even internal employee interactions are being utilised to obtain payments. Risk mitigation is not just about firewalls and antivirus but must consider business process and internal controls that may no longer be reliable in light of these emerging threats
- Nearly 1 in 2 business leaders said their business model is being disrupted by emerging technologies. A majority were now planning how to respond to this but 23% either haven't considered it or

don't believe they need to worry about digital disruption as yet. BDO suggests there are few if any industries that will be untouched by new technologies, and it is in every enterprise's interests to consider what impact such changes may have on its operations in the short to medium term. 16% said that over 50% of their revenue comes from new products/services not provided 5 years ago. Opportunities for improved interaction with customers, threats from competitors automating the services provided and weaknesses in manual business processes where automation can achieve the same result are all examples of changes that are rapidly occurring within industries

- 68% of respondents did not know that information was freely available at data.sa.gov.au which could support their business. This is a useful portal, and BDO encourages the South Australian Government to harness the data resources that it has available and expand the information that can be accessed by business via this and other means
- 70% of South Australian businesses would like to engage with Government at a greater level, however 66% have not initiated any meaningful form of engagement. We would encourage these businesses to invest some time in the "Meet the Buyer" and similar events to understand how they can become a provider of services and products to Government. BDO would like to see the State Government address lingering barriers, such as the onerous costs and pre-qualification hurdles for tendering for government work.

We would like to thank the MTA, who shared the survey throughout their network. Thank you also to all of the businesses that participated.

For a copy of the full report please go to www.bdo.com.au/sasbs or for any questions please contact David Fechner, Partner, BDO on (08) 7324 6000.

WORKING TO ACHIEVE COMPLIANCE

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

Dealers that do the right thing have nothing to worry about when staff from Consumer and Business Services (CBS) contact them or pay them a visit as part of the routine monitoring and compliance program.

Such visits remind dealers that they have certain obligations they must meet, and gives consumers confidence that the industry is being held to account. CBS has recently released its Compliance and Enforcement Policy, outlining its priorities for the next 12 months and the action that may be taken if a breach is detected.

CBS sought the views of industry bodies and stakeholders to help shape the policy which will be reviewed on a yearly basis. The policy outlines priority areas for particular industries, and for second-hand vehicle dealers these include:

- unlicensed sellers of second-hand vehicles;
- licensed dealers operating their business from their residential premises as consumers are often unaware that these people are licensed; and
- odometer tampering as it misrepresents the product being sold to the consumer.

Achieving compliance and enforcing the *Second-hand Vehicle Dealers Act 1995* is an important priority for CBS. To assist with this, there are three key business units that work to assist consumers and traders in resolving disputes and understanding their rights and obligations. These units are:

- Education and Engagement
- Advice and Conciliation
- Compliance and Enforcement.

Educating the industry about their rights and responsibilities under consumer law and second hand vehicle dealers

legislation is often effective in preventing breaches. CBS seeks to provide information to licensed dealers and send strong messages to unlicensed sellers to make sure they understand the type of conduct that is acceptable, as well as encouraging best practice in their interactions with consumers. Education can take the form of visits to individual traders, presentations to dealerships, stakeholder forums, targeted education campaigns and meetings with industry representatives.

CBS provides practical advice to consumers to assist them in resolving a dispute with a licensed dealer and also provides a conciliation service. Resolving the dispute is not always the end of the matter. If a breach of legislation is identified CBS will consider whether any further action should be taken.

CBS focuses on issues where there is the greatest harm or risk and any enforcement action taken is proportionate to the level of harm and

seriousness of the breach. The breaches may be detected through compliance visits or reports from members of the public or industry - particularly where unlicensed selling is suspected.

Once the matter has been assessed, CBS will consider appropriate action such as a written warning, public assurance, undertakings, public naming, expiations, disciplinary action, civil remedies or prosecution.

CBS conducts investigations in a manner that is professional, timely and effective. Should you find that you are being investigated by CBS you will be given an opportunity to respond to the allegation. CBS welcomes reports of potentially unlawful conduct and encourages any dealer who is unsure about any of their obligations to contact the MTA, refer to the CBS website, or to seek their own legal advice.

The new CBS Compliance and Enforcement Policy is available at cbs.sa.gov.au



CBS welcomes reports of potentially unlawful conduct and encourages any dealer who is unsure about any of their obligations to contact the MTA, refer to the CBS website, or to seek their own legal advice.





THE FUTURE IS IN YOUR HANDS

More and more people are using their phone to research your business.

If you could choose to have one in four customers, or three in four customers, which would you choose? Three in four is the obvious answer.

That rule of thumb of three in four is critical to your marketing if you want to attract people aged in their 20s and 30s.

In fact, if this demographic is important to your business, it's time to ruthlessly audit your marketing strategy.

Because they grew up virtually connected from the crib, this demographic are sometimes referred to as "digital natives" ... and the predictions about how this upbringing would influence their behaviour are all coming true.

It's mind blowing just how different these Millennials are to people aged 35+. (Millennials are aged 19-35 in 2016.)

They are twice as likely to review your organisation via their phone than the generation ahead of them. "86% found directions or contact details for a business with their phones in the past three months." Chances are you've done it yourself. That means your marketing strategy has to become "mobile first", not an afterthought. And if your website doesn't reduce beautifully into phone format, you're in serious trouble.

Google research tells us that: "74% rely on their phones more than, or at least as much as, they rely on their desktops when searching for information, ideas, or advice." That's three people researching on their phone, compared to one on their desktop. As one writer put it: "Desktop is dying and mobile is killing it." It's not just having a mobile website that counts, it's how you

deliver information on a phone screen that determines how successful you will be. Google research is highly informative in this regard. They give you insights into how your site should work on mobile view. Here are two examples:

Cars. "Car buyers spend up to 15 hours online researching, comparing and learning. When people browse the web for automobiles, they want to see pictures and visuals of their dream car. In fact, about half of Google searches for cars contain images." Your mobile website must deliver on these factors, or you are removing yourself from the 'game'.

Accommodation: "When people search for hotels, they're looking for information like rates, availability, locations, user reviews, editorial descriptions, Google Street View, and high resolution photos." If you are primarily an accommodation hotel, these factors need to be top of mind when working out what your customer experience will be online ... and on phone. If you are a mixed offered hotel, "Accommodation" or "Rooms" might be one of the prominent navigation elements on the first screen of your mobile website. One users click this option, they need quickly access the information detailed above.

It's difficult keeping up with digital change. If you can't, make sure you employ staff who can, or look externally in the same way you use accountants, lawyers and refrigeration mechanics! For assistance go to www.boylen.com.au or contact Tim Boylen on (08) 8233 9433



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Association info

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CEO: Paul Unerkov

Marketing, Communications

Research Manager: Daniel Forbes



Official publication of the Motor Trade Association

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