











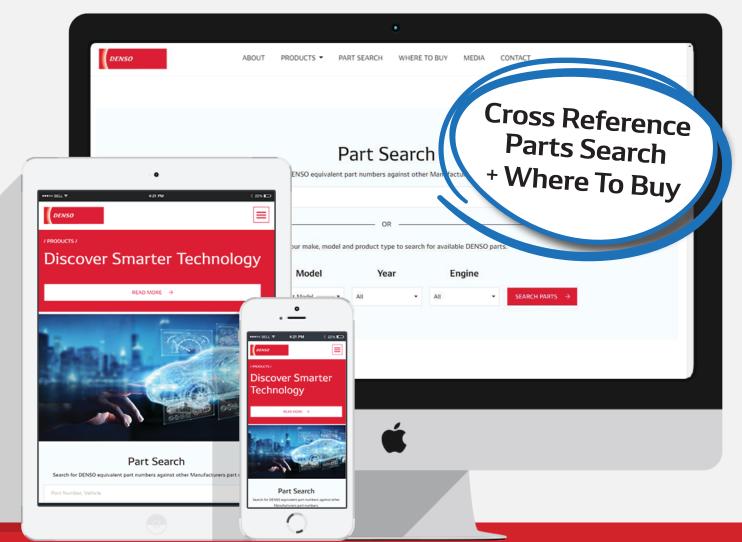






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With the large-scale contribution that the automotive industry makes to the Australian economy, we have called on the Federal Government to work with us in developing a ten year Automotive Industry Growth Plan through an Industry-Government partnership.



SOUTH AUSTRALIAN AUTOMOTIVE INDUSTRY IN GOOD HANDS

A crucial role of the MTA is to provide up to date and responsive automotive training in South Australia, providing a journey for automotive apprentices all the way from commencement to successful completion of their qualification.



COUNTRY APPRENTICE WINS TOP AWARD

Born and bred in the riverside country town of Waikerie, 20-year old Adam Schultz works at Waikerie Crash with owner and longstanding MTA member, Kym and Rose Webber.



DIVISIONAL NEWS

Parliamentary Inquiry into the relationship between insurers and collision repairers



NEW MEMBER – ZAGAME

Zagame Automotive Group has set up shop in Adelaide, marking the first time the automotive retailer has had a presence outside of Victoria.

Advertise in the Motor Trade Magazine.

boylen.com.au

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P 08 8233 9433

A Level 3, 47 South Tce, Adelaide SA



The automotive industry must take advantage of opportunities presented over the next few years following the Federal Election result in May.

I am looking forward to working with the Coalition and local Federal Ministers to the address the big issues faced by the automotive retail, service and repair sectors and to build upon the good work already achieved. We have indicated our support in relation to many of the policies put forward by the Federal Liberal Party, including their plans to forge a stronger economy and much needed measures in relation to increasing training and apprenticeship opportunities. We will also be holding them to account and challenging them in relation to their commitment to lower taxes and generate lower costs for business.

There is however, a lot of work to be done and we will be increasing our lobbying efforts, working collaboratively with all levels of government to make progress on mandating Codes of Conduct, improving business conditions and protections for small businesses, national harmonisation and a continued push for the abolishment of the Luxury Car Tax.

Critical to the success of our advocacy will be your involvement at Divisional and Zone meetings, Working Groups and engagements with MTA staff, ensuring that the industry has a strong voice on behalf of all members to all decision makers. Equally as important, will be the need for government to listen to business owners who have cast their votes in good faith, electing politicians to deliver on their promises.

I congratulate the 118 automotive apprentices who graduated this year. Each graduate has proven that hard work, passion and determination to complete their training will lead to a career filled with opportunity.

In this edition of Motor Trade, I encourage you to read about the 2019 MTA Graduation and Apprenticeship Awards Ceremony, our standout graduates and the Apprentice of the Year.

It is critical that we as an industry work closely with schools and other educational institutions to ensure that our youth are inspired and excited about the very real opportunities that await them.

We now train more than 900 automotive apprentices and have tripled our market share of apprentice commencements in the last six years. This is a remarkable achievement that sees us now holding 45 per cent of the total automotive training market share across the state. We understand what employers need and the relevant skills and expertise required, both now and into the future. That is why I encourage you to continue using our Training and Apprenticeship Services, ensuring that our workforce is trained by industry, for industry.

With so many advances in technology, including the introduction of hybrid, electric, hydrogen and autonomous vehicles, diagnostics and repair methods will rapidly evolve. It is our mission to prepare the next generation of Automotive Technicians for these opportunities. It's all there for the taking and there is an exciting future ahead!

Finally, I would like to thank members, hosts and staff for their ongoing work, providing critical support for the next generation of Automotive Technicians and your businesses. The skills shortage remains the biggest issue our industry is facing and we can only address this with your support. I am looking forward to seeing all our hard work pay off in the near future as we seek to strengthen our industry and continue to provide relevant and critical support for you and the broader industry.



I congratulate the 118 Automotive Apprentices who graduated this year. Reaching this point requires not only technical ability, you need passion as well. Life throws lots of things at you and apprentices will always face hurdles over their four year journey. I thank our apprentice support network, government departments, MTA Trainers and staff for the work they put into getting the automotive industry's next generation of technicians through to the successful completion of their training.

It's an exciting time and we are, as an industry, at the forefront of technological advances. It is easy to think that these advances are miles away but the fact is, they're here now.

When we talk about autonomous vehicles, for example, the agricultural sector has been privy to this for many years. Hybrid and electric vehicles have also been on our roads for a number of years now and we are, in reality, right in the middle of this automotive technology revolution. It will be critical for the industry and your business to embrace what's ahead and be prepared for the skills needed now and into the future.

There are considerable skills shortages in our industry and the MTA is focussing on its work with schools in an effort to promote the exciting automotive career pathways available and the opportunities that await school leavers. Automotive businesses in South Australia must get behind this initiative, taking on more apprentices to fight the skills shortage. We of course, continue to play our part in fighting this with you.

Staff retention and remaining profitable were identified in our latest Membership Satisfaction Survey as the biggest issues

that members will experience in the next 12 months, as well as keeping up to date with changes in technology. The MTA is here to provide you with critical support in these areas, from our Workplace Relations department, Automotive Training and Apprenticeships Services and membership support staff, including our Industry, Policy and Advocacy Specialists.

The survey also identified areas where we can improve our Training and Apprenticeship Services, with members asking for a focus on training quality and online content. Quicker responses to member queries, increases in industry and Workplace Relations updates, face to face engagements, brand awareness and greater strength in our political influences were also identified as areas that the MTA could improve to increase membership value to your business. We have taken this feedback on board and are using it to work towards further improvements in the services we provide for you.

I was saddened to hear of the passing of Brian Weeks and Len Miller. Len was a dedicated and passionate automotive man who served as the MTA's President from 1983 to 1985 and was awarded Life Membership in 1990. Len was also instrumental in establishing the MTA Group Training Scheme and his accomplishments with the MTA will be long remembered.

Brian played a significant role on behalf of the Auto Repair and Engineering sector at both state and national levels. He was a member of the MTA for over 32 years before retiring from the industry in October 2015, the same year he was awarded Life Membership. He also served on the Board as the Auto Repair and Engineering Representative and the Member's Representative from 1985 to 2015.

MOTOR TRADE <u>www.mtaofsa.com.au</u>



ARE YOU EMPLOYING AN APPRENTICE? WE'LL TAKE CARE OF THE TRAINING

The MTA's Training and Employment Centre delivers high quality automotive training and is your one stop shop for a well-supported automotive apprentice.

MOTOR MECHANIC

AUR30616 Certificate III in Light Vehicle Mechanical Technology

VEHICLE PAINTER

AUR32416 Certificate III in Automotive Refinishing Technology

DIESEL MECHANIC

AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology

PANEL BEATER

AUR32116 Certificate III in Automotive Body Repair Technology

AGRICULTURAL DIESEL MECHANIC

AUR30416 Certificate III in Agriculture Mechanical Technology

AUTOMOTIVE PARTS SALES

AUR31016 Certificate III in Automotive Sales

MOBILE PLANT DIESEL MECHANIC

AUR31216 Certificate III in Mobile Plant Technology

HEAVY COMMERCIAL TRAILER TECHNICIAN

AUR31816 Certificate III in Heavy Commercial Trailer Technology

AUTOMOTIVE ELECTRICIAN

AUR30316 Certificate III in Automotive Electrical Technology

Call the MTA Training and Employment Centre on **8241 0522** or email **mmarrone@mtaofsa.com.au**

For eligibility criteria, call **8241 0522** or visit **www.skills.sa.gov.au**







Accredited training is delivered by The MTA Group Training Scheme Registered Training Organisation Provider Number 2203



ADVOCACY OVERVIEW

10 YEAR AUTOMOTIVE INDUSTRY PLAN

With the large-scale contribution that the automotive industry makes to the Australian economy, we have called on the Federal Government to work with us in developing a ten year Automotive Industry Growth Plan through an Industry-Government partnership.

In the lead up to the Federal Election in May, the MTA forwarded to key Federal Government Ministers, our *Australia's Automotive Industry, Driving our Future* document, outlining priorities for government to address in relation to issues affecting our industry.

This ten year plan must include a vision from the Coalition government for growth and an increase in filled positions across all automotive sectors. It must also focus on the development and funding of a long term Automotive Industry Blueprint that will maximise the benefits of the rapid innovation and manage the risks of change occurring in our industry.

The strategy should encompass regulatory reform, future workforce and training planning, compliance requirements, accurately defined roles of government and industry, businesses and other stakeholders in achieving common goals.

We will continue to meet with relevant government Ministers, our national body, MTAA and state-based MTA's, to ensure that our voice is heard in Canberra and the industry receives the security it requires for a sustainable future. Your input will be essential to our discussions with the Federal Government and all members are encouraged to play an active role in our advocacy.

SKILLED MIGRATION

Following the State Government's announcement of two Designated Area Migration Agreements (DAMAs), aimed at increasing the number of skilled migrants in South Australia, we have continued to have discussions with Migration SA and the Department for Innovation and Skills as to how your business can take full advantage of this new program. The new agreements are now in effect and provide an opportunity for members to take advantage of employing skilled workers across a range of automotive trades.

It was pleasing to see that Automotive Electrician, Motor Mechanic, Diesel Motor Mechanic, Motorcycle Mechanic, Panel Beater and Vehicle Painter, are among the trades included in the State Nominated Occupations List. Members who have exhausted all other avenues to employ skilled Australian labour should make enquiries to Migration SA in an effort to fight the skills shortage our industry is facing. For more information, contact Nathan Groves at the MTA on 8291 2000.

WORK WITH THE DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

The Department of Planning, Transport and Infrastructure (DPTI) CEO, Tony Braxton-Smith, met with the MTA Board in May. This meeting provided Board members with a unique opportunity to discuss directly with DPTI's CEO of the challenges facing the automotive industry and the role that DPTI can play in overcoming these issues with us.





Road safety, including light and heavy vehicle inspections, the threat posed by backyard operators to consumers, our concerns in relation to a proposed graduated licencing scheme for motorcyclists and braking requirements for heavy vehicles on the down track of the South Eastern Freeway were the major points for discussion.

Establishing a Working Group to future proof our industry in light of emerging automotive technology was also discussed, which will enable members to have significant input into the future of the industry.

With these issues and many others still affecting members, it will be important to develop a solid working relationship with DPTI to make sure that solutions to long standing concerns are resolved for the South Australian automotive industry.

BRAKING REQUIREMENTS ON THE SOUTH EASTERN FREEWAY

The recent new laws surrounding the use of braking requirements of heavy vehicles on the South Eastern Freeway have been of great concern to members, with claims that a safe decent of the hill still requires minimal usage of the primary brake, in addition to using a low enough gear to safely slow down their vehicles.

We have been assured by the State Minister for Transport and Infrastructure and Local Government, Stephan Knoll, that enforcement of the new low gear offence is the responsibility of the Police and that there is no change in the way that they will Police road traffic offences. Each incident will be assessed on the individual circumstances with common sense and discretion applied. This means that if the driver of a truck or bus is driving safely and responsibly on the SE Freeway decent and an obstruction or other circumstances should prevail where it

necessitates the use of the brakes to slow the vehicle to avoid the obstruction or hazard, then this will be taken into consideration.

MANDATING CODES OF CONDUCT

It has been pleasing to see a lot of work continue on Codes of Conduct this year. These Codes of Conduct include those that will govern access to repair and servicing information, automotive franchising agreements and addressing the fractured relationship between insurers and collision repairers.

The development of these Codes of Conduct mark positive changes for the industry as mechanical workshops, dealerships and collision repairers have all in the past faced 'take it or leave it contracts', having a negative impact on the livelihoods of automotive businesses and their staff.

COLLISION REPAIR AND INSURANCE INDUSTRY BEING INVESTIGATED

The South Australian Economic and Finance Committee has agreed to enquire into the relationship between insurers and collision repairers, a significant step towards in having a Repair and Insurance Industry Code mandated.

Economic and Finance Committee Chair, Sam Duluk MP and Member for Waite, has said that this inquiry will examine the effectiveness of the existing voluntary Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct and should a Code be mandated, it will aim to ensure a better and fairer working relationship between collision repairers and insurance companies. We will be making a submission to the Inquiry, which is due by Friday 6th of September this year and encourage members and other stakeholders to do the same.



A crucial role of the MTA is to provide up to date and responsive automotive training in South Australia, providing a journey for automotive apprentices all the way from commencement to successful completion of their qualification.

This was certainly on display at the MTA's annual Graduation and Apprenticeship Awards Ceremony on Friday, the 24th of May, where the graduation of 118 Automotive Technician Apprentices was celebrated and award winners acknowledged.

The MTA also acknowledged apprentices who took part in the Motorsport Repair Team as well, and their achievements in assisting Supercar teams and repairing other classes of race vehicles at the Superloop Adelaide 500 and The Bend.

MTA President, Frank Agostino, told graduates, award winners and their families at the Adelaide Entertainment Centre, "We are delighted and proud of those who have put in the hard work and dedication over the last four years."

"You now have the skills you need to help you succeed. However, your time at the MTA is just the beginning. You now sit at the start line of a future filled with opportunity."

"It's all there for the taking, you have to believe in what you do."

Guest Speaker, Cam Lees, MTA Member, Apprentice Alumni and owner of Solid Mechanical and Engineering said, "I can remember when I graduated and the industry has definitely changed in a short space of time since then. It's important that you follow your dreams, passions and each graduate can now look forward to a prosperous future in the industry. I went on to start my own business, following my passion and I encourage everyone here to follow their passion too. Don't give up, just keep smashin' it."

In attendance was Member of the Legislative Council, Dennis Hood, who spoke about the importance of the automotive industry in South Australia and the role the MTA is playing in addressing the needs of the industry.

He also said that highly trained graduates with trade skills are a

fundamental part for the State Government's growth agenda to fill existing skills gaps saying, "South Australia is crying out for more skilled people."

"This dynamic and rewarding industry offers many increasing opportunities and as a government, we look forward to helping you in any way possible."

"I would like to congratulate all of the graduating apprentices and award winners. There are indeed many exciting career prospects ahead of you."

MTA CEO, Paul Unerkov said, "This is just step one. After many years of hard work, each graduate now has a future filled with opportunity and I look forward to following their success."

"Our industry is undergoing rapid change and with so many opportunities and technologies emerging in a range of automotive sectors, there is a lot to look forward to."

Bob Goldsworthy Award Winner, Tyson Duffield from Willaston Auto Body Repairs said, "I felt glad that I won the Bob Goldsworthy Award and to be nominated by my boss, Sam, was rewarding, knowing that I'm doing a good job."

Training Centre Student of the Year, Lucy Grimwood said, "It was very much a surprise that I won, especially when they called my name out and I went up on stage."

Automotive Parts Sales Graduate from Adelaide Motors, Alex Pitt, said, "Graduating is a good feeling for sure. It's flown by, I've enjoyed the training and I am looking forward to seeing where I can go."

Light Vehicle Mechanical Technician graduate from Audi Solitaire, Arvinder Riat said, "Four years has gone by quick but I'm happy. Opening up my own business is the goal."

With more than 500 automotive apprentices currently employed and more than 900 in training, the MTA is gearing up for an even bigger 2020 and we look forward to next year's Graduation and Apprenticeship Awards Ceremony.



"YOU NOW HAVE THE SKILLS YOU NEED TO HELP YOU SUCCEED. HOWEVER, YOUR TIME AT THE MTA IS JUST THE BEGINNING."













MTA APPRENTICE AWARD WINNERS

Apprentice of the Year Adam Schultz

Apprentice of the Year Merit - CertificateLewis De Luca

Apprentice of the Year Merit - CertificateDaniel Grey

Apprentice of the Year Merit - CertificateAndrew Crettenden

Bob Goldsworthy Award Merit - CertificateTyson Duffield

Bob Goldsworthy Award Merit - CertificateEric Hodzic

Training Centre Student of the Year Merit - CertificateLucy Grimwood

Training Centre Student of the Year Merit - CertificateJordan Hambley

3rd **Year Apprentice of the Year Merit - Certificate** Russell Noack

3rd Year Apprentice of the Year Merit - Certificate Stephanie Fountain

2nd **Year Apprentice of the Year Merit - Certificate** Matt Croft

2nd Year Apprentice of the Year Merit - CertificateJoel Martin

1st Year Apprentice of the Year Merit - CertificateBraden Bosustow

1st Year Apprentice of the Year Merit - Certificate Nicholas Trace



Quick thinking Master of Ceremonies, Mark Soderstrom, made a video call to Adam via FaceTime, much to the delight of the 450 guests.

Mark said, "G'day Adam, its Mark Soderstrom here. We're waiting for you to collect your award for Apprentice of the Year...everyone give him a cheer!"

Born and bred in the small, riverside country town of Waikerie, the 20-year old works at Waikerie Crash with owner and longstanding MTA member, Kym Webber.

Kym nominated Adam for the award, describing him as "vibrant and highly-valued" and "a gem of a kid, saying he's invaluable doesn't do him justice".

Speaking after returning home from Bali, where he was attending a friend's wedding, Adam thanked Kym and Rose Webber for offering him an apprenticeship after he had completed work experience at Waikerie Crash - and encouraging him to train with the MTA.

Having no family in the industry to jump-start his career, Adam said, "my father is actually a cabinet maker and I didn't want to go down that path."

Adam instead took his own initiative and followed his passion for the automotive industry.

Starting as a school-based apprentice, he attended school once a week and managed to finish his year 12 studies – a rare feat.

"At Waikerie Crash I do a lot in terms of prepping panels, matching colour and working with the other Vehicle Painter we have here," he said.

"But, on top of that, I do a lot of other things such as pulling cars apart, seeing what's wrong with them and helping to fix them."

"You're not consistently doing the same thing, which keeps it interesting. It is nice to be able to have that little bit of a change up and Kym allows me to do that which is good."

"I do enjoy painting. It's nice to be able to put your name on something that everyone else can see."

Adam's parents accepted the award on his behalf at the graduation ceremony with Adam's mum Tania saying, "his interest (in cars) started at four years old."

Adam's passion can be seen in the many activities he undertakes during his spare time, such as going to car shows and volunteering at an annual, local car event in Waikerie.

"We come from a small town and opportunities are rare, so Waikerie Crash has given Adam great opportunities", said Adam's mum Tania.





"I thank Kym and Rose Webber as well. You don't know how good it feels as a mum to know that your children are in safe hands."

Adam's long-term goal is to become dual-qualified as a Vehicle Painter and Panel Beater but for now he says, "it's nice to just be at home by the river with mates enjoying life".

He is also extremely grateful to the MTA, which he regards as "very up to date with how things evolve in terms of the workplace and what we do."

"It's not like going to school, it's like going to work and doing what you enjoy so I definitely recommend MTA as a good training provider."

"It's over a two-hour drive for me which is the only downside but in terms of what they provide, it doesn't even matter how far you drive."

Adam said, "Waikerie Crash has been good to me and I am looking forward to working on expanding my skills. My trainers, Matt MacDonald and Rob Capelli know what equipment I work with and they always structured training around me and Kym and Rose's business schedule."

Adam's trainer, Matt MacDonald said, "Adam's been a standout student throughout his apprenticeship. He's got a good work ethic, passion and he'll go far in the trade for sure."



PwC's recent CEO Survey showed that 75 per cent of Australia's CEO's are already concerned about the availability of essential skills.

We are no longer seeing incremental advances in automotive technologies, such as electric, hybrid and autonomous vehicles. Rather, we are now in the middle of a major shift. This means that for Automotive Technicians to succeed in their job roles, training packages and upskilling courses must evolve to provide them with advanced diagnostics skills, service and repair methods.

Consumer research by Roy Morgan indicates that the majority of Australian's over the age of 18 would seriously consider buying a hybrid vehicle and 60 per cent said they would be willing to pay more for a car with zero emissions. At a glance, modern automotive training packages do not accurately reflect these emerging technologies to their full potential.

To address this major disruption occurring in the automotive industry, PwC's Skills for Australia and the five Automotive Industry Reference Committees (IRCs) have undertaken a bold new project. In 2018, consultations with automotive RTO's, industry representatives and stakeholders, analysed what a modern automotive worker's job role encompasses across light and heavy vehicles, vehicle body repair, allied and strategic areas, and how their roles will change in the very near future.

Industry feedback initially suggested that the current pool of learners largely viewed automotive job roles as highly manual, labour intensive and not requiring a great deal of problem solving. However, with changes in the diagnosis and servicing of increasingly complex vehicles entering the market, as well as tighter regulations and standards in repair work, the perception of the automotive industry is changing rapidly. Many automotive

businesses said a prevailing reason the skills shortage was still having an impact on them was because current Automotive Technicians are not trained or upskilled to meet the demand of technological advances in our industry.

MTA members, Trainers, other RTOs and industry stakeholders in attendance at the MTA's roundtable discussions with PwC had a clear consensus. An automotive qualification is now being seen as 'on par' with a university degree. Vehicles are rapidly advancing and new apprentices entering the industry will have an exciting time ahead of them as they learn the skills necessary to succeed in their job roles. But, the training packages will need to change to reflect gaps in skills needs.

The MTA's Auto Repair and Engineering Division Chair, Michael McMichael said, "Once upon a time, you had one page for the automotive electrical components of a car, now you have hundreds. The mechanics of today are well and truly what I would call Technicians and qualifications of the future have to reflect that, without forgetting the fundamentals."

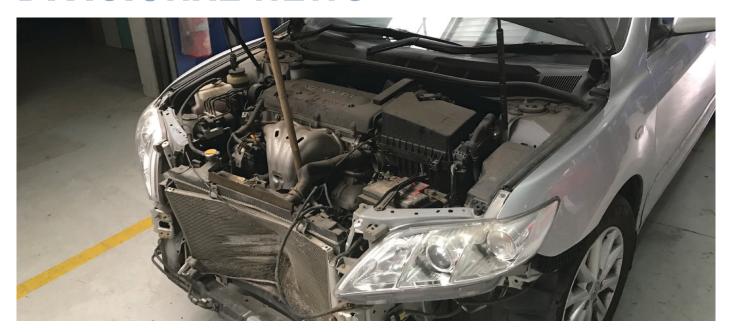
As a result, AUR and AUM training packages are now being revised and re-developed, to be endorsed by all five IRCs, the Australian Industry and Skills Committee (AISC), in accordance with ASQA's Standards for Training Packages. This will ensure the relevance and needs of modern Automotive Technicians and businesses are met by 2020.

It is clear that the underlying skills in being a modern Automotive Technician requires advanced diagnostic skills, logical thinking, digital literacy, technical writing, qualitative and quantitative reasoning, communication and problem solving. Automotive apprentices entering the industry will soon require a better understanding of diagnostic thought processes, greater electrical skills and awareness of improved safety principles.





DIVISIONAL NEWS



PARLIAMENTARY INQUIRY INTO THE RELATIONSHIP BETWEEN INSURERS AND COLLISION REPAIRERS

In a significant step towards improving the relationship between insurers and repairers, and towards the strengthening and mandating of the current Voluntary Code of Conduct, the powerful SA Economic and Finance Committee have established a Parliamentary Inquiry into the industry.

With Terms of Reference around the effectiveness of the current Voluntary Code, insurer and business practice and consumer choice and protections under the microscope, this inquiry will be integral to improving the relationship between insurers and repairers, ultimately benefitting consumers.

Submissions to the inquiry are due by the 6^{th} of September 2019 however, we strongly advise you to get them well before this date.

If you require any assistance in making a submission, contact our Industry Engagement Specialist, Paul Back, by calling 8291 2000.

THE COMPETITION AND CONSUMER REGULATIONS 2010 HAVE CHANGED!

MTA Members that have been providing consumers with a warranty against defects in connection with the supply of services must update their warranty documentation to include new mandatory text.

This documentation could include:

- Flyers / booklets
- Repair Order / Repair Authority Terms & Conditions
- · Disclosures on your website

If you also provide your customers with a warranty against any defects that are in connection with the supply of goods and

services, your warranty documentation must reflect this too. This must be done by replacing the current mandatory text applying to goods and service with new mandatory text.

Generally, most MTA members will provide goods and services, therefore the following statement is required to be included in your warranty wording:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- * to cancel your service contract with us; and
- * to a refund for the unused portion, or to compensation for its reduced value.

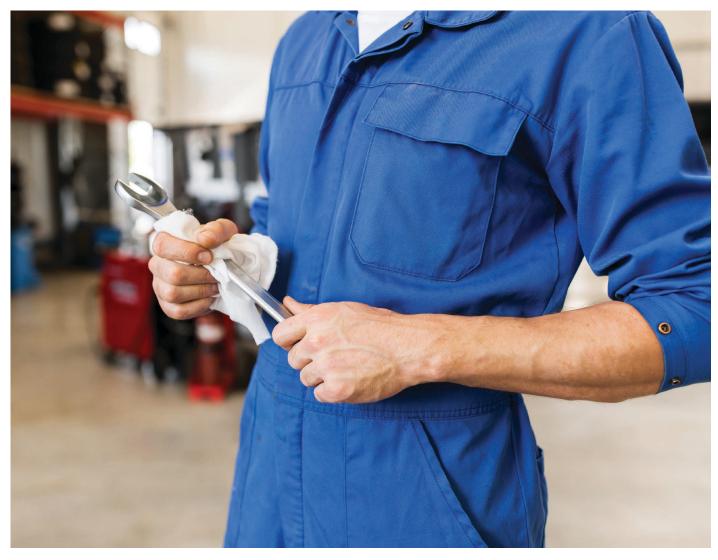
You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

If you are not already using standard terms and conditions, warranty terms and conditions, and required mandatory text, we recommend you use the MTA's updated Repair Authority document to comply with the Regulations.

You can purchase this Repair Authority document by contacting MTA Print and Stationery by calling 8440 2641.

If you are concerned about your obligations under ACL, it is important that you contact the MTA's Workplace Relations (WR) Department for advice by calling 8291 2000.

ANNUAL WAGE INCREASE 2019



The Expert Panel of the Fair Work Commission (FWC) handed down its Annual Wage Review decision on the 30th of May that increased adult minimum wages in all modern awards by 3%.

This increase became operative from the start of the first full pay period commencing on or after 1 July 2019.

The full-time adult minimum wage at Group Wage Level (R1) in the Vehicle Award increases to \$740.80 per week (\$19.49 per hour), an increase of \$21.60 per week. The full-time tradesperson's rate at Group Wage Level (R6) in the Award increases from \$837.40 per week (\$22.04 per hour) to \$862.50 per week (\$22-70 per hour), an increase of \$25.10 per week.

Subsidiary junior, apprenticeship and traineeship rates, have also been adjusted, as appropriate, under previously established methods in modern awards. Increases in wage-related allowances in awards are also automatically be adjusted as a result of the increase.

Members are now able to access the updated wage schedules reflecting the new wage rates and allowances in relation to the

Vehicle Award and the Clerks Award through the MTA's online Membership Portal.

If you have any difficulties in accessing the website or who wish to receive an emailed copy of these wage schedules should contact the Workplace Relations Department of the MTA.

As in previous years, employers paying above award wage rates will have the ability to absorb the wage increase, if the rates being paid are sufficiently above the award rates.

Members who review their wage structures or contracts at this time of the year, can also consider the absorption of miscellaneous payments payable under the award such as annual leave loading, allowances, and other such payments, into any over-award wage rates.

However, it is important that you have the appropriate documentation to incorporate this into their employment contracts. Members interested in discussing this further can contact the Workplace Relations Department of the MTA by calling 8291 2000.



NEW MTA MEMBER - ZAGAME

ZAGAME AUTOMOTIVE GROUP HAS SET UP SHOP IN ADELAIDE

We sat down with the Zagame team and new MTA member to learn more about their state of the art showroom and service facilities.

WHAT IS THE HISTORY OF 7AGAME AUTOMOTIVE GROUP?

We started back in 1998 with our first retail premises in St. Kilda in Melbourne's fringe beachside suburb. It was a café come

car showroom as our family's business background was in the hospitality industry. Since then the Zagame Automotive Group has grown in Melbourne to represent over a dozen luxury and highperformance European brands.

It's a complete redesign. For all intents and purposes it is an allnew dealership. We have separate and dedicated brand spaces for McLaren, Lamborghini and Bentley as well as a mezzanine café level for all our customers. Also on the mezzanine level is our service reception while all our service work is performed at the basement level.

"WE CAN ORDER CARS TO CUSTOMER TASTE THAT MAY HAVE A SEVEN-FIGURE PRICE TAG."

WHAT TRIGGERED THE DECISION FOR ZAGAME AUTOMOTIVE GROUP TO ENTER THE ADELAIDE MARKET?

We have been selling McLarens and Lamborghinis from Melbourne into Adelaide for some time, and as the car parc grew in South Australia it made sense for us to establish authorised franchises for those brands to look after our customer base, as well as grow the customer base of course. We have also taken on the Lotus franchise for South Australia as we have two decades of sales and service experience with Lotus.

CAN YOU DESCRIBE THE LAYOUT OF YOUR NEW FACILITY? WALK US THROUGH THE VARIOUS LEVELS.

YOUR SERVICE AREA IS INCREDIBLY SPACIOUS. CAN YOU TELL US THE THINKING

The service area is spacious and as you will notice we have complete visibility from showroom

level down into the service bays. Owners of high-end performance and luxury cars are very proud and passionate people, so we designed the space in a way to provide another level of customer engagement.

CAN YOU PROVIDE AN OVERVIEW OF THE VEHICLES YOU SELL AND THE SERVICES YOU OFFER?

We sell the full range of new and pre-owned McLaren, Lamborghini and Bentley as well as authorised service for those vehicles. We also are now the custodians of Ferrari Adelaide on Hindley Street following our acquisition of the franchise in late 2018. As mentioned, we have also acquired the Adelaide franchise

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for Lotus on the strength of our experience as the official Lotus dealer in Melbourne.

WHAT IS THE MOST EXPENSIVE VEHICLE IN THE SHOWROOM — AND WHAT IS ITS VALUE?

Value is a relative term. A \$100,000 Lotus Elise might hold greater value to someone purchasing their first track-focused road car than someone buying their third Lamborghini which may be priced at five times that amount. Most expensive? We can order cars to customer taste that may have a seven-figure price tag.

WHAT IS YOUR TARGET AUDIENCE?

Sports, performance and luxury car enthusiasts. Adelaide is very strongly represented per capita with ownership of these types of vehicles.

ARE THERE ANY ELEMENTS OF THE DEALERSHIP THAT YOU APPROACHED DIFFERENTLY FOR THE ADELAIDE MARKET AND IF SO, WHY?

We focus on the one-to-one customer relationship. With our origins in the hospitality industry we place a strong emphasis on having a friendly and quality relationship with our customers.

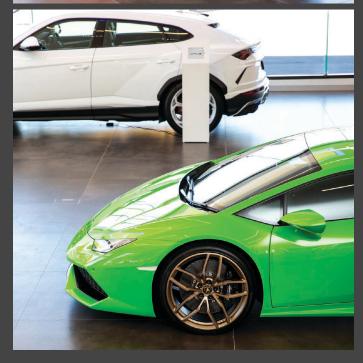
DO YOU CURRENTLY HAVE ANY PLANS FOR NEW PRODUCTS OR SERVICES?

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1KD-FTV EGR CODES P2BAB & P2BAC

TOYOTA HIACE 1KD-FTV 2007 - 2014

THE TWO FAULT CODES, P2BAB AND P2BAC, BOTH RELATE TO THE FLOW OF EXHAUST GASES THROUGH THE EGR VALVE.

The ECM operates the EGR vacuum control valves and monitors the intake airflow to determine EGR flow. If the measured airflow does not alter correspondingly, then it will log a fault code.

- P2BAB NOx Emissions Exceeded Incorrect EGR Flow
- P2BAC NOx Emissions Exceeded Deactivation of EGR

Both of these fault codes be caused by:

- Blocked EGR passages in manifold.
- ECM fault.
- Electrical or wiring fault.
- Faulty or stuck EVRV (Vacuum Regulator Valve).
- · Faulty or stuck Vent VSV (Vacuum Switching Valve).
- · Sticking or stuck EGR Valve.
- · Vacuum pump or vacuum hose fault.

DIAGNOSTIC PROCESS

- 1. Check for other fault codes, which may indicate a greater problem than simply an EGR fault.
- 2. Check that the vacuum hoses are connected and in good condition, without any splits or holes.

EGR fault codes are commonly caused by sticky valves, but can also be due to other faults.

- 3. Connect a vacuum gauge to the hose from the vacuum pump. With the engine running check that the pump is producing at least 87kPa (26"Hg) of vacuum (negative pressure).
- 4. Attach vacuum gauge to the hose going to the EGR valve from the EVRV (regulator valve). With the engine running, operate the EGR valve using your scan tool's Active Test mode. Check that the pressure varies when operating the EVRV.
- Connect the vacuum gauge to the hose between the EGR valve and the Vent VSV using a T piece. With the engine running, operate the EGR valve using your scan tool's Active Test mode. Check that the pressure varies when operating the VSV and EVRV
- 6. Remove EGR valve and check for excessive carbon build up or sticking operation.
- 7. Check for carbon build up and blocked passages in the exhaust manifold and EGR cooler assembly.



Diagram #1 Carbon Build-Up Preventing Proper EGR Operation

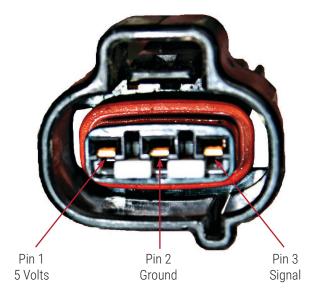
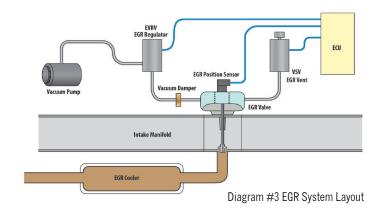


Diagram #2 EGR Position Sensor Pins

VACUUM VALVE ELECTRICAL TESTS

- Both vacuum valves are supplied 12 volts by the main injection relay. The ground circuits are controlled by the ECU.
 The EVRV is pulse width modulated by the ECU.
- The EVRV is the regulator valve that applies modulated vacuum to the EGR valve. A damper in the vacuum line smooths out the pressure pulses.
- The VSV is the vent valve that allows the ECU to apply atmospheric pressure to the EGR valve, allowing it to close again.
- Check for 12 volts at the positive side of the solenoid. The
 voltage on the negative side of the EVRV solenoid will vary
 depending on ECU control operation and is best checked with
 an oscilloscope.



COMPONENT	RESISTANCE @ 20°C
EVRV - EGR Regulator	11 - 13 Ohms
VSV - EGR Vent Solenoid	37 - 44 Ohms

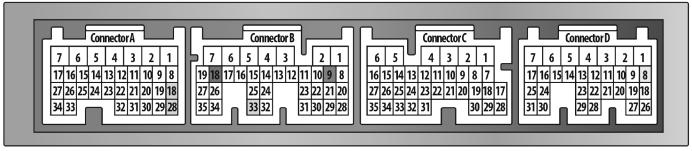


Diagram #4 Connector Pinout at ECU

EGR POSITION SENSOR TESTS

- The EGR valve position sensor is supplied with 5 volts and a ground circuit through the ECU.
- Check that there is 5 volts between pin 1 and pin 2 of the sensor connector with the ignition ON.
- The sensor signal is measured at pin 3.

SENSOR SIGNAL VALUE	CONDITION
1k Ohms	Fully Closed
3.9K Ohms	Fully Open
0.6 - 1.4 Volts	Ignition ON
1.9 - 2.9 Volts	Engine Idling

NOTES

- Cleaning EGR valves is generally only a temporary repair. This
 is because it is usually impossible to clean all the carbon
 from the valve and guarantee future operation. Therefore, it is
 usually best to replace the valve.
- The intake manifold on the 1KD engine has plastic bushes for the swirl valve shafts. It is vital that no harsh solvents are used when cleaning out the manifold.



Diagram #5 Manifold Carbon Build-Up

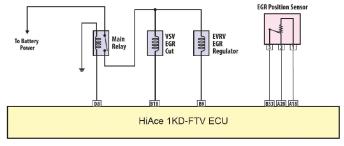


Diagram #6 EGR Wiring Diagram

TIP: Correct EGR operation depends on getting good signals from the MAF (Mass Air Flow) and Air Intake Temperature (IAT) sensors. Whenever you are checking EGR functionality, also check these two sensors for contamination and operation.

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Results from the BDO and AusCERT Cyber Security Survey 2018/2019 are in and with three years of data to draw upon, there are some great insights for industry.

Cyber risk remains a relevant and ever present consequence of society's pervasive adoption of technology. For this very reason, the need for organisations to be able to detect, respond and recover from a cyber incident are more important than ever.

The results prove one of the biggest hurdles is being overcome, with a genuine uplift in leadership awareness of cyber security and improved reporting to decision makers.

What is needed though is a greater focus on reducing the impact of a cyber incident. Being able to detect it great, but it is only truly beneficial if a response is swift and targeted.

Here's a summary of our key insights. To learn more, check out the **full report**.

LEADERSHIP IS INCREASINGLY AWARE OF CYBER RISK

Survey respondents demonstrated a clear increase in cyber security awareness in 2018. This shift in attitude has come directly from the top, indicating that there is a true increase in leadership awareness of cyber security and improved reporting to these senior levels.

Where the Board and Executive Leadership

Team have greater oversight and understanding of their organisation's cyber security risks, greater support and implementation of proactive cyber security controls is reported.

Are your organisation's leaders engaged and on board with your cyber security approach?

INCREASING DATA BREACHES OR JUST MANDATORY REPORTING?

Data loss/theft of confidential information incidents rose by 78.68% in 2018 compared to 2017. This significant increase could be related to the implementation of the Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB) in Australia in early 2018. The Act's requirements for mandatory reporting has seen investment in preparedness measures across many respondent organisations.

Despite this, the survey highlighted that organisations are not focusing enough on response or incident management procedures. These components, along with cyber insurance, should form part of a comprehensive cyber security resilience program, as they allow organisations to more effectively minimise the impact of breaches, while ensuring a rapid investigation into the cause and effect.

HACKTIVIST ATTACKS EXPECTED TO BE NEARLY TWICE AS COMMON IN 2019

When asked about the types of attackers

that would be most prevalent in 2019, respondents indicated that activists/ hacktivists would be nearly twice as likely to be sources of cyber security incidents than the previous year.

Organisations could be underestimating the prevalence of cyber security criminals and insiders, and overestimating the frequency of attacks launched by other actors. This could be symptomatic of a limited understanding of the relevant cyber security threat risk landscape.

THE CONTINUED RISE OF PHISHING

Trend data from our survey results since 2016 outlines a consistent rise in phishing incidents. In fact, it remains the most common incident experienced. Adversaries continue to target the human psyche, our inquisitiveness and general position of trust. Humans are continuing to prove to be a weak link in the layers of defence.

We have seen many businesses slowly implementing phishing awareness training across their workforce, but educating all employees about the dangers of phishing is a slow process. While education continues to improve, we expect phishing to remain the most popular attack vector.

DOWNLOAD THE FULL 2018/2019
RESULTS REPORT AT WWW.BDO.COM.AU



Consumers are understandably annoyed when they've spent thousands on a second-hand car, only to find out later that they've been deceived about how many kilometres the car has really travelled.

A recent successful prosecution of two people from Adelaide for odometer tampering has highlighted that this can and does occur and how Consumer and Business Services (CBS) takes enforcement action against this unlawful practice.

The two people prosecuted bought cars from interstate auctions, sold them under false pretences, and were convicted of numerous breaches of South Australia's second-hand vehicle dealer laws.

In the Adelaide Magistrates Court both Luke Lorraine and Semir Jasic admitted to carrying on business as a dealer without a licence and a number of related charges.

Jasic also pleaded guilty to making false and misleading statements regarding the history or previous use of a motor vehicle.

The court was told that, in one instance, Lorraine arranged a third party to wind a car's odometer back from 376,900 kilometres to around 168,000 before it was sold

Lorraine was fined \$11,900 and ordered to repay \$2593.77, while Jasic was fined \$14,000 and ordered to repay \$1200.

Significant penalties apply for breaches:

ACT	OFFENCE	MAXIMUM PENALTY PER OFFENCE
Second-hand Vehicle	Interfering with an odometer	\$10,000
Dealers Act 1995	*Applies to everyone in SA	
Australian	False or misleading representations	\$10million for a
Consumer Law	*Applies to businesses and	company or \$500,000
	companies	for a business

When buying a vehicle, consumers expect the seller to provide them with accurate information about the vehicle's history. Winding back an odometer without a valid reason represents a gross breach of trust to consumers.

Consumers use the information provided to them to decide whether or not to buy a vehicle, how much to pay for it, and in some cases the pre-purchase vehicle inspections they arrange.

It is an offence for businesses to provide false or misleading information about the distance a vehicle has travelled, and it is an offence for anyone to interfere with an odometer – unless approval from CBS has been granted prior to the change.

The approval requirement applies to everyone across South Australia, including dealers, mechanics and private individuals. There must be a valid reason for needing to replace or alter an odometer – e.g. the gauge has been damaged in an accident.

Interfering with an odometer includes:

- · altering the reading
- removing the odometer, even if only to repair it
- replacing the odometer
- anything that makes the odometer inoperative or inaccurate.

The approval process is simple and straightforward, and there is no fee to apply to CBS. The application form can be completed online – Request to alter or replace an odometer.

Dealers, mechanics, repairers and members of the public are encouraged to report any incidents of odometer tampering to CBS. You can report online at cbs.sa.gov.au/contact

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