

The logo for the Motor Trade Association (MTA) is displayed in white on a dark blue rectangular background. The letters 'MTA' are in a large, bold, italicized sans-serif font. Below them, the words 'MOTOR TRADE ASSOCIATION' are written in a smaller, all-caps, sans-serif font.

MTA

MOTOR TRADE ASSOCIATION

The background of the entire page is a photograph of a male mechanic in a workshop. He is wearing safety glasses, large headphones, and a light-colored short-sleeved shirt with dark overalls. He is leaning over the open hood of a car, working on the engine. On the engine, there are several bottles of fluids, including one labeled 'LIQUID BUFF'. In the background, there are shelves with stacks of tires, some labeled with sizes like '235/45 R17' and '215/60 R17'. The entire image has a blue color overlay.

ANNUAL REPORT

2017/18

AGENDA

92nd Annual General Meeting of the Motor Trade Association of SA Incorporated

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1. Notice of meeting and recording of apologies
2. To adopt the minutes of the 91st AGM held 18th July 2017
3. To receive the financial statement of the year ended 31st March 2018
4. To receive the report of the board of management on the affairs of the association during the preceding year
5. To appoint an auditor or auditors, and to fix his/her remuneration
6. To declare the results of the election of officers
7. To consider any business submitted by the board
8. To consider any other business (under rule 32*)
9. Closure

*Rule 32

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

Date: Tuesday 24th July 2018

Time: 7:00p.m.

Address: Adelaide Oval, Cathedral Room (Eastern side of Stadium), War Memorial Drive, North Adelaide



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BOARD MEMBERS



Frank Agostino
Executive Board
President



Neville Gibb
Executive Board
Past President



Colin Butcher
Executive Board
Farm & Industrial
Machinery Dealers



Ron Lewis
Executive Board
Automotive Dismantlers



Clive Polley
Executive Board
Members Representative



Peter Roberts
Executive Board
South Eastern Zone



Marcus Baldacchino
Tyre Dealers



Tracy Butler
Upper Spencer Gulf



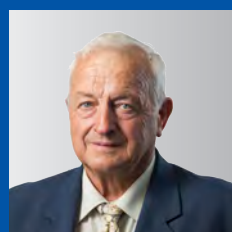
Robert Duns
Lower Eyre Zone



Mark Flynn
Motorcycle Industry
Association



John Hitchcock
Towing Services



Dale John
Lower North Zone



Bill Lane
Commercial Vehicle
Industry Association



Mark McGuire
Southern Zone



Brenton Stein
Service Stations



Phil Turner
Central Zone



David Vincent
Licensed Vehicle Dealers



Kym Webber
Lower North Zone



Jeff Williams
Body Repair Specialists



Frank Agostino

The South Australian automotive industry has been through a lot in the last financial year.

Holden's closure marked the end of vehicle production in South Australia and the reality that the automotive retail, service and repair sector is the automotive industry in South Australia.

At the MTA, we have continued our focus on a number of significant issues affecting the automotive industry including the completion of Stage 1 of the Mandatory Heavy Vehicle Inspection Scheme and progress toward the implementation of Stage 2 and the associated tender process, the introduction of an effects test into Australian Competition and Consumer Law designed to prevent insurers misusing their market power, prohibiting the importation of new and near new personal imports and supporting a Parliamentary inquiry into franchising agreements following the introduction of unfair contract term laws last year.

The three major issues that the MTA has consulted with members on and actively pursued, has been firstly the ACCC release of a draft and final report for the new car retailing industry market study. The study included recognition of the difference between OEMs and dealers with regards to consumer warranty rights. Secondly, the recommended mandatory scheme for the sharing of technical information with independent repairers. Thirdly, the Takata Airbag Recall, the largest recall in automotive history. These are issues that affect the entire automotive industry and we have worked to protect MTA member businesses.

The MTA has worked diligently on many other issues, briefing Ministers and politicians, delivering submissions and providing information to members as it comes to hand.

But the biggest issue for the industry this financial year has been the skills shortage. This overwhelming problem facing the industry has been canvassed in surveys and the topic of much conversation.

PRESIDENT'S REPORT

That is why the Board approved a strategy to increase apprenticeship commencements at the Automotive Training and Employment Centre by 43 per cent. This initially places great pressure on the financial model of the MTA and is the major reason we have posted a loss this financial year.

I do not like posting losses. You cannot continue to do so and expect to stay in business. However, the Board and I approved a recommendation to invest in the future of the automotive industry based on financial modelling which showed that the losses from this financial year would be recouped over the next three years in direct response to the desperate need for more qualified automotive technicians in South Australia.

As a State, we continued to grow during the last financial year and business owner confidence is on the up. This combined with a sense of optimism created by the election of a new State Government has led many economists to point to a positive year for businesses in South Australia.

A new State Government also presents us with many new opportunities as we seek to convince Premier Marshall and his team of the need for the many regulatory changes that will make it easier to do business in South Australia.

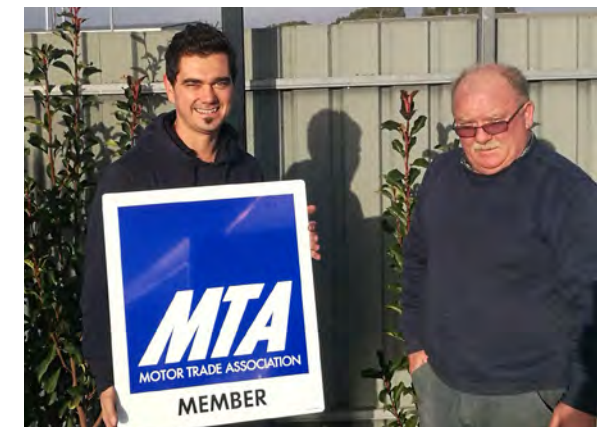
In addition to the work at State level, the past year has seen great co-operation at a National level through MTAA and affiliated organisations VACC, TACC, MTA WA, NSW, NT, ACT and MTA QLD.

Finally, I would like to thank the MTA Board, the Executive Committee, MTA Management and our hard working staff. Thank you also for your support this year, the MTA would not exist without our members.



Paul Unerkov

CEO'S REPORT



There is undoubtedly a lot going on in the automotive industry right now.

The MTA made a decision to engage in the tender process as part of Stage 2 of the mandatory Heavy Vehicle Inspection Scheme to ensure we had a seat at the table during the negotiations. Whilst we were not shortlisted, the opportunity remains for many of our members to be involved as either service or facility providers. Our prime interest is ensuring that the best possible outcome is delivered for the community and the local automotive industry. The MTA has been advocating strongly for vehicle inspections for 40 years and it is imperative that the program runs smoothly when it is finally launched.

A successful scheme will place much weight behind our continued push for light vehicle inspections, hopefully providing a launching pad for this initiative, beginning at change of ownership. This will make roads safer and significantly reduce the illegal backyard element from the retail automotive sector.

The new Marshall Government has brought with it a number of opportunities and one very large obstacle, shop trading deregulation. The Premier knows our position on this issue and we are working with all politicians to try and defeat this legislation. Notwithstanding this, we have also had many positive discussions with the new Government on a range of issues and I am confident that we will be able to work well together to deliver a number of positive changes for the automotive industry.

While the 2016/2017 financial year was one of consolidation and a return a profit for the MTA, we have spent the last financial year focussed on investing in the future with the recruitment of additional apprentices. This has resulted in a loss for the consolidated entity, which will be recouped in future years.

We have also continued to push for a stronger focus on member engagement, a strategy designed to increase the number of members actively using the suite of services we provide, ultimately leading to greater satisfaction. Relevant and valued Workplace Relations services, providing increased and higher quality training and employment outcomes for businesses and effective advocacy at all levels of government are critical. This appears to be working as we have seen increased participation at Divisional and Zone meetings, Information and Feedback evenings and Workplace Relations training sessions for members.

The recent success of the Body Repair Specialists Division meeting in February, which saw over 80 attendees, is testament to your commitment to

strengthening our industry. The joint MTA and RAA seminars were equally successful for members and the ACCC briefing at MTA House on the Takata Airbags Recall was well received.

We have also had the opportunity to work with the MTAA on many issues our industry is currently facing and I look forward to ongoing discussions on a national level.

On a personal level, I would like to thank the MTA Board and our staff for the hard work they have put in over the last financial year.

It has been a busy year, but the efforts will be rewarded. I look forward to working with you in the coming year to ensure that we provide all of our members with the best possible services and support.





Russell Smith

FINANCIAL CONTROLLER'S STATEMENT & REPORT

The focus of the 2017/18 financial year for the consolidated entity has been on steady growth for the MTA alongside significant expansion of the MTA Group Training Scheme to combat the skill shortages and shortfall of apprentices within the industry.

During the year, the long term held investment of the MTAA Unit Trust was sold. This depleted what would have been a \$206,000 surplus for the MTA resulting in a deficit of (\$47,300) for this financial period. Notwithstanding this loss, the investment has provided strong above market annual returns and significant capital growth over the many years it was held.

In addition to this deficit, the downgrading of our investment properties value by independent valuers resulted in a loss for the period of (\$330,000).

As a result of these changes, the MTA recorded a final deficit for the year of (\$171,300).

Further to a long period of declining apprentice numbers in the industry, a significant effort and investment was required by the Group Training Scheme to recruit and train additional apprentices to combat the shortfall. During the year, 288 apprentices were recruited and employed in comparison to 201 in 2016/17. This investment, including additional recruitment, equipment, staff and training materials, resulted in a deficit for the year of (\$389,300) for the MTA Group Training Scheme. This deficit is expected to be recovered from increasing revenues as the apprentices progress through their qualification.

As a result of the identified activities in both Associations, the Consolidated Entity made a deficit of (\$560,600) for the 2017/18 financial year.

The focus on strengthening revenue opportunities through growing membership, increasing engagement and promoting the Group Training Scheme to apprentices and hosts and its training facilities to the industry, further coupled with improved key performance indicators, has set the basis for sound financial performance in future periods.

The MTA continued its long term partnership with Our Auto Insurance, Capricorn, MTAA Super and Commonwealth Bank who continue to support our members and the retail automotive industry, as well as providing commission and annual sponsorship income to the Association. The partnership with Health Partners has also continued throughout this period.

The Audit Committee met two times during the year, providing oversight and advice on the governance and management of the Associations finances to the Board of Management.

The Committee is comprised as follows:

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

Committee meetings were attended by our Auditors BDO. On behalf of the Board I would like to thank BDO Audit Partner Paul Gosnold and his team for their efforts, support and advice.

I thank all staff who have been involved in supporting our existing members and the securing of new members for our organisation, as well as facilitating the Group Training Scheme to become the largest in the state.

I particularly thank all members for the continued support of one of South Australia's leading business organisations.

2017/18 CONSOLIDATED PERFORMANCE

Consolidated Statement of Financial Performance as at 31 st March 2018	FY 2018 \$'000's	FY 2017 \$'000's
MTA trading Income	6,828	6,473
MTA - GTS trading Income	16,668	15,577
Retail Motor Trading Co. Income	-	-
Interest and dividends received	139	145
Total Consolidated Income	23,635	22,195
Staff salaries and on costs	4,555	4,231
Apprentice salaries and on costs	15,659	14,346
Depreciation	738	726
Training expenses	173	161
Operating costs	2,741	2,444
Total Consolidated Expenses	23,866	21,908
Loss on Revaluation of Investments	330	-
Surplus / (Deficit)	(561)	287

Consolidated Statement of Financial Position as at 31 st March 2018	FY 2018 \$'000's	FY 2017 \$'000's
Total current assets	11,143	8,803
MTAA Unit Trust non current asset	-	2,066
Total non current assets	12,536	12,948
Total Assets	23,679	23,817
Total current liabilities	4,073	3,617
Total non current liabilities	60	94
Total Liabilities	4,133	3,711
Net Assets	19,546	20,106

For the complete financial performance, please email mta@mtaofsa.com.au and request the Consolidated Financial Report for the year ended 31st March 2018.

HUMAN RESOURCE MANAGER'S REPORT



Overall, 2017/18 saw an increase in staffing levels from 16/17 with 7.4 greater FTE's employed at 31st March 2018 than 31st March 2017. Additional resources have been necessary to support the increased training numbers and to strengthen Training, Compliance and Member Services.

Staff turnover

Staff turnover has exceeded benchmarking and a staff retention strategy is being implemented. A staff referral program was also introduced to encourage staff to recommend the MTA to family and friends.

Total: 27%
Voluntary: 23%
Involuntary: 4%

Absenteeism

Employees averaged 5.2 days absenteeism which is below benchmark. Total absenteeism for the full year 2017- 2018 is slightly higher than 2016/2017 but below that of the preceding 3 years and below benchmarking.

Gender Equality

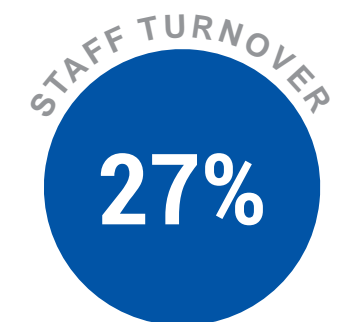
During the period the MTA continued to be compliant with the Workplace Gender Equality Act 2012.

Learning and development

Employees each received an average of 2.2 learning and development days during the year. Staff participated in the MTA Culture- WHS, Bullying, Harassment and Discrimination Update training sessions. Numerous staff attended CPR training. Field Officers received training in site assessments and host return to work. Trainers and Royal Park Administration staff received training in My Profiler in preparation for the roll-out of online workbooks. Privacy training was made available to all staff who had not previously received it. Additional training was role specific to assist staff in their development and performance.

Staff induction training was reviewed and improved with HR facilitating consistent introductions to the MTA and the WHS & RTW Coordinator proving education in respect to work, health and safety. Managers also provided role specific inductions.

Leadership development focused on staff coaching and all MTA Leaders attended a full day Master Class on Brain-based High Performance coaching. These learnings are being reinforced in the workplace to develop staff performance. New leaders attended Leading and Managing People training and Anti-Discrimination and Bullying and Addressing Inappropriate Behaviour training.



Staff wellbeing

Staff wellbeing initiatives included entering a team into the City Bay, a 10,000 steps program, new noticeboards to encourage staff to share their photos and interests with others, hearing and spirometry checks, flu injections, budgeting sessions run by the Commonwealth Bank and the trial and introduction of stand-up desks. Staff also enjoyed snacks, fruit, Easter eggs and hot cross buns to help them perform through a challenging end of financial year period.

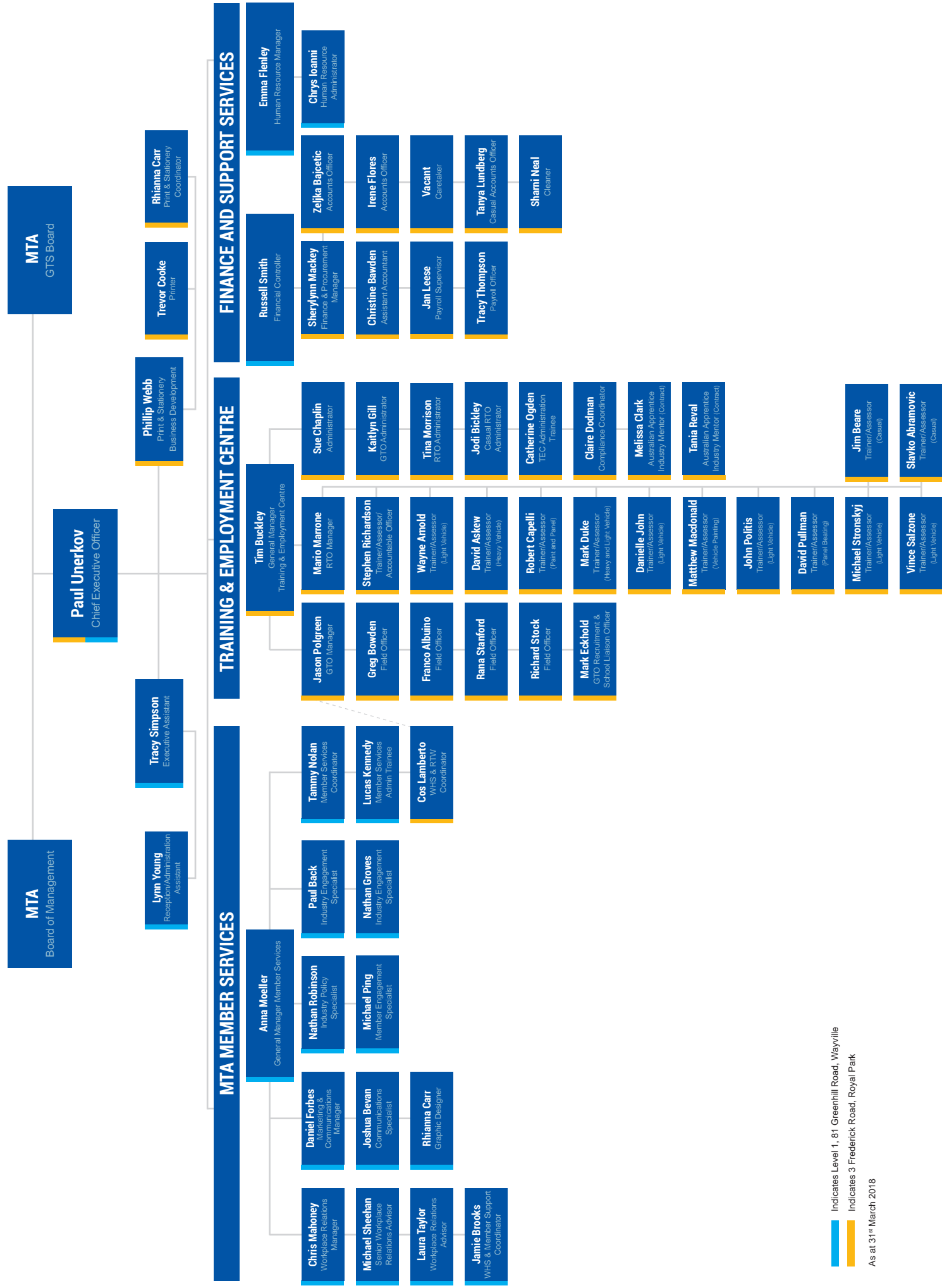
Workplace health and safety

There were 7 MTA staff incidents recorded in 2017/18 and zero resulted in a WorkCover claim.

Staff recognition

The MTA celebrated the remarkable 30 year anniversary of Sue Chaplin, Administrator. Celebrations of 10 year anniversaries were also held for Russell Smith (Financial Controller), Anna Moeller (General Manager, Member Services), Tracy Simpson (Executive Assistant), Jan Leese (Payroll Supervisor) and Vince Salzone (Trainer/Assessor).





Indicates Level 1, 81 Greenhill Road, Wayville
Indicates 3 Frederick Road, Royal Park
As at 31st March 2018



MEMBER SERVICES

MEMBER SUPPORT-IR



MEMBER ADVOCACY

MEMBER ENQUIRIES
2972

TRAINING ATTENDEES
168

ERIS SUBSCRIPTIONS
55

The Workplace Relations Team continues to assist members through the timely delivery of accurate advice, representation and services. Of note has been the significant increase in contacts from members and a substantial increase in demand for legal support. The team has increased the range of workplace relations services and training available to members and through the new website has provided a suite of products and new resources to support members.

The 2017/18 year has been an eventful year in the industrial relations sphere. The Modern Award review process is nearing completion with likely changes to be included in all Modern Awards. The ACTU claim for paid domestic violence leave was rejected by the Fair Work Commission and greater clarity has been provided in relation to above-award payments and off-setting. Throughout the above processes, the Workplace Relations Team has ensured that the views of members had a strong voice in the Commission.

In furthering the delivery of a safe, effective and responsible work, health and safety environment, the Workplace Relations Team has worked closely with SafeWorkSA to provide a practical approach to safety in the workplace, enhancing the safety of industry through collaboration instead of a more punitive approach.

Industrial Relations Department Summary

- 2972 Member enquiries
- 3 New Tailored Training Courses introduced covering Industrial Relations, Human Resources, Payroll requirements and Australian Consumer Law
- 168 Training attendees
- 55 ERIS subscriptions
- 35 resolved Unfair Dismissal / General Protection claims against Members
- The introduction of Drug Testing services.

The Workplace Relations Team continues to deliver a wide range of training tailored to the automotive industry for members. This training has been designed to allow members to meet their ongoing WHS and Fair Work obligations in an efficient and affordable manner. Throughout the year, the team delivered training across a wide range of subjects, including payroll obligations, the Australian Consumer Law and general industrial relations and workplace health and safety.

Due to the high profile underpayment of wages cases involving large companies such as BP, Domino's, Coles and Woolworths, the Workplace Relations Team continues to offer IR/HR training, advice and support for members. Since the introduction of this service, the team has already assisted multiple members in meeting their pay obligations and avoiding prosecution by the Fair Work Ombudsman.

The past year also saw the retirement of Paul Eblen. Paul was very well known and respected by both his colleagues and members. His passion and dedication to the industry and the MTA was unsurpassed.



The MTA has continued to be a powerful voice at all levels of State Government over the last financial year, advocating on behalf of members on issues of importance to the automotive industry. Our continued focus on engagement with all levels of Government ensures positive relationships with critical decision makers, leading to significant and positive outcomes for members.

Considerable engagement with the Government has been undertaken on many issues including:

Mandatory Heavy Vehicle Inspections

The implementation of this scheme has gained much momentum with the procurement process to select a System Manager underway. The MTA tendered for both System Manager of the Inspection Scheme or in the alternative, to be the provider of all accreditation and training services to the Scheme Manager but unfortunately was not shortlisted. A mandatory Heavy Vehicle Inspection Scheme is something the MTA has been championing for over 40 years and will be a great outcome for road safety, industry and the State.

Shop Trading Hours

The MTA has continued its campaign against the proposed deregulation of Shop Trading hours legislation that will undoubtedly have a detrimental impact on Vehicle and Motorcycle dealerships and Service Stations. We will continue our communication with Members of State Parliament in both the Upper and Lower houses to block any harmful changes.

Motor Vehicle Standards Act Review

The MTA played a key role in the Federal Government's Motor Vehicle Standards Act Review, one of the most comprehensive packages of changes in decades that is designed to accommodate rapid changes in the automotive industry. The proposed legislation seeks to further harmonise Australia's vehicle standards with global standards.

The ACCC has now recommended that manufacturers update their dealer agreements and policies to expressly state that obligations under the manufacturer's warranty are in addition to Australian Consumer Law. Many of the recommendations in the study aligned with those put forward by the MTA in our lead role in the national ACCC New Car Retailing study.

Second Hand Dealer Campaign

The MTA delivered a successful campaign in collaboration with Consumer Business Services (CBS) aimed at promoting the benefits of buying through a Licenced Vehicle Dealer. We have also continued to develop our relationship with CBS, an approach which has facilitated the successful prosecution of four unlicensed sellers in the past year.

Mentoring funding for first and second year apprentices

Finally, the MTA secured industry specific mentoring funding to assist first and second year apprentices to successfully complete their qualification. This will play an ongoing role in improving retention rates of apprentices from one in two apprentices completing their training to three in four. This important program for industry will be instrumental in combatting the skills shortage.

2018/19 and a new State Government will present many opportunities for the automotive industry. We look forward to working with you and for you to achieve as many identified outcomes as possible.



AUSTRALIA AUTOMOTIVE DEALERS ASSOCIATION



AUTOMOTIVE DISMANTLERS DIVISION

KEY ACHIEVEMENTS



- *Advocacy to maintain the exemption for dealers from Sunday and Public Holiday Trading*
- *Support with the Takata Airbag Recall*
- *Successful advocacy for acknowledgement by the ACCC that dealerships require better protection from franchisors*

79

MEMBERS

2

MEETINGS HELD

597

MEMBER ENGAGEMENTS

The MTA has been heavily involved in advocating to maintain the exemption for dealers from Sunday and Public Holiday Trading. We thank those members who participated in getting petitions signed and we genuinely think that it has made a difference. We also thank those who have been lobbying independently to support the MTA's position. We will continue to advocate to maintain the current exemptions.

The biggest automotive recall in Australian history has certainly caused some disruption in our industry. Along with the MTAA, the MTA has been in constant communication with the ACCC to ensure that this disruption is kept to a minimum. We have communicated progress to members as it has developed and identified how we can be a voice for members at critical times. More recently, we engaged the ACCC to hold a briefing on the matter and members had the opportunity to have some questions answered. This was also an important opportunity for the ACCC to gain industry feedback.

With a review of the Franchise Code now imminent, the MTA locally and nationally will be requesting your feedback and opinion from time to time to make sure that every opportunity is utilised to capitalise on developments.

The MTA's CEO Paul Unerkov has been regularly engaged with David Blackhall, CEO of the Australia Automotive Dealers Association on a range of issues, in particular, the access to repair information debate. These ongoing discussions have been fundamental in ensuring a fair and balanced debate in relation to this issue.

We welcome Ben Mills as the new chair this year to provide direction in our priorities. His expertise and energy will add another level to our advocacy and support. Engaging with MTA this year will once again be very important in shaping the future of our industry.



KEY ACHIEVEMENTS

- *End of Life Vehicle policy*
- *Ongoing support in regards to the Takata Airbags Recall*
- *Illegal operators prosecuted by SAPOL*

46

MEMBERS

2

MEETINGS HELD

201

MEMBER ENGAGEMENTS

Another year has flown by with the Automotive Dismantlers Division welcoming the appointment of a new National Chair from Melbourne, Dale Imlach. The State Chairs have all committed much time to meeting with Dr Wearing to help identify important state initiatives that can be driven with the help of the national body rather than as individual Associations alone.

The End of Life Vehicles policy has taken key steps forward with a policy draft now created. While Federal legislation is likely to take years of hard work, it is our State Association together with the VACC that is leading the way. This will hopefully allow us to achieve the outcomes the Automotive Dismantler Division has identified.

The Takata Airbags Recall has proven to be a difficult issue for Dismantlers, with no easy solution currently available. Trial yards have run VIN lists through manufacturer data

bases to try and determine what percentage of vehicles are in South Australian yards. Negotiations are underway for Dismantlers to be compensated for the airbags they will need to return to manufacturers. The MTA have and will continue to inform Dismantlers of their rights and responsibilities in this regard.

Illegal operators have been prosecuted by SAPOL with mixed results from the courts. Other organisations with prosecution or compliance powers are still a source of frustration when trying to achieve satisfactory outcomes. Work on this will continue until we have a solid blue print for action.

The Division would like to formally thank the Committee, our Industry Engagement Specialists and Ron Lewis for their assistance this year.



Vacant

AUTO REPAIR & ENGINEERING DIVISION



KEY ACHIEVEMENTS

- *Ongoing discussions to provide a solution to deliver repair information at a fair price*
- *Addressing the skills shortage*

469

MEMBERS

2

MEETINGS HELD

1076

MEMBER ENGAGEMENTS

The Auto Repair and Engineering Division has made substantial progress in relation to the identified priorities over the last 12 months. Particularly with the recommendation from the ACCC that independent repairers should have access to repair information.

There is a lot of work still to be done before we have a system that delivers appropriate access to repair information without the need for Government to mandate a scheme that will include additional red tape for all operators.

The MTA will continue its ongoing discussions with the relevant stakeholders including MTAA, AADA, AAAA, FCAI and the Government as we seek to provide a solution that will deliver fair access to repair information at a fair price.

The committee and the MTA have coordinated a number of meetings throughout the year to address additional priorities for industry including combating the skills shortage, creating resources to protect members against consumer and supplier disputes and light vehicle inspections.

Attracting and retaining quality tradesmen is a major challenge for all sectors of the automotive retail, service and repair sector. This is why the MTA Board has taken the conscious decision to invest in employing an increased number of apprentices on behalf of industry.

The efforts of Peter Stewart who filled the role as Acting Chair over the past year must be acknowledged and is to be thanked for his willingness to step into the breach.

Michael McMichael is to be congratulated on his recent election as Division Chair for 2018/19.

All members with a passion for the industry are encouraged to accept the invitation and attend Divisional meetings and events to ensure your voice is heard at the MTA's Divisional Committee. It is our MTA, we have to drive the agenda.



Jeff Williams

BODY REPAIR SPECIALISTS DIVISION



KEY ACHIEVEMENTS

- *Increased the use of IDRs by industry*
- *Cost Calculator to determine accurate charge rate*
- *Choose Your Own Repairer Facebook Group*

224

MEMBERS

8

MEETINGS HELD

957

MEMBER ENGAGEMENTS

Our members are reporting a healthy market place with most members experiencing a positive volume.

The insurers looking to implement different models into the ever changing quoting landscape has members utilising the MVIRI Code of Conduct and the help available from the Office of the Small Business Commissioner including mediation to find relief. An increase in the use of the IDR process is helping contribute to our push to mandate the code.

The MTA was instrumental in releasing the MTAA Cost Calculator designed and adopted by Body Repairers around the nation as an industry produced tool to calculate a shop rate. A follow up to discuss this and many other initiatives was held at MTA House, Greenhill Road. The MTA will continue to hold further workshop on the Cost Calculator for those needing further information. The new MTA website can be used to download a copy and take advantage of the information. The Cost Calculator is live so you can change the data, add workers, add or remove overheads and you will see instantly what the changes you make do to your shop rate. This tool is designed to protect the viability of, and grow your business. We will continue to work with members to develop tools and resources to enhance their business.

The MTA has also created a Facebook page for BRD members. It is free and all contributions along with the

information attached to it will see many benefits to members with information from BRD members sharing experiences. The Choose Your Own Repairer Facebook group can be accessed at: www.facebook.com/groups/567106540290949

Jeff Williams continued as our representative and chair of AMBRA, with The MTA's BRD committee also making solid contributions to the AMBRA shop grading document Version 3. The Car-Craft group is now looking to adopt this minimum standard across all its members and GMH are likely to implement part of this criteria into their Certified Collision repair programme.

To our dedicated BRD committee who have given their time freely whilst running their own workshops, the Division thanks you for your contributions. To Paul Unerkov, the Board along with all MTA staff who contribute to resource and structure our commitments, thank you.

Paul Back, our Industry Engagement Specialist whose drive and passion for the division continues to reinforce the message that all member's voices should and are heard. His commitment and compassion has driven many achievements.

To all our members, we all need to build on what we have achieved. Your continued participation helps all of our successes. As a member, join in the committee meetings, we have elections later this year and new faces are always welcome.



Bill Lane

COMMERCIAL VEHICLE INDUSTRY ASSOCIATION



Colin Butcher

FARM AND INDUSTRIAL MACHINERY DEALERS



KEY ACHIEVEMENTS

- *Key involvement in the creation and introduction of a mandatory Heavy Vehicle Inspection Scheme*



KEY ACHIEVEMENTS

- *Successfully advocated for recognition from NHVR that further investigation is required into state regulations on the movement of oversize and overmass machinery*
- *Communication and support with upcoming Chain of Responsibility laws*
- *Continued support regarding Workplace Health and Safety responsibilities*

50

MEMBERS

3

MEETINGS HELD

119

MEMBER ENGAGEMENTS

The MTA's tender to the Heavy Vehicle Inspection Scheme (HVIS) has dominated Commercial Vehicle Industry Association's (CVIA) attention this year. There has been considerable interaction and consultation with members in relation to the implementation of a scheme that industry and the MTA has been advocating for over four decades. Members have had the opportunity at a number of Information Sessions and Zone and Divisional meetings to be updated and to raise questions regarding the HVIS. The benefits of the HVIS will lead to increased business as we seek to rectify identified heavy vehicles as needing repair. The scheme will also increase sales of new trucks as older vehicles are removed from our roads.

The MTA submitted two options:

- To be the End to End System Manager for the inspection scheme
- To deliver training and accreditation to the System Manager

The tender criteria were complex. Many hours of work were spent on preparing a thorough and competitive tender.

Our Bus and Coach members have had a frustrating year with communication with the government stalling on a range of issues. However, a recent change in State Government brings with it new opportunities for more fruitful dialogue. Representations have already been made to them in an attempt to fast track the review into regional and metropolitan contracts, hopefully leading the way to competitive neutrality. As a result of MTA engagement, the State Government is now listening to the needs of Bus and Coach members.

In the coming year, we encourage members to continue to engage with the MTA. We also hold numerous Zone and Divisional meetings throughout the year. These are important opportunities to network and provide firsthand feedback on issues that are impacting your business.

49

MEMBERS

1

MEETINGS HELD

246

MEMBER ENGAGEMENTS

Members concerns as to the limitations in oversize and overmass machinery movement were acknowledged and are being addressed. The National Heavy Vehicle Regulator (NHVR) has undertaken a national survey recognising the requirement for additional state-based industry surveys. The MTA has continued to advocate strongly for the adoption of Victorian size requirements which have already been endorsed by NHVR and when achieved, will be a positive outcome for industry.

The upcoming legislative changes to Chain of Responsibility laws have created a lot of dialogue between the MTA and members. The NHVR Information Evening has provided some clarity for members. The MTA will continue to assist members with professional advice on best practice Workplace, Health and Safety processes and procedures.

Once again, thank you to those members who attended zone and divisional meetings, particularly those travelling long distances to do so. In the coming year, continue to engage with the MTA. Mobile team members in Industry Engagement, Industry Support and Work Health and Safety and Workplace Relations are more than happy to visit on site to assist and are only a phone call or email away. The MTA's meetings are important opportunities to network with other like-minded professionals and gain some insight into what the MTA is striving to achieve on your behalf.

Congratulations to Colin Butcher continuing as the National Representative and Chair.



David Vincent

LICENSED VEHICLE DEALERS DIVISION



KEY ACHIEVEMENTS

- Reduction in dealer contributions to the Second-hand Vehicle Dealers Compensation Fund
- Implementation of the "Buying a Used Car" consumer education campaign in conjunction with the Office of Consumer and Business Services (CBS)
- Continued reporting and assistance in the prosecution of unlicensed sellers
- Advocacy to maintain the exemption for dealers from Sunday and Public Holiday Trading
- Support in relation to the Takata Airbag Recall

152

MEMBERS

2

MEETINGS HELD

221

MEMBER ENGAGEMENTS

It was a positive year for LVD members with the hard work beginning to pay off. The MTA successfully lobbied to have contributions to the Second-hand Dealers Compensation Fund lowered through the reduction of site fees and the removal of the requirement to pay for multiple sites. The creation of the "Buying a Used Car" public awareness campaign in collaboration with CBS was positively received and is another step toward reducing private to private sales of used vehicles. We hope to re-launch the campaign this year.

There were some significant penalties handed down to unlicensed sellers this year and the MTA continues to be an integral part of the reporting process. It is unfair on members, who are doing the right thing and paying the requisite fees, to be undermined by unlicensed sellers. The MTA urges members to keep an eye out and report to the MTA any information you have that may assist CBS investigators. Should our continued lobbying for vehicle inspections at change of ownership be successful, this will go a long way to reducing unlicensed seller activity.

The MTA has been heavily involved in advocating to maintain the exemption for dealers from Sunday and Public Holiday Trading. I thank those members who have participated in the campaign and I genuinely think that it has

made a difference. There are still hurdles to overcome but the MTA is doing what it can to inform key decision-makers on the negative impacts this will have for businesses.

The Takata Airbags Recall, the biggest automotive recall in Australian history has certainly caused disruption to our industry. Together with the MTAA, the MTA has been in constant communication with the ACCC to ensure that the disruption is as minimal and informed as possible.

A focus for the coming year will be a review of the Second-hand Vehicle Dealers Act. Together with other changes, we hope to successfully lobby for changes to statutory warranty provisions that will that will be advantageous for members.

In the coming year, please continue to engage with the MTA. Mobile team members in Industry Engagement, Industry Support, Workplace Relations and Work Health and Safety are more than happy to drop in for a visit on site to assist or are only a phone call or email away. Zone and Divisional meetings are important opportunities to network with other like-minded professionals and gain some insight into what the MTA is striving to achieve for you.



Mark Flynn

MOTORCYCLE INDUSTRY ASSOCIATION



KEY ACHIEVEMENTS

- The successful implementation of lane filtering legislation
- Strongly advocated against the proposed deregulation of shop trading hours legislation
- Numerous submissions to government regarding decisions that will impact our industry. These include motorcycle licensing, franchise relationships and quad bike safety
- Implementation of the "Buying a Used Motorcycle" campaign with Consumer & Business Services (CBS)

43

MEMBERS

2

MEETINGS HELD

122

MEMBER ENGAGEMENTS

Lane filtering came in to place earlier this year and has been well accepted by motorcyclists and car drivers, hopefully making motorcycling a more time efficient way to commute and therefore providing flow on benefits to industry.

Prior to the State Election, we voiced our objection to the deregulation of shop trading hours with both major parties and the independents. We are still in talks with the key decision makers, discussing the negative implications for the motorcycle dealer network.

Increased motorcycle fatalities in 2017 motivated the State Government to review the current licensing system. Our current program is seen not to be in line with best practice of other states so a revised Graduated Licensing Scheme has been proposed. This was presented to the previous government. It is expected that once the new government is briefed then discussions will reopen. The MTA is heavily involved in this process and has strongly voiced the opinions of the dealer network in SA.

There is ongoing discussion around the Franchise Code and we, along with the MTAA from a national level, will be involved with this throughout the process. All MIAA members will continue to be notified as information comes to hand.

The Quad Bike Safety consultation process is also ongoing with the ACCC moving towards the fitment of rollover protection devices at the time of manufacturer before being exported to Australia. This could seriously threaten our market going forward. We, along with AMDA (the national association) have vehemently opposed this change.

The creation of the "Buying a Used Motorcycle" public awareness campaign in conjunction with CBS was a great success and is another step toward reducing private to private sales of used motorcycles.

In addition to the work done at state level, we have also continued work with our national body and appreciate the contributions made by our representative to that association, Martin Guppy.

In the coming year, please continue to engage with the MTA. Mobile team members in Industry Engagement, Member Support and Work Health and Safety are more than happy to drop in for a visit to assist and are only a phone call away. Zone and Divisional meetings are important opportunities to network with other like-minded professionals and gain some insight into what the MTA is striving to achieve for you.



John Hitchcock

TOWING SERVICES DIVISION



KEY ACHIEVEMENTS

- *Traction on reducing speed limits at accident scenes*
- *Increased tow rates as a result of a review*

59

MEMBERS

2

MEETINGS HELD

46

MEMBER ENGAGEMENTS

An incident in Victoria again highlighted the need for speed limit reductions to be extended to the towing industry. This ongoing safety issue at accident scenes was discussed with the previous Labor State Government through the former Premier's Auto Industry Working Group and has now been brought to the attention of the new Government, who have shown early interest in the issue.

We will continue to work with the new Government on this issue and our other Divisional priorities such as maintaining a fair and balanced towing roster and increasing the exemptions for tow truck drivers under section 312 of the Australian road rules.

The services of the Workplace Relations team and being a part of the metro and regional meetings provide a real opportunity for members to gain benefit from their membership and to share knowledge about the issues that affect their business.

The priority now will be to maintain the pressure on the new State Government to deliver the identified Divisional priorities to ensure a fair towing roster, fee schedule and safety for operators.



Brenton Stein

SERVICE STATION DIVISION



KEY ACHIEVEMENTS

- *SA Petrol Theft Network meetings*
- *'Call in' reporting of petrol theft*
- *Involvement with the Australian Service Station and Convenience Store Association (ASSCSA)*

52

MEMBERS

1

MEETINGS HELD

197

MEMBER ENGAGEMENTS

Throughout the year, MTA members and staff continued to engage with SAPOL and other stakeholders at regular Petrol Theft Network meetings. These meetings have been a helpful forum to have frank discussions concerning current crime trends affecting businesses and have given members the ability to contribute directly to the development of solutions to petrol theft. After considering different options, it has been agreed to trial a simple "phone-in" system to report petrol theft where SAPOL will ask the relevant questions and file the report in a "real time" environment. This began on 1 June 2018 and appears to be working quite well in these early stages.

The ASSCSA national meeting in February 2018 was attended by Industry Engagement Specialist Nathan Groves and myself and provided a national forum for

discussion on a number of factors affecting our industry including:

- The effects on the fuel retailing industry of electric vehicles
- Franchising arrangements
- Fuel theft
- Ancillary business opportunities
- EPA requirements

The MTA continues to provide training and workplace relations advice to all members. They have listened to members and refined their training courses to better suit members' needs. The MTA urges members to consider attending some of the sessions as they will provide some important tools to help protect and grow your business.



Marcus Baldacchino

TYRE DEALERS DIVISION



Rob Davey

VEHICLE RENTAL DIVISION



KEY ACHIEVEMENTS

- *Implementation of pre-employment tyre fitting course*
- *Continued advocacy for a mandatory tyre age limit*
- *Continued advocacy to the State Government to legislate specific changes to harmonise with VSB 14 of the National Code of Practice*

96

MEMBERS

3

MEETINGS HELD

224

MEMBER ENGAGEMENTS

The MTA has listened to members and this year implemented its first pre-employment tyre fitting course. This trial certainly had some mixed results but there were members who benefited from it. It certainly outlined one of our biggest challenges – finding good people. The MTA will continue to look at ways to address the skills shortage and assist members.

We continue to advocate for a mandatory tyre age limit of 10 years. We received a visit from MTAA to discuss our divisional priorities in December last year, and the Australian Tyre Dealers and Retreaders Association (ATDRA) meeting in March sought support from the other States to lobby. However, at that point in time, there was not a consensus at the meeting for all States to advocate

for this change. It will remain up to us to attempt change at State level and we will take steps to progress this with the State Government.

We have made some inroads on the harmonisation of VSB 14. With the change in government we hope this will continue and the MTA has opened good lines of communication in that regard, however we will need to go back over much of the issue again.

The MTA continues to provide not just skills training but many types of workplace and industrial relations training to all members. Members are urged to consider attending some of the sessions as they will provide some important tools to help protect and grow your business.



KEY ACHIEVEMENTS

- *Investigation into the rideshare industry*
- *Increased physical identification on vehicles by way of PV stickers*

9

MEMBERS

2

MEETINGS HELD

9

MEMBER ENGAGEMENTS

In addition to various industry items, a major achievement this last year was the investigation of the rideshare industry and its responsibilities to correctly register the vehicles used in providing their service. There appears to be more physical identification on vehicles by way of “PV” stickers and the like.

The Department of Planning, Transport and Infrastructure has also agreed to place more information on its Drivers and Operators web page, alerting potential rideshare operators of their additional responsibilities.

There continues to be conversations with the MTA about creating more value within Divisional meetings, such as incorporating a Workplace Relations presentations and workshops.

The Division also looks forward to increased visits from other industry representatives to our meetings in a knowledge sharing and general interest capacity and would like to thank Industry Engagement Specialist Nathan Groves for facilitation of the Division.

Our industry attendees at meetings fluctuate, so in the coming year, members of all MTA Divisions are urged to continue to increase engagement. The more you are involved, the louder and stronger the voice and the better the results.

MEMBER ENGAGEMENT, INFORMATION & VALUE.



MEMBER ENGAGEMENT



COMMUNICATING WITH MEMBERSHIP

MEMBER ENGAGEMENTS
4015

TOTAL MEMBERS
1080

NEW MEMBERS
78

RESIGNATIONS
90

LIKES
486
(INCREASE OF 88)

MTA LIKES
2569
(INCREASE OF 1423)

MTA APPRENTICESHIPS LIKES
5095
(INCREASE OF 2737)

Our members are at the heart of the MTA and our overarching strategy has been to increase engagement thereby improving member satisfaction.

Communication from the MTA to members, apprentices and hosts was very strong this financial year, with the continuation of fortnightly emails, MTA Torque and MTA TEC Torque, along with a weekly communique from the CEO. Frequent updates to members with e-News Alerts have proven to be successful in providing Divisional and automotive industry updates. Facebook engagement with members, hosts and apprentices increased exponentially across both of the MTA's Facebook pages as more engaging content was delivered including video, images and articles.



Membership levels have remained relatively steady, notwithstanding the challenging economic climate. The increased participation by existing members in Zone and Divisional meetings, face to face member visits, industry information sessions and the utilisation of workplace relations support services has resulted in healthy member retention rates.

This activity, combined with a positive profile within industry as a result of strong and effective advocacy at all levels of government and overall member satisfaction, has led to a steady flow of new membership applications throughout the 2017/18 period.

The recent construction and launch of the new website, designed to make accessing our services and resources as easy as possible, as well as providing a continuous flow of relevant and topical industry based information has been the product of many months of research and development work.

The focus for 2018/19 will be to build upon this increased engagement and participation, involving industry in our advocacy to achieve identified outcomes and ultimately celebrating our achievements with our members.

MTA Torque's mission to communicate to members our Divisional activities and Industrial Relations news for the automotive industry in South Australia continued to have a steady readership and engagement level with a strong focus on Workplace Relations updates and general automotive news. The MTA has continued to broaden its scope of articles published to our website linked through MTA Torque by sharing member good news stories recognising industry excellence and member achievements.

MTA TEC Torque has accomplished its task of highlighting the hard work and determination of apprentices, trainers and host employers, focussing on the strength of the MTA's training quality. With a steady level of readership and engagement, MTA TEC Torque has also been used to communicate upcoming events and courses run by the MTA as well.

The CEO Report has also shown positive levels of readership among MTA members providing weekly updates on the MTA's advocacy, events and achievements. The CEO Report has also been used to provide members with an insight into the economic and political climate that affects the automotive retail, service and repair sector.

The MTA has continued to produce the Motor Trade magazine with the aim of providing broader coverage to the South Australian public as well as MTA members, hosts and apprentices of the good news stories and achievements our industry has accomplished.

The MTA's Facebook pages have increased in quality this financial year, resulting in a 116 per cent increase in page likes for the Apprenticeship Facebook page and a 124 per cent increase in page likes for the MTA Members Facebook page over the previous financial year. This has been achieved primarily through careful marketing analysis and the creation of higher quality content which has seen an exponential increase in engagements.

The MTA continues to embrace technology, continually improving the way we communicate and engage with members, hosts and apprentices but also the broader public, media and political stakeholders, always focussing on the quality of content, not just quantity.

Average readership:

- CEO Report: 38.8%
- MTA Torque: 31.2%
- TEC Torque: 24%

BUSINESS PARTNERS



The MTA has worked hard to ensure that Business Partners are delivering real benefits for members.

2017/18 has seen the transition to Health Partners, which has delivered up front value to members through increased discounts for member businesses. The MTA also successfully secured continued benefits for members from our previous business partner until 30 June 2018.

Ensuring members have access to business partner programs that help has resulted in greater engagement by Business Partners in Zone Meetings and increased promotion through our electronic communications.

The MTA has further informed members of the benefits offered by Business Partners through Divisional meetings.

In particular, the MTA has enjoyed strong relationships with MTAA Super, Our Auto Digital, Our Auto Insurance, Our Auto Tech Centre, Commbank and Capricorn, amongst others.

The MTA is continuing to work towards a structure that will improve the member benefits our business partners offer.

VALUE FOR YOUR MEMBERSHIP

- **MTAA Super, the leading industry fund for the motor trades**
- **Our Auto Digital provide 10% off the customer purchase price**
- **Our Auto Tech Centre provides a 20% discount on Tech Centre on-line tech information and call centre**
- **Commonwealth Bank offers ultra-competitive EFTPOS transaction rates for members**
- **Capricorn makes running your business easier with exclusive services for the automotive industry**
- **Health Partners offers a 6% discount on any health insurance product when paid for by a direct debit**
- **MTA Print provides 20% off all products for MTA Members**

Delivering savings for MTA members to provide more value for your membership



THE MTA GROUP TRAINING SCHEME INC.

Training delivered by the MTA RTO

RTO Provider Number: 2293



Frank Agostino

CHAIRMAN'S REPORT



Last financial year saw South Australia facing a shortage of 1,635 skilled workers across all of the automotive trades and the MTA has risen to help meet the challenge of addressing the training needs of your businesses and apprentices.

In an attempt to meet the demand for qualified automotive technicians, the MTA Board made a conscious decision to significantly increase the number of apprentices in training. In the last financial year, the MTA achieved 288 apprentice commencements, with a total employment of 502 apprentices and 96 graduating, a remarkable feat.

We continue to receive in excess of 300 applications per month for automotive apprenticeships with the goal of finding quality candidates for South Australian automotive workshops.

With this increase in commencements, the next step is to ensure as many apprentices as possible complete their qualification. Last financial year, the MTA sought and received funding from the Federal Government to deliver the Industry Specialist Mentoring for Australian Apprenticeships program for all automotive apprentices in South Australia.

The free mentoring provided by this scheme will go a long way in providing the support needed in budgeting, mental health and additional training requirements to assist with completion of training, resulting in a significant increase in apprentice retention rates.

The MTA's ongoing compliance process to maintain our training accreditation ensures that those training through our RTO receive the best training possible. We have continued to review and evolve our RTO programs with the latest training satisfaction survey from apprentices showing an overwhelming 93.3 per cent of the 183 respondents were satisfied with trainer quality, an outstanding result.

While these results are positive, there is always more work to do to meet the high standards employers, apprentices and equally, the MTA, demands and designs for industry training. As a result, our engagement with employers will increase in the coming months as we seek to maintain the high levels of satisfaction with South Australian automotive workshop training, ensuring that our training remains current, relevant and of an outstanding quality.

In the last 12 months, the MTA became the sole trainer for Automotive Refinishing Technology in South Australia, also bringing on board a second paint supplier, Axalta Paint to complement PPG.

The MTA's Training and Employment Centre has been equipped with new state of the art tyre fitting machines from Corghi and has continued to take vehicle and engine donations from KIA, Subaru and Holden, further reinforcing our longstanding connections and working relationships within the automotive industry. Thank you to our new and continuing supporters.

I would also like to thank every MTA member, host employer and staff member involved in the MTA's Group Training Scheme for their ongoing support. This year, we have been able to achieve a great deal together and many of the positive changes that have occurred in the last 12 months will have a positive affect in the coming months and years.

MTA GTO



The MTA's GTO continues to increase apprentice commencements with a strong focus on recruitment and placements. This has resulted in 288 apprentices commencing with the GTO against 201 from the previous financial year, a remarkable achievement. We have averaged 73 prospective apprentices interviews each month for the past financial year.

288

**APPRENTICE
COMMENCEMENTS**

348

**AVERAGE APPRENTICE
APPLICATIONS PER MONTH**

502

**TOTAL APPRENTICES
EMPLOYED**

While the attrition rate of first and second year apprentices remains a challenge, the MTA is well placed to address the needs of those in training with the introduction of the Federal Government funded Industry Specialist Mentoring for Australian Apprenticeships program. This scheme identifies the areas which young people require support in to successfully complete their training. The aim of this program is to retain over 75 per cent of the 492 participants by guiding them through training, mental health, financial and family issues that can arise during an apprenticeship.

This year, the MTA has released a total of 187 apprentices to industry and seen 502 apprentices employed.

Apprentices on suspension remained steady with 21 being placed on suspension, indicating that although apprentice commencements have greatly increased, the MTA has also kept apprentices working.

Applications for apprenticeships continue to increase, now in excess of over 348 applications per month.

A substantial amount of work has been undertaken in regards to the increase of hosts and the attendant increase in host visits, ensuring that apprentice training requirements are being met. Businesses that have never used the MTA's GTO continue to be visited by MTA staff, helping them to better understand how we can address their needs, fighting the skills shortage currently being faced in the South Australian automotive retail, service and repair sector.

The MTA is committed to increasing apprenticeship numbers and improved retention rates and a significantly increased number of automotive apprentices go some way towards fighting the skills shortage facing the automotive industry.

MTA RTO



The RTO in 2017/18 delivered 181,316 training hours across the four key automotive trades and our Industry Up-Skilling courses, representing a year on year increase of 28,597 hours.

Of the total 181,316 training hours delivered, 30,790 of those related to industry employed trained apprentices and Up-Skilling course attendees. Industry apprentice enrolments were steady at 54 and Up-Skilling course enrolments also remained steady at 157. GTO Field Officers and the MTA's Industry and Member Engagement Specialists generated 320 RTO referrals and MTA Trainer and Assessors continued our industry visits.

The RTO has maintained its relationships with vehicle manufacturers and automotive training groups KIA, Nissan, Fiat/Chrysler, Repco and I-Car. These organisations utilise our facilities in delivering technology training, with Subaru now also using our facilities to deliver their product training. The relationship with PPG has continued and a new partnership with Axalta has been formed as well.

The 2018 Adelaide 500 was again a success with 8 apprentices hosted out to Supercar teams for the weekend and a further 14 apprentices conducting repairs

under the guidance of MTA staff in the Motor Sport Repair Team including RTO Manager Mario Marrone, trainers John Politis, Vince Salzone, David Pullman, Matthew MacDonald, Jim Beare and the 22 apprentices displayed great enthusiasm and commitment at this event. Without them it would not be possible.

The RTO has also increased its focus on continuous improvement. We have actively sought feedback from apprentices in our training programs and host employers to ensure currency with industry trends and to deliver training packages that meet industry compliant requirements and validation. In addition, this focus on improvement has been complemented by the MTA's CEO Paul Unerkov and other MTAA representatives on the Industry Reference Committees where they have been working to ensure curriculum development is in line with industry needs. We understand that different training methods suit different employers and apprentices which is why it is so important that our training continues to evolve.

KEY FACTS

- **Automotive Training and Apprenticeships Expo 18'**
- **Increased market share in Paint and Panel new apprentice training**
- **Subaru now delivering product training at the Training and Employment Centre**
- **KPI's exceeded in relation to:**
 - **Training hours delivered - 181,316**
 - **Industry enrolments - 54**
 - **Upskilling enrolments all exceeded - 157**



**Our Training and Employment
Centre is here to deliver the
best automotive technicians
for industry**





motor-trade-association-south-australia



motortradeassociationsa



mtaapprenticeships



motortradeassnsa



mtaofsa

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