IRADE

Official Magazine of the Motor Trade Association of South Australia

July 2017





Mal Ryan

CONGRATULATIONS MAL RYAN









mtaa super



IRIDIUM & NICKEL TWIN TIP TECHNOLOGY SPARK PLUGS

DENSO's revolutionary Twin-Tip design introduces the idea that two tips are better than one. Why? Because the additional tip on the ground electrode results in less obstruction of spark growth, while still maintaining the same gap. Less interference at the spark origin (quenching) means better ignitability for a more powerful and fuel efficient combustion.



SPARK PLUGS

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WINNING WAYS IN WAIKERIE Meet Mal Ryan the 2017 MTA Apprentice of the Year.

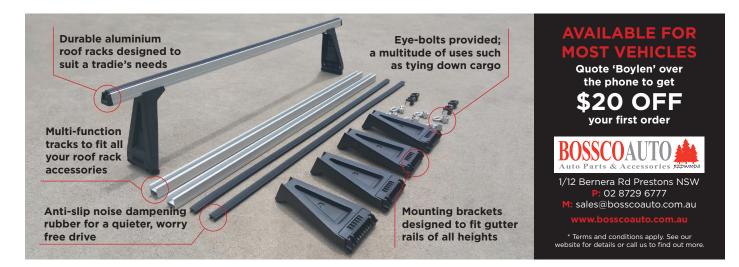


SIGNIFICANT WIN FOR CRASH REPAIRERS Significant win for crash industry – but more needs to be done.



TYRE CONSISTENCY DECISION CLOSE

The MTA's bid to achieve national consistency of tyre laws is one step closer to reality.



ACKNOWLEDGING THE STATE'S PREMIER TRAINING PROVIDER

We were delighted that Premier Jay Weatherill was able to attend the 2017 MTA Apprentice Graduation ceremony.

The Premier acknowledged the role the MTA plays in advocating for the industry and in producing highly trained apprentices who will go on to be future job creators for our State.

"CONGRATULATIONS MAL RYAN ON BEING NAMED AS OUR APPRENTICE OF THE YEAR. HE HAS A VERY BRIGHT FUTURE AHEAD OF HIM."

RESPONDING TO OUR MEMBERS' NEEDS

Whilst apprentice numbers overall are down across all of industry, the MTA has steadily been improving its market share to meet the demand for qualified technicians the industry so desperately needs. Currently, there is a skills shortage of 1650 positions. Fixing this skills shortage is the biggest challenge for our industry over the next five years.

Four years ago, we were training just 24 per cent of apprentices for the four main trades we train in.

Today we account for 53 per cent of the Light Vehicle, Heavy Vehicle, Body Repair and Refinishing apprenticeship commencements in South Australia. We also have 60 per cent of the Body Repair and 71 per cent of the Refinishing apprenticeship commencements.

These facts confirm our position as the peak automotive training body in the State.

The result is even more impressive when you consider that TAFE receives twice the level of subsidy provided to the MTA.

Feedback from industry over the last six months has been very positive about the changes we have made and the initiatives we have undertaken. This includes better and more consistent marketing, including the use of social media, which has seen a huge increase in the number of applicants for apprenticeships. This demand enables us to choose the very best candidates and has resulted in a clear improvement in the quality of apprentices.

A considerable amount of hard work has gone into achieving this result, including high quality courses and state of the art facilities, but the number one reason businesses are telling us they want to train their apprentice with the MTA is flexibility.

Our trainers are dedicated to working with businesses to ensure an apprentice's training schedule fits in with the demands of the workshop. So if you have been considering taking on an apprentice. Consider using MTA employed apprentices to reduce your risk and choose the MTA to train your apprentice to be sure about the quality of training they receive.

SUPPORTING OUR MEMBERS WITH APPRENTICE RETENTION

The MTA has been instumental in driving new government initiatives to improve apprentice commencement, retention and completion rates in the automotive industry.

The drop out rate statistic that shows 50% of apprentices withdraw from their training in the first 12 months is clearly unacceptable at a time of nationwide skill shortages. With approximately 1,650 automotive skills shortages in South Australia, and more than 16,000 nation-wide, it is crucial that young people receive greater support to complete their qualification in the automotive trades.

That is why we advocated for and support the Federal Government's provision of \$60 million for industry specific mentoring, to be shared nationally across all eligible VET qualifications.

The last time we had a mentoring program, which ran from 2012 to 2014, the retention levels were over 90 per cent, so we know it works.

Such advances do not happen by chance. There is no substitute for the hard work the MTA does in advocating with government and getting them to visit our operations and speak with Members. It's a combination of a lot of people engaging with all sides of government to ensure we achieve the outcomes our industry needs to remain a significant employer in South Australia.



Hon Jay Weatherill MP

Premier of South Australia



PANEL

MTA BEATING







"THE MTA'S GRADUATING APPRENTICES HAVE DEMONSTRATED RESILIENCE AND RESOURCEFULNESS IN COMPLETING THEIR APPRENTICESHIPS."

"IT'S CLEAR TO ME THAT THE FUTURE OF THE STATE'S MOTOR INDUSTRY IS IN VERY GOOD HANDS."

- PREMIER JAY WEATHERILL

SUNDAY TRADING TO HURT DEALERSHIPS

The MTA continues to advocate on behalf of our members to all major parties to explain the harm of changing shop trading hours for dealerships.

The MTA has successfully opposed Sunday trading for dealerships for many years but this is now under threat and Members need to make their voice heard.

MTA Members have a significant contribution to make to this campaign by expressing their concerns directly to their local MPs.

In addition, MTA Members should inform their staff of the consequences of Sunday trading and encourage them to also contact their MP to express their concerns.

The current State Labor Government has made a commitment not to introduce Sunday trading for dealerships. However, the Liberal Opposition under Steven Marshall has announced it will introduce Sunday trading if elected.

The MTA continues to impress upon Mr Marshall and his team the consequences of this policy. Our politicians need to see for themselves the level of opposition to this policy and that 87 per cent of car dealer Members are opposed to Sunday trading.

Members have said they oppose full deregulation because:

- The industry's best sales people will find new employment outside the industry where they receive similar pay without working on Sunday, and to protect their family time.
- There will be no increase in sales but costs will rise substantially. As a planned purchase, there is already sufficient time for consumers to purchase a vehicle. So while revenue will stay the same, with Sunday trading variable costs such as electricity will increase by one-sixth. Not only will businesses have to employ staff on Sunday, they will be have to pay penalty rates. Additionally, finance and insurance will not be able to be processed until Monday anyway.

Dealerships on the urban fringe will face increased competition from metropolitan dealerships if trading hours are fully deregulated.

The MTA will continue to fight for its members and to advocate on their behalf.

The same debate has recently taken place in Queensland. The State Labor Government is in favour of Sunday trading for dealerships but the Liberal opposition and other minor parties have combined to successfully stop full deregulation because there is no evidence that there is a need for change, and in fact the evidence provided to the Parliament indicated that there would be significant harm resulting from such a change.

We will unashamedly argue for the interests of our Members, regardless of political colours, and pride ourselves on being able to provide insight and guidance to policymakers when they consult with us.

CONGRATULATIONS

On a brighter note, congratulations to all of the graduating apprentices, who are featured in a special feature in this issue.

Following an enormous amount of hard work behind the scenes by the MTA, the news on the training front continues to improve. Our apprentice numbers are up and the Federal Government has thankfully seen fit to reintroduce mentoring funding to help apprentices get through their toughest years.

After ignoring the pleas of industry for many years, it is pleasing that government is now taking action to address the skills crisis confronting businesses on a daily basis. The MTA will continue to develop and advocate for policy solutions to the skills shortage, and make our case on behalf of members to government.



Paul Unerkov, CEO

INFLUENCING GOVERNMENT TO BENEFIT MEMBERS

POLITICAL ADVOCACY

Over the last few months we have met with a range of Members of Parliament at both the State and Federal level. Several politicians have also taken up our invitation to tour the MTA Training and Employment Centre.

John Gardner, Shadow Minister for Education, and Senator Stirling Griff, Deputy Leader of the Nick Xenophon Team, both toured the facility and saw firsthand the professionalism of our training where we explained the need for greater support for mentoring of apprentices and the funding inbalances that are holding back skills training.

I have also had high level talks with the Premier's office to identify our top five current issues, including:

- 1. Introducing mandatory light vehicle inspections to increase road safety by lowering vehicle ages and eliminating unregulated sales.
- 2. Levelling the playing field to increase fairness through increased cost competitiveness of regulations with interstate and federal requirements and enforcement of South Australian laws against rogue operators.
- 3. Protecting repairers and consumers from unfair insurance practices.
- 4. Removing the impost on vehicle dealerships of the Second Hand Vehicle Dealers Compensation Fund, which is over funded and lacks a clear purpose.
- 5. Addressing industry skills shortages by reforming training funding and programs to make workers more employable and productive.

We also took the opportunity to make recommendations on how to future proof the industry through the development of an automotive industry strategic plan and creation of an oversight committee to administer its implementation to sustain long term employment and business creation.

The same issues were also canvassed in a meeting with representatives of the Minister for Small Business, Martin Hamilton-Smith, and the Department of State Development.

I also met with the Commissioner for Consumer Affairs, Dini Soulio, to discuss new strategies to combat backyarders and the need for the Compensation Fund to employ extra inspectors in the fight against these illegal and dangerous operations. New initiatives are likely to be announced later this year because of the MTA's advocacy.

The MTA has continued to shape the direction of the industry, driven by the needs of our members. We have held detailed discussions with DPTI CEO Michael Deegan on the implementation of vehicle inspections, have developed a package of reform for bus and coach tender processes and briefed DPTI COO Paul Gelston, and have had made several recommendations directly to Premier Weatherill's office on how to sustain the automotive retail, service and repair sector in South Australia.

CRASH REPAIR INDUSTRY AND IDRs

On page 16 you will find an important article on the success crash repair Members are having by using the Motor Vehicle Insurance and Repair Industry (MVRI) Code of Conduct. It highlights the case of a Member who lodged an Internal Dispute Resolution (IDR) form in a recent case of "steering" – and subsequently won the case.

If you want action, moving quickly to lodge an IDR is the best course of action. This is the process that holds insurers accountable and each IDR provides more evidence to government of the real and ongoing problems our Members face.

We're seeing a 90% success rate with IDRs and there is some evidence of behavior change. If you are not seeing it at a local level, the only way to change it is to put in an IDR. Not submitting IDRs takes pressure off the insurers and will lead to more of these unfair practices.





Planning for a super future

Matthew Webster, 45 has a long way to go before he hangs up his hat, but is easily able to picture his retirement years.

He plans to grey nomad it around Australia in a caravan with his wife, once he convinces her that it will be a lot more fun than she expects.

Matt has spent his career in the motor trades and is well on the way to ensuring he has enough super to be able to see the nation in comfort. He started an apprenticeship in 1986 at the age of 16 and now works in an automotive training role in NSW.

He became an MTAA Super member when it was first established in 1989.

"I'm really happy I've been with MTAA Super. It's the industry super fund for my trade and has been supporting careers in the automotive industry for over 25 years."

"I'm still a long way off retirement but I do think about what I will do when I stop working and how I will support myself and my family."

Matt, like many Australians is not alone in his concern about life after work. We can now expect to spend more time in retirement than any previous generation, thanks to changing work patterns and increased life expectancy.

Leeanne Turner, CEO of MTAA Super mentions "As people start drawing closer to the 60-mark, they begin to think more seriously about what they would like to do in their retirement and how they will be able to finance it. With people living longer, weak interest rates and stricter rules around the age pension, these concerns have come to the forefront like never before."

Leeanne shares, "The key is to take advantage of the compounding nature of superannuation. Super gives the opportunity not just to grow one's employer and voluntary contributions but to grow the investment returns on these contributions as well."

"Small amounts can go a long way. Making extra contributions as little as \$25 per week early in your career can result in thousands of dollars over a 30+ year working life." "Extra super contributions can be particularly important for people in casual or part time employment as well as those who've needed to take career breaks to raise a family or care for sick or elderly relatives."

With increasing life expectancy, many Australians could be in retirement for over 25 years and may well need to look at ways to boost their super such as salary sacrifice contributions and personal contributions.

Give your super a boost!

For ways to give your super a boost while you're still working visit **mtaasuper.com.au/take-c<u>ontrol.</u>**

1300 362 415 mtaasuper.com.au/take-control

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NATIONAL ISSUES - KEEPING THE PRESSURE ON

We continue to work for members to stop personal imports, find a balanced solution to access to repair information, and develop a stronger Motor Vehicle Insurance and Repair Industry Code of Conduct.

Anna Moeller, General Manager Member Services and Nathan Robinson, Industry, Policy, Advocacy and Membership Manager, represented the MTA at an event with the Prime Minister Malcolm Turnbull. This gave us the opportunity to present our long-standing opposition to personal imports and the deregulation of shop trading hours to the Federal and State politicians who were in attendance and indicate our support for the Government's new apprentice mentoring program.

WORKPLACE RELATIONS SUPPORT FOR MEMBERS

In the past, Workplace Relations seminars have been held at MTA office but are now being conducted at Zone Meetings and have been well attended. It is important to recognise that both State and Federal regulatory bodies, such as the SafeWork SA and the

Fair Work Commission, are active within the automotive industry at the moment. They have a particular focus on compliance and enforcement. In response to that, the MTA has been delivering a suite of free health and safety, workplace and industrial relations information seminars to help Members achieve compliance.

The MTA is also committed to giving every member the opportunity for a face-to-face meeting, so that we can hear your issues first-hand and provide quality advice.

WE CONTINUE TO WORK FOR MEMBERS TO STOP PERSONAL IMPORTS, FIND A BALANCED SOLUTION TO ACCESS TO REPAIR INFORMATION, AND DEVELOP A STRONGER MOTOR VEHICLE INSURANCE AND REPAIR INDUSTRY CODE OF CONDUCT.

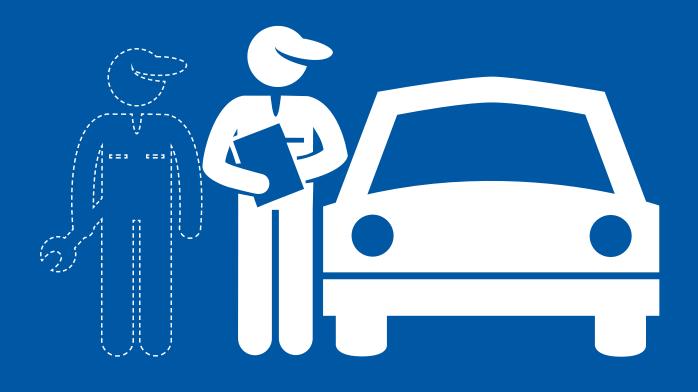


Freedom of choice for consumers.



Are you ready for the increase in workplace safety inspections?

CONSIDERING AN APPRENTICE?



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.



CENTRE PRAISES PREMIER PRAISES

Over 350 attendees saw 106 apprentices graduate at the 2017 MTA Apprentice Graduation and Award ceremony at the Adelaide Entertainment Centre.

The event was attended by the Premier of South Australia, Hon Jay Weatherill, who described the training delivered at the Training and Employment Centre as an "investment" in both the individuals and also the State.

A highlight of the night was the naming of the Apprentice of the Year, Mal Ryan, from Errol Matschoss Motors (see page 14).

"It's an industry that's undergoing an extraordinary amount of change," Weatherill said, citing research that shows there has been more change in the car industry in the last five years than there had been in past 100.

"That makes your investment in your skills and capabilities so incredibly important at this time.

"... you are investing in your labour power. Nobody can take away from you what you invest in yourself ... it means that you can go out into the labour force and create opportunities for yourself and maybe even a business for yourself one day, so it's a fantastically positive thing that you are doing."

The Premier also acknowledged the valuable contribution made by Host Employers.

"You're investing in young people that can develop their talents and develop their full potential," he said.

"In doing so, you are not just doing that for your business, you're doing that for this industry and most importantly of all, from my perspective, you're investing in the prosperity of and long term future of our State."

MTA CEO Paul Unerkov said there has never been a more exciting time to enter the automotive industry, with rapid advances in technology such as driverless cars, electric vehicles, connected platforms and Artificial Intelligence being driven by the automotive industry in South Australia.

"Graduating apprentices have taken the first step towards being a part of this exciting future," Mr Unerkov said

"With skills shortages of qualified technicians in the industry, it is critical that the apprentices coming through our training and employment program develop the skills and mindset needed not just for a job but for a lifelong career that can lead them to one day owning their own business in the automotive retail, service and repair sectors."

The quality of the apprentices and training the MTA provides was recognised by the remarks of the Premier, who presented each of the MTA's high achievers with awards.

"The 2017 MTA apprentices work in many different businesses and have a wide range of skills," Mr Weatherill said.

"What they have in common, though, is pride in their work, a desire to learn and a determination to really build something.

"They've demonstrated resilience and resourcefulness in completing their apprenticeships.

"And it's clear to me that the future of the State's motor industry is in very good hands."

The quality of the training and the dedication of the apprentices has helped make the MTA Training and Employment Centre the peak automotive training provider in South Australia.

"As both a GTO and RTO, we are the largest automotive apprentice employer in South Australia, with over 450 young South Australians employed by the MTA and hosted by industry," Mr Unerkov said.

"This is an outstanding achievement and shows the value the automotive industry places on training by industry – for industry."

2017 MTA APPRENTICE GRADUATION AWARD WINNERS

Training Centre Award Winner (Judged by MTA Trainers) Russell Noack, Booth Transport in Tanunda.

Bob Goldsworthy Award (Best 3rd or 4th year Body Repair and Auto Refinisher) Daniel Gray, Ron Gray Crash Repairs.

Runner up for the Most Outstanding 1st Year Apprentice Jace Bayliss, Jarvis Toyota.

Most Outstanding 1st Year Apprentice Aden Doherty, Manta Racing Services

Runner up for the Most Outstanding 2nd Year Apprentice Zacahry Havelberg, Island Radiators Most Outstanding 2nd Year Apprentice Tyson Duffield, Willaston Auto Body

Runner up for the Most Outstanding 3rd Year Apprentice James Di Martino, Pulse Automotive

Most Outstanding 3rd Year Apprentice Adam Veitch, Jarvis Subaru Kensington.

Runner up for the Apprentice of the Year Award Christopher Gove, A R Kent Garage

Apprentice of the Year Award Mal Ryan, Errol Matchoss Motors.







































417

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APPRENTICE OF THE YEAR AWARD

THE MTA GROUP TRAINING SCHEME INC. AWARDED FOR OUTSTANDING ACHIEVEMENT BOTH IN THE WORK PLACE AND **TECHNICAL COLLEGE**









1995 DARYL SCHULTZ

WINNING WAYS IN WAIKERIE









2013 DYLAN CONNOR-BAXTIC

2015 BENJAMIN HAN

MAL RYAN IS YET ANOTHER WONDERFUL WAIKERIE SUCCESS STORY.

The MTA Apprentice of the Year joins a distinguished list of recipients in winning the MTA's most coveted training award and like many of his predecessors, a passion for the industry is 'in his blood'.

"My dad's a qualified mechanic so I spent a lot of time with him when I was little. He got me into mechanics and got me on my way and taught me a lot," said Mal, after receiving his award.

"I've always liked working on cars and I did two work experience placements (with auto companies) while I was a school.

When he started with Errol Matschoss Motors he was assigned to entry-level servicing in the Holden workshop but since then, has quickly advanced his career. In this year alone he has won the State Holden Technician of the Year award, has been promoted to the position of Service Manager and has now added the MTA Apprentice of the Year Award to his list of achievements.

He speaks highly of the MTA training - and in return, Errol and Joy Matschoss both speak very highly of Mal, describing him as "a bright young man with a very nice personality"

"MY DAD'S A QUALIFIED MECHANIC SO I SPENT A LOT OF TIME WITH HIM WHEN I WAS LITTLE. HE GOT ME INTO MECHANICS AND GOT ME ON MY WAY AND TAUGHT ME A LOT."

Established in 1973, Errol Matschoss Pty Ltd has been servicing the Waikerie and surrounding Riverland region, with branches in both Waikerie for over 40 years, and more recently with its Case IH Loxton branch since 2008. Locally owned and operated, they are specialists in sales, parts, workshop and on-site servicing as dealers of new and used Case IH machinery and new and used Toyota and Holden vehicles.

In his spare time, Mal he enjoys the gym and staying fit, and is also spending some of his free time working on a house he has bought. He now joins notable Waikerie alumni such as former Adelaide Crows star Mark Ricciuto and past Speaker of the House in Federal Parliament, Neil Andrew, in drawing the spotlight to the beautiful River Murray town.



SIGNIFICANT WIN FOR CRASH REPAIR INDUSTRY

Body Repair Division Members who are using the Motor Vehicle Insurance and Repair Industry (MVRI) Code of Conduct are seeing those changes in insurers' behavior.

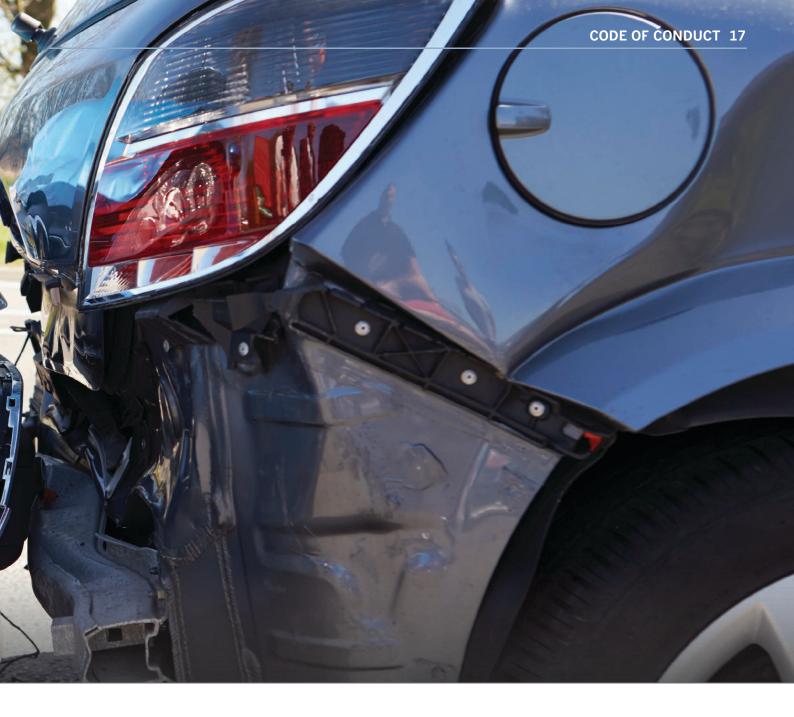
In a recent case of "steering", the insurer clearly directed a consumer to their preferred repair against the consumer's initial wishes. The Member lodged an Internal Dispute Resolution (IDR) complaint, which resulted in the insurer recognising a breach of the Code had occurred and authorising the Member to repair the vehicle. This is not only an important win for the consumer but for the industry in helping to protecting their customers' rights under choice of repairer provisions.

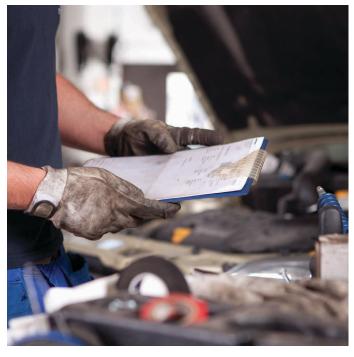
"If you have a legitimate issue with an insurer, it is essential to use the Code and lodge an IDR," said Jeff Williams, Chair of both the MTA-SA Body Repair division and the national Australian Motor Body Repairers Association (AMBRA).

"It is the only way to get an independent umpire to address your concern. Initially there were fears of reprisals from insurance companies but there is a growing respect from both sides now and we are seeing the results." The MTA is optimistic that the process is working to provide a fair and balanced working relationship for our Members. However, it underlines the importance of Members actively using the Code to build the evidence for stronger provisions. Where a Member believes there has been a breach of the Code, we urge them to submit an IDR as soon as possible. It adds to the data we can provide to government so they can see hard evidence and facts that there is a problem that needs to be addressed.

The MTA cited past examples of consumers being forced to wait up to 70 days to have assessments conducted, but since repairers lodged IDRs on timeliness issues the Code has been amended. Recent changes, which came into effect 1st May 2017, now require a five-day average time for insurers to conduct an assessment. This is another victory for consumers and repairers to being able to exercise their rights using their preferred crash repairer in a timely manner

Completing an IDR is important both for individual Members and for the industry as a whole. Insurers will have politicians and regulators believe that the industry issues are minor with no





"INITIALLY THERE WERE FEARS OF REPRISALS FROM INSURANCE COMPANIES BUT THERE IS A GROWING RESPECT FROM BOTH SIDES NOW AND WE ARE SEEING THE RESULTS."

detriment to consumers these false claims. Unless the MTA can produce the evidence to counter these false claims, our concerns fall on deaf ears. The best way to demonstrate the consumer detriment is to collect each case so we can show government the evidence.

The MTA is clear in its position that consumers are entitled to excercise their right to choose their own repairer and while there have been significant breakthroughs for the industry; we are continuing to provide further solutions for our Body Repair members

We manage one of SA's largest social media accounts.

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TYRE CONSISTENCY DECISION CLOSE

The MTA is close to achieving, after substantial advocacy, nation-wide consistency by adopting the VSB 14 national standard.

We are expecting new standards to be announced in coming months.

The MTA and the Department for Planning, Transport and Infrastructure have been in discussions for quite some time over the differences between South Australian regulations and the National Code of Practice.

The differences in regulations are creating two systems which retailers are required to comply with, potentially placing consumers at risk from standards that are not consistent with other jurisdictions.

Additionally, retailers are at risk of inadvertently complying with one set of standards and not the other, thereby putting themselves at risk of breaching Australian Consumer Law.

MTA has put forward to DPTI a request that South Australia adopts the VSB 14 Section LS standard relating to tyres, rims,



Work Health Safety

aintenance schedule

testing complete

DON'T BE ON THE BACK FOOT

The RAA have begun auditing their approved repairer network.

The MTA can conduct a walk through inspection and provide recommendations and support to fill the gaps identified.

Book your inspection today: T: 8291 2000 E: IContact@mta-sa.asn.au

Only \$99 for members!



mosting minutes

suspension and steering, or at least establish its primacy where these differences are in conflict.

We recommended to DPTI that South Australia adopt VSB 14 National Code of Practice for Light Vehicle Construction and Modification in its entirety and eliminate any variations to this national standard.

The MTA has also requested the chance to work with DPTI to create a reference guide which is easy to read, understand and industry compliant.

Following sustained advocacy to government through regular meetings and relationship building, the MTA has secured an undertaking that they will adopt VSB 14 as the standard in the coming months. We will keep you informed of developments in this space.

STOP PRESS

Faced with a lack of qualified staff, tyre members have responded strongly to a MTA survey canvassing the introduction of a Certificate II course in Tyre Fitting. This would entail eight weeks of training and then two weeks of work experience. The MTA will now seek government funding for this to proceed.



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MTA Members receive 5% discount on all our product range

Prestige Wash Systems is an endorsed supplier of the MTA

NEW MEMBER PROFILE

TONY LAWRIE, BRIDGESTONE WEST LAKES



HOW LONG HAVE YOU BEEN IN THE BUSINESS? (HOW DID IT START?)

I have been with Bridgestone for about eighteen years on the corporate side. When I left school, I started working with the company as a tyre fitter, and then worked my way up. I became an assistant manager, a manager, and eventually went into sales for ten years. About six months ago, towards the end of 2016, the opportunity came up to become a franchise owner, and that's when my partner Haley and I took over the West Lakes store.

HOW MANY STAFF DO YOU EMPLOY? (WHAT DO THEY DO?)

Aside from myself, we currently employ a mechanic and a tyre fitter/wheel aligner. However, we are looking to expand in the near future.

WHAT DO YOU ENJOY MOST ABOUT WORKING IN THE RETAIL AUTOMOTIVE INDUSTRY? (WHY IS THAT ETC)

The main thing is building customer relationships. Being able to

help and support people is always a good thing. Obviously, being your own boss is another advantage. I'd love to say flexibility, but at this stage, that's not quite a reality.

WHAT IS YOUR ADVICE TO SOMEONE LOOKING TO START A NEW BUSINESS?

Just give it a go. Make sure you have everything dotted and crossed, and understand what you're getting into before you start. That's the most important thing. There will be issues at the beginning but with the right team, you will be able to work through them. Don't be afraid to seek advic when you need it.

WHY DID YOU JOIN AS A MEMBER OF THE MTA?

Support from the different areas of the MTA. It's great to be able to access the assistance we might need when we encounter problems.

E: tony@bselectwestlakes.com.au M: 0428 015 442



HOLDEN EPICA EP Z20S1 2.0L TURBO DIESEL 2007 – 2010

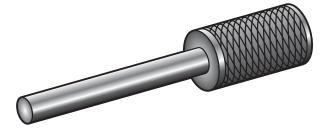
WARNING!

Timing belt replacement on this engine requires the use of two Special Tools. Do not attempt to replace the belt unless you have these tools, or similar. (Refer to the belt removal instructions for more information.)

Camshaft Holding Tool – SPX # EN-48245



Crankshaft Holding Tool - SPX # EN-48246



These tools are also available as a pair from Gates and AST, part number 5040.

Z20S1 ENGINE

The Epica Diesel engine is a VM Motori RA 420 engine, built under licence by GM in Korea. It is a SOHC 16 valve 4 cylinder, with a cast iron block and aluminium head. It uses twin gear driven balance shafts, a variable-geometry turbocharger, and intercooler. The fuel injection system is a high-pressure common rail direct injection system, with a diesel particulate filter. It has been designed to use Diesel that contains up to five percent biodiesel, (B5).

SERVICE INTERVAL

The timing belt should be replaced every 6 years or 90,000km.

TIMING BELT REMOVAL

- 1. Disconnect the battery negative terminal.
- 2. Remove the engine cover and air cleaner assembly.
- 3. Raise vehicle and remove the RH front wheel and inner guard.
- Release tension on the serpentine belt by turning the tensioner clockwise. Use Holden special tool EN-48301 or construct and insert a 4mm diameter pin into tensioner housing to secure its position.
- 5. Remove serpentine belt, idler pulley, and tensioner.
- 6. Disconnect the brake booster and EGR vacuum hoses from vacuum pump.
- 7. Remove the wiring harness bracket and the four (4) bolts securing vacuum pump, remove pump.

NOTE!

- DO NOT turn crank or camshaft while timing belt removed unless otherwise stated.
- Disconnect battery before starting work.
- Turn engine in normal direction of rotation unless otherwise stated.
- DO NOT turn engine by camshafts or other sprockets.
- Follow all tightening torques.
- If belt is to be reused, mark direction of rotation on belt before removal.
- Use Special Tools where directed.

TIMING BELT INSTALLATION

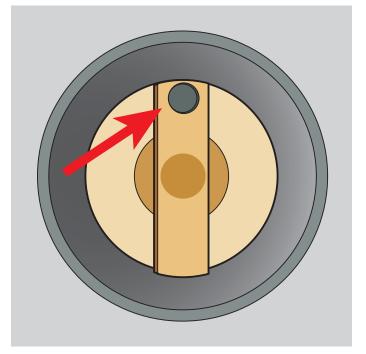
- 1. Install the camshaft pulley so that it is loose enough to turn.
- 2. Confirm that the timing marks are aligned.
- 3. Install the new timing belt idler pulley.
- 4. Install the new timing belt tensioner and tighten the bolt finger tight.
- 5. With the locking tools installed, fit new timing belt in an anticlockwise direction, commencing with the crankshaft pulley and maintaining tension on belt.
- Using an Allen Key, turn the timing belt tensioner anticlockwise until the pointer is centred on the bracket behind. (See Opposite)
- 7. Hold and tighten the tensioner bolt to specifications.
- 8. Hold the camshaft pulley with a suitable tool and tighten the bolt to specifications.
- 9. Remove the crankshaft and camshaft locking tools.
- 10. Rotate the crankshaft clockwise two complete revolutions, refit the Camshaft alignment tool, and check that the timing marks are aligned.
- 11. Repeat steps 1 to 9 if tensioner pointer and/or timing marks are not aligned.
- 12. Refit all components in the reverse order.

BOLT TIGHTENING TORQUES

| • | Tensioner Pulley Bolt: | 25 Nm |
|---|-------------------------------|--------|
| • | Idler Pulley Bolt: | 25 Nm |
| • | Camshaft Pulley Bolt: | 133 Nm |
| • | Crankshaft Pulley Bolts (4): | 34 Nm |
| • | Crankshaft Sprocket Bolt: | 235 Nm |
| • | Engine Mount Bracket Bolts: | 45 Nm |
| • | Serpentine Belt Idler Pulley: | 52 Nm |
| • | Serpentine Belt Tensioner: | 48 Nm |
| | | |

Diagram #5: Tensioner Alignment

Diagram #5: Tensioner Alignment



BUSINESS PARTNERS INDEX

APPRENTICE HOSTING



MTA Group Training Organisation

When you host an apprentice through MTA, you don't have to worry about advertising, interviewing, medical checks or being the legal employer for the Contract of Training. We shortlist based on the criteria you set, meaning we'll find you an apprentice that is right for your business. Forget WorkCover, payroll tax, annual leave, sick leave, training fees, wages and super - we'll take care of that. And there's more - MTA Field Officers also conduct regular workplace visits and contacts to ensure you and your apprentice have the support you need. T: 8241 0522 E: adminroyalpark@mta-sa.asn.au

ACCOUNTING



BDO

BDO is one of the largest full service accounting and advisory firms in Australia. At BDO we are committed to the automotive industry, having provided a broad range of services to a wide range of clients in the industry for over 30 years, and now look to extend that to MTA members. Contact Steve Fimmano.

T: (08) 7324 6046 E: Steve.fimmano@bdo.com.au www.bdo.com.au

WORKPLACE COMPLIANCE



MTA Audits

The MTA can provide WHS & HR workplace inspections and provide recommendations and support to fill the gaps required. **T:** 8291 2000

E: wr@mta--sa.asn.au

PARTS BUYING



Capricorn

Capricorn Society Limited is the largest independent automotive parts buying co-operative in Australia, providing the majority of parts and services to mechanical workshops, service stations and crash repairers throughout the country. Call toll free to find out how you can save your business both time and money.

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Working Capital Finance

MTA's partner in working capital services offers members factoring at a discounted rate of 1.75%* and is only available to MTA members! No business financial statements - no details on your assets - no details on your other liabilities.

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Please contact the MTA to find out the latest deal. **T:** 8291 2000

EMPLOYEE ASSISTANCE



Access Programs Employee Assistance Program

Services to MTA members at the sessional rate of \$130* (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. **T:** 8210 8102

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ENVIRONMENTAL ADVICE



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Health Partners

MTA's preferred Health Insurance Provider for Members, Members' employees and MTA Staff. Their offer includes a 6% discount on any health insurance product when paid for by a direct debit and 10% discount on special corporate packaged products when paid for by direct debit. Importantly it does not matter whether you are simply looking for basic extras covers or the top level hospital and extras cover, the discount will still apply. For more information contact the Health Partners Sales Team.

T: 1300 113 113 **E:** sales@healthpartners.com.au www.healthpartners.com.au/MTA

CORPORATE MEMBERSHIP



The Qantas Club

The MTA Corporate Qantas Club membership scheme is open for MTA members and their partners and offers considerable savings. MTA members save \$220* upon initial application and reduced annual renewal fees.

BUSINESS INSURANCE



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SUPERANNUATION



MTAA Super

MTAA Super is the national industry-based super fund that has proudly served the motor trades and allied industries for over 25 years. We make administering super simple and efficient. It's what makes us the preferred choice of over 40,000 employers. Call 1300 362 415 or visit mtaasuper.com.au/employer-benefits You should consider the PDS in making a decision. T: 1300 362 415

www.mtaasuper.com.au

CORPORATE MEMBERSHIP



Kemps National Debt Recovery

Kemps offers a comprehensive and professional debt collection service. We are wholly SA owned and operated with our offices in Adelaide CBD. With no up-front fees and the ability for our customers to monitor the collection process online, Kemps can offer collection services for both local and interstate debts. A competitive commission rate is offered to MTA members. T: 8418 1450.

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MTA offers Upskilling courses to upgrade the skills of qualified automotive technicians. Courses include Air Conditioning, Common Rail Diesel, Forklift, Hybrid & Battery Electric Vehicles. Recognition of Prior Learning. SRS Airbags, Welding Qualification Preparation Course, Welding Qualification Test and Wheel Alignment. Members receive a discounted price on courses. T: 8241 0522

E: adminroyalpark@mta-sa.asn.au

TECHNICAL REPAIR INFORMATION



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MTA offers courses designed to help manage people, ensure compliance, navigate the complex regulatory environment & tackle difficult workplace issues. Courses include Address Customer Needs, BSB41415 Certificate IV in Work health and Safety, Bullying in the Workplace, Establish Effective Workplace Relationships, Fire Warden Training, In Service Testing & Tagging, Legislative Compliance for Officers, Manage Your Workers: IR/ HR Basics, Return to Work SA Scheme Training, WHS for Managers & Supervisors, WHS for Workers and Workplace Inspection Training. Members receive a discounted price on courses.

T: 8291 2000 E: IContact@mta-sa.asn.au

TEN SECRETS TO ENSURE BUSINESS GROWT AND SUCCESS THIS FINANCIAL YEAR

MARYANNE CHILMAN, BDO MARKETING MANAGER

Many business owners often find their businesses aren't growing in the way they originally hoped for when they started. They often get caught up in day-to-day operations and are unable to extract themselves to think strategically about their company's future.

Many businesses go through periods of minimal growth and need to re-assess their business's strategic direction. Reevaluating and putting in place a strategic business plan for the year, three years, or five years ahead is crucial. To help you ensure this financial year is a successful and fulfilling one, see our top tips below.

Partner with an adviser: A third party can be an invaluable external sounding board and provides a neutral view to help you work on your business, as opposed to being stuck in your business. A business coach or adviser can assist in keeping you accountable to the goals you set for yourself and the business, and can be the driver in instigating the changes you want in and around your business.

Work/life balance: Book your holidays first. Prioritise life to ensure you're always reminded of your 'why' – why are you in business?

Review your existing cash flow or budget:

Operating a business without a cash flow forecast is like flying blind. Review or create a budget for the year ahead. **Review your business strategy:** Identify what you want to achieve and where you want to be in one, three or five years' time. Document your strategy (even if informally), which will help you stay accountable.

Increase your networking efforts: Put a networking strategy in place. Most businesses benefit from networking and word of mouth, however, very few people have a dedicated strategy.

Make a commitment to learn more this year: Find the areas of your business that need work or improve what you don't understand. Research and enrol in training in these areas.

Communicate with your employees:

Engage with your staff - find out if they're happy or dissatisfied, ask if they have ideas for improving business processes, saving costs, networking, etc. Your staff are not only your greatest asset but are a fantastic resource for insight into your own business – make sure you utilise their knowledge and ideas.

Review your financial and operational

systems: Do you still shuffle lots of paper? Have you embraced automation? Do your systems all talk to each other? How much manual entry is still happening? Implementing cloud-based systems will not only give you enormous and immediate efficiency gains, it will ensure your business has a solid, scalable platform for future growth. Make the time to review and research, or speak to someone who has the right knowledge of a range of products that are available and suitable for your business.

AL INDICATORS

Ensure your financial data is consistently clean and timely. Do you have access to the information you need, when you need it? Does it take two weeks (or longer) to close the end of month process? Ensuring your data is clean transaction by transaction is the only way to ensure you have timely, accurate and relevant information available upon which to base important decision for your business.

Make sure your reporting obligations (accounts/tax returns/business activity statements) are un-to-date: Are you

statements) are up-to-date: Are you behind in your BASs? Are all your Superannuation, Payroll Tax, PAYG and Workcover obligations in order? Have you completed year end financials and tax returns for prior years? If not, now's the time to get on top of it.

While this is not an exhaustive list of important elements for business to manage effectively, they should all be considered as part of any organisation's business planning process. If you would like assistance with determining how to grow and increase your business success, please contact Steve Fimmano, Partner, BDO on (08) 7324 6000.



PROTECT YOUR BUSINESS FROM SCAMS

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

Australian businesses that reported falling victim to a scam last year lost \$10,000 each on average. Overall there were 6,000 scam reports from businesses. Scammers are becoming more sophisticated in their approaches, so you need to be on your guard to protect your brand, your business operations and hard earned profit. The recently released Targeting Scams report by the Australian Competition and Consumer Commission (ACCC) paints a picture of the scams reported nationally as well as providing local statistics for South Australia.

Small businesses (those with less than 20 staff) accounted for 55% of business scam reports, with losses of over \$2 million. Overall \$3.8 million was reported lost by businesses. Of particular concern are computer hacking, ransomware and investment schemes.

Computer hacking grew significantly last year, with \$1.7 million lost overall by the business community. In the past fake emails, invoices and websites have been relatively easy to spot with poor grammar, fuzzy images and other obvious signs that they are not legitimate. But it's not so easy these days to immediately spot a scam. Often you need to take a closer look at the sender's email address or link addresses to see that they are not legitimate.

Ransomware scams are also on the rise, where the scammer uses malicious software to block access to your own data, encrypt your files, or threaten to publish material unless you pay a ransom. Small businesses tend to be more vulnerable to these types of scams. If you pay the ransom there is no guarantee that you will be given access to your data or that the files will be restored.

Investment schemes promoted as 'business opportunities' that promise inflated returns often turn out to be scams. Examples include sports investment, stock broker scams, superannuation schemes and managed funds. Small businesses reported losing more than \$980,000 to these scams last year.

In South Australia there were 539 reports of business, employment and investment scams. While the majority were simply reporting a scam and had not parted with

"ENSURE YOUR COMPUTER HAS A FIREWALL AND KEEP YOUR ANTIVIRUS AND ANTISPYWARE SOFTWARE UP TO DATE."

any money, there were 22 businesses that reported a loss. Two businesses reported losing more than \$10,000 each. The concern with scams is that reports are only a fraction of the actual scam activity that occurs. But by being able to recognise scams in the first place is often the best way to prevent your business from falling victim.

TIPS TO PROTECT YOUR BUSINESS

- If you are concerned about a link provided in an email, hover your mouse over the link to see what the real link address is. This may be different to the words and letters that you see typed into the document.
- Before paying accounts and invoices check that they are from legitimate sources and match what you have ordered.
- Make sure that important or confidential files are regularly and securely backed up and stored remotely from your computer systems.
- Ensure your computer has a firewall and keep your antivirus and antispyware software up to date.

Please report scams to the ACCC's ScamWatch via scamwatch.gov.au. Your report will help the Commonwealth, state and territory consumer protection agencies to warn others about scams that are on the rise.

DIGITAL NEWS 1000001 01100 И 1100010100001000010101010011100 1010110101010000001110110010110100 0000001010101001110001011010000 0000001110 RansomWare 0001101100 0101000000001010100011100010110 01010100000011101100101101000 0100101000001010101001 RANSOMWARE: 60% CHANCE YOU'LL **BE HIT THIS YEAR** 0 00

As a business, you have a greater chance of being hit by a ransomware attack than you have of avoiding it.

The consequences extend past lost income and the theft of sensitive data. Some of the ransomware attackers use your stolen data to identify your clients, then email them to say they have stolen the data. They then urge your client to contact you to demand that you pay the ransom.

An anonymous survey by Telstra found that 'three out of five Australian businesses face a ransomware attack every year'.

The attacker uses "malware" to lock files on your computer or server. If you pay a ransom, the best case scenario is that you are provided a unique code to unlock the data and that's the end of it.

The worst case scenarios include:

- not being given a code.
- being given a code that only partially restores your data.
- receiving a code that causes even more damage and results in further ransom demands.

HOW MUCH WILL I PAY?

If you are lucky, you will be asked for as little as \$200. If you are unlucky, \$4,000 is not unusual. If you are a large organisation, the demand could be \$4 million.

In some cases, a "worm" is use to spread to other computers in your organisation (so the sooner you isolate an infected computer the better). Some blackmailers will demand you pay a ransom for each computer!

CHANCE OF SUCCESS

According to Telstra, 57% of companies pay the ransom but roughly one third of those fail to recover their files.

HOW IT HAPPENS

Often the attack occurs via email, when a member of staff opens an email attachment that contains the virus. Another way in is via RDP (Remote Desktop Protocol) ports that are open to the internet.

HOW TO DEFEND YOURSELF

We Live Security recommend the following:

- 1. Back up your data
- 2. Show hidden file-extensions
- 3. Filter EXEs in email
- 4. Disable files running from AppData/ LocalAppData folders
- 5. Disable RDP (Remote Desktop Protocol)
- 6. Patch or update your software regularly
- 7. Use a reputable security suite

FUTUREPROOF YOUR BUSINESS

Remember, resolving the attack is only half the battle, ensuring it doesn't happen again is the key to security.

Be sure to determine the source of the ransomware and set up firewalls and protocols to reduce your exposure in the future. Stay ahead of the curve and don't become complacent. Just because it hasn't happened yet doesn't mean it won't happen in the future.

Ensure your security software, and more importantly, your staff awareness is up to date and avoid these data pirates!

For more advice on secure hosting, websites and online marketing, contact Tim Boylen on 8233 9433.

MTA CLASSIFIEDS

EMPLOYMENT OPPORTUNITY

DIESEL MECHANIC. We have a position available in our recently built workshop for a diesel mechanic specialising in heavy vehicles. The work involves the servicing and repairing of trucks and buses. Remuneration is negotiable. Please call Rick on 0437 641255 at Kelly Toyota Jamestown for further details.

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REPCO AUTHORISED SERVICE has positions available for Mechanics & Managers. Experienced and/or qualified. Work near home with 43 sites all around Adelaide metro and country SA. Looking for a change? We offer benefits above the award. Great career opportunities. Email kclark@repco.com.au

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WANTED TO SELL

AUTO AGENCIES P/L is an Automotive Spare Parts business established 35 years in Northern suburbs. Servicing S.A metro, country and Northern Territory. Owner retiring due to health. Large turnover with good margins and solid customer base. Priced to sell. Contact owner Gerry Murphy 0418 817 937

BENDIGO SWAPMEET WEEKEND ESCAPE PACKAGE. November 18 to 20 for parts and networking. Relax on the coach so you can concentrate on finding that elusive part for your project. Coach & accommodation. Call Shirley now 0439 898 851 or email mgblue@chariot.net.au

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Reason for sale up-grade, pic's available. Contact Maria Piantedosi 08 86 833702 business hours

FOR SALE Mercruiser Alpha 1 Gen 1 gearbox leg and transom assy complete \$1600. Ph: (08) 8349 9934.

SA OIL RECOVERY. Parts washer solvent 4 sale. Free waste oil collection. Rag & oil filter collection. PH 0408876552

To include a free classified in the September 2017 edition of *Motor Trade*, email your listing of no more than 50 words to Cindy Ridgwell - cridgwell@boylen.com.au or fax 8212 6484 by Friday 18th August 2017.

A Free Advertising Section For MTA members

BUSINESS FOR SALE. Auto electrical/ mechanical business trading for 35 years in Morphett Vale South Australia. Situated on main road. Ideal for enthusiastic person to continue developing already made business with large client base. Willing to negotiate sale of business and/or property. Owner retiring. Email davewhan@bigpond.net.au or Phone 0418815788

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WANTED TO BUY

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AS AT JULY 2016. CURRENT ELECTION IN PROGRESS FOR 2017-18.

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PAST PRESIDENT: Neville Gibb – Gibb & Sons Pty Ltd

VICE PRESIDENT: Vacant

MEMBERS REPRESENTATIVE: Clive Polley - Independent Components

BOARD REPRESENTATIVE: Peter Roberts – OG Roberts & Co

BOARD REPRESENTATIVE: Ron Lewis - Glynde Auto Spares

BOARD REPRESENTATIVE: Colin Butcher – Eastern Eyre Machinery

AADA: Vacant

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ASSOCIATION INFO

MOTOR TRADE ASSOCIATION

CEO: Paul Unerkov Marketing, Communications Research Manager: Daniel Forbes



Official publication of the Motor Trade Association

Motor Trade Association

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