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Official Magazine of the Motor Trade
Association of South Australia

December 2018

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As we approach a period of technological change in the automotive industry across the world, it is imperative that South Australia is not left behind.

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PRESIDENT'S REPORT

BY MTA PRESIDENT FRANK AGOSTINO

The automotive industry is very much alive and moving from strength to strength. The retail, service and repair sector of the automotive industry in this state contributes nearly 30,000 jobs and more than two and a half billion dollars to our economy each year.

However, the negative perceptions arising out of the closure of manufacturing have led to this industry sector finding itself plagued by a significant skills shortage, driven almost solely by a misplaced lack of confidence, whilst at the same time facing the threat of rising unemployment. Both State and Federal governments have worked incredibly hard to minimise unemployment levels in this state. It is now the job of government to utilise the skills base that we see in our mature age workers, while at the same time harnessing the potential of our youth through the promotion of, and investment in vocational training in schools, and the very real career pathways available through the pursuit of a trade.

State and Federal governments have already taken the first step towards this in deciding to invest in training with their commitment to create more than 20,000 apprenticeships over the next four years in South Australia. This will include the creation of innovative pathways to assist young people to begin their career in an automotive trade. Schools provide the fundamental building blocks necessary for a successful career and there is no escaping this.

It is crucial that we as an industry work closely with schools and other educational institutions to ensure that they are inspired and truly excited about the very real opportunities that await them

in the automotive sector, both in Adelaide and in our regions. That is why the MTA is so strongly focussed on creating and implementing pathways within schools to attract, skill and employ our young people in all automotive trades. It is also why we have recently expanded our training across the State from the Eyre Peninsula through to the South East this year.

Our recent acquisition of VTECH Automotive Training means that we now train over 880 apprentices across the State and the MTA's GTO is the largest employer of apprentices in South Australia. This is the role we are playing to ensure that industry will have access to the highly skilled workers it so desperately needs.

“THE RETAIL, SERVICE AND REPAIR SECTOR OF THE AUTOMOTIVE INDUSTRY IN THIS STATE CONTRIBUTES NEARLY 30,000 JOBS AND MORE THAN TWO AND A HALF BILLION DOLLARS TO OUR ECONOMY EACH YEAR.”

We have entered a period of unprecedented technological change with the introduction of hybrid electric, hydrogen fuelled, autonomous vehicles and computer based diagnostics and repair. We at the MTA are already at the forefront of this change through the delivery of one of only two courses available nationally in hybrid electric technology at our training and employment centre, attracting both interstate and international participants.





The workshops of today are almost unrecognisable from what I grew up with, where cars can have a diagnostics test remotely before they enter the workshop and it is important that we have training courses to reflect this. In light of this significant technological disruption, it is incumbent upon both government and industry to work together to future proof the automotive sector to ensure that South Australia is at the forefront of this change.

“IF SA, WHICH DOES NOT HAVE ROADWORTHINESS INSPECTIONS, COULD MATCH VICTORIA’S FATALITY RATE, WHICH DOES HAVE INSPECTIONS, 34 LIVES WOULD BE SAVED IN THIS STATE EACH YEAR.”

The MTA is playing its part by working together with both State and Federal governments to keep us at the cutting edge. This was most recently demonstrated through the leading role we played, in conjunction with PwC’s Skills for Australia, developing the next generation of automotive training packages to ensure that future training embraces changing technology so that our workers are appropriately skilled. Government now has the opportunity to work directly with the MTA on a landmark project that will demonstrate this government’s belief in both the strength and future of the automotive industry in this state.

The MTA has identified the need for an Automotive Innovation Hub and we entered into discussions with the previous State Government in relation to establishing a purpose built and strategically located facility incorporating training, innovation and collaboration spaces, together with small and start up business hubs to prepare the industry and our state for the challenges ahead. We would like this to be in close proximity to the newly established research and innovation precinct that will provide the accessibility and visibility our industry needs.

In 2017, there were 99 fatalities on South Australian roads. If SA, which does not have roadworthiness inspections, could match

Victoria’s fatality rate, which does have inspections, 34 lives would be saved in this state each year.

We know that one life lost on our roads is one too many. It is the inescapable responsibility of government to consider any measure that will help save lives. Data published by SA Police shows that during a single day road safety blitz in April this year, more than 450 cars were defected.

In October, a RAA spokesman was quoted saying that of the 1874 vehicles they tested during 2017/18, 81 had either been stolen or written off, 143 had money still owing on the vehicle and 100 were found to have serious mechanical faults. DPTI’s own data shows that approximately two thirds of vehicle sales are private to private. This means that two thirds of consumers are exposed to significant safety risks as a result of mechanical failure with absolutely no assurances or legal protections. With private to private sales, the problems, including mechanical and safety faults as well as moneys owing are passed on to the new owner after the sale.

If this does not provide a solid case for the need for roadworthiness testing I do not know what would.

While vehicle roadworthiness inspections is only a part of the answer, it is now time to have a constructive and open minded discussion about how inspections can contribute to improving road safety in this state, without imposing an undue burden on consumers.

Since Steven Marshall has been Premier, SA has seen renewed confidence and optimism with the government implementing many of its election promises that will make it easier for businesses to grow and employ. These include reductions to payroll and land tax, and the emergency services levy. No doubt these business friendly measures have been informed by his experience as a small business owner.

The President’s Luncheon displayed what we can achieve together and with Government and I look forward to the next event.

I wish you all a Merry Christmas and Happy New Year.



CEO'S MESSAGE

MTA 2018 Careers Day.



Paul Unerkov,
CEO

2018 has been a big year for MTA members with the voting down in the Upper House of proposed legislation to deregulate shop trading hours, the continuation of the Heavy Vehicle Inspection Scheme in South Australia and our continued push for light vehicle inspections, among many other achievements.

On a Federal level, the MTA made a submission and provided input into the Australian Consumer Law review, input into the Franchising Code of Conduct Review which included the issue of unfair contracts, and ongoing work in regards to the proposed Access to Service and Repair Information Code of Conduct.

I encourage you all to read further in this edition of Motor Trade about our ongoing advocacy including work on the Second-hand Dealers Act Review, which we have been driving, and the move towards a Heavy Vehicle Inspection Scheme.

We also continue to have discussions with the State and Federal Government in relation to increasing training and employment opportunities across South Australia in the automotive industry.

We are pleased to report that the number of apprentices we employ is now over 500, as well as training over 880 apprentices across five training sites throughout South Australia.

Our commitment to continuous improvement was again shown this year with our application to renew as a Registered Training Organisation granted by the Australian Skills Quality Authority for a period of seven years, the longest period attainable.

We have formally registered our commitment to participating in the Government's Skilling Australians Fund through the development of pre-employment programs that directly lead to

job outcomes for young people. Critically, it is not just about commencements but completion as well and the MTA is pleased to report that our current federally funded automotive mentoring program is resulting in a 97% retention rate for more than 270 participating apprentices, an outstanding achievement.

Our industry faces significant competition from the defence, mining, building and construction industries and our plan is to work with schools through an automotive pathways program, ensuring that they continue to provide programs to combat the skills shortage.

Our industry's engagement and assistance to highlight the job opportunities available for young people in all automotive trades will be vital to the success of this program. Also key to supporting this will be State and Federal Government commitment to the promotion of careers in trades as an equal choice to university. Changing the mindset of parents, teachers and careers advisors is also critical to the success of our automotive career pathways program.

The time is right with many opportunities in the automotive industry emerging in South Australia.

This year, Cohda Wireless had their first driverless vehicle on the streets of Adelaide, we saw three international driverless car conferences and the work that Fusion Capital is doing with Precision Components and Brabham was revealed, reviving manufacturing in this state and showcasing what South Australia can do on the world stage with the BT62 supercar.

MTA member REDARC is also expanding its operation in South Australia, opening an expanded factory in Lonsdale and is gearing up to take on 100 specialists in the next six years.

This is just a snapshot of the good things happening in South Australia. For an industry that was reported just over 12 months ago to be on the verge of collapse, we have taken up the challenge and look forward to riding the wave.

I wish everyone a Merry Christmas, Happy New Year and stay safe on the roads.

ADVOCACY OVERVIEW

SHOP TRADING DEREGULATION DEFEATED

After many months of advocacy by the MTA and members, the proposed legislation to deregulate shop trading hours in South Australia was voted down in the Upper House in October.

MTA members played a significant role in securing the defeat of what they believe would have been harmful legislation to the automotive retail sector. It was certainly a hard fought and significant victory highlighting that our industry is stronger when we work together.

The MTA made the view of the majority of members clear at every opportunity to ensure that they had a strong voice with Members of Parliament. This included more than 2,000 people signing the MTA's petition last year in an effort to highlight the extent of the opposition to the deregulation of shop trading hours.

The MTA would like to thank everyone who has provided their input, support and assistance in working together to reach this outstanding result. We also acknowledge the effort that many MTA members went to, expressing their concerns in regards to this harmful legislation with their local Members of Parliament.

SECOND-HAND VEHICLE DEALERS ACT REVIEW

Further to consultation with members, the MTA has submitted to government our recommended proposed changes to the legislation.

Of most concern in the current Act is the disparity of statutory warranty provisions between states. South Australia has the most onerous obligations for dealers with a warranty period of 15 years or 200,000kms. The MTA's aim is to bring this in line with other states, requesting that it be reduced to 10 years or 160,000kms, creating a level playing field for members.

The MTA has also suggested the removal of disclosure requirements for previous owner details and whether the vehicle has been used as a hire or rental car or taxi, minor practical changes to some Forms and consistency with Australian Consumer Law (ACL) in regards to duty to repair provisions. Under the ACL, if a dealer notifies a consumer of a defect in the vehicle before the sale, as long as it doesn't render the vehicle un-roadworthy, then there is no duty to repair that item. This is not reflected in the current Act and should be rectified.

GREEN INDUSTRY SOUTH AUSTRALIA

Since the collapse of the China Sword Policy, Automotive Dismantlers and Body Repair Division members have had difficulty in the disposal of used bumper bars due to a decline in demand for recycled plastics.

The MTA has been working with members and Green Industry South Australia to find a way to ensure the ongoing sustainability



of the industry in relation to used vehicle plastics. As a result, grants have already been successfully secured by MTA members.

Contact our Industry Policy Specialist Nathan Robinson by calling 8291 2000 for more information.

ONGOING ADVOCACY TO THE STATE GOVERNMENT

The MTA has had productive discussions over the past few weeks in relation to establishing a dedicated automotive apprentice, training and employment centre in Cleve. We have met with Minister David Pisoni and local MPs, Rowan Ramsey, Peter Treloar and representatives from Primary Industries and Regions South Australia in regards to a proposal that will enable us to increase the number of apprentices employed on the Eyre Peninsula in order to foster greater industry engagement in training and employment outcomes. This will help retain young people on the Eyre Peninsula through the opportunity of a fulfilling career in the automotive sector.

Following ongoing meetings between the MTA and the South Australian Transport Minister Stephan Knoll, there will be a review in 2019 to identify and investigate issues in the automotive industry that are barriers for members while not creating a consumer detriment.

We have also continued to make progress on issues such as the movement of oversize and overmass vehicle machinery, tier one inspections for used car dealers, speed limits around accident tow scenes and amendments to prevent interstate tow truck operators poaching work in South Australia.

The MTA is continuing to communicate with DPTI and MTA members in relation to the Heavy Vehicle Inspection Scheme. There have been a number of questions from MTA members in regards to the start date of Stage Two of the Scheme which moved from November 2018 to a future date in the New Year.

97% SUCCESS RATE FOR MENTORING AT THE MTA!



The MTA has been delivering the Industry Specialist Mentoring for Australian Apprenticeships (ISMAA) program with remarkable success rates.

Out of the 270 automotive apprentices who have been signed up to the program this year, less than ten have dropped out, leading to a retention rate of 97%.

To assist in achieving these rates, we have been working closely with automotive businesses, training providers, the State and Federal Government to promote our services including the Australian Apprenticeship Support Network (MEGT), Australian Apprenticeships, RTO's in metropolitan and regional areas including TAFE SA and the MTA's own RTO and the SA Government's Aboriginal Stakeholder Engagement, Skills and Employment Division.

Our Automotive Apprentice Mentors Melissa Clarke and Tania Reval have also been working with other Group Training Organisations including Maxima, MEGT and Statewide Group Training.

Through our mentoring sessions, Melissa and Tania have identified issues around literacy and numeracy which is impacting on identified apprentice ability to pass their theory testing at trade school and in some cases affecting their confidence levels, resulting in anxiety and a lack of confidence in the workplace.

As a result, the MTA has engaged the services of the Support for VET Students (SVS) Program through Mission Australia, a 12 month pilot project supporting young people aged 17 to 24 years of age who are undertaking VET courses, apprenticeships

or traineeships. The services are providing practical help with studies through literacy and numeracy assistance, training and support. The program also offers ongoing case management support in the areas of mental health. Sessions are carried out either one on one or in small groups, either at the MTA's RTO during training hours or off-site outside of working hours.

The MTA has also been facilitating presentations to apprentices which saw presenters from the Sammy D Foundation assisting with drug, alcohol and related youth violence. This presentation had a great turnout and response from apprentices earlier in the year.

A major area of success has been in supporting apprentices who are suffering with mental health or issues at trade-school. As a result of the ISMAA Program, we are supporting them with the one-on-one assistance they need to remain healthy and happy in their trade.

South Australia's automotive retail, service and repair sector is one of the largest employers in South Australia and one of the greatest challenges facing employers in the automotive industry is the attraction and retention of young people in apprenticeships.

The MTA is excited to provide this much needed support to apprentices and host employers and the program will go a long way to securing a successful future for many young people within in the automotive industry.

If you have a first or second year automotive apprentice who would benefit from the mentoring program, call our Automotive Apprentice Mentors Melissa Clark or Tania Reval on 8241 0522.

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CONTINUOUS IMPROVEMENT AT THE MTA

The MTA's commitment to continuous improvement and compliance will enhance the quality of services which we are able to provide for apprentices in training and business owners.

The MTA was pleased to announce this year that our application to renew as a RTO was granted by the Australian Skills Quality Authority for a period of seven years to September 2025, the longest period attainable, highlighting our commitment to continuous improvement and compliance.

Our trainers are increasing their engagement with hosts, talking to businesses about what skills automotive technicians need today and into the future, continuously seeking to improve our training methods. This is all part of the MTA's commitment to providing work ready apprentices for your workshops from day one of their apprenticeship.

It can be the case that when someone completes training or a qualification, real world experience is lacking when they first arrive in the workplace. Increasing our engagement with industry is designed to prevent this and our surveys are critical in understanding how our training is working for apprentices. Asking hosts what their methods are and ensuring that the apprentices we train are well equipped with relevant industry knowledge the



moment they set foot into a business is central to providing you with well trained and productive workers.

The MTA is committed to a program of monitoring, reviewing and evolving our training packages as we seek to provide outstanding career pathways for young people.

With the addition of regional sites across South Australia and courses added to our training scope, regional businesses can have confidence in our ongoing commitment to continuous improvement, ensuring that apprentices are well trained and looked after.



CHAIN OF RESPONSIBILITY

Significant changes occurred to Chain of Responsibility on 1 October 2018!

These changes impose additional duties and penalties on businesses which use Heavy Vehicles.

National Heavy Vehicle Law (NHVL) also requires any business in the CoR to keep and maintain management systems to ensure compliance with their new safety obligations – including staff training.

To ensure MTA Members are compliant with the NHVL, we have created a CoR package which contains all the tools necessary for compliance. The MTA has also designed new training specifically for helping MTA Members, ensuring that their executives and employees have received the necessary training for compliance in regards to their CoR obligations.

Contact the MTA's Workplace Relations Department by emailing: wr@mtaofsa.com.au in regards to our training and packages or by calling the MTA on 8291 2000.

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2018 PRESIDENT'S LUNCHEON A BIG SUCCESS WITH MTA MEMBERS, MEMBERS OF PARLIAMENT AND INDUSTRY STAKEHOLDERS!

The 2018 MTA President's Luncheon in November was attended by over 200 MTA members, industry stakeholders as well as members of State and Federal Parliament, a terrific turnout.

An increase in business confidence, training opportunities, and acknowledgement of our strong past and future were front and centre during the luncheon.

The MTA's President Frank Agostino said during his speech, "We have entered a period of unprecedented change. We are already at the forefront of this change."

"One year ago, there was much talk that the automotive industry was dead, following the closure of Holden. As you can see from the number of people in this room, it is still very much alive."

Guest Speaker, Premier Steven Marshall indicated at the Luncheon that training and apprenticeships are well and truly on the agenda for the State Government as well as improving business conditions in this state saying, "I know that one of the biggest issues that is confronting your sector is the availability of skills for your industry. Over the last five years, South Australia's VET participation rate has fallen significantly. This has resulted in lower levels of training areas critical to the state and in particular, the number of apprentices which are absolutely vital to the automotive sector. Attracting quality candidates to take up apprenticeships in your industry is absolutely vital and the new government recognises this. The MTA is doing their part to increase the number of people coming into this industry and are employing almost 500 apprentices in this state and quite frankly, that deserves a round of applause."

The creation of an Automotive Innovation Hub to attract business, future development in our state, career pathways for young people looking at an automotive trade and the ongoing support the MTA provides to businesses were well received by those in attendance, all points receiving rounds of applause as business owners acknowledged the need to continue working together.

The MTA's CEO Paul Unerkov shared the Premier and President's sentiment saying, "There are lots of positive things happening in South Australia and for an industry that was reported 12 months ago to be on the verge of collapse, we have been an industry that has stood the test of time and will continue moving forward."

The day was a great success with the opportunity to share our stories and show our strength as an industry and an association and we would like to thank our sponsors for the Luncheon including MAS National, Capricorn, Hood Sweeney, Channel 7, News Ltd and MTA Print and Stationery.





Past President, Neville Gibb, speaking with MTA CEO Richard Dudley.



MTA GTO Manager, Jason Polgreen, with Premier Steven Marshall and staff from MAS National.



Premier, Steven Marshall, speaking with luncheon attendees.



Peter Kittle, Labor Minister, Tom Koutsantonis and Dini Soulio with the MTA's CEO, Paul Unerkov.

A photograph of three men in suits standing together at a luncheon event. The man on the left is older with a white mustache, wearing a grey suit and a striped tie. The man in the center is younger, wearing a dark blue suit and a patterned tie, smiling. The man on the right is wearing a dark suit and a dark tie, with a name tag on his lapel. They are standing in front of a blurred background of other people at tables.

GUEST SPEAKER: STEVEN MARSHALL

THE MTA WAS EXCITED TO HAVE THE SOUTH AUSTRALIAN PREMIER, STEVEN MARSHALL, AS GUEST SPEAKER AT THE 2018 MTA PRESIDENT'S LUNCHEON.

As our industry prepares to embrace rapidly changing technology, the State Government has also set its sights on stimulating economic activity in this state, with the Premier saying on the day, "The advent of hybrid, electric, hydrogen and autonomous vehicles as well as new forms of automotive travel including ride sharing are becoming more common. All of these are having impacts on your industry and your businesses and our government is doing all we can to stimulate economic activity in South Australia."

One of the major items that the MTA is addressing with the help of the State Government is increasing skills and training in technical trades, something the Premier also addressed during his speech.

"What we're going to be doing is working very hard to rebuild the training system, the reputation, the capability and encouraging as many people as possible to consider technical skills for their future careers. That's why we were the first state in Australia to sign up to the Federal Government's Skilling Australian's program and in our very first budget, a tough budget but a fair budget, we provided more than \$200 million into creating more than 20,000 apprentices and trainees in this state."

The Premier continued speaking about how they will increase training and employment opportunities in South Australia, referring back to pre-election commitments saying, "We took to the election a commitment to create more jobs and boost training opportunities in South Australia. That's exactly what we have done. We're also re-establishing the industries skills councils and they will be in place from the first of January next year. These new councils will form a revitalised training and skills commission which we have made sure will play a vital role in providing advice

to the government so that we can provide the jobs and the skills you need to grow your sector."

It is important that the State Government continues to work with the MTA to ensure that training is industry lead and relevant to emerging technology is of the utmost importance to the automotive industry in South Australia. The Premier further expanded on funding for skills and training saying, "Critically, Skilling South Australia will build on the state's future workforce, in-line with exactly what your sector needs. Through our extensive consultations with organisations such as the MTA, we're ensuring that our training system is industry led and we will remain responsive to these needs into the future. We're working with the education sector as well through our schools to change attitudes of teachers, young people and families towards going into apprenticeships."

While the Premier acknowledged the place and need for some to obtain a university degree, he reiterated the need for schools to promote career pathways in a trade saying, "I come from a manufacturing background so I'm probably a little biased. The reality is for a long while, parents and teachers in schools have said the pathway for kids in schools is to go off to university and this will suit a lot of kids but it doesn't suit every student in South Australia. I don't want us to be in a position where a technical skill is a fall-back position if you don't get into university. I think it should be first choice."

A decrease in taxes and improvement in trading conditions is at the forefront of any business owner. The Premier acknowledged over 200 business owners and stakeholders in the automotive



Premier Steven Marshall.

industry at the President's Luncheon, all of whom are looking forward to reaping the benefits of an improvement in economic conditions saying, "Importantly as part of our first budget, we made a significant investment in skills, tax reduction and as of the first of next year, any business that has a payroll of up to one and half million dollars per year will pay no payroll tax in South Australia from the first of January next year."

“WE’RE WORKING WITH THE EDUCATION SECTOR AS WELL THROUGH OUR SCHOOLS TO CHANGE ATTITUDES OF TEACHERS, YOUNG PEOPLE AND FAMILIES TOWARDS GOING INTO APPRENTICESHIPS.”

The Premier referred to an expected increase in business conditions saying, "Increasingly, we're seeing national indices giving us a tick. The NAB survey now says that we have the highest business confidence in the nation. All of this is good but it's not nearly enough. We have a huge ambition to grow the size of our economy and to create more jobs and we can't simply do this as a government. The only way we are going to do this is in partnership with key industries. The government can't create all of the jobs, it has to be the private sector and people like yourselves with the MTA who are putting your finite capital on the line to go out and employ people, I take my hat off to each and every one of you who do that and we want to do everything can to support that."



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The original Eglinton brothers, (L-R) Tom and Doug Eglinton.

EGLINTON BROS

BY JOSH TEAKLE

Approaching 50 years in overalls, the workshop and fuel stop is one of the Yorke Peninsula's largest automotive names, Malcolm Eglinton.

A major dealer of John Deere agricultural machinery, tractors, headers, mowers, tillage equipment and harvesters in Maitland, Eglinton Bros Pty Ltd is positioned alongside their BP Petrol Station on Yorketown Road – covering all bases from the road to the paddock.

The proud family business is part of the fabric of Maitland. A stone's throw away from the Peninsula's main Spencer Highway is their shed stocked with John Deere, Bourgault, MacDon, Coolamon and anything in between – but it almost wasn't to be.

Brothers Tom and Doug Eglinton began the farm machinery and car dealership in Swan Reach 72 years ago and if it wasn't for the unfortunate flooding of their workshop in 1956, Eglinton Bros would likely still be a stalwart of the Riverland.

"My father and uncle were the original Eglinton brothers, starting the dealership in 1946 in Swan Reach," he said.

"Dad started Eglinton Bros with uncle Doug as Chamberlain Tractors and Austin Car Dealers back in those days, working out of an old blacksmith shop.

"In 1956 the river over-flowed and the main street of Swan Reach flooded, which destroyed their workshop and many buildings in the area.

"Instead of rebuilding in the Riverland, dad knew some people along the Yorke Peninsula who encouraged them to pack up, start from scratch and re-establish in Maitland.

"Back in those days there were a few farm machinery dealers in Maitland, but today we are the only remaining machinery dealer with our primary outlet in Maitland."

Despite growing up the son of Tom Eglinton, and nephew of Doug, Malcolm didn't spend as much time as one would think in the workshop during his childhood.

"I always liked the tractors and machinery," he said.

"But being the oldest of four siblings I had to stay home and do a lot of chores while dad worked really hard, long hours to establish the business.

"And since then I have basically followed suit.

"Mum wanted me to go to university, but I left school and started working with dad in 1970. I was the only one of my siblings to go into the business."

The now 66-year-old praised the support he had gained from the Motor Trade Association (MTA) throughout his career, knowing they were readily available to lend a hand, but as a young mechanic apprentice Malcolm remembered attending the meetings just to understand the workings of the MTA.

"Eglinton Bros Pty Ltd has been involved with the MTA for over 50 years, including the time that my father was involved," he said.



Eglinton Bros, Maitland, Yorke Peninsula.



(L-R) Ben Eglinton and Malcolm Eglinton with staff.



Ben Eglinton and staff.

"Dad started with the MTA and I used to go to some of the meetings just to see what went on. As he pulled back in the business I took over selling and management in the mid 80's.

"The MTA are so helpful. As a current business director, they are always in the background to offer advice, particularly when it comes to awards, wages and issues with regulation." Having gained the now rusted-on skills that comes from a lifetime in the industry, Malcolm still runs his business with the same family values that his father and uncle Doug grounded in the early days, as well as his Christian faith.

"We take pride in everything we do here, I won't ask my staff to do anything that I won't do myself," he said.

"I still pull on the overalls and work in the workshop because I have the knowledge and experience to help keep things moving when needed.

"Whether it's sweeping the floors, crawling under tractors or whatever, I do it the best I can.

"I became a Christian when I was 17, about the time I started work and my life changed because I lived as unto Him.

"I looked at it from the perspective – I work here, this is where He has put me, I didn't have anything else I wanted to do as a boy.

"All I can say is that I am happy doing what I am doing, and I have learnt to be happy doing whatever I'm doing, whether it be a menial job or a really important one."

The Eglinton Bros Director goes to work with a smile on his face, a love for the daily challenges and for the last 20 years, with his

son Ben who is now the Senior Field Technician and the third generation Eglinton.

Malcolm prides himself that a number of staff members are loyal, long term employees and also says, "It is a great industry, as much as it is a harsh one; you have long hours in harvest season and time."

"You have the dust, the flies and the itch but that is part of the deal and it's all part of the industry.

"We are doing something that has an impact on the whole of the community. In terms of the farming and rural community it all depends on what we produce off the land."

Despite a few challenges along the way, the major one having to pick the business up from its established Riverland home and making the move to the Yorke Peninsula, Malcolm can now see it as a blessing in disguise to work in some of the richest farming land in the country.

"The Yorke Peninsula is unique, the customers are good people to deal with," he said.

"It is one of the most reliable parts of the whole of Australia, it may not be the most fertile region but it is one of the most reliable parts of the agricultural country.

"As a machinery dealer I see that the farmers out here are very skilled and active about growing crops, they run good operations and have good equipment.

"That's the benefit and enjoyment I gain as a farm machinery dealer."



ERRATIC EARTH

Honda Accord Euro CL 2006

SIMPLE ISSUES, SUCH AS BLOWN FUSES OR POOR EARTH CONNECTIONS, COMMONLY CAUSE ELECTRICAL PROBLEMS. THE CAUSE OF A BAD EARTH IS NOT ALWAYS WHERE THE TERMINAL CONNECTS TO THE CHASSIS OR ENGINE. RATHER THE FAULT CAN LIE IN THE CABLE ITSELF, USUALLY WHERE THE TERMINAL CRIMPS ONTO THE CONDUCTOR.

This is borne out by the experience of John at Ultra Tune, from Erina NSW. The vehicle in question was a 2006 Honda Accord. The symptoms were that the engine and all the vehicle electrics would stop working at random intervals. After restarting the engine, everything would work again until the next time that it would cut out.

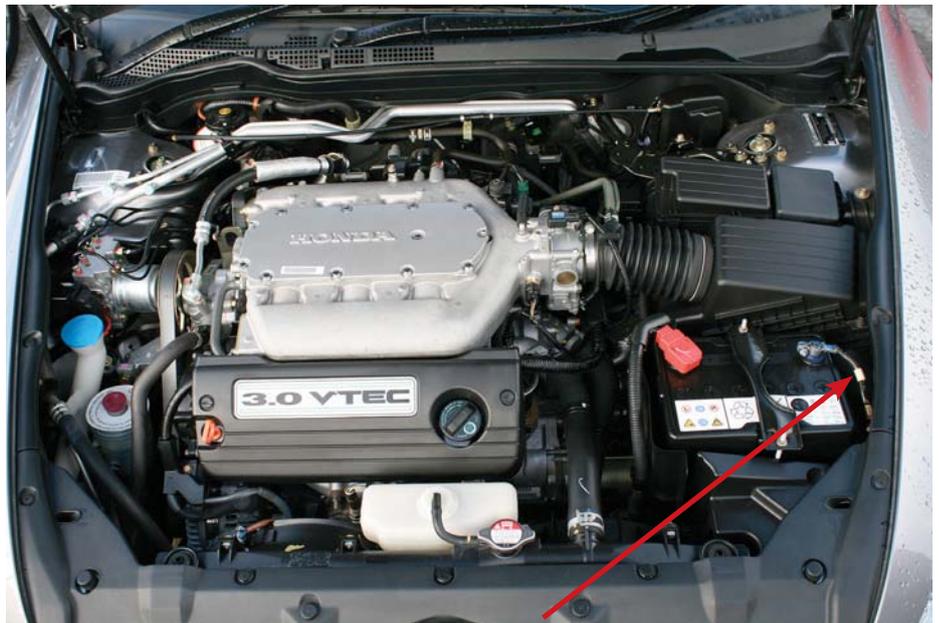
They could find no faults with the electrical system and neither were there any fault codes present. Although, on one occasion after it had stopped again, there was a low battery voltage fault code present. However, they checked the battery and found it to be fully charged and in good condition.

The battery terminals were tight and showed no signs of damage or corrosion. So they were not tested until it was suggested by someone who had seen similar problems in another vehicle.

In this case a new battery terminal purchased through Honda (part number 32600-SDA-A00) solved all the problems.

We'd like to thank John for sharing his experience with us. The problem was caused by a simple voltage drop fault in the ground cable. It shows that we sometimes simply forget to check the

basics, especially if something looks okay. The Tech Talk article on the next page shows how we can check for voltage drop, which is a common source of electrical problems.



It may look innocent enough, but this short battery cable was guilty of causing a whole pack of electrical problems.

USING AN OHMMETER

An ohmmeter is good for checking most vehicle circuits, but there are still a few things you need to keep in mind.

It is ideal for checking many sensors. For example, an inductive sensor may have a resistance of 80 ohms. This is easily checked with an ohmmeter.

It can be difficult to check low resistances and to know if resistance is high enough to affect the electrical system. This is because of two factors. Firstly, resistance

in the meter leads and between the leads and components being tested can affect any resistance reading. Secondly, it can be hard to determine what resistance value is okay. In some circuits a couple of ohms will be normal, but in others even half an ohm can cause trouble. This is when you should check for voltage drop in the circuit.

Always ensure there is no current flowing through the circuit you are about to test.

An ohmmeter works by putting a very small current through whatever it is testing. So even the tiniest current can affect your reading. Here's a tip if you can't disconnect the battery and are not one hundred percent sure you have cut off all the power. Swap the meter leads around and check the resistance again. If you get exactly the same reading, then there is no current flow in the circuit being tested.

CHECKING VOLTAGE DROP

WHILE WE CAN USUALLY CHECK WIRES AND CONNECTIONS WITH A MULTIMETER SET TO OHMS, IT IS NOT A GOOD ENOUGH WAY OF CHECKING CONNECTIONS THAT HAVE HIGH CURRENT DRAW.

This is because with high currents even a small resistance can cause a large voltage drop, which will then cause electrical problems. That is why you need to check high current connections under load with a voltmeter.

VOLTAGE DROP CHECK

To get an accurate reading, it's best to turn the multimeter to a low DC voltage setting, such as 2 volts.

Check the voltage between the battery negative terminal and various components such as:

- Engine block
- Alternator body
- Chassis
- Negative cable terminals
- Cable conductor

Check these under load with the engine cranking or with it running and under electrical load, such as high beam lights and rear demister turned on.

You should also carry out a similar under-load check between the battery positive terminal and the alternator output terminal, starter motor terminal, fuse box or any other circuit you might need to check.

Even when cranking, there should be less than half a volt difference between the battery negative terminal and the starter motor body.

POWER CIRCUITS

Don't forget that after you have checked the voltage drop of the negative circuits, you should check the voltage drop of the power circuits.

This should first be checked, under load, between the battery positive post and the power terminal at whatever module you are testing. If it is more than half a volt, then you can work your way along the circuit, until you find the exact location of the drop.

The best way to check main power and earth connections is by measuring voltage drop under load.



The most basic voltage drop check is between the negative battery post and the engine.

Check this voltage under load, such as when starting. It should be less than half a volt, even when cranking.



You also need to check the voltage between the negative battery post and the chassis.

Once again this must be checked under load, such as with the engine running, accessories and high beam lights on.



If there is a voltage drop, then you can determine where the fault lies by checking the under-load voltage at various points of the cable. Here we are checking the voltage between the negative battery post and the negative terminal.

If there is a voltage drop here, it is usually caused by corrosion that can readily be cleaned up with emery paper.



If you are still chasing the source of the voltage drop between the battery and the engine or chassis, then check the drop between the conductor and the battery post.

Resistance in the area comes from the oxidation of metals at the crimp onto the conductor. This is also a common cause of electrical problems, especially at the terminal that attaches onto the engine block. The heat and movement of the engine worsens this oxidation. So if you have a voltage drop in this cable, check the voltage between the engine earth terminal and the conductor that is crimped to it.



DIVISIONAL NEWS

CAR INSURER BREACHES THE CODE

On October 10 this year, the Victorian Small Business Commission (VSBC) determined that a car insurer breached the industry Code of Conduct on multiple occasions throughout the course of their dealing with a small automotive body repair business.

The VSBC determined that the insurer insisted that the repairer be paid a flat hourly rate for repairs, without having assessed the real cost of those repairs.

The VSBC's determination suggested that the practice of dictating hourly rates breaches the Code. This outcome is likely to have a significant impact on the car insurance and crash repair sector and will hopefully send a clear sign to motorists that transparency about the true cost of repairs and cash settlements should be at the forefront of any insurer's practices.

If you are a repairer and believe an insurer has breached the Code, contact our Industry Engagement Specialist Paul Back by calling 8291 2000.

CHAIN OF RESPONSIBILITY LAWS IN EFFECT

On 1 October this year, the National Heavy Vehicle Regulator (NHVR) and new Chain of Responsibility laws (CoR) introduced a number of changes that will have a significant impact on businesses that deal with heavy vehicles, regardless of what that involvement is.

These changes will affect anyone who is in the CoR, including drivers and owners of heavy vehicles, consignors, schedulers, loaders, packers and unloaders.

A new primary duty will be introduced for all within the CoR in close alignment with workplace health and safety laws. This means that even though you may not have any direct role in driving a vehicle that subsequently is involved in an accident, you still may be liable.

The MTA has been running training for all MTA members and has developed a practical package to assist businesses to meet their

obligations under the new laws. If you are concerned as to how these changes will affect your business, call the MTA's Workplace Relations team on 8291 2000.

MTA REPAIR AUTHORITY DOCUMENT

MTA has been working to protect members with the introduction of a Repair Authority Document to be used when customers present their vehicle for repair.

“IT PUTS YOU IN A STRONG POSITION LEGALLY IF A DISPUTE SHOULD ARISE AS WE DO LIVE IN A WORLD OF LITIGATION”.

The MTA's Repair Authority Document puts control back in the repairer's hands. You can use your discretion to relax a particular term by striking it out if doesn't apply, or enforce it if you have a dispute brewing. Most importantly, the new Repair Authority Document gives the customer enough information to make an informed decision about accepting your terms prior to any work commencing. This means repairers have a much better chance of protecting themselves if tested by the courts.

The Auto Repair Division Chair Michael McMichael says that the new Repair Authority Document is important and that repairers should be using this as it, “sets out an understanding between repairers and our customers.”

Michael also said, “It puts you in a strong position legally if a dispute should arise as we do live in a world of litigation”.

The Repair Authority Document is available from MTA print by emailing print@mtaofsa.com.au or by calling: 8241 0522. For any questions in regards to the MTA's Repair Authority Document, call our Industry Engagement Specialist Paul Back on 8291 2000.



SHOWCASING SOUTH AUSTRALIA TO THE WORLD

As we approach a period of technological change in the automotive industry across the world, it is imperative that South Australia is not left behind in regards to innovation, adaptive engineering and training the technicians of the future to keep up with this change.

Based in South Australia, Precision Buses and Fusion Capital have recently been working to manufacture the next generation of buses in the suburb of Edinburgh, just north of Adelaide.

Speaking with Directors of Fusion Capital and Precision Buses, Christian Reynolds and Dan Marks, it is clear that the two have a vision and plan to deliver in regards to how patrons will utilise the transport of the future. Dan Marks said, "When we look at our business plan and our ethos, it's all to do with mobility solutions. When we look at the design and manufacture of the buses of the future, we need to look at how they integrate into the current infrastructure. We put the buses in that context and we look at an integration with arterial roads, suburbs and more broadly as well."

Christian Reynolds shared this sentiment and added that Australia is currently in a great spot to pick and choose which technologies will take us there saying, "I think it's interesting when we look towards Europe and compare to our own position here in Australia, we are yet to fully embrace the electric driveline and if we look towards Asia, they're further along with technology such as hydrogen so it's really about picking which technology is right for us and Australia is in a great spot at the moment to start selecting those technologies for not only buses but other vehicles as well."

In regards to the buses of the future being built in South Australia, Dan Marks said, "There should be more opportunities in South Australia to look at these emerging technologies across transport. Looking at the low volume, high value products with a heavy slant towards design and engineering is important. Bus design hasn't changed in 45 years and if you want customers and patrons to adopt new technology, the newer types of transport need to look the part. You need to attract people through the 'front door' and get them excited."

As patrons will begin to adapt to new mobility technology being seen on our roads, it is critical, Christian explains, that transport users integrate with the buses of the future in their own way saying, "We look at mobility on critical KPI's which include reliability and time management and it's ultimately a logistics model. Whilst important from a practical perspective, patrons want more than that and want to know they can constructively use their time on buses and mobility

pods through the use of imbedded technologies and connectivity and that is what will drive the function of the buses of the future."

Speaking about a long term plan, Christian said, "The bridge we're trying to build is for a long term economy, an engineering and adaptive manufacturing solution. I was part of a team that helped set up electric vehicles on the West Coast of the United States in 2009 which in itself was surrounded by challenges. It was a new technology and seen as a gamble but we knew it would change the shape of mobility. We have to get comfortable with companies like Precision Buses taking a leadership position and from that, other companies and suppliers will engage with us and that's working for us in bus manufacture. We're one step away from a revolution in mobility. We have completed a contract to supply buses to the SA Government with Scania as our partner. We now have another 32 buses to build early next year for Scania. Our aim is to help play a role of the delivery of products across Australia and we have a roadmap that will allow us to be competitive and the goal is to showcase this and take it overseas."

Building on the hype of the recent Brabham BT62 supercar launch, the two are prepared to continue the excitement being generated in South Australia in regards to adaptive manufacturing and the introduction of new automotive technology with Christian reflecting on the BT62's creation and unveiling saying, "The project started three years ago within Fusion Capital. We got the opportunity to showcase the Brabham BT62 on the 2nd of May 2018 in the UK and it was extremely well received. That was validation that keeping it under wraps for such a long time was the correct strategy. We have a rich and strong manufacturing capability here in South Australia and pulling together a program for Brabham here wasn't difficult at all. There was a level of self-doubt in the market as to why it couldn't be done here but not from us."

Dan Marks also reflected on the BT62's successful unveiling and continued success of Precision Buses saying, "David Brabham became comfortable very quickly and saw what we had in terms of personnel, facilities and that we could make the product in South Australia."

There is certainly an exciting time ahead in regards to mobility and adaptive engineering in South Australia and the opportunities that are emerging are becoming clear. The automotive industry is facing challenges but with hard work and the attraction of further innovation, Precision Buses and Fusion Capital are two companies looking to put South Australia well and truly back on the map.



BUSINESS PARTNERS INDEX

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

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www.bdo.com.au

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T: 8291 2000 E: IContact@mtaofsa.com.au

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

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www.officeworks.com.au/mtasa

THE BUSINESS INTELLIGENCE JOURNEY

BY MICHAEL MACOLINO, SENIOR MANAGER, IT ADVISOR

While many businesses are still on the journey to the cloud, a new path towards business intelligence (BI) is emerging for many.

Before detailing what the BI journey looks like, it's important to understand what is meant by business intelligence. The proliferation of data visualisation tools has provided a new way to gain insights into the information that has been trapped inside excel spreadsheets and legacy information systems.

However, these tools have failed to give the full picture, because many organisations have only been able to utilise them to visualise siloed business functions like finance or marketing.

When organisations want a complete picture across the business, the full range of data black spots begins to emerge. BI is about spotting a dip in revenue and then having access to comprehensive sales data to dig into the underlying cause. It's about being able to track sales and service data to find the reason why your NPS score dipped in a particular month.

Like the journey to the cloud, the path to business intelligence requires some pre-work to lay the foundation upon which your business intelligence system will be built.

Digitisation of processes

So much data still resides in excel-based systems that are siloed from organisations' larger information management systems. Combine this with legacy-based software that lacks an application programming interface (API), and you start to get an understanding of the work that needs to be undertaken before any type of business intelligence is possible.

A great first step is to do an audit of what workflow processes involve Excel or non API connected systems, then start the process of implementing cloud software solutions that can support the input and management of this data.

Once the data is housed in a structured software system, it can then be accessed via an API to form part of your BI system.

System integration

Once you've built a place for all of your data, it's time to integrate the systems and workflows to ensure the data is kept updated with the least amount of human effort possible.

While having all information systems in the cloud is great, data is rarely in one unified software package. CRM data, E-commerce data and financial data may all be in different systems. But building a complete picture of your customers means that these systems need to be integrated via an API to ensure data is consistent and relevant to the decision making process.

Integration also means that the data is automatically sent from one system to another, ensuring it is readily available, current and of a high quality.

Data warehousing

Once data is in the cloud and the various systems are integrated and functioning like a Swiss watch, it's time for the fun part!

To compare data from across information systems, a data warehouse needs to be developed to send it to, to be organised and stored, ready for data visualisation tools to produce those amazing new dashboards.

Data warehousing has become much more accessible recently with several

tools offering solutions that can be quickly configured and affordably maintained in the cloud. A data warehouse will be unique to each organisation and its design will be dictated by the type of data, how often it needs to be updated and the structure of the information that needs to be stored in the data warehouse.

Data Visualisation

Once data is being automatically sent to a data warehouse, we can start to produce the visualisations that will help to build a data driven organisation.

The data model that was developed for the data warehouse will enable comparison and analysis of information from each of the information systems. The challenge is to leverage this unique data model and find the appropriate visualisations to allow users to quickly understand what the data is showing them, so they can take the best course of action.

A great place to start is replacing board reports with a series of dashboards. Generally, the information needed to satisfy board reporting will require data from all areas of the business. Once this reporting process has been refined, dashboards can be built for the next level of management, before continuing to drive this data down to other levels of the organisation giving everyone permission controlled, tailored access to the organisation's data.

Go start your Business Intelligence Journey

These types of initiatives require a constant improvement approach to realise their true benefit to the organisation. So - develop a strategy, get the right people involved and take the first step!

Mislead

INCREASED PENALTIES FOR BREACHES OF CONSUMER LAW

PAUL BERTRAM, A/DEPUTY COMMISSIONER FOR CONSUMER AND BUSINESS SERVICES

Businesses that breach the Australian Consumer Law (ACL) can now face much higher penalties.

On 1 September 2018 the maximum penalties increased as follows:

The significantly increased penalties should send a clear message to all businesses and companies across Australia to make sure that they trade fairly and comply with the law. The increased penalties relate to conduct such as making false or misleading representations, unconscionable conduct and supplying consumer goods or certain services that do not comply with safety standards or which are banned.

Examples of ACL breaches as they relate to the motor vehicle industry could include:

- Posting a fake testimonial about their business on a website or social media page
- Providing false information about a vehicle's history
- Including misleading information about a vehicle's performance characteristics

	OLD PENALTY	NEW PENALTY
Companies per breach	\$1.1 million	The greater of: <ul style="list-style-type: none"> • \$10 million • 3 times the value of the benefit received • 10% of annual turnover in the last 12 months (if the benefit can't be calculated)
Individuals per breach	\$220,000	\$500,000

or environmental impact in an advertisement

- Pressuring car buyers to purchase add-on insurance
- Making misleading statements that consumers must service their vehicles at a dealer or they will void their warranty rights
- Demanding payment for repairs that the consumer has not agreed to
- Selling a product that does not meet a mandatory safety standard (e.g. portable ramp or vehicle jack)
- Not providing adequate information about known quality issues with a particular make of vehicle to customers when they make a complaint.

The guide *Motor vehicle sales and repairs: an industry guide to the Australian Consumer Law* has recently been updated to give industry members clearer guidance about their rights and obligations under the legislation. The guide is a helpful resource for vehicle manufacturers, dealers and repairers. The guide is available from Consumer and Business Services at www.cbs.sa.gov.au

Anyone who is unclear about their responsibilities should refer to the guide or to the legislation itself at www.legislation.gov.au (the Australian Consumer Law is set out in Schedule 2 of the Competition and Consumer Act 2010). Members can also contact the Motor Trades Association for advice.

BUSINESS REVIEWS ARE CHANGING

TIM BOYLEN, MANAGING DIRECTOR, BOYLEN

MADELAINE RASCHELLA SAT DOWN WITH TIM BOYLEN TO DISCUSS THE CHANGING FACE OF ONLINE REVIEWS.

Madelaine: Firstly, how important are reviews?

Tim: If we look at hard data, about 85 percent of people say they “trust online reviews as much as a personal recommendation”. After they read between one to six reviews, almost 70% have made a decision on your product.

The annual Local Consumer Review Survey by Bright Local reports that “consumers are becoming more review-savvy, preferring businesses that receive high volumes of high-scoring reviews on a regular basis.”

So, yes, people do generally believe that reviews are accurate.

Madelaine: The digital world is continually evolving. What trends in business reviews should we take notice of?

Tim: When in doubt, look to Google because they create the algorithms that decide when and where reviews appear. They also spend millions on research.

Boylen’s assessment of Google’s research is that there are two key factors: the ability to have a “virtual try before you buy” experience, and “credibility”.

There has been incredible growth in the number of people watching YouTube videos related to their personal experiences. The most popular are review-style videos made by ordinary people.

Google’s Head of Ads Research and Insights, Sara Kleinberg, says people are looking to videos made by others “just like them” to achieve a virtual experience. This is where video reviews fit in.

People go to non-dealer and non-manufacturer sites to get a different opinion. “Home” reviewers that describe a car as “the ugliest ever” are obviously not being paid by the car maker!

They see these types of review as being honest. It’s also pitched at their level.

Madelaine: So, what should businesses do differently?

Tim: On social media posts, don’t make all of your posts too polished. This also applies to your website videos; use language that your audience uses, rather than trade jargon, and show “everyday people”. As the good people at Google advise: “show what your product is really like. Show it in real-world conditions”.

Madelaine: Any other advice?

Tim: Check your reviews and respond, especially to the negative reviews. Most reviews are positive and it’s been found that people associate this “scarcity” with value. They also stand out.

This is not just anecdotal, it’s solid research from the M.I.T. Sloan School of Management.

If people are reading a negative review about your business, then you need them reading your response. There are many articles online on how to handle negative reviews, with fairly consistent advice.

Tim Boylen is Managing Director of Boylen. His team specialises in online solutions, ranging from websites to ongoing social media management. The company manages one of South Australia’s largest Facebook accounts. Contact 08 8233 9433



CLASSIFIEDS

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BUSY AUTO PARTS FRANCHISE in western suburbs with large loyal clientele base, both trade and retail. I am selling, as after 16 years I wish to retire. Would make a good investment for mechanic ready to put down the tools. Price \$149,000 + stock. For more information please call 0422 003 211.

CAR DEALERSHIP, AGRICULTURAL DEALERSHIP, TOWING & COMPREHENSIVE WORKSHOP FOR SALE. Riverland town, extremely profitable and great lifestyle. Stuart McKay Owner / Dealer Principal. McKay's Auto Centre/McKay's Towing. 9 Francis St Waikerie, SA, 5330. Mob 0428 412 288. Work (08) 8541 2288.

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.

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To include a free classified in the March 2019 edition of *Motor Trade*, email your listing of no more than 50 words to [Madelaine Raschella](mailto:Madelaine.Raschella@boylen.com.au) at maschella@boylen.com.au by Friday 1st February 2018.

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Small change. Big future.



Matthew Webster (46) has a long way to go before he hangs up his hat, but he can already picture his retirement.

He plans to travel around Australia in a caravan with his wife — once he convinces her that it will be fun!

Matt has spent his career in the motor trades and is well on his way to making sure he has enough super to see the country in comfort.

He joined MTAA Super as an apprentice in 1989 and now works in an automotive training role in NSW.

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

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

Matt, like many Australians, is not alone in his concern. Thanks to changing work patterns and increased life expectancy, many of us will spend close to a quarter of our lives as retirees.

For some, the age pension alone or relying solely on your employer’s super contributions may not be enough.

Leeanne Turner, CEO of MTAA Super, says it’s important that workers do what they can to help grow their super throughout their working lives.

“Too many workers are hands-off with their super. Retirement can feel like a lifetime away, so it’s easy to put super on the back burner. But there are a lot of ways you can actively grow your super now.”

She says one of the easiest and most effective ways is to make regular extra contributions.

“Small amounts can go a long way. Putting as little as an extra \$10 per week into your super can add up to thousands over a 30+ year career.”

“This is because of the compounding nature of superannuation. With super, you don’t just grow your employer and voluntary contributions, you also grow the investment returns on these contributions. Every dollar you add to your super account boosts your super’s earning capacity.”

Ms Turner also adds that making extra contributions is easy.

“It’s simple. Just ask your employer to set up a regular (pre-tax) salary sacrifice into your super, or make direct (after-tax) deposits into your super whenever you can afford to put a little aside.”

Give your super a boost!

For ways to give your super a boost while you’re still working visit mtaasuper.com.au/extra-contributions

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