

MOTOR TRADE

Official Magazine of the Motor Trade
Association of South Australia

September / October 2016

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National Skills Week highlights progression opportunities, rapid technological changes and the exciting opportunity in the Auto Industry.



The MTA offers a variety of resources including training courses, onsite checklists and manual holders.



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PRESIDENT'S REPORT

BY MTA-SA PRESIDENT FRANK AGOSTINO

One of the things that I most enjoy about being President of the MTA is speaking to businesses in the automotive sector. We all get so busy in our day to day lives, that often it is difficult to step back from our own position and see what is happening just outside our door.

Maybe it's just the effect of winter coming to an end, but many members I have recently spoken with have been cautiously optimistic about their future prospects.

The recent Commsec report has seen our State improve its ranking. While there is still a long way to go, over the past year the job market has started recovering and if this continues, there is scope for retail spending to improve as we enter the pre-Christmas period and flow through to the rest of the economy.

Advocacy

There are still many challenges facing the motor industry and the MTA has been active in highlighting these challenges to our parliamentarians and the public. Tim Whetstone MP, Member for Chaffey, Dan van Holst Pellekaan MP, Member for Stuart and Peter Treloar MP, Member for Flinders all addressed members from their local area at our regular zone meetings, with Tim and Dan each having been members of the MTA prior to entering the Parliament.

It is important for our political representatives to hear directly from members about the challenges we are facing and how they can help us to grow our businesses and hire more people. While I know it can be tough to find the time for out of work activities, the MTA has worked hard in recent months to make zone meetings more accessible and valuable for members. These are important opportunities to discuss with MTA staff and other businesses matters of concern or celebrate success. We have also made a strong effort to bring policy makers to us so you can not only hear from them but they can hear from you. So I strongly encourage you to make your best effort to attend these zone meetings as they occur in your area.

Succession Planning

There has been a fall in apprentice numbers in the automotive trades over the past two years and the MTA is working with government to address this concerning trend, particularly given

the skills shortages we currently see in the sector and the need for succession planning.

Apprentices are our industry's future and we need to ensure that we continue to get the best quality young people who are interested in a trade in the auto industry training at the Training and Employment centre in Royal Park.

As the peak body, we provide many advantages over other providers because the MTA is answerable to the industry. As you can see from the articles in this current edition of *Motor Trade*, we have a great deal of talented young people who have a lot to offer the industry.

Social Media

Happily, many members right now are considering hiring new staff. The MTA has begun a targeted social media campaign aimed at promoting the industry and what the MTA have to offer to 16-21 year olds, particularly for those apprentices employed by industry directly.

The campaign is already starting to show positive results with 120 students taking part in the Automotive Careers Expo, which included tours and interactive displays at our Training and Employment Centre as part of National Skills Week. The MTA will keep pushing to train and employ apprentices with the right attitude and skills that our industry needs.

Employment Grants

If you are considering putting on extra staff or taking on an apprentice you need to be aware of the recently announced 'Job Accelerator Grants.' This State Government scheme allows businesses to claim either \$10,000 or \$4,000 over two years if you increase your full time equivalent staff numbers. The extra position could be a regular staff member or an apprentice (either MTA employed or industry employed) provided the position increases the number of positions employed by the company.

If you are interested in hosting an apprentice from the MTA contact the Training and Employment Centre on 8241 0255 and they will be able to inform you of the options that are available to you that best meet your needs.

I look forward to continuing to work with you over the coming months on the challenges facing our industry, and helping increase the value of our industry to South Australia.

There are still many challenges facing the motor industry and *YourMTA* has been active in highlighting these challenges to our parliamentarians and the public.

It is important for our political representatives to hear directly from members about the challenges we are facing and how they can help us to grow our businesses and hire more people.



Dan van Holst Pellekaan MP, Member for Stuart



Tim Whetstone MP, Member for Chaffey

Peter Treloar MP, Member for Flinders

CEO'S MESSAGE

Today, we are looking at apprenticeships as the other four-year degree. The career opportunities in the automotive retail, service and repair industry allow the next generation to earn while they learn and can lead to a long and rewarding career.

Our industry is a vital part of our state's economy, and as we transition to an industry without manufacturing, the role of skilled automotive trades has never been more critical.

Our value statement exemplifies what the MTA Training & Employment Centre is all about:

"Developing today's apprentices to be tomorrow's industry leaders through hands-on automotive training that is valued by the industry."

In this edition of the *Motor Trade*, we have documented some of the stories of young people in our industry, from Jason Napoli who has overcome numerous obstacles to be awarded the 'Future Leader of the Industry Award' to first year motor mechanic, James Daly who takes us into his world as a light vehicle apprentice.

The automotive career pathways on offer have been showcased to VET Coordinators, potential apprentices and their parents throughout Expos held as part of National Skills

Week. The MTA Trainers, Staff and Apprentices all worked together at the Expos, demonstrating the equipment and technology to what will hopefully be the next generation of the automotive workforce.

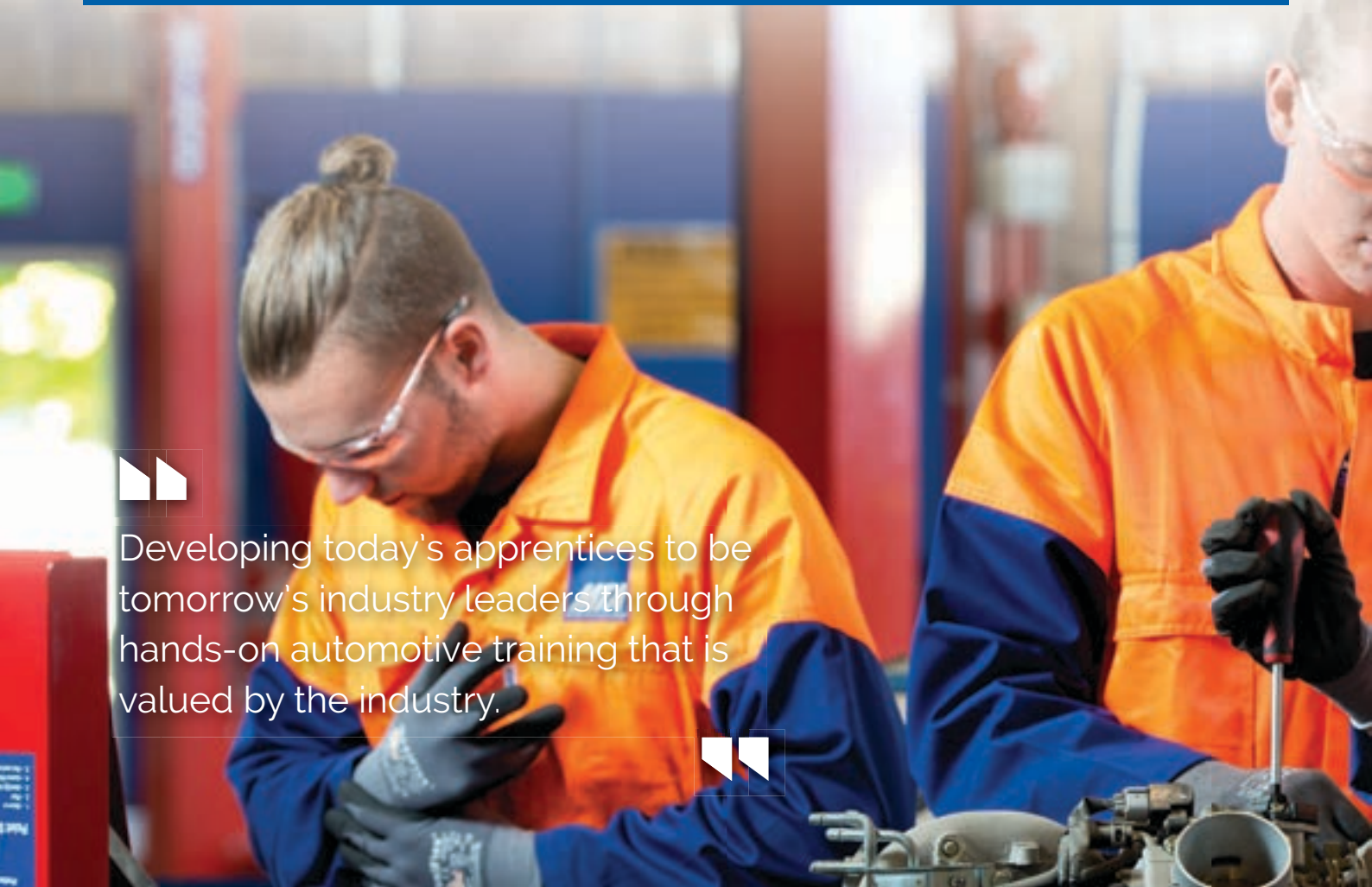
I also want to congratulate Brenton Abbott of Fleurieu Crash Repairs for winning the National Collision Repairer Lifetime Achievement Award recently.

Brenton & Meredith have had a long history of supporting their local community of Victor Harbor through various organisations and charities, along with Brenton's work for the crash repair industry through both *YourMTA* and *AMBRA*.

Paul Unerkov
CEO



Developing today's apprentices to be tomorrow's industry leaders through hands-on automotive training that is valued by the industry.



CEO'S REPORT

Following the Coalition's re-election, *YourMTA* is focussed on securing government support for the automotive industry, both at a Federal and State level.

Car dealerships are a particularly intense area of interest, with ASIC, the ACCC and government policy all making concerning interventions in this space.

Policy

YourMTA recently met with Mark Butler MP, Shadow Minister for Climate Change and Energy, Tony Pasin MP, the Member for Barker, and Senator Alex Gallacher to highlight your concerns with the Parallel Imports proposal, ASIC's flex commission and car insurance inquiry and the ACCC Market Study into New Car Dealerships and access to government grants including the Jobs Accelerator and Automotive Transformation funding.

Pleasingly, all the MPs we have met with have been sympathetic to our arguments and willing to help achieve positive outcomes for our members. However, government ministers have at this stage indicated they are looking to proceed with these changes, possibly in the New Year. We will need to continue to educate government policy makers at the political and departmental level on the value that the automotive industry, particularly new car dealerships, provides to the economy and to the community.

SA Jobs

YourMTA believes the Government should focus on creating confidence in our sector, which is actually creating the jobs and growth the government is seeking.

The MTA has also recently met with the State Government as they prepare for their 'Simplify Day' on 15 November. Simplify Day has been set aside to repeal out of date legislation that impacts on businesses and the community.

We have prepared a submission for the State Government in addition to meeting with senior departmental officials to highlight how reducing the regulatory burden for business will not only create more local jobs but also make South Australian businesses more competitive against their interstate and overseas players.

Business Red Tape

Interestingly, even these government officials were amazed at some of the red tape that is being imposed on business and they have agreed to include our proposals as part of their deliberations.

State Small Business Minister, Martin Hamilton-Smith, has also engaged with *YourMTA* as he prepares for a Small Business Statement in November. We have met with representatives of the Department of State Development and held lengthy discussions on how to improve the performance of both business and government to increase profitability and employment in South Australia.

Automotive Industry Case Officer

One concrete outcome of these discussions is that we now have a dedicated case officer with the department who is focussed on the automotive industry and has a genuine interest in the success of the industry.

This case officer role is designed to provide a one stop shop for us to fast track issues and proposals through government. Again we have briefed the department extensively on the issues facing the automotive industry and have received positive feedback. We await the November statement and the accompanying 'Action Plan' to see how the State Government will act on these issues.

The Future

As you know, the retail, service and repair sector of the automotive industry is the automotive industry's future. With over 26,000 people employed in our industry, we are here for the long term. This is an important message that we are stressing to the media, government and other business sectors to make sure they understand the need to build on the steady growth in the number of 'green shoots' appearing in our industry.

As always *YourMTA* will continue our work delivering for the automotive industry through every available channel to make sure we are making your businesses better.





JASON NAPOLI: FUTURE LEADER

Jason Napoli was recently awarded with The National Collision Repairer/Insurance Australia Group Future Leader of the Industry Award for his outstanding contribution to Carisbrook Collision Repair Centre and Smithfield Collision.

The Future Leaders Awards recognise and reward young Australians who have shown strong leadership and potential. The Awards also aim to inspire others to engage in environmental and community issues and make a difference.

Originally published in The National Collision Repairer magazine, May 2016 – Editorial by David Newton-Ross

Jason Napoli started in the industry by default – in fact, he wanted to become a house painter with his uncle, but not a spray painter!

After two of his friends were tragically killed while at High School, he really did not want to carry on in year 12 and his dad, Eddie Napoli, said that was fine but he was not going to just sit around the house doing nothing. He put him to work with his cousin and for three weeks had them paint the inside of his large Carisbrook Collision Repair Centre. Once this was done and he wanted repairs done to his car, Jason was put to work at the shop to help pay for those repairs.

One of the office staff was going to be away on holiday, so Jason's brother Ben took over that role and this then allowed Jason to move into the office and he has not looked back since then. At 21, he is now well on his way to shop management, having worked hard from the ground up but not wanting to spend time on the shop floor as a spray painter or panel beater.

In fact, recently Jason spent a lot of time putting together the IAG-RFP proposal for their Carisbrook Collision Repair Centre facility. Not only did he help put it together, he also presented it to IAG – a pretty daunting experience for a 21 year old! "I had a lot of support from my brother Ben and also Uncle Larry, but it was a great experience. I also had to take the IAG personnel on a tour of the facility."

The good news is that the shop was successful with their proposal.

Jason has also put together the Work Health Safety for the Smithfield facility and has achieved Green Stamp Level 3 for the business.



How does Jason handle going out on the floor talking to the tradespersons without being a tradesperson? "At the beginning it was pretty tough, but I think over time I have gained their respect. I am responsible for quality control and have to ensure that every job that leaves the facility is high quality. Also, at weekends or in the evening, if they are working I will be there to help and do whatever they need me to do. In fact, I am working on my own project – a 1976 Holden Torana – and I am receiving advice from my younger brother who is a panel beater, so I am getting some hands-on experience!"

Jason does not have a role or title as such but is what he terms a "floater", doing whatever needs to be done around the business, but quality control is a priority.

Does he see his future in the industry? "Yes. At first I was not too sure, but I now know that I definitely want to stay in the business. I really like cars and the industry and for someone like me who is not from the trade, it is a challenge that I enjoy and there is always a lot to do. The new technology is also a challenge, but very exciting."



It is fantastic to see young people like Jason coming into the industry, showing great maturity and leadership, it shows there are numerous ways for young people to come into the automotive trades.



Paul Unerkov



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- Panel Beaters • Auto Parts Interpreters



MTA Training & Employment Centre

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MTA SHOWCASES AUTOMOTIVE CAREERS

The MTA Training & Employment Centre has showcased the exciting careers on offer to young people who want a career in the automotive industry during National Skills Week.

National Skills Week highlights progression opportunities, rapid technological changes and the jobs market in Vocational Education and Training. Catholic Education South Australia and the Association of Independent Schools of South Australia VET Coordinators visited the facilities on 26th August and over 120 potential apprentices from dozens of schools and their parents attended the MTA Career Expo that was held on 2nd September.

With interactive displays in motor mechanics, diesel mechanics, vehicle painting and panel beating, the attendees on both days left with a taste of each automotive trade.

Along with the MTA trainers, current MTA apprentices also assisted with the interactive practical activities and demonstrations.

Second year MTA vehicle painting apprentice, Dylan Williams, assisted MTA vehicle painting trainer, Matthew McDonald in the interactive practical activities and demonstrations on both days.

"I did a buffing presentation. When a car has just been painted, it gets little bits of dirt in it, you denib it, and that dulls it off. Then you have to go over it with a step 1, step 2 and step 3 to get rid of the scratches in it," he explained.

"The teachers and students loved it. Seeing how shiny we could get the cars – that one simple buff can make a car so shiny."

Dylan also provided insights to the teachers and potential apprentices about why he selected an automotive career and what's involved in undertaking a vehicle painting apprenticeship.

"I work with my dad, Jeff Williams at his

business Specific Prestige. He was also a vehicle painter back in the day, so I get it from him. The paint job is what I really notice about a car; to me it's what makes a car stand out.

"In first and second year you learn about the prep - getting the car ready for paint. That's what I'm doing at the moment.

"Then when you get to third year you start the painting. By fourth year you do the painting yourself and it's all about improving and doing work to the highest possible standard," he said.

Year 12 student, Jordan Tasker, who attends St Francis De Sales College said his aspiration is to become a race car mechanic, and attending MTA's Auto Careers Expo provided insightful information that was very useful for making his dream come true.

"I am interested in starting my apprenticeship in the light vehicle mechanic servicing and maintenance. After I have gained some experience

in this area I am looking to get into the Motorsport side, as I have a strong passion for motor racing," he said.

Jordan comes from an automotive background; his father Aaron Tasker is a MTA Member, owning and operating European Auto Centre in Mt Barker. Jordan has also competed in bitumen Go Kart racing since the age of ten and has gained experience working on his friend's Formula Ford at a recent race event at Mallala raceway.

"I am certainly going to apply to become an apprentice through the MTA; I feel there are many useful opportunities that I could take part in to further my career options," he said.

If you know of a young person looking to get a start in the automotive industry, encourage them to apply for a MTA Apprenticeship by visiting www.mta-sa.asn.au/TEC or call the MTA Training & Employment Centre on 8241 0522.

Vehicles on show at the Auto Career Expo were supplied by the industry & friends

The MTA thanks the following businesses for their support:

CMV - Primer Movers

Competition Automotive Performance Centre - Hot Rod Dragster

Jarvis Ford - FG GT Boss Falcon & Ford Territory

KIA Motors - Optima

Lakeside Nissan - Leaf/Pathfinder (BEV)

Maughan Theim Ford - GT Mustang

Metro Holden - VF Holden HSV Clubsport Supercharged

Unley Nissan - Clio Trophy & Qashqai

The MTA also thanks all friends who supplied privately owned vehicles on the day





FORKLIFT AND HOIST SAFETY

Working around heavy, moving machinery requires strict safety protocols. It also requires staff to be fully trained, managed and for the equipment itself to be in good working order.

The MTA offers a variety of resources to assist in this regard, including training courses, onsite checklists and manual holders.

The Association's Licence To Operate A Forklift Truck course runs over two days.

It requires the operator to be able to plan the work, conduct routine checks on the forklift, shift loads in a safe manner, and shut down and secure the equipment after completion of operations.

Training is based on the National Standard for Licensing Persons Performing High Risk Work. It comprises 50% theory and 50% practical activities, with written and skills assessments. Participants in this course will learn:

- legislation requirements under the current Act and regulations
- forklift truck-types
- loads
- stability
- basic maintenance and checks
- operation of Forklift truck-steering, parking, approaching and lifting
- operation tasks-stacking/unstacking, manoeuvring, loading/unloading and transportation
- material handling-packaging, pallets, drums, attachments and hazardous substances
- the environment-floor stability, obstacles, pedestrians, confined spaces and slopes

Hoist Safety

The issue of hoist safety is of paramount importance to the industry – and has a practical application for the MTA at the Royal Park Training and Employment Centre.

YourMTA manages the largest industry based training facility in South Australia, which includes eight overhead vehicle hoists. Instruction on the correct procedures and precautions are a critical component of apprentice training.

The MTA also offers three resources to Members in this regard:



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Summit ST4500M

4000kg Clear-Floor 2 Post Vehicle Hoist

The Summit ST4500M 2 Post vehicle hoist is a wide body hoist with a 400kg lift capacity. The ST4500M will lift a small passenger vehicles through to 4WD and light commercials. Following an extensive independent appraisal by an Australian engineer, the Summit ST4500M has been approved to the Australian Standard.

Features:

- 4 Tonne Lift Capacity
- Low Profile Load Arms
- Electric Up & Manual Down
- Extra Wide between posts
- Asymmetric Design
- 3 Stage Front Arms
- Solid Automatic Arm Locks
- 2 Stage Load Pads
- Dual Hydraulic Rams
- Powder Coat Finish
- Roof Protection Bar
- Twin Balance Cables
- Positive Safety



Roof Protection Bar
A padded roof bar with an automatic limit switch installed prevents high vehicles from making contact with the bridge

Solid Automatic Arm Locks
As soon as the vehicle is lifted from the ground the gear type locks lock into place to prevent the arm from moving.

Extra Wide Design
With this extra wide design as standard, getting in and out of the vehicle when in the correct lifting position is easy

Electric Up & Manual Down
With electric up operation via the power unit, this model uses manual lowering via a lever located on the power unit to lower the vehicle to the ground

Pick Up Extensions
As standard, these extra high pick up extensions allows for 4WD's & light commercials to be lifted with ease. They simply interchange with the standard pick up pads.

Approved To
The Australian Standard

Specifications	ST4500M
Max. Lift Capacity	4000kg
Max. Lift Height	1998 mm
Pad Stool Height (Std)	90 - 150 mm
Overall Height	3850 mm
Overall Width	3395 mm
Width Between Posts	2855 mm
Power Supply	415V or 240V



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- A holder for hoist information including Velcro
- A logbook to record safety checks of hoist.
- A pad of 25 checklists for safety compliance of hoist.



All hydraulic and pneumatic components must be inspected for leaks, and replaced where leakage exceeds the manufacturer specification.



While modern hoists are safer than ever before, the law in South Australia has stringent requirements to protect workers, stating that : "All vehicle hoists must be regularly serviced and maintained to ensure all functional controls and safety devices are operating as per the manufacturer's manual.

"Inspection by a competent person must be carried out at least once during a 12 month period. These inspections must include the critical components which are subject to wear and may require replacements periodically. These components include wire ropes, chains and power screws.

"All hydraulic and pneumatic components must be inspected for leaks, and replaced where leakage exceeds the manufacturer specification."

To register or access for more information about MTA's Upskilling courses please phone 8241 0522 or email adminroyalpark@mta-sa.asn.au



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THROUGH THICK AND THIN: THE PAECH MOTORS STORY

Earlier this year, Oakbank-based business Paech Motors was honoured for its 80-year association with the MTA-SA.

It was a defining moment for owner Roger Paech, who entered the family business 50 years ago and assumed ownership in 1991.

Paech Motors specialises in agricultural tractors and machinery, in a market that has shrunk from 2600 farm machinery dealers in Australia in 1966 to fewer than 600 today.

Roger and his wife Joan have not been immune to this severe contraction.

"We took over the dealership but not long after that, Massey Ferguson gave us a special Christmas Eve present and terminated our arrangement. They gave us the chop after 42 years."

That forced the husband and wife team to scale back to three core staff, with assistance from Roger's parents.

Several months later, John Deere offered Roger a franchise, but he was wary and turned it down. Fortunately, John Deere persisted and eventually he relented.

German power tools company, Stihl, liked what it saw and it too offered a franchise to Paech Motors. Once again, Roger turned it down.

"I said, 'We're tractor people, we don't want to be in chainsaws.'"

However, when he saw Stihl close two local stores, he realised the scale of the opportunity and seized it with both hands.

Over the years, Hardi, Ben Wye, Magnus, Vicon – and most recently the Silvan franchise – have been secured by the Paech team.



We're lucky in the Hills, we have orchardists, market gardens, livestock and the hobby (lifestyle) farmers have been very good for our business.





That breadth, as well as the varied nature of agriculture in the Adelaide Hills, has helped protect Paech Motors from the vagaries of weather and the economy.

"Seasonal business contributes to sales, service and parts," said Roger. "We're lucky in the Hills, we have orchardists, market gardens, livestock and the hobby (lifestyle) farmers have been very good for our business.

"Then we have the growth of the wine industry and some of the world's best wines come from the Adelaide Hills.

"One of the greatest things is to remain viable for such a long period in a business such as ours against such difficult circumstances, which includes cheaper imports and lower prices for agricultural commodities."

Reflecting on his time with the MTA – which includes 13 years on the Board – Roger is adamant, the industry needs a strong united voice more than ever before. At an individual level, business owners need help in running all areas of their business, including the changing regulatory framework and legal requirements.

He should know. After all, Roger has done the "hard yards" over 50 years, which gives him a unique perspective.

He completed his Fitter and Turner apprenticeship at the now defunct Angas Engineering in Adelaide. Returning to the family business, he worked in the workshop, before moving into management.

The Paech family started in business in 1939 when Norm Paech bought Oakbank Motors. He struggled – but survived – and today Roger is Owner Manager, Joan Paech is Assistant Manager and their son David is Sales Manager.

"In the future I would like to continue to operate and grow but I can't go on forever," he said. "I'd like to back away and let the younger generation come through."

The 71-year-old is fully active in the business and still attends the MTA's Farm Machinery Division and central zone meetings.

"I truly enjoy my job. I love the interaction with customers and a lot of them have become friends over the years," he said.

"I still believe it is the service behind the sale that counts. Anyone can sell and Bunnings has proven that. But it's when there is a breakdown that you need people there."

He also believes that in a family business, the devotion and loyalty of the family and close-knit team provides customers with ongoing personal contact and satisfaction.



ENERGY PRICING AND GOVERNMENT INCENTIVES

Dramatic and ongoing increases in energy prices have become a major issue for South Australian businesses.

The cost impost and uncertain nature of future increases has resulted in a series of media articles focusing attention on the problem.

Various business groups – including the Business Council of Australia – have voiced their concerns about the impost on business and “the need for urgent action to address the deficiencies of the energy market”, with arguments that delays in progress towards a more efficient national electricity market could put at risk the strength and future of our domestic industries and economy.

A Federal Parliament economics paper by Kai Swoboda stated: “The rate of price increases for electricity and gas is expected to moderate in most states and territories over the next few years after a period of significant rises. The federal government is able to directly influence only a small part of price outcomes. Intergovernmental agreements and action by state and territory governments are the most important policy levers to curb future price increases.”

What Members Can Do

Many companies have been taking measures to improve their energy efficiency and reduce their consumption. One option is the government energy incentive called the Retailer Energy Efficient Scheme, or REES.

This scheme commenced on January 1 this year and will operate up until 2020. The scheme requires larger energy retailers to help households and businesses save energy.

One of the ways they are doing this is by offering businesses the option to replace their current lighting with the more energy efficient LED lighting. Some advantages of LED lighting in the workplace are

- Energy Efficiency
- Long Life Span

- Improved Durability
- Compact in size
- Fast switching
- Environmentally Friendly and safer than regular lights as they are cooler to touch and safer to handle.

A number of MTA member businesses have already taken advantage of this scheme having all of their lights replaced with LED's. All have reported great success with them and were very happy with the process.

Some third party companies have been contacting businesses individually and offering these services. If you have not been contacted already, we encourage you to contact your current provider.

Having LEDs and other environmental initiatives can go a long way towards getting your Greenstamp Accreditation through the MTA. Please contact Laura Taylor at ltaylor@mta-sa.asn.au or call 8291 2000



Intergovernmental agreements and action by state and territory governments are the most important policy levers to curb future price increases.





“THEY INSPIRE ME TO BE THE BEST THAT I CAN BE”

For James Daly, being an apprentice motor mechanic is a dream job that has given direction to his life.

BY ROBERT LAIDLAW

At school he was unsure of his future employment but while working on cars with his father Michael, became transfixed with the notion of following a career path as a motor mechanic. “Cars are something I’ve always loved, and I wanted the knowledge to be able to fix them,” he said. “Ever since I received my first license, when I was 16, and started working on cars in our driveway with dad, it has become a passion. “I was always having problems with my car and I learned a lot from dad.” When James left school his first instinct was to go to university



Becoming an apprentice motor mechanic is the best decision I’ve made in my life – I don’t regret anything about it ...





but with little idea of what degree he would pursue, he started working in a restaurant. After two years in the job, he decided to have a crack at pursuing his passion for cars.

He searched the internet for opportunities and applied for several positions, until the MTA offered him a pre-selection test, which led to an interview, then six months ago he began his apprenticeship at Eblen Subaru.

James' week starts at 7.30am on Monday mornings, when he opens up the workshop, empties bins, sweeps the floor and changes the oil drains.

Each day he works with different mechanics and technicians, where he assists with jobs - and gets to ask plenty of questions. Some of his work includes collecting parts from the warehouse and picking up customers.

"While each day of the week is similar, there are certainly different aspects and so I get to learn more," Daly said.

"It's good to work with different people, who I can learn a variety of skills from, and seeing how they solve problems.

"I'm amazed at the speed and precision with which the work is done, and I'm looking forward to being able to work like that.

"They inspire me to be the best that I can be.

"The best part of the job is that some of the guys I work with

are so relate-able, and of course being around cars, which is something I love. Just watching people do what I want to do in four years' time when I'm qualified, it really is a thrill."

While the 21-year-old is mainly involved in the car service section, he also undertakes some diagnostic work, and takes vehicles for test drives to see if he can analyse problems.

Mastering the basics is a staple of his job, while he learns the more complicated aspects by watching the "experts" undertake their duties - and assisting when asked.

Every three months James attends trade school for two weeks at the MTA, where different topics are undertaken, from motor repairs to ignition systems.

"We need to answer questions and handle situations in the workshop, where what we are learning is simulated," he said.

"After a practical assessment, we then have a written assessment, before we move on.

"Becoming an apprentice motor mechanic is the best decision I've made in my life - I don't regret anything about it, I love what I get to do every day.

"One of my personal goals is to rebuild a car from the floor up - get a 'broken' car and make it look better than it originally did."



DIVISION NEWS



Service Stations
Division Manager – Paul Back

The MTA has continued to hear about fuel drive offs from service stations. We have been liaising with members, the police and the private sector to look at ways to try and reduce the number of fuel drive offs. The police are actively working on strategies to reduce the number of reported criminal activities that cannot be investigated. Currently, only a small number of the reported fuel drive offs are prosecuted. While this can be disheartening for

members, it is still important to report all fuel drive offs as this helps to provide information to policy makers about the impact that this crime is having on the industry and the wider community. With this in mind, the police and the MTA met with a New Zealand software firm, Auror, who presented to the Service Station meeting on 13 September, about how they have managed to dramatically reduce the incidence of fuel drive offs. In New Zealand, a large percentage of

the fuel stolen is by a small group of offenders. Auror has been able to assist the police and service stations to improve their reporting methods and prevention activities by allowing registered service stations to complete a police report online and receive information about fuel drive offs in the local area, helping to prevent more fuel being stolen. We will keep you updated on any progress that is achieved as Auror look to roll out their South Australian operation.



Body Repair
Acting Division Manager – Anna Moeller

While all insurance companies and repairers pledge their adoption of the Motor Vehicle Insurance and Repair Industry Code of Conduct, MTAs are receiving a multiplying number of IDR's (Internal Dispute Resolution) to address breaches of the Code. MTA has provided members with 11 templates of common breaches to choose from including those relating to Steering, Authority to Repair Delays, Assessment Delays, Fair Repair Estimates and Authorisations breaches and many more. Lodging an IDR will test

an insurance company's response to a complaint about their handling of the issues and draw their attention to areas where the most complaints are received. The IDR builder is proving to be easy to identify the nature of the issue in a concise and consistent report to forward to the Code Administration Committee (CAC) for third party review. As signatories to the code, insurers are required to respond to the complaint within five business days, if the repairer is not satisfied with the insurer's response to the claim, it is elevated to External

Dispute Resolution. A mediator will be appointed by the CAC if the dispute remains unresolved. MTA is currently demonstrating the IDR builder to members via one-on-one and group meeting opportunities. We encourage you to see how it works and if you have an issue where you believe the insurance company has breached the code of conduct, give us a call. The number of complaints we collect will demonstrate to government the areas that need attention within the repair industry.

MONDEO BATTERY DISCONNECT RESET

FORD MONDEO MA - MC 2008 - 2014

The spark plugs on these engines have an unusual design to contend with the long distance between the top of the head and the combustion chamber. The metal part of the plug is made up of two parts: the body, with the nut and thread, and the ground shield, which includes the ground electrode. These two parts are then crimped together. (See Diagram 1)

The spark plug design might work well when the engine is new, however, over time carbon builds up between the ground shield and the cylinder head. This carbon prevents the ground shield from being removed easily. When the body of the plug is removed, the ground shield often remains firmly lodged in the head. Sometimes the porcelain comes out with the body, sometimes it stays in the ground shield, and sometimes it breaks up, leaving only a piece or pieces in the ground shield. (See Diagram 2)

The recommended procedure to maximise the likelihood of removing the spark plugs is shown on page 23. Should one or more of the plugs break during removal, there are still a couple of options that may be open to you before removal of the head becomes mandatory.

Removal

Besides a steady hand and nerves of steel, you will also need a couple of other items before attempting this task. You will need an 'odd sized' 9/16 inch deep spark plug socket, and a can of good quality carbon or carburettor cleaner.

Note: It is better to take a little extra time and care when removing the plugs, than to have them break and possibly require head removal for repair.

1. Ensure that the engine is cool.

Experience has found that the spark plugs are more likely to cause cylinder head thread damage on hot engines.

2. Remove the Coil On Plugs.
3. Blow out any debris around the spark plugs to ensure that nothing falls into the cylinder once the plugs are removed.
4. Loosen each of the spark plugs between 1/8 and 1/4 of a turn.
5. Add your carbon/carburettor cleaner to each of the spark plug wells until the fluid reaches the top of the spark plug hex nut.

Note: Using too much carburettor/carbon cleaner can fill the cylinder and may cause a hydraulic lock up.

6. Leave these to soak for at least 15 minutes. The cleaner should seep past the plug thread and soak into the carbon build-up, softening it sufficiently to remove the plug.
7. Loosen each of the plugs slowly by hand.
8. If there is abnormally high resistance, you should tighten the plug about 1/4 to 1/2 turn and then try to loosen it again.
9. If it still seems tight, you should apply a little more carbon cleaner and work the plug thread backwards and forwards till it improves.

Caution: Overworking the spark plug threads in the cylinder head, by excessive backwards and forwards movement under load, can cause damage to the head.

Breakage

If one of the spark plugs should break, your course of action will vary depending what happens to the porcelain insulator.

If the insulator comes out with the body of the plug, then there a number of tool sets available that are designed to remove the ground shield. The one that Ford recommends has the part number 303-1203. Calvin makes a similar tool set and its part number is 39100.

Initially the tool sets use thread taps to make a thread inside the ground shield. (See Diagrams 3 & 4) Another part of the tool is then screwed into the shield, which then extracts the shield slowly and evenly.

An alternative tool is the Lisle part number 65600. The Lisle tool has a left hand self-tapping thread that can be screwed directly into the ground shield. If the porcelain breaks, and you are using the Calvin or Ford tools you should try to remove the remaining porcelain with some long nose pliers, after soaking it with more carburettor cleaner.

If you have the Lisle tool, you can use it to push the porcelain down a little. It is designed to push the porcelain down far enough to allow the tool to attach itself to the ground shield, without allowing the porcelain to fall into the cylinder.

Note: It is usually best to remove all the spark plugs before attempting to carry out these procedures. This is because if one of the plugs break and some porcelain falls into the cylinder, you may still need to remove the head to remove the broken porcelain.

Fitting New Plugs

When fitting the new spark plugs apply a thin coating of nickel anti-seize to the ground shield. However, use caution to ensure that no anti-seize gets onto any other areas, such as the electrodes or the porcelain insulator, as this may cause a misfire. (See Diagram 1)

Torque the new plugs to 34Nm.

The recommended replacement interval for these spark plugs is 150,000km.

However, some workshops recommend that the spark plugs be replaced at or before 100,000km, as this may reduce the likelihood of the plugs seizing in the cylinder heads.

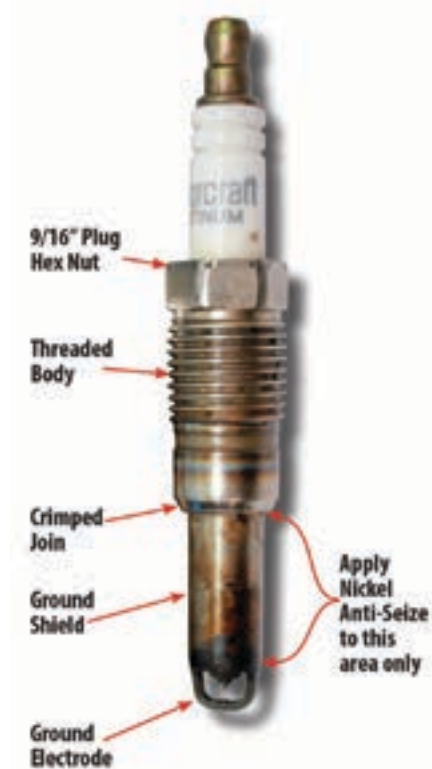


Diagram #1
Ford Genuine Spark Plug



Diagram #2 Spark Plug after removal using Special Tools



Diagram #3 9mm x 1 Tap for use with Tool 303-1203



Diagram #4 Special Tool 303-1203

MERCEDES BENZ M & GL CLASS SERVICE LIGHT RESET

MERCEDES BENZ M CLASS W164 2005 - 2011
MERCEDES BENZ GL CLASS X164 2006 - 2012

Service Reminder

To reset the service reminder message, proceed as follows:

1. Turn ignition to position I.
2. Ensure the display shows the odometer, if not, use the System Menu buttons until it does.
3. Press the Cluster Reset button 3 times quickly.
4. The battery voltage should show in the display.
5. Press the DOWN arrow button, the Service Menu will be shown.
6. Use the Plus/Minus buttons to select 'Confirmation' from the menu.
7. Press the LOWER System Menu button, the display will show the "Confirmation" menu and the item 'Complete Service' will be highlighted.



8. Press the LOWER System Menu button, 'Service Confirmed' will now show in the display.
9. Press the UPPER System Menu button repeatedly until the main odometer screen is displayed.
10. Turn ignition switch to OFF.

SOCIAL MEDIA SUCCESS STORIES

Social media – once regarded as a passing fad – has become one of the most powerful marketing tools available today.

Owing to the fact that around 38% of consumers consult social media before purchasing a car (CMO Council research 2014), many in the motor trade have realised the importance of using Facebook, Twitter and Instagram.

By looking at what the brands are doing, it is possible to pick up on good ideas and run similar, smaller versions of the campaign in your own business (without breaching intellectual property, of course!)

BMW

With more than 18.5 million likes on BMW Facebook fan page, the efforts of the car maker seem to be bearing fruits. There is more than the brand factor contributing to the shares and likes on this social media platform. The company is doing everything possible to interact

and engage with fans, which in itself is considered to be a powerful social media strategy. For instance, recently, BMW launched a creative campaign BMW entitled Snowchat. This allowed users to draw, stamp and type holiday messages on a snowy BMW windshield from phone, tablet or computer that could be then shared through Facebook, Twitter and email.

Bosch

The company is very proactive in social media engagement, so much so that their campaign #ExperienceBosch won “Online Strategy of the Year” at the 2015 German Digital Awards. It included many activities that allowed it to display the whole range of products and client experiences. The results were astonishing, as the people started perceiving it as the ‘young brand’ despite its history of 125 years. It reported a tenfold times increase in sales compared to the invested budget.

Mini

Mini’s NOT NORMAL campaign was a massive success. The company won several industry awards and the maker has taken numerous steps to connect with its vast audience. The company asked people to share videos and images on social media with the hash tag #MININOTNORMAL. They then utilised the best uploads as a part of their promotion campaign. In a matter of six weeks, more than 230,000 people became a part of the campaign on social media. The company had 30,000 new followers and more than 3,853 people visited the campaign hub.

KEY UNDERSTANDING: People consider the vehicles they own as their own reflection and the car brands are making best use of social media to create a buzz about their offerings.

If you need advice for an online strategy, call Tim Boylen on (08) 8233 9433.



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www.healthpartners.com.au/MTA

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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 Tony Simmons.

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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.

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Further information about these or any membership service may be obtained from the MTA Membership Department.



SMALL BUSINESS CONCESSIONS

STEVE FIMMANO, BDO AUTOMOTIVE

The small business turnover threshold is set to be increased, subject to recent budget announcements being formally legislated.

Small business concessions are planned to be extended to businesses with an aggregated group turnover of less than \$10 million from July 1.

Currently small businesses with less than \$2 million annual turnover can get access to a range of tax advantages under the Small Business Entity (SBE) regime. The advantages that are most relevant to members of the Motor Trade Association are:

- Immediate deduction of low cost assets
- Business re-structure relief
- Capital Gains Tax (CGT) concessions on sale of your business
- Fringe Benefits Tax (FBT) relief on portable electronic devices provided to employees
- Concessional trading stock rules
- Immediate deduction of some prepayments
- Lower tax rate or tax offsets for business income
- Accounting for GST on a cash basis
- Deferral of payment of excise/customs duty.

Business owners could benefit significantly from assessing which small business measures suit their business best and optimise their tax position and operating structure. Be careful though, only active

businesses can use the concessions, i.e. not just have passive operations or asset holding entities, unless another level of criteria is met.

The expanded access to small business tax concessions includes simplified depreciation rules that allow for the immediate write-off of low-cost assets (up to \$20k) until June 30, 2017.

In order to access the concessions, the asset itself would need to be used for business purposes in the financial year you would like to make a claim, i.e. installed and ready for use before 30 June.

Businesses that generate taxable income will benefit from using the write-off, as opposed to businesses making losses.

This may seem obvious; however, we see business owners using tax benefits as a reason to justify purchases all too often, even when there is no immediate benefit to be realised, sometimes that overall benefit is questionable as well.

Assets that cost \$20,000 or more are deducted over time through the general small-business pool – 15 percent of the pool can be claimed in the first year's tax return, then 30 per cent of the pool each year after that, as a depreciation deduction.

There are also provisions to allow for

multiple low-cost asset claims. Businesses can buy several separate assets under \$20,000 and claim the immediate deduction on each of them. In the same way several assets bought independently that form part of the same asset may well be treated as a group or set of assets and the threshold applied to the overall cost rather than individual.

Some relevant assets that can be claimed:

Office equipment, stock used for demo/display purposes (i.e. not held for sale), furniture, cabins and relocatable housing, IT hardware such as desktop computers, printers, scanners and photocopiers, display screens, signage and air conditioners, tools and machinery, plant and equipment, storage containers or portable offices.

What assets can't be claimed under \$20K write-off:

Land, capital works (building/construction costs, etc), computer software – which is claimed under software development pool rules – horticultural plants.

To find out how your business can benefit from these small business concessions contact Steve Fimmano, BDO, (08) 7324 6000.

ACTION TAKEN AGAINST UNLICENSED SELLERS

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

Investigations into unlicensed sellers resulted in a range of penalties and enforcement outcomes during 2015/16.

Unlicensed sellers deny licensed second-hand vehicle dealers business and do not provide consumers with the protection they would otherwise have been afforded if the consumer had purchased a vehicle from a licensed dealer. The Commissioner for Consumer Affairs took court action against three unlicensed sellers last financial year. One was fined \$5,000 and ordered to pay \$800 in costs and another was fined \$3,250 plus \$566 in costs. The third unlicensed seller was also considered not to be a fit a proper person to hold a licence and was permanently disqualified from holding a licence.

Acting Commissioner for Consumer Affairs, George Kamencak said "These court rulings send a clear message to anyone trading unlicensed that their conduct is not acceptable."

A further three individuals provided written assurances to the Commissioner that they will refrain from unlicensed selling, with one also giving an assurance that should he become licensed he will enter into a compliance program with CBS for 12 months. A compliance program would place greater scrutiny over an individual in order to prevent unlawful conduct.

Further action will only be taken if the unlicensed sellers fail to comply with the assurances given. This would be an offence and they are liable to prosecution. "Assurances are publicly available on the register of assurances on the CBS website both as a record and a deterrent to others who may be considering engaging in similar conduct."

"The heavy handed approach will be used where appropriate, but there are

other instances where a warning letter or education program can be effective in halting unlicensed activity."

"CBS considers the nature and extent of the alleged offending and the circumstances surrounding the conduct and determines the action to be taken. Anyone commencing business activities has a responsibility to find out about applicable laws before they start trading. Information is readily available, especially in this digital age, however migrants sometimes need assistance in having information brought to their attention and explained in a context that they can understand. CBS developed an information sheet about buying or selling cars for profit which was translated and provided to individuals who had been selling vehicles around a supermarket car park.

By meeting with the individuals and providing translated information this helped them to understand that if they are buying or selling second-hand vehicles to make a profit then they must either get a licence or stop dealing, otherwise they risk a \$100,000 fine.

CBS welcomes reports of unlicensed selling from the industry and members of the public.



These court rulings send a clear message to anyone trading unlicensed that their conduct is not acceptable.





CLASSIFIEDS

A Free Advertising Section For MTA members

EMPLOYMENT OPPORTUNITY

QUALIFIED MOTORCYCLE MECHANIC- Limestone Coast Motorcycles located in Naracoorte SA. Looking for a qualified motorcycle mechanic with a interest in off-road motorcycles and atv's. We are a growing business and are currently South Australia's only Beta Enduro motorcycle dealer. Wages negotiable depending experience. Contact Daniel 0887622888 or lscmotorcycles@hotmail.com

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To include a free classified in the November/December 2016 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 21st October 2016.

NEW MEMBER PROFILE

YAN VAN DE VELDE, WRONG FUEL RESCUE

How long have you been in business?

I first started with the idea of Wrong Fuel Rescue in January 2015. It took almost a year of research, planning and cutting through what seemed like a mile of red tape to get the business off the ground. We commenced operations back in December 2015 in Perth and expanded our services into Adelaide late July this year.

Introducing a new service that targets such a niche market, there were many unknowns as to how the business would unfold. As with any startup, it's taken time for us to gain traction. With over 500 rescues now under our belt we've proven our ability to deliver on our service by providing a time and cost efficient solution to deal with misfueling. Having raised the bar on the capabilities of roadside assistance, we've been successful in becoming an approved repairer for a number of major fleet management companies. We've still got a long way to go in terms of where I see the company years from now, but I'm confident we've got a strong future ahead of us.

How many staff do you employ?

We currently employ four full time mechanics. Two are based in Perth and two here in Adelaide. Managing a 24hr roadside assistance service from interstate brings another layer of complexities that requires a significant level of trust. The guys are fundamental to our success. Without their aptitude, commitment to quality and safety our reputation wouldn't be what it is today.

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

I'm enjoying the challenge of it all. Each State and Territory has its own way of doing things and I've not stopped learning



since I started on this journey. I get a lot of satisfaction from the feedback of our customers calling me up to praise the mechanics and thanking us for getting them back on the road so quickly.

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

Don't rush into anything and make sure you do your homework. Be prepared to take the rough days with the good, be quick to adapt to change and get all the advice you can.

Why did you join as a member of the MTA?

Having access to quality advice and support was the primary reason I joined the MTA. The combined effort of everyone involved has been above and beyond my expectations. It's refreshing to deal with an Association that treats you as a member and not a subscription.

Welcome to our new members

Bob Jane T-Mart Glynde Corner

Elite USA Trucks

Exhaust Plus Prospect

Just Wholesale Cars

Mawson Lakes Mazda Pty Ltd

Wannon Farm Machinery

Wrong Fuel Rescue



EVENTS CALENDAR OCTOBER 2016

October 4 – 6	Air Conditioning Course
October 12	WHS for Managers & Supervisors
October 17 – 19	Air Conditioning Course
October 17 – 21	HEV & BEV Training
October 19	Yorke Peninsula Networking, Information & Feedback Evening
October 24 – 26	Air Conditioning Course
October 25	Central Networking, Information & Feedback Evening
October 27 – 28	Forklift Licence Training

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AADA: Vacant

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Central Zone: Phil Turner – Mount Barker Truck and Bus Repairs P/L

Lower North Zone: Dale John – Ucal Pty Ltd

Mid North Zone: Vacant

Riverland Zone: Kym Webber – Waikerie Crash Pty Ltd

South Eastern Zone: Peter Roberts – OG Roberts & Co

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Lower Eyre Zone: Robert Duns – Duns Bros Nominees Pty Ltd

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Association info

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CEO: Paul Unerkov

Policy & Communications Manager:

Nathan Robinson



Official publication of the Motor Trade Association

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