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CONTENTS

**Continuous
improvement
is at the heart of
the workshop of
the future**
Page 10



Cover:
Brian Weeks.
Page 8



06 | “Opportunity” was a key theme at the President’s invitational.

09 | MTA RTO used for in-house training by the industry.

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PRESIDENT'S REPORT

By MTA-SA President Frank Agostino



South Eastern Freeway

In the last edition of *Motor Trade* we focused on safety issues concerning the South Eastern Freeway. The need for a long term discussion and solution continues to be a key issue for South Australia and for the MTA.

We have welcomed the State Government's initial response to immediately make changes to the safety of the road, including limiting the speed for trucks and buses. We have also welcomed their involvement of us and other key stakeholders in meetings and forums.

In addition to this, we applaud the South Australian Police's (SAPOL) commendation of a driver who used an arrester bed. Messages are getting out to the community about the need to take road safety on the South Eastern Freeway seriously. When drivers make the right decisions, it is excellent to see a positive response provided.

Over the last two months we have made representations on behalf of MTA Members to the Minister for Transport Hon. Stephen Mullighan MP, the Minister for Road Safety Hon. Tony Piccolo MP and the Department of Planning Transport and Infrastructure (DPTI) and SAPOL. We have also participated in the Government Industry Stakeholder Workshop about the issues and options for delivering better safety for the South Eastern Freeway.

We are impressed by the approach of the Government, and the bipartisan support for the need to do something in this area. Critically, we welcome the responses we have received about the need for a Heavy Vehicle Inspection regime for South Australia.



South Eastern freeway.

Ideally, we need to work towards a nationally harmonised Heavy Vehicle Inspection regime. There are complexities in achieving this, and we recognise it will take time. However, we do believe that South Australia has the opportunity to develop and implement an appropriate state based inspection scheme.

Although there is a general appetite from stakeholders for a scheme, it is important that it is not too onerous on owner/operators. It is critical that heavy vehicle fleets are on the roads delivering their loads as needed, but it is just as critical that they are in a roadworthy condition.

We face a balancing act. A scheme needs to be developed which meets an acceptable safety standard, while not placing a burden on the sector. As there are many other jurisdictions in Australia with heavy vehicle inspection regimes, we should begin by reviewing their schemes, and take what we want for a South Australian Scheme.

The other important element is that the scheme is independent. It needs to be independent of both owners/operators and government. This is to ensure that the standards are upheld, and that all heavy vehicles can be inspected as required.

The MTA is willing to work with government and other stakeholders to develop a scheme and begin working towards its implementation.

Motor Vehicle Standards Act Review

Another critical issue which has arisen over the past few months is the Federal Government's review of the Motor Vehicle Standard Act. The review occurred on the basis of providing consumers better value in the passenger vehicle sector. One of the headline areas is the consideration of opening up the market to direct imports of new and used vehicles by consumers.

As we have said, the Australian car



Need for a heavy vehicle inspection regime.

market has never been more competitive. There are 67 brands selling more than 350 models in Australia. Consumers have been increasingly gaining more value for the purchase price, and this trend is set to continue.

A risk of opening up the market as the Government has suggested, is that it may actually be to the detriment of consumers. Consumers may be caught in a complicated process to order an overseas vehicle online. It may become significantly more expensive once the individual importation costs are included. In addition to this, the vehicle may be designed for that marketplace, and may not meet Australian Design Rules (ADRs). It is important that consumers and government engage with industry to better understand

the complications involved in this proposal.

Part of the review, is the suggestion of harmonisation of the ADRs to the UN regulations. While this sounds good on the surface, we have to acknowledge the design needs required due to unique nature of the Australian road network and the Australian environment. While we can move towards the UN regulations, we still need the ability for our unique regulations to meet our unique environment.

The final issue in opening up the market surrounds the ongoing service, repair and maintenance of vehicles. If models are coming in that are not common in the Australian marketplace, we may not have the skills, technical information or parts to repair them.

We believe there are much simpler

ways to provide consumers with better value for money in the new car market. The Luxury Car Tax and import tariff must be considered in this review as they are inhibitors to the overall value to consumers.

We will continue to work with the Australian Motor Industry Federation (AMIF), our state MTA counterparts and the VACC on this issue to ensure the new and used car dealer network's voice is heard.

Merry Christmas

This is our final edition before the Christmas and New Year holiday break. On behalf of the MTA Board of Management, I wish everyone a happy and safe holiday season!

PRESIDENT'S INVITATIONAL

The President's Invitational was held at the National Wine Centre on 14 October.

The night included an update on MTA business, a presentation from guest speaker Craig James, Chief Economist from Commonwealth Securities and the recognition of long-standing MTA members.

Throughout the presentations, opportunity was the predominate theme.

In the opening address, MTA President Frank Agostino addressed the challenges that the retail automotive industry faces.

"We are seeing a changing landscape," Mr Agostino said.

"Consumer spending is declining, business costs are increasing, government policy regulation is increasing, vehicle accidents are lower, vehicle service intervals are increasing, businesses are closing and there is consolidation in many sectors.

"With this landscape we must adapt. Our industry has always been one which faces challenges, but remember, in those challenges are opportunities.

"We need to get back to the core of our business - to provide quality and professional services to our customers," he said.

Guest speaker, Craig James who is renowned for his analysis of 'big picture' economic and financial trends added to Mr Agostino's sentiments through an insightful presentation into current economic trends which impact the retail automotive industry in South Australia.

A key takeout was the importance of looking at changes as an opportunity to improve current business operations.

"We are living in a new age, and this presents opportunities. For our profits to rise, we need to look at the uncommon. It's about doing something faster, smarter or better than our competitors," Mr James said.

To conclude the formal part of the evening, long-standing members were recognised for their length of service with the MTA, with 25 and 50 year service awards presented.

The MTA wishes to thank all attendees who took time out of their busy schedules to attend – especially those who travelled to be there on the night. It is participation in these events that supports both members and the Association.

25 Year Service Awards

Active Battery Discounters - Shanthi Hassold

Brighton Crash Repairs - Brian Nash

Castle Crash Repairs - Cos Girocco

Commercial Crash Repairs Pty Ltd - David Cavuoto

GD Auto Electrical Repairs Pty Ltd - Stephen Dall

Hayes Augusta Motor Company Ray Hayes – Ray Hayes

Independent Battery Distributors - Wendy Blades

McCracken Ford - Raymond McCracken

Metropolitan Machinery Pty Ltd - Mark Norsworthy

Mid North Motor Company - Don Heath

O-Bahn Crash Repairs - Mario Rocca

Panorama Crash Repairs - Kees Sturm

Peter Stevens Motor Cycles - Darren Munro

Plympton Crash Repairs - Glenn Forbes

Premier Panel Services Pty Ltd - Paul Colangelo

Riverland Ford - Tony Walker

Show & Go Motorcycles - John Barnsley

Weeroona Holdings Pty Ltd - Frank Agostino

50 Year Service Awards

Berri Crash Repairs - Kym Westley

Boston Ford - Richard Boston

CW Robinson & Co Pty Ltd - Mark Robinson

Fisher Crash Repairs Pty Ltd - Stephen Fisher

Fred Vella Crash Repairs, Fred Vella Tyre Service - Frederick Vella

Hackett Motor Body - Desmond Hackett

Lyndoch Motors Pty Ltd - Graham Ahrens

MJ Murdock Motors - Michael Murdock

Rowell & Searle Auto Transmissions Pty Ltd - Peter Stewart

The Car Nut, Auto Steering & Wheel - Daryl Siggs



MTA President Frank Agostino.



Craig James.



50 year service award recipients.



25 year service award recipients.



(L-R) Mia Grima and Stephen Fisher.



(L-R) Brian Nash, Craig Nash, Laura Nash and Ella Nash.



(L-R) Mario Marrone, Clive Polley, Wendy Polley, Lucy Cirocco, Cos Cirocco, David Cirocco.



(L-R) Hazel Towler and Bill Towler.



(L-R) Carmela Mosey, Mark Robinson, Dale Dawson and Craig James.



(L-R) Tonia Rocca, Steven Rocca, Mario Rocca and Bernie Rocca.



(L-R) Rose Webber, Kym Webber, Linda McKay and Stuart McKay.

REFLECTIONS OF AN INDUSTRY VETERAN



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EXTENDED VIDEO ONLINE.

As he heads into retirement, Brian Weeks of Western Auto Repairs looks back on a lifetime in the industry, reflecting on tasks that “haven’t been around since button up boots”, as well as a quarter of a century on the MTA Board of Management.

As an 18-year-old destined for a career in architecture, his father convinced him to join him in a new service station as an apprentice mechanic, and then to run the workshop.

In those days, university-level students did the same course as “kids who hadn’t done primary school” and so Brian became the first intake to be screened. He was selected to undertake Australia’s first accelerated apprenticeship in three years instead of four, with lessons held after hours on Frome Road in Adelaide.

The unsustainable proliferation of service stations at that time convinced the Weeks’ to set up a workshop at Underdale under the mantle Western Auto Repairs in 1966, which Brian runs today in Torrensville.

Exactly when he joined the MTA is lost in time but he believes he has been a member for 32 years and on the Board for over 25 years.

Part of his motivation to be involved at this level has been a natural thirst for knowledge “and you don’t get that knowledge unless you get deeply involved and deal with all those issues on a day-to-day basis.”

His management training comes from courses with the MTA and other organisations, as well as working alongside his father who, prior to entering private enterprise, had high level ASIO clearance and set up the Maralinga project for nuclear tests.

Brian has contributed to this tradition of mentorship, in particular reviewing training modules to provide a grassroots perspective. He believes that perspective

is also valuable at board level and believes the size and diversity of the MTA Board leads to detailed thinking and strong decision-making.

Looking forward, he does have concerns about the viability of small operators. “I think there are too many odds stacked against them ... there’s a necessity for them to be there. I don’t know how they are going to survive financially if they stay exactly as they are.

“They may be forced to specialise in a given make and exclude all others, or a component within all makes, but whether they can derive sufficient volume and income, I don’t know.

He also has concerns about the growth in governance and red tape.

“There’s a lot of issues with governance, with work health and safety that are all put in there for the right reasons but the way in which they are applied, in my view, gets a bit over the top at times.

“Maybe it’s alright for larger firms with a lot more staff and a lot more resources to manage it but it’s not a scaled thing. If you’ve got 100 staff and are applying yourself to it, if you’ve only got one staff you don’t do one-hundredth less. Proportionally it’s out of kilter. It started out for the right reason but I think it’s a bit too much at the moment.”

However, he believes the apprentices of today are the best they have ever been and has sage advice for the generation about to enter the workforce.

“As opposed to some other trades, when they finally front up with their certificate after four years, I tell them they are now in the position to begin learning,” he said.

“They’ve actually got the basis to start worthwhile learning upon ... This game is changing at such a speed that you probably need 10 years in the game to really start to think you’re on top of things.

“And then you have to apply yourself



Brian Weeks.



Western Auto Repairs in the 1980s.



Back in the early days - Brian in his mid 20s.

literally daily to all the new stuff that’s coming through and the rapid changes ... you can start to approach learning on the basis of ‘isn’t that interesting, this is fantastic’ which inflames your passion even further and once you’re off down that track you should be there long term.”

MTA RTO USED FOR IN-HOUSE TRAINING



Phil Ditty from KIA conducting training.

Industry has been using the MTA Registered Training Organisation as the base for their in-house training.

Manufacturers that have used the facilities include KIA Motors, Nissan and Fiat/Chrysler who have conducted product and new technology training, as well as Mazda who have conducted aftermarket accessory fitting training.

Training Centre Manager, Mario Marrone said feedback about the facilities from the manufacturers has been positive.

“We had comments that the layout of the training centre works well with the classrooms and workshop,” Mr Marrone said.

“In addition to this, the safe storage of the manufacturers demo vehicles and easy to organise catering makes it a fitting choice for them.”



Fiat/Chrysler demonstrating onboard diagnostics.



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WORKSHOP GARAGE OF THE FUTURE

The proliferation of electronic-based components in vehicles means both dealerships and independent have to continually upgrade their workshops or risk losing business.

New cars, new technology and new government requirements all place pressure on businesses to stay up to date and competitive. Computers, advanced diagnostics, new hoist technology, increasingly stringent safety demands ... all of these factors make it increasingly complex for today's owners and managers to fit together a jigsaw puzzle solution for peak performance.

In 2011 in this magazine, an MTA Division Chairman was quoted as saying: "The modern day vehicle is now more complicated to repair and requires input of manufacturers and dealers, in resetting computer codes, fault finding and most importantly how the vehicle should be repaired. As repairers we can no longer rely on how we repaired vehicles in the past."

In this issue, in an interview with Brian Weeks, which you can find online on the MTA website, he also discussed this theme: "Currently there's something like 66 or 67 brands on our roads here. You multiply that up by how many models within each of those brands and multiply that up by how many options and extras people can have fitted, which changes around everything you're working with, and it's just enormous."

So how best to organise the garage of the future ... today? A lot of it comes down to budget. Larger organisations can afford periodic overhauls, but smaller shops need to think about incremental change (otherwise known as continuous improvement).

- A lot will depend on your existing building, its access points and what aspects are fixed and what can be reconfigured. Each building brings its own challenges – and opportunities – that impact on work flow and customer service.
- When it comes to the best configuration, can you do it yourself or is it worth investing in an architect that specialises in workshop design?
- It is said that green design is smart design and that "efficient use of energy and resources is 'green' but it's also a financially sound investment." Think waste water collection, shading and breeze circulation to reduce the need for air-conditioning, sensor controlled windows to regulate natural airflow and so on. This is where expert advice can pay off.
- Can your premises be reconfigured to provide a more optimal workflow and a more professional view for the public?
- If you are in management and removed from the floor, ask your staff. They are the ones who experience the issues on a daily basis.
- How do you integrate the service and retail environments? How do you separate the flow of vehicles from both sides of the operation?
- Location of parts, storage, work areas, cleaning bays and waste? What aspects of the operation need to be in close contact and what need to be separated for safety or aesthetic reasons?
- Is congestion an issue? Do you have work bays in the right configuration? Does the service manager have the necessary line-of-sight positioning? Is access from the street easy and safe? Are customers protected from the elements? Do you have parts on display and point of sale marketing material near the customer

contact areas to promote potential work? There are literally hundreds of questions that need to be asked and other MTA members often have many of the answers.

- When you do introduce changes, are they scalable? New growth will come. Are your premises flexible enough to deal with better economic conditions?
- Safety. Government is acutely interested in what happens in workshops. This will only increase in the years ahead. So whether you are a single or multi-hoist operation, balancing efficiency and safety is a key consideration.
- The right equipment is a critical consideration and should be reviewed on a regular basis. Modern equipment can increase speed and improve safety.
- Maintenance of equipment is another task that should be factored into consideration, as well as a checklist to identify potential hazards. The manufacturer or your service technician can provide valuable input in this regard. Also, go online to SafeWork SA to check your obligations, which include: "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."
- Also important to both government and society as a whole is gender balance. An environment that promotes gender equality



will become increasingly important. The face of the future is not the face of the past, and it was great to see Rhiannon Jessop was awarded the most outstanding training centre student at the Motor Trade Association's annual graduation and award ceremony. Rhiannon is a first year MTA apprentice diesel mechanic.



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- The customer will continue to be empowered, especially through new technology. However, “old school” rules still apply. What do you want customers to see in your workshop? More importantly, what don’t you want them to see?
- What is the first point of contact for the customer? Is it clearly signed? Are staff properly trained to ensure a high-level of consistent service? Is it a park your car and walk into the service counter, or a queue system where customers stay in their car and are approached by service centre staff? If so, is this the most efficient system?
- Beyond the initial contact, what do customers see? Work being performed? Do you want a set up like Toyota on West Terrace, where the general public can see into the workshop? Or do you prefer to keep this completely out of sight?
- Expect the future to become more interactive, allowing the customer to see the work that is going on from a remote location, with real-time reports from the on-board computer system of the vehicle.
- Security and privacy. Who has access to client data? The positioning of computers becomes important. (From an actual occurrence at a dealership, a thief with a camera phone snaps images of repair orders left on a service writer’s desk, capturing customer information. He later calls these customers and pretending to be from the dealership “informs” them of a mistaken overcharge, typically under \$50. He invites the customer to the dealership for a paper cheque refund – or if the customer’s card number is provided by phone, a credit will be issued. Most customers choose the latter option.)

Profound changes will continue in the industry. People have discussed “the workshop of the future” for decades, which leads to an immutable truth – the workshop of the future is today.

Working on modern cars entails a lifetime of learning, as the pace of new technology in cars continues to accelerate. The same is true for the professional workshops, which must continue to adapt for emerging technology such as automated parallel parking systems, adaptive cruise control, night vision detection systems that use infrared cameras and Google’s self-driving prototype that doesn’t have a steering wheel, nor brake and accelerator pedals.

We can’t accurately predict the future but we can plan for it.



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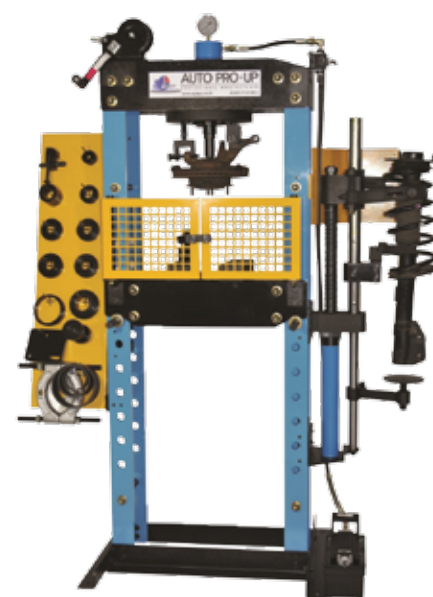
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IMPROVING SECURITY CLEARANCE SYSTEM FOR BUS DRIVERS

The MTA has called for all stakeholders to continue to work together in finding a better solution to the State's bus drivers gaining security clearances efficiently.

MTA Chief Executive Officer Paul Unerkov said that the association had been representing its bus and coach members and is hopeful that ongoing dialogue with the Government will improve the system for all drivers.

"The Transport Minister, Minister for Social Inclusion and Department of Transport have been very willing to have open discussions on the issues for our bus and coach members obtaining security clearances," Mr Unerkov said

"The issues are affecting operators across the state and we also welcome the great work that local Members' of Parliament, like Steven Griffiths MP, in representing their local constituents' concerns.

"Everyone must work together for a long term solution, but we have been able to achieve some small practical outcomes in the short term.

"Recently we have been able to negotiate a change so that the accreditation notices / renewals are now being mailed out 12 weeks prior to their expiration rather than six, giving operators more notice to obtain the necessary clearances.

"We are also working with the government to see how the department's forms can be updated and clearance process can be streamlined to fast track the backlog and build a better system to ensure that issues like these do not arise in the future.

"It is clear that there is still work to be done here, but we are



buoyed by the willingness from the ministers and the department to fix the issues and we will continue to represent our members and work with the government to make a better system for all operators and drivers," he said.

The Motor Trade Association expanded its membership in 2013 to include bus and coach operators and represents independent South Australian operators from all over the State.

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JARVIS FORD CELEBRATES 30 YEARS UNDER RICHARD COLLINS

In September 1984, a young Ford Motor Company Executive and graduate, Richard Collins, gave up a successful career with the manufacturer in Melbourne to purchase a small, family run motor vehicle dealership in Trinity Gardens.

The dealership, Jarvis Ford, had only become available for sale due to its owner, Steve Jarvis, passing away from cancer at an early age.

At the time of the sale, Richard Collins promised Rita Jarvis, Steve's widow, that he would always keep the Jarvis name, run the business with the utmost of integrity and never let the company get into financial trouble.

Turn the clock forward 30 years and it is inspiring to see the success of the Jarvis Group of Companies, which is now one of the largest privately owned automotive groups in Australia.

Director of Jarvis Ford, Martin Higgins said Richard Collins has continuously grown the business and impressively, always kept the promises he made to Rita Jarvis.

"The Jarvis organisation has grown from strength to strength under the guidance, vision, passion, relentless pursuit and humility of its leader, Richard Collins," Mr Higgins said.

"Beginning in 1984 with a staff of 43, the Jarvis Group has grown today to over 300 employees with eight dealership locations.... and in addition to the Ford brand, we also have franchises for Toyota, Subaru, Skoda, Suzuki, Isuzu Ute and Stihl products."

A surprise lunch was held at the Naval, Military and Air Force Club of SA for Richard Collins to celebrate this milestone with family, friends and business associates.

In appreciation and as a lasting memento, the Jarvis Ford executive team and senior management presented Richard Collins with a handmade clock, crafted in England by E. Dent & Co Ltd; the clockmaker to the Royal Family.

A meaningful sentiment, the clock requires the owner to wind it every seven days.

"Every time Richard winds, he can be reminded of how pleased we all are for the decision he made 30 years ago," Mr Higgins said.



(L-R) Richard Collins and wife Joanna Collins.



(L-R) Rory Sloane, Richard Collins, Joanna Collins, Albert Bensimon and Martin Higgins.

NEW MEMBER PROFILE

New Member:

Chris Tune, Auto Masters Melrose Park

How long have you been in business?

Auto Masters Melrose Park has been in business for seven weeks.

However, I have been in the industry for over 35 years with roles of technician, service advisor and service and sales management.

How many staff do you employ?

I have two technicians.

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

The people in the industry, seeing staff develop and the great customer relationships.

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

A key challenge is the changes in technology.

In comparison to other industries and trades, the changes in technology for automotive means there is always a need to upskill on an ongoing basis.

Why did you join as a Member of the MTA?

I have been involved with the MTA throughout my time working in the industry.

It has a great body of people with high levels of knowledge and ethics.

Part of my involvement has been with MTA's apprenticeships. I have employed many apprentices along the way. It has been incredibly rewarding to see their progression through the industry, whether it's receiving an award or becoming a small business owner.



Welcome to our new Members

Adelaide Auto Wreckers

Adelaide Iveco

Auto Masters Christies Beach

Auto Masters Melrose Park

Bridgestone Service Centre Virginia

Glynde Crash Repairs

Heavyequip Mechanical Services Pty Ltd

Panda Auto Repairs

Porsche Centre Adelaide

Rockbeare Drilling Contractors Pty Ltd

MARKETING FOR SMALL BUSINESS – PART TWO

By Adam Basheer, Fit 4 Market

Is it important to consider my target market?

I refer to the Pareto Principle here, or 80/20 rule. 80 per cent of your business will come from 20 per cent of your customers or 20 per cent of a type of customer. So if your target market/ markets represent 80 per cent of your business then this means two things. If I can identify who they are and what they want and satisfy them better, then perhaps I can get more of them. The target market becomes the key source of growth for the business. Conversely, if I do something which upsets them, or if a competitor targets them and I lose them then I lose my business. So clearly, considering your target market is the most important thing you can do in marketing.

How much of my budget should I be allocating to marketing activities?

This is a difficult question to answer as there are so many variables. We also assume we are talking about 'budget' as dollar value when it is often a 'budget' of time we also need to look at. What amount of my time should I allocate to marketing? However, if we consider dollar value only, the rough guide is 5 per cent of sales. This will be less if you are a wholesaler and potentially more if you are a retailer. Also consider your objectives. If you are looking to grow rapidly, then perhaps 10 per cent or 15 per cent is more appropriate. Some web only companies who are looking to grow rapidly are upwards of 30 per cent of sales. If you are looking to grow at a less pace then 5 per cent is probably OK. If you are just looking to hold sales then perhaps you can get away with less.

Does having a high level of awareness lead to a higher level of market share?

Awareness is one of the aspects you need to achieve sales. If no one knows about you then you cannot make sales. Awareness may therefore be your first external marketing objective. However, this does not necessarily translate into sales. Just because your customers know you exist does not mean they will buy from you. You need to know your target market's specific buying triggers, how they choose between competing alternatives and then have something that makes you different or better than the alternatives.

If I had \$5,000 to spend on marketing what should I do first?

This is a very difficult question to answer without having specific circumstances to address. So I will suggest some first steps for each different category:

Retailers – Signage is paramount if you are on a main road. Make sure your signage is as good as it can be.

Retail Service Provider – Website is probably your key priority after signage

Business to Business – Website and sales process

Adam Basheer is a mentor in the MTA's Small Business Mentoring Program. You can contact Adam Basheer of Fit 4 Market should you wish to discuss any aspect of marketing your business.

Mobile: 0414 456 602

Website www.fit4market.com



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DRIVING YOUR AUTOMOTIVE BUSINESS

By Tim Pullman, Partner, Private Clients



In a previous article, I spoke about Key Performance Indicators (KPIs). If a strategic plan is the road map for business success, KPIs are the dashboard.

Your KPIs are developed so that you have an opportunity to review your business; to ascertain the speed at which you're travelling and to provide a picture of where you are headed. When you set KPIs for your business you can ascertain if you are travelling at the right speed, ensure you're not going to run out of fuel and you can identify if the 'engine light is on' and whether some 'improvements' need to be made for the road ahead.

Having worked with many businesses to develop and manage their KPIs, this is what we have learnt...

Measure activities to get results!

Increasingly in order to be sustainable businesses in the automotive industry need to be business savvy. Gone are the days of flying by the seat of one's pants! The setting, implementation and review of KPIs, with the accountability can be the difference between reaching your goals / delivering your strategic imperatives or failure.

We often hear the saying 'what gets measured gets done' and this is very true, although it doesn't mention that what is measured must be relevant and realistic for your business. Often businesses measure for the sake of measuring or just not at all because they don't know where to start. What if there were some KPIs for the business, what would they look like? Would your business be more successful? If the KPIs are relevant, at the very least it will let you know whether you are headed for success or not!

What should be measured?

The monthly profit and loss and management reporting is very useful to understand past history but focusing on information for future performance can be more significant.

KPI's need to be tailored to the type of business that you operate and may include: sales mix percentage, net profit as a percentage of sales, gross profit percentage, Percentage of Rent against gross revenue, Finance penetration percentage. You must understand your business indicators and the measurement must be done by you on an ongoing basis. Your KPI's must align with your strategic direction.

Accountability

Are you holding yourself and your business accountable?

Setting KPIs is irrelevant if you are not frequently reviewing, adjusting and holding your business accountable! If you are traveling to your destination, you must constantly monitor the dashboard, the speed, the petrol gauge, you wouldn't ignore the signs, especially if the red light came on!

There must be accountability in order for plans to be effective. After all, if there is no accountability, how will you drive performance?

KPIs and your staff

Your defined business plan should allocate clear action items and outcomes for your staff. Setting KPI's for your staff can assist management of their productivity and performance. It enables you to reward those that are contributing and also recognise poor performance. When a staff member is not performing you can manage appropriately; offering further training and development or managing them out of the business.

Realistic KPIs can support increased moral and if used correctly, can enable staff to come along for the business journey understanding how their efforts are contributing to the bigger picture.



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WARNING ON VEHICLE TRADING BETWEEN DEALERS

By Dini Soulio, Commissioner
Consumer and Business Services



The State Consumer watchdog's work in monitoring the second-hand vehicle industry has led to the seizure of a dangerous and unroadworthy car, and an investigation into trading within the industry.

In November 2013 an Adelaide consumer purchased a vehicle from an Adelaide-based second hand dealer. The dealer had advertised through Gumtree and sold it to the consumer as a 'Private sale' even though he quoted his Motor Vehicle Dealers licence number in the advertisement. The dealer also provided a trade in allowance on the consumer's vehicle and sold the consumer a warranty.

The dealer was a small dealership that had purchased the vehicle from one of the larger second-hand vehicle dealership groups.

It subsequently transpired that the vehicle had major defects and was in fact an amalgamation of two vehicles commonly known as a 'cut and shut' and was deemed unroadworthy by the RAA.

The dealer refused to honour their obligations under the statutory warranty provisions.

Consumer and Business Services assisted the consumer in recouping his losses for the vehicle through the second hand vehicle dealers fund and the matter remains under investigation by CBS investigators.

MTA members will undoubtedly see that the actions of the dealer in this case are 'shonky' to say the least. It should also serve as a reminder to ensure when you purchase a vehicle or take a trade in, even from a larger second hand vehicle dealer, that you check the safety and history of the vehicle thoroughly.

Dealers are also reminded of their obligation to sell vehicles in accordance with their responsibilities under the Second Hand Vehicle Dealers Act 1995.

Thankfully this vehicle has been removed from the roads and transferred to Consumer and Business Services for destruction before any persons could be injured.

If you are unsure of your obligations or wish to seek advice visit www.cbs.sa.gov.au or call our helpful client contact centre on 131 882.



CLASSIFIEDS

A Free Advertising Section For MTA members

EMPLOYMENT OPPORTUNITY

Apprentice Spray Painter Required
Opportunity for school leavers or someone looking to learn a new skill Contact North East Crash Repairs on 8266 1155 or info@northeastcrash.com.au

Panel Beater Required – Full Time
Looking for Qualified Panel Beater to start immediately Contact North East Crash Repairs on 8266 1155 or info@northeastcrash.com.au

QUALIFIED MECHANIC required at Bascombe AutoAG Cummins. Must be able to manage time and work unsupervised. High standard of workmanship essential. Servicing a wide range of equipment including Agricultural, Automotive, Industrial and Trucks. Generous salary package and stable employment for the right applicant. Ring Scott Bascombe: 0427 762980 Email: sales@bascombeautoag.com.au

Clerical. Casual support person required for well established auto repair business in Unley. MYOB an advantage but not necessary. Please contact Pat or Sue on 8272 4655.

Service Technician – O'Connors Bordertown
Qualified or 4th year apprentice Service Technician for Case IH machinery. The successful applicant will have; Competent technical skills, Organisational skills, Excellent time management, Self-motivated and enthusiastic. An attractive employment package will be negotiated depending on skill level. Contact Lisa Day 0427 306 214 - lisa.day@joconnor.com.au

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Repco Authorised Service has positions available for Mechanics & Managers. Experienced and/or qualified. Work near home. 23 sites around Adelaide. Looking for a change? We offer benefits above the award. Great career opportunities. Email RSmith@Repco.com.au

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Tyre changing machine for sale Suitable 14" rim or greater Reasonable condition Price \$950.00 Call Peter or inspect Zoot Scooters 1252 South Road. Clovelly Park 5042 08 8374 2255

4 hoist workshop in Lonsdale Adelaide SA established 40 years with four loan cars company ute huge range of equipment/stock and much more full machine shop attached members of RAA MTA ERA IAME RAS freehold property available with sale main road frontage contact john for info selling due to retirement MOB 0427478812

Automotive repairs, Unley. 4 hoists 3 Mechanics and 2 in office. Good turnover with return customer base. Includes adjoining Villa. Deceased estate under management. Priced to sell. Contact Kristy Dundon, 0412 181 560 Contact Pat at Motorlab, 8272 4655 running under management

Buschutz Engineering Pty Ltd above ground 10,000Ltr fuel tank, S/N BS-0495, manufacture date 6/06 Manufacturing standard AS1692, complete with fittings and 6 Bollards, \$4500 inc GST. Phone Roger 83884111, Email roger@paech.com.au

Trailer light tester also tests electric brake operation including hydroelectric system and tests car trailer cuuit comes with recharger and cable loom S/Aust made \$375-inc gst call 83499934 Adelaide Brake & Mechanical.

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

Fully automatic Butler Airdraulic Tyre Changer Model 1071 Excellent condition, Can email photo on request. Jim Bean

Wheel Aligner Model V5 – working order replaced with a new model Extra set of heads and leads. Contact S Bray on 08 85521800 or email victorharbor@tyrepower.com.au

Auto Agencies P/L is an Automotive Spare Parts business established 35 years in Northern suburbs. Servicing S.A metro, country and Northern Territory. Owner retiring due to health. Large turnover with good margins and solid customer base. Priced to sell. Contact owner Gerry Murphy 0418 817 937 or agent Dave Whan 0418 815 788

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Bombs wanted – urgent. Cash paid for all vehicles, smashed or end of life. We pick up FREE! Phone 8447 1200 for valuation and pick up time all areas. 1300 UPULLIT self-service auto dismantlers at Elizabeth, Gillman and Lonsdale.

EVENTS CALENDAR

NOVEMBER-DECEMBER 2014



- November 24** Upper Spencer AGM Country Zone Dinner Meeting
- November 25** Legislative Compliance for Officers (LCO)
- November 28** Lower North AGM Country Zone Meeting
- December 1** Central Zone Country Zone Dinner Meeting
- December 2** Introduction to Environmental Management
- December 5** Fire Warden Training
- December 9** WHS Compliance for Managers & Supervisors

To include a free classified in the Jan/Feb 15 edition of Motor Trade, email your listing of no more than 50 words to admin@boylan.com.au or fax 8212 6484 by 23rd December 2014

THE MTAA SUPER CLEARING HOUSE

You can streamline the way you make your super contributions and meet the new Government payment standards with the MTAA Super Clearing House.

What is the MTAA Super clearing house?

If you are making contributions into multiple funds for your employees, the MTAA Super Clearing House may help to simplify the process. It's an online facility that allows you to pay into multiple funds with one transaction whilst at the same time meeting the new payment obligations under the Government's Stronger Super reforms – called SuperStream.

Paying into multiple funds?

That probably means multiple files and multiple payments!

Making your payments into the MTAA Super Clearing House will mean one file and one transaction. An employer would upload their data file (or create a contribution return manually online), input their payment and the MTAA Super Clearing House would then distribute payments and contribution details to all the super funds the employer would normally be making separate payments

to – both default contributions and choice contributions.

If the employer wants to check that payments have been sent to the other funds, they can log on to the MTAA Super Clearing House at any time.

Are you prepared for SuperStream?

Many of the Government's Stronger Super reforms are well underway. Upcoming reforms are focussed mainly on creating a simplified process for the administration of employer contributions.

SuperStream is designed to make the administration of super easier and more efficient. It means paying super contributions for your employees online using a format prescribed by the Government. It will save you time and money by allowing all your super contributions to be paid in one transaction – both default contributions and choice contributions.

If you have 20 or more employees, SuperStream starts on 1 July 2014, but the ATO will provide flexibility for you on your start date, provided you are making a genuine attempt to implement and have a firm plan to

do so by no later than 30 June 2015. If you have 19 or fewer employees, SuperStream starts on 1 July 2015. As with larger employers the ATO will be flexible provided you have a plan in place by 30 June 2016.

The MTAA Super Clearing House is now available and we are assisting our employers in making the transition to this new service.

The MTAA Super clearing house is a non-cash payment facility issued by Westpac Banking Corporation. It offers a high level of security, stability and privacy and is regulated by the Government as a financial product. You should consider the terms and conditions in the Product Disclosure Statement in deciding whether to use the MTAA Super clearing house, which is available from mtaasuper.com.au/clearinghouse

The MTAA Super Clearing House is accessible free of charge to default or registered employers subject to application criteria. Other employers may be granted use of the service at the approval of the Trustee.

For further information on any of the above call us on 1300 362 415 to be put in touch with an MTAA Super representative.



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Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238 718) is the Trustee of MTAA Superannuation Fund (ABN 74 559 365 913). You should consider whether or not MTAA Super is appropriate for you. The MTAA Super Product Disclosure Statement (PDS) can be obtained by calling us on 1300 362 415. You should consider the PDS in making a decision.

SERVICES TO MEMBERS



MTA Group Training Scheme

Host a MTA apprentice. You host via short or long term contracts to suit your business. You only pay for the days the apprentice works. Contact: 8241 0522, email careers@mta-sa.asn.au, or check the website at www.mta-sa.asn.au/apprenticeships

Discounted Post-trade Training

Our Registered Training Organisation delivers a variety of essential post-trade courses at Royal Park. MTA members receive a discount on course costs when enrolling staff.

MTA Printing and Stationery

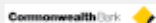
The MTA Printing and Stationery Department delivers high quality motor vehicle industry stationery and printed materials at very competitive prices and for members' convenience. With over 25 years printing experience we can meet all your printing needs from 1 colour to 4 colour work and save you money too! Call now for a quote. T 8440 2666 F 8241 1057 www.mta-sa.asn.au/shop

Fair Work Act

MTA members are provided with specialised advice on the very complex State and Federal Industrial Relations laws and receive representation on Industrial Relations matters pertinent to the automotive industry. This advice covers issues such as recruitment and termination, wage rates and workplace policies (where errors or oversights can lead to crippling costs or damage claims). Contact: 8291 2000.

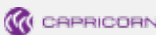
National Representation

Your MTA membership means that your collective voice is heard at a national level.



Commonwealth Bank

The MTA offers ultra competitive EFTPOS transaction rates for members through our partnership with Commonwealth Bank. There is no joining fee and you don't have to be a Commonwealth Bank customer to access the savings from 0.69%* (Inc GST) on credit card transactions and \$0.19* (Inc GST) on debit card transactions.



Capricorn Society Ltd

Capricorn Society Limited is the largest independent automotive parts buying co-operative in Australia, providing the majority of parts and services to mechanical workshops, service stations and crash repairers throughout the country. Call toll free on 1800 EASIER (1800 327 437) and find out how you can save your business both time and money.



MTAA Industry Superannuation Fund

MTAA Super is the industry super fund for the automotive industry. For more information on how to join MTAA Super, visit the website www.mtaasuper.com.au or contact the Customer Service Centre on 1300 362 415.



Bupa

A great member-only benefit for MTA members and their staff who have the option to join Bupa's MTA Corporate Health Plan and never pay a hospital excess*. Call Kate on 0432 750 862 for more information regarding benefits of the MTA Corporate Health Plan.



The Qantas Club

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



Working Capital Finance

MTA's partner in working capital services offers members factoring at a discounted rate of 1.75%* and is only available to MTA members! No business financial statements - No details on your assets - No details on your other liabilities. Contact: 02 9968 2328; admin@workfinance.com.au www.workfinance.com.au



Access-OCAR employee assistance program

Services to MTA members at the sessional rate of \$130* (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. T 8210 8102 E enquiries@access-ocar.com www.access-ocar.com.au



Fusion Business College

10% discount on a range of courses: Sales, Finance and Insurance, Office Administration, Management and Senior Management, up to a Diploma in Dealership Management. Contact the college for details on 82084888 or visit www.fusionbusinesscollege.com



Prestige Wash Systems

Supply and installation of industrial and commercial vehicle wash systems, water management and recycling systems or environmental solutions for your business. Prestige Wash Systems offers free specialist advice and site inspections. Members receive 5% discount on all products and systems. Phone Christine Penhall at 8270 6529.



Teng Tools

Members receive 10% discount on all orders made through the MTA Printing and Stationery Department.



Southern Cross Personnel

Southern Cross Personnel offers all MTA members the opportunity to source skilled candidates nationally, locally and from overseas. We provide short term and permanent solutions for your business and can tailor the services to suit each members' specific requirements. Contact us on 8357 1882 or email info@southerncrosspersonnel.com



Costa Pericles Consultancy (CPC)

CPC provides MTA members and their employees access to quality and independent rehabilitation services that will ensure a safe return to work following an injury or disability. Call Andrea on 0416 178 394 or email info@costapericles.com.au for more information. *Prices and terms subject to variation.



Boylen

The MTA has selected Boylen as the preferred partner to provide website and online solutions for members. A special range of packages are available to MTA members, with discount pricing. Contact Peter Blumenthal on 8233 9413 or pblumenthal@boylen.com.au



Kemps Nation Debt Recovery

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



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BDO

BDO is one of the largest full service accounting and advisory firms in Australia. At BDO we are committed to the automotive industry, having provided a broad range of services to a wide range of clients in the industry for over 30 years, and now look to extend that to MTA members. Contact Tim Pullman T: (08) 7324 6107 E: Tim.pullman@bdo.com.au W: www.bdo.com.au



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Tindo Solar are creating the next generation of photovoltaic solar panels. The panels are manufactured in Adelaide, and Tindo Solar is proud to be 100% Australian owned. All Tindo Solar panels are made for Life — with pride and passion, along with a pedigree of excellence. Contact Richard Inwood on 8162 5655

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

MOTORCYCLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: SEPTEMBER 2014

	This Month	%	2014 YTD	%	2013	%
APRILIA	17	45	1.61	40	1.38	1.45
BAOTIAN	17	94	3.36	39	1.34	1.49
BENELLI	1	14	0.50	12	0.41	0.47
BMW	15	102	3.65	64	2.20	2.05
BOLWELL		21	0.75	48	1.65	1.68
DAELIM		9	0.32	11	0.38	0.47
HUSABERG		6	0.21	20	0.69	0.79
CF MOTO	10	46	1.64		0.00	0.00
DUCATI	8	59	2.11	71	2.44	2.42
HARLEY DAVIDSON	41	305	10.90	316	10.87	11.61
HONDA	64	583	20.84	471	16.20	17.53
HUSQVARNA	5	31	1.11	35	1.20	1.03
HYOSUNG	10	70	2.50	63	2.17	1.96
KTM	26	183	6.54	120	4.13	3.73
KAWASAKI	25	242	8.65	349	12.00	13.33
KYMCO		18	0.64	35	1.20	1.49
INDIAN		18	0.64		0.00	0.00
MOTO-GUZZI	3	8	0.29	18	0.62	0.65
MV AUGUSTA		9	0.32	6	0.21	0.19
PIAGGIO	10	90	3.22	88	3.03	3.22
LONGJIA		20	0.72		0.00	0.00
SUZUKI	26	225	8.04	325	11.18	11.00
ROYAL ENFIELD	4	25	0.89		0.00	0.00
TRIUMPH	15	81	2.90	108	3.71	3.82
TGB	1	13	0.46	47	1.62	1.68
VESPA	4	45	1.61	32	1.10	0.98
VICTORY	3	17	0.61	15	0.52	0.61
VMOTO		5	0.18	13	0.45	0.61
YAMAHA	52	322	11.51	292	10.04	9.70
OTHERS	9	91	3.25	270	9.28	6.06
TOTAL NEW REGISTRATIONS	366	2797	100	2908	100.00	100.00

Registration figures are compiled by data supplied by Transport SA. No responsibility can be accepted by MTA for the accuracy of the information.

NEW VEHICLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: SEPTEMBER 2014

2014 (23 Working Days)						2013 (23 Working Days)					
Make	Sedan	Wagon	Comm.	Total	%	Sedan	Wagon	Comm.	Total	%	
ALFA ROMEO	93	0	0	93	0.2	55	0	0	55	0.1	
AUDI	293	203	0	496	1.0	213	195	0	408	0.8	
BMW	339	290	0	629	1.2	384	256	0	640	1.2	
Mini	85	17	0	102	0.2	86	22	0	108	0.2	
TOTAL BMW	424	307	0	731	1.4	470	278	0	748	1.5	
CHRYSLER	42	4	0	46	0.1	100	13	0	113	0.2	
CITROEN	11	8	3	22	0.0	29	3	4	36	0.1	
DAF	0	0	31	31	0.1	0	0	7	7	0.0	
DODGE	0	54	1	55	0.1	0	58	1	59	0.1	
FIAT	164	40	10	214	0.4	58	27	13	98	0.2	
FERRARI	4	0	0	4	0.0	3	0	0	3	0.0	
FORD	1858	1001	1697	4556	8.8	2044	964	1342	4350	8.4	
FREIGHTLINER	0	0	17	17	0.0	0	0	49	49	0.1	
GREAT WALL	0	6	23	29	0.1	0	45	92	137	0.3	
HOLDEN	4052	2195	1319	7566	14.6	4355	2080	1176	7611	14.8	
Isuzu	0	199	794	993	1.9	0	0	559	559	1.1	
TOTAL GMH	4052	2394	2113	8559	16.5	4355	2080	1735	8170	15.8	
HONDA	927	443	0	1370	2.6	1342	438	0	1780	3.5	
HYUNDAI	2679	1131	232	4042	7.8	2646	1183	188	4017	7.8	
INTERNATIONAL	0	0	0	0	0.0	0	0	0	0	0.0	
IVECO	0	0	52	52	0.1	0	0	75	75	0.1	
JAGUAR/DAIMLER	33	0	0	33	0.1	36	0	0	36	0.1	
JEEP	0	940	0	940	1.8	0	770	0	770	1.5	
KENWORTH	0	0	161	161	0.3	0	0	159	159	0.3	
KIA	845	473	0	1318	2.5	923	545	0	1468	2.8	
LAND ROVER	1	180	2	183	0.4	1	168	2	171	0.3	
LEXUS	138	28	0	166	0.3	108	43	0	151	0.3	
MACK	0	0	34	34	0.1	0	0	41	41	0.1	
MAN	0	0	7	7	0.0	0	0	7	7	0.0	
MAZDA	3175	1229	451	4855	9.4	3224	1073	518	4815	9.3	
MERCEDES	564	121	124	809	1.6	411	121	105	637	1.2	
Smart	4	0	0	4	0.0	2	0	0	2	0.0	
TOTAL MERCEDES	568	121	124	813	1.6	413	121	105	639	1.2	
OPEL	14	7	0	21	0.0	91	7	0	98	0.2	
MITSUBISHI	1064	1693	1275	4032	7.8	1139	1692	1292	4123	8.0	
NISSAN	613	1223	826	2662	5.1	864	1041	980	2885	5.6	
PEUGEOT	43	61	1	105	0.2	57	46	11	114	0.2	
PORSCHE	47	66	0	113	0.2	41	21	0	62	0.1	
PROTON	39	11	0	50	0.1	19	0	2	21	0.0	
RENAULT	228	74	173	475	0.9	114	88	115	317	0.6	
ROVER/R.ROVER	0	168	0	168	0.3	0	139	0	139	0.3	
SAAB/SCANIA	0	0	34	34	0.1	0	0	19	19	0.0	
SKODA	33	52	0	85	0.2	37	85	0	122	0.2	
SSANG YONG	0	13	3	16	0.0	0	17	8	25	0.0	
STERLING	0	0	0	0	0.0	0	0	0	0	0.0	
SUBARU	812	1239	0	2051	4.0	839	1135	0	1974	3.8	
SUZUKI	927	176	28	1131	2.2	1033	316	27	1376	2.7	
TOYOTA	4197	2829	2446	9472	18.3	4349	2826	2490	9665	18.7	
Hino	0	0	139	139	0.3	0	0	157	157	0.3	
TOTAL TOYOTA	4197	2829	2585	9611	18.5	4349	2826	2647	9822	19.0	
VOLVO	44	37	73	154	0.3	31	64	50	145	0.3	
VW	1150	496	395	2041	3.9	989	466	466	1921	3.7	
WESTERN STAR	0	0	75	75	0.1	0	0	0	0	0.0	
OTHERS	42	7	140	189	0.4	17	13	13	43	0.1	
TOTAL ALL VEHS.	24560	16714	10566	51840	100.0	25640	15960	9968	51568	100.0	
DAILY RATE	130.64	88.90	56.20	275.74	100.0	137.11	85.35	53.30	275.76	100.0	



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REGIONS AND DIVISIONS NEWS

Automotive Dealers Update

Division Manager – Roger Ballantine



Currently there is a review of competition laws and policy being undertaken by the Federal Government, with the final report due in early 2015. There are also reports into the Australian automotive manufacturing industry where many members will be aware of the Productivity Commission recommendations for a relaxation of import restrictions on new and near new motor vehicles.

On 1 October 2014, a workshop on a Review of the Motor Vehicle Standards Act 1989 was held in Adelaide. This workshop was presented by Vehicle Safety Regulator representatives and with MTA, dealer members, manufacturer representatives and Department of Planning Transport and Infrastructure staff in attendance.

This Act had not been fully reviewed since

1999, with the last major amendment occurring in 2001.

A key component of the review proposal was to explore outcomes (i.e. parallel importing) that could provide a consumer benefit such as reduced vehicle purchase costs without compromising safety and protection.

The proposition options for this review ranged from repealing the Act, doing nothing, modernising, strengthen, harmonising, streamlining new vehicle certification to reducing import barriers.

There was no support from any of the industry sectors in attendance for the repeal of the Act or for changes to current importing regulations that would introduce a whole raft of long term consumer issues associated with maintenance and repair, resale values etc.

Submissions to the review closed on 20 October and a Draft Regulation Impact Statement (RIS) will be prepared for public consultation and will be followed by a final RIS with a recommendation to Government.



Roger Ballantine.

FIMDA SA Update

Division Manager – Roger Ballantine



The legal movement of oversize farm machinery throughout South Australia continues to be a problem for farm machinery dealers.

The lack of uniformity between states in relation to what is allowed when moving

oversize machinery across borders is an ongoing issue.

As an example, Western Australian authorities will allow up to three grain silos to be towed behind one towing vehicle, however when they reach the South Australian Border different rules will apply.

There are variations between states as to what is allowed as a tow vehicle and often different interpretations between police and highway patrol officers.

Another frustration occurs with

local council and Natural Resource Management (NRM) rules in regard to roadside vegetation and any damage that could occur.

Given that farm machinery will only continue to grow in size as farmers chase greater efficiencies, we intend to lobby the relevant authorities for a common sense resolution that will allow business to thrive and grow in this state, rather than be stifled by bureaucratic decisions that threaten viability.

Service Station Update

Division Manager – Michael Ping



The Australian Service Station and Convenience Store Association (ASSCSA) held a national meeting on 2 October 2014.

The key issues raised included the Vapour Recovery 2 (VR2) Legislation, the Federal Stewardship Program, fuel price boards, fuel theft and reduced sales in LPG.

Vapour Recovery 2 (VR2) Legislation was discussed ahead of the proposed new VR2 legislation coming into NSW in 2017 for vehicle vapour recovery. All

states agreed to submit a national letter on their concerns regarding the exorbitant costs involved in the introduction of this legislation into NSW. It was also noted that most modern vehicles have an inbuilt vapour recovery system from the factory.

The Federal Stewardship Program was discussed to look at the possibility of an excise to cover costly storage tank leaks similar to the USA.

All states agreed that the South Australian model for fuel price boards was the best in the country, and other states should attempt to follow suit.

Fuel theft is an ongoing problem in all states. It was noted that a Petrol Guard security system installed at a site has been effective in reducing drive offs.



Michael Ping.

Auto Dismantlers Update

Division Manager – Peter McMahon



The MTA and members of the Auto Parts Recycling committee recently took part in a 'proof of concept' trial in conjunction with the National Motor Vehicle Theft Reduction Council (NMVTRC) and the Department of Planning, Transport and Infrastructure (DPTI).

The purpose was to develop an e-data system for the recording of 'written off' vehicle data electronically.

Carried out over six months, the trial was the first step in developing a national system that can:

- Provide a single system to record the data of 'written off' vehicles.
- Reduce business costs incurred from manually reporting 'written off' vehicle data.

The MTA believes the system, through creating an electronic footprint of the vehicle and its VIN data, will also reduce the opportunity for fraud to occur. The potential to integrate the system with current recycling inventory management systems should also provide the industry with reduced expenses and productivity gains.

Further trials will now be carried out in larger markets before possible adoption.

Members can read the report online at <http://carsafe.com.au/stakeholders-a-partners/publications/general-reports/2014-reports>



Peter McMahon.

CEO'S REPORT

By MTA-SA Chief Executive Officer Paul Unerkov



New AMBRA Chairman

MTA Body Repair Division Chairman and Board Member, Jeff Williams has been elected unanimously as National Chairman of the Australian Motor Body Repairers' Association. Congratulations Jeff!

I-CAR

In October, MTA signed agreements with I-CAR Australia to deliver select I-CAR courses for the new AUR32122 and AUR32412 training packages for apprentices. In addition, technicians who have previously attended I-CAR courses may be eligible for *Recognition of Prior Learning* through the MTA that will be recognised for AURSS00023 Advance Body Repair Skill, the AURSS00024 Advanced body Repair Welding Skill Set and AURSS00025 Advanced Vehicle Refinishing Skill Set.

These agreements between I-CAR and MTA are initiatives that have derived from the Body Repair sector, and we are pleased to be able to deliver on good initiatives suggested by our members.

WorkCover

Changes to WorkCover continue to progress. The proposed legislation has the potential to be very beneficial for members with a reduction in costs of up to 30 per cent.

We continue to work with both major parties and the independents to put members' views forward on achieving a positive legislative outcome.



Minister Zoe Bettison addresses MTA apprentices undertaking the theoretical part of their training.

Access to service and repair information

The issue of access to service and repair information has been placed high on the agenda, with significant media on the issue during October. For too long this issue has had an impact on the industry, with the lack of a straight-forward solution.

MTA along with our national body the Australian Motor Industry Federation (AMIF) and the other state associations have urged all stakeholders to unite. This will ensure a pathway can be found to meet consumer demands.

We believe it is critical for all people involved in the retail automotive sector to have an industry-led solution to providing

access to repair information, and that solution needs to acknowledge the proprietorship of the information.

It is important that we aim for a solution which provides independent retailers access to repair information, equipment, training and skills, and that manufacturers received fair and reasonable payment for that information.

Why? There are more than 1.3 million vehicles registered on South Australian roads, and both dealers and independent repairers are increasingly needed to meet consumers' repair and servicing demands to ensure appropriate repair and safety standards.

We will continue, through AMIF, to pursue this matter and firmly believe that discussions

with all stakeholders should continue with a view to securing a satisfactory outcome for consumers, manufacturer's dealers and independent repairers.

Vehicle Inspections

The MTA continues to work towards the introduction of a voluntary vehicle inspection scheme for South Australia. Critically, we continue to receive the support of the Government through Transport Minister Stephen Mullighan, who has taken on the commitments from his predecessor and now SA Treasurer Tom Koutsantonis.

We recently held an Auto Repair Division roundtable where we finalised an inspection form to form the basis of our scheme. Our attention now turns to how we move forward, to enable MTA members to conduct a vehicle inspection.

We are in continuing discussion with the Commissioner for Consumer Affairs, Dini Soulio about how we can best promote a voluntary vehicle inspection scheme to South Australian consumers.

In addition to this, and as MTA President Frank Agostino outlines in his report, we have begun working with Government on a heavy vehicle inspection scheme for South Australia, and ultimately a nationally harmonised heavy vehicle inspection scheme.

Advocacy

We have begun sharing the MTA story and discussing our key agenda items to all of our South Australian Senators, and Federal MPs as a way of communicating the good

work which we do here at the MTA.

Our main discussion points surround the Motor Vehicle Standard Act Review (See the President's Report in this edition), Taxation Review, Competition Review (Harper Review) and training funding.

We continue to lobby for the abolition of the 30 per cent Luxury Car Tax and the five per cent import tariff on vehicles. We also are asking for a broadening in the base of GST to be considered as an alternative revenue source for the States.

In the Harper Review, we believe that the voice of small business is being lost in all the white noise that surrounds the review. As such, we are putting forward the key issues that need to be considered by government to ensure there are greater protections for small business.

Finally, we continue to discuss the need for greater access to funding for private Registered Training Organisations such as ours run through our Training and Employment Centre at Royal Park.

Auto Transformation

With the closure of Holden and transformation of many of the component manufacturers' in the State, MTA continues to search for opportunities where we can utilise our facilities and expertise to help transition the sector, and importantly where is appropriate for workers who wish to transition into the retail automotive sector.

We have been fortunate enough to have the Member for Ramsey Hon. Zoe Bettison MP take interest in our Royal Park Training and Employment Centre as her electorate will be largely affected with the closure of the Holden manufacturing plant.

In addition, by the time this edition has been distributed, the Minister for Automotive Transformation Hon. Susan Close MP and Department of Further Education, Employment Science and Technology Director Industry Skills Development Phil Tyler, will have also visited our Training and Employment Centre. We think that the MTA will be able to contribute through our expert staff, providing exceptional training at our modern workshop facilities. We will continue to work with the Government to highlight our capacity to help transform the manufacturing automotive sector to the retail sector where feasible.

Finally, we continue to discuss the need for greater access to funding for private Registered Training Organisations such as ours run through our Training and Employment Centre at Royal Park.

Christmas

MTA will have its Christmas shutdown from 5pm 24 December 2014 until 8.30am 5 January 2015. The MTA Training and Employment Centre will operate during business hours during the shutdown with minimal staff.

Thank you everyone for your hard work and dedication over the year, and have a happy and safe holiday season!

MTA-SA BOARD OF MANAGEMENT

BOARD LISTING, AS AT 1ST JULY

- **PRESIDENT:** Frank Agostino – Weeroona Holdings Pty Ltd
- **PAST PRESIDENT:** Neville Gibb – Gibb & Sons Pty Ltd
- **VICE PRESIDENT:** John Zulian – Keswick Crash Repairs
- **MEMBERS REPRESENTATIVE:** Clive Polley – Independent Components
- **BOARD REPRESENTATIVE:** Peter Roberts – OG Roberts & Co
- **BOARD REPRESENTATIVE:** Ron Lewis – Glynde Auto Spares
- **BOARD REPRESENTATIVE:** Danny Shane – South Coast Auto Repairs

AADA – Paul Page – Peter Page Holden Pty Ltd.

Auto Dismantlers: Ron Lewis – Glynde Auto Spares

Auto Repair & Engineering: Brian Weeks – Western Auto Repairs

Body Repair: Jeff Williams – Specific Prestige

Commercial Vehicle Industry Association: Vacant

Engine Reconditioners: Vacant

Farm Machinery Dealers: Colin Butcher – Eastern Eyre Machinery

Licensed Vehicle Dealers: Andrew Forrest – Lexus of Adelaide

Motorcycle Industry Association: Martin Guppy – Moto Adelaide Pty Ltd

Service Station: Brenton Stein – Weeroona Holdings Pty Ltd

Towing Services: John Jansse – Dial-a-Tow

Tyre Dealers: Vacant

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

Southern Zone: Danny Shane – South Coast Auto Repairs

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

Upper North Zone: Vacant

Upper Spencer Gulf: Tracy Butler – Butlers Mechanical



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AN ERA OF CHANGE

After 48 Years continuous service as Parts Manager at what now is Dave Potter Honda, Dean Trott has seen some dramatic changes in the automotive industry in Australia.

Back in his early days in the late sixties cars were simple. And so was the process of service and repair. An average dealer spare parts department would carry a range of key replacement items covering all the things it took to make a car run. Plugs, points, fan belts, relays, globes, and a stock of hard parts, many of which were interchangeable across a range of models.

Back when Dean started out, the daily routine would involve finding the part via the hard cover parts catalogues, checking stock, and then placing the order using the telex.

As the years rolled on and with the advent of microfiche the parts business took a major leap forward and continued right up to the current web based Microcat Electronic Parts Catalogue (EPC) that dealers rely on.

Dean's relationship with Honda has seen some of the greatest leaps forward in vehicle technology, in terms of safety,

efficiency and passenger comfort. During this time Dean has been an integral part of Dave Potter Honda and the wider Honda team. Dean has been a National Honda Parts Committee member since 2004 and has made an invaluable contribution to grow the Honda Genuine Parts business.

Honda Australia would like to recognise Dean's commitment and thank him for his contribution over the years. We wish him well in his well-earned retirement.



Dean Trott - 48 years continuous service



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