

MOTOR TRADE

Official Magazine of the Motor Trade Association SA/NT

LESSONS FROM COVID-19

November 2020



Boylan +



RECYCLING UNDER REVIEW

GRADUATING APPRENTICES



MINISTER OVERVIEW

NEW MEMBER: AUTOFAST CAR SERVICE



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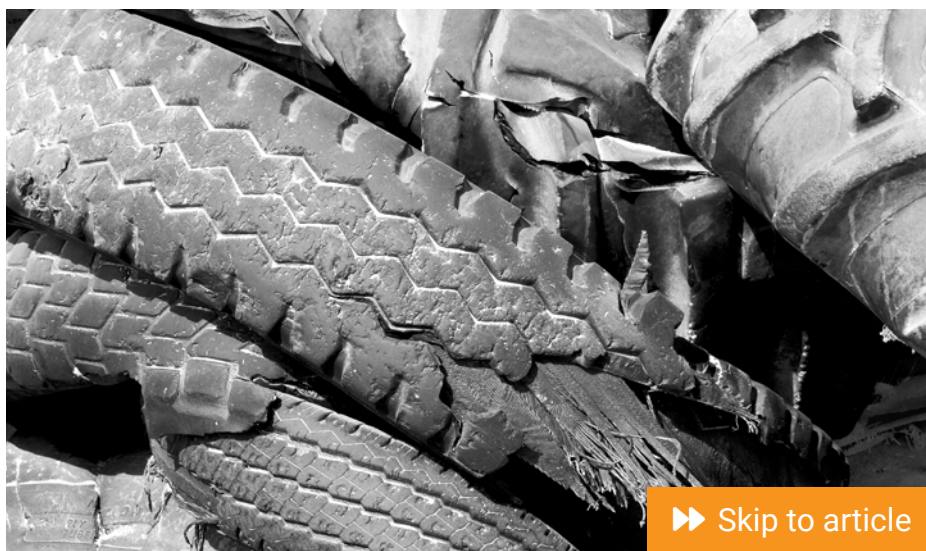
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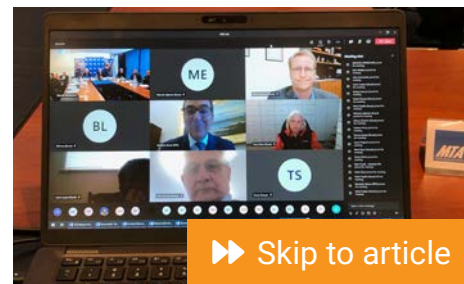
NOVEMBER 2020

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TALKS PROGRESSING ON AUTOMOTIVE RECYCLING GUIDELINES

Discussions are progressing positively with the Environmental Protection Authority (EPA) regarding new guidelines to improve the standard of automotive recycling in South Australia.

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MTA AGM AND IAC MEETINGS



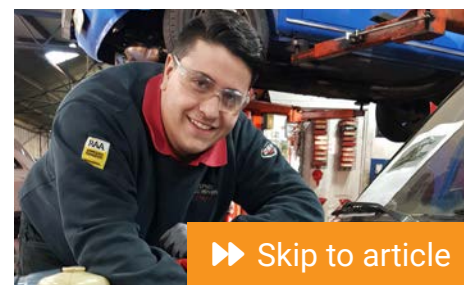
The MTA conducted its first online AGM and held its inaugural Industry Advisory Council meeting.

MINISTER URGES INDUSTRY TO EMBRACE OPPORTUNITIES



The Minister for Infrastructure and Transport, Corey Wingard, focuses on a strong economic recovery.

GRADUATING AND AWARD WINNING MTA APPRENTICES



We would like to congratulate all of our graduating MTA Apprentices and outstanding award nominees for the 2019-2020 year.

CHAIRMAN'S REPORT

MTA CHAIRMAN, FRANK AGOSTINO



MTA AGM IN TIMES OF COVID-19

In these times of COVID-19 restrictions, many changes have occurred across businesses, including within the MTA. This year's MTA AGM was held via a virtual meeting (with the Board and MTA staff live from the MTA Board Room). Unfortunately, due to changes related to COVID-19 the election process could not be finalised and declared, so the Board will continue as a transitional Board for now, with an additional casual Board member, Tom Skothos, who was nominated for the vacant position. Thank you to all Board members and those who attended or provided your proxy votes.

INAUGURAL INDUSTRY ADVISORY COUNCIL

Likewise, the Industry Advisory Council (IAC) successfully met online with a few members in person for their inaugural meeting. The IAC consists of South Australian and Northern Territory Divisional Chairs and Deputy Chairs and Zone Chairs. From this first meeting, the IAC has already proved the value in breaking down the individual barriers between

each division, highlighting how activity within one division may affect the broader automotive industry.

There was a focus within the IAC on Vehicle Inspections for both light and heavy vehicles. The healthy discussion resulted in the formation of a subcommittee of IAC members to further the MTA's position and explore these discussions with government at a national level.

As a special guest, the Premier of South Australia joined the IAC meeting online and provided information on the challenges in responding to COVID-19 and a way forward; namely the automotive industry's part in the road to the COVID-19 recovery. The Premier also took questions from the floor including queries on government assistance and border restriction measures.

The meeting and special guest were well received and proved to be a productive meeting with effective actions moving forward. Once again, I would like to thank all members of the IAC for your time and dedication to the betterment of the automotive industry.

With Victoria's situation improving and borders gradually opening

across Australia, we hope to see improvements in some pain areas with availability of new and used vehicles and parts. Given the state of the wider world, this may still prove to be an issue for some. There will be some businesses returning to busy times and others still being significantly impacted by the effects of COVID-19. The COVID-19 portal is still available on the MTA website and continues to be updated, when new information is received.

"...due to changes related to COVID-19 the election process could not be finalised and declared, so the Board will continue as a transitional Board for now..."

CEO'S MESSAGE

MTA CEO, PAUL UNERKOV



Once again an eventful three months as we rolled into the second half of an unprecedented year. With the first set of JobKeeper changes now in effect, I wanted to remind all MTA members that we do provide information and support that may help you navigate this change. Thankfully, the cases in Victoria are reducing, which we hope will release some of the much-needed supplies, and borders are gradually opening, enabling free movement and less red tape. The SA Government has also extended their payroll and land tax COVID-19 relief. The MTA continues to advocate for the automotive industry through this pandemic.

After meeting with Charles Darwin University (CDU) and the Northern Territory at the beginning of September, I am delighted that since meeting with Professor David Young, College Dean of CDU, he has confirmed the continuation of their automotive training courses. This is welcome news and a fantastic outcome for the automotive industry.

We continue to advocate for the inclusion of more automotive franchises into the Franchising Code and for improved recognition of goodwill, compensation, tenure and warranty, following Holden's withdrawal from Australia. However, it was pleasing to see the government's

increase in penalties, requirement for further disclosure and enhanced dispute resolution mechanisms were a welcome response to the Parliamentary Joint Committee's Fairness in Franchising Report.

For collision repairers, the Economic and Finance Committee tabled its report on the Inquiry into the Motor Vehicle Insurance and Repair Industry in SA over a collection of submissions, hearings and evidence collected over the past year. There were 11 recommendations aimed at increasing transparency, consumer choice and effectiveness of the Code of Conduct across the motor vehicle insurance and repair industry, while maintaining consumer safety by ensuring that all motor vehicles repaired as part of insurance claims are restored to their pre-accident condition. After years of advocacy towards change, this is a great achievement in the history of the inquiries for the industry. We want to maintain the momentum and are advocating to all sides of government to accept the recommendations to mandate the Code of Conduct along with a binding mediation process and appropriate financial penalties for breaches.

Thank you to all the Body Repair division members who took the time to provide submissions and evidence to the Inquiry. This is just one example

of how evidence based information produces stronger recommendations for change.

The State Parliament decision to have petrol retailers report their fuel pricing for reporting and monitoring and allowing this information to be accessible to mobile app developers will soon be in effect. Of the two models that had been considered, the MTA is glad that the Parliament settled on the Queensland real-time model. Based on learnings from interstate, this appears to be the more business friendly model.

Prior to the Northern Territory Election the MTA presented our Election Charter, Automotive in the Territory, to all candidates. With the NT Election complete and the economy starting to regroup after impacts of the pandemic we are continuing forwards advocating and fighting to resolve skill shortages and training, modernisation of the Consumer Affairs and Fair Trading (Motor Vehicle Dealers) Regulations 1992, the fight against unlicensed vehicle sellers and more.

As an MTA member, if you are experiencing an issue that is impacting your business or industry, please remember to contact us on 8291 2000 or email mta@mtasant.com.au ➔. We are stronger together.

TALKS PROGRESSING ON AUTOMOTIVE RECYCLING GUIDELINES

Discussions are progressing positively with the Environment Protection Authority (EPA) regarding the potential for new guidelines to improve the standard of automotive recycling in South Australia. The MTA's preferred position is to implement guidelines based on the Victorian model, which involved strong industry input and has been well accepted by business.

[Click here to see a copy of the Victorian Auto Recyclers Guideline](#) ➔

In February, members from a number of MTA divisions met with the EPA to discuss a range of issues including:

- Challenges posed by automotive waste products such as plastics;
- The Tyre Stewardship Program;
- Solvent Waste Recovery; and
- Promoting best practice in the automotive dismantling and recycling industry.

An end-of-life vehicle (ELV) policy is a major issue for dismantlers and recyclers, as vehicles increasingly move towards a higher volume of complex plastics.

"The guidelines developed by the VACC and Victorian EPA is recognised as best practice and has strong industry input. They are reflective of real world practices of automotive recyclers and dismantlers.

"We have been having positive discussions with South Australia's EPA as the State's environmental regulator

about the potential for implementing a version of it here," said Kaes Cillessen, the MTA's Industry and Government Engagement Manager.

Through working collaboratively with the EPA it is hoped that the guidelines can be published locally.

"It is not a punitive imposition on existing members who are on a path of improvement, it is more about setting out a pathway on how to be better," said Kaes.

"It would also help the government manage those who are doing the wrong thing, causing harm to the environment and causing community concern, which presents great difficulties for councils and the EPA to manage."

Kaes said there had been "very good engagement from all parties".

VIEWPOINT: MARK KRAULIS, UPULLIT AUTOMOTIVE RECYCLING



"It's my understanding that the Victorian Environment Protection Authority made a commitment in consultation with industry and key players to draft the "Victorian auto recyclers guideline" with an objective to produce a practical working document to minimise risk of harm to health and the environment and lift industry

standards. I feel this is something we can also encourage, however it must incorporate all industry participants to ensure a fair playing field.

"This similar approach was encouraged, after the round table meeting at the MTA boardroom in February, from the SA EPA.

"The Victorian guidelines appear to have considerable detail in best practice and a detailed end-of-life vehicle (ELV) handling process.

"I feel it's a positive step forward and if a similar approach and set of guidelines were put forward from SA EPA, I believe the SA Automotive recyclers/dismantlers and MTA members could potentially benefit.

"In my opinion ELV guidelines or standards would assist in best practice and if turned into and implemented as an enforced policy could create a minimum standard which all auto recyclers/dismantlers/end-of-life vehicle operators would need to comply with.

"Implementation of a clear, workable policy including licensing in conjunction with resources to audit and manage compliance from departments like EPA, SafeWork SA, ARctick etc would send a clear message that non-compliant rogue operators conducting business with disregard for environmental and legal responsibilities would no longer be tolerated."

FRANCHISING AGREEMENT REFORM - SENATE INQUIRY UPDATE

For decades, the Motor Trade Association has advocated for franchising agreement reform and changes to the power imbalance that exists between multinational vehicle manufacturers and new car dealers.

At its heart is an ongoing struggle for often family owned dealerships to maintain business relationships through complex franchising arrangements, and against significant capital expenditure demands, a lack of ongoing security of tenure, as well as inconsistent compensation mechanisms.

The withdrawal of GM Holden from the Australian market brought these issues more clearly into public view. While the difficulties experienced by individual Holden dealers are not surprising to those within the automotive industry, it has placed problems with the franchising model front and centre in the political realm.

Since the announcement, the Australian Senate has held an inquiry into General Motors Holden Operations in Australia and more recently, the Senate Education and Employment Committee has called for a full inquiry into the relationship between all overseas car Manufacturers and Australian car Dealers. We have engaged in these through written and in person submissions and hearings, bringing the concerns of our members to the Government.

It is encouraging to see that productive steps have been made in the development of a franchising code of conduct for new car dealers which will see improvements such as stricter requirements around capital investment requests, increased penalties and enhanced dispute resolution mechanisms such as multi-franchisee bargaining.

While the code of conduct does not cover every issue we have raised with the Government, it is an important stepping-stone and a foundation towards greater reform of franchising in the automotive industry. It is for this reason that the MTA and our National Association, the Motor

“...the Senate Education and Employment Committee has called for a full inquiry into the relationship between all overseas car Manufacturers and Australian car Dealers.”

Trades Association of Australia (MTAA) believe that it is important to work in partnership with the Government to implement real change in franchising today, rather than holding up this significant milestone for ‘one more ask’.

Our ability to work constructively with the Government means that we are taken seriously as the voice of the automotive industry nationally, and it has allowed us to successfully argue for a review of the code of conduct with a view to include other automotive businesses such as farm and agricultural machinery dealers, motorcycle dealers and others.

We will also highlight concerns surrounding a lack of security through tenure, as well as calling for the code of conduct to be mandatory.

Providing a fair go for franchisees is at the core of this issue – a message that is resonating with the public and politicians alike.

MTA members that would like to know more about the MTA's activity on Franchising Agreements can contact the MTA Advocacy Team on mtaadvocacy@mtasant.com.au ➔ or 8291 2000.

MTA ANNUAL GENERAL MEETING

The MTA conducted its first online Annual General Meeting (AGM) on September 22nd in line with COVID-19 safe social distancing practices. The proceedings were well received and although nominations and proxies were gathered, the Australian Electoral Commission (AEC) were regrettably unable to complete the election due to constraints placed by the impacts of COVID-19. The AEC and the Registered Organisation Commission (ROC) advised that the Board would be able

to continue as a transitional Board until such time as they are able to assist with the election.

At the Board meeting following the AGM, MTA Chairman Frank Agostino, nominated Tom Skothos as the remaining casual Board member. With no other nominations put forward, the Board passed the motion.

Thank you to all of the transitional Board members for their dedication and time in governing the Motor Trade Association SA/NT.

THE BOARD



Frank Agostino
(Chair)
Agostino Group



Neville Gibb
Gibb & Sons
Pty Ltd



John Hitchcock
Dial A Tow



Mark McGuire
Adelaide Car Parts
Pty Ltd



Clive Polley
Independent
Components



Peter Roberts
OG Roberts & Co



Tom Skothos
Pro Paint 'n Panel

INDUSTRY ADVISORY COUNCIL INAUGURAL MEETING

As part of the revised Constitution of the MTA a new Industry Advisory Council (IAC) has been formed. The IAC consists of the chair and deputy chair from each Division and the chair of each Zone. The IAC reports to the Board and its role is to assist in the development of the Association's industry policy position for the interests of members. The members of the IAC have a key role in bringing forward the industry policy positions from their various Divisions and Zones for broader consultation and development of policy materials.

On September 22nd 2020, after the Annual General Meeting, the Inaugural IAC meeting was held in a COVID-19 safe meeting with the Board present in person and IAC members online.

Discussions kicked off with introduction summaries from MTA Industry Specialists and Division and Zone Chairs and Deputy Chairs,

highlighting the priorities and activities the MTA was undertaking. It was also a chance for Divisions and Zones to learn about shared issues and discuss points of difference.

The main focus of the first meeting was Vehicle Inspections, for both light and heavy vehicles. A position paper for light vehicle inspections at change of ownership was discussed with the IAC broadly supporting the MTA's advocacy strategy.

Heavy vehicle inspections were also discussed, following the State Government's decision to delay plans for Heavy Vehicle Inspection Scheme (HVIS) stage two periodic inspections.

While the IAC supported moves to continue discussions surrounding heavy vehicle inspections at a national level with the National Heavy Vehicle Regulator (NHVR), a decision was made to form a subcommittee to

discuss the MTA's position on periodic inspections in more detail.

The Premier of South Australia joined the IAC meeting as a special guest and provided information on the challenges surrounding the State Government's response to COVID-19, as well as the roadmap towards economic recovery and the role the automotive industry will play. The Premier also took questions from the floor some of which covered issues such as government assistance and border restriction measures.

The MTA welcomes the insight, oversight, direction and discussion within the IAC. If members find they are experiencing issues that may be impacting other like businesses, they are encouraged to contact the MTA on 8291 2000 or mta@mtasant.com.au or to contact your Divisional or Zone chairs.

IAC MEMBERS BY ZONE AND CHAIR

DIVISION	CHAIR	DEPUTY CHAIR
Automotive Dealers Association (SA/NT) (ADA)	Mark Papillo	Ditmar Guehrer
Automotive Repair and Engineering Specialists (SA/NT) (ARD)	Michael McMichael	Peter Stewart
Automotive Dismantlers (SA/NT) (AD)	Darran Van Der Woude	Raul Qasimy
Body Repair Specialists (SA/NT) (BRD)	Dario Tonon	Jeff Williams
Commercial Vehicle Industry Association (SA/NT) - (CVIA)	Bill Lane	Cameron Morelli
Farm and Industrial Machinery Dealers Association (SA/NT)- (FIMDA)	Malcolm Eglinton	Davide Feltrin
Licensed Vehicle Dealers (SA/NT) (LVD)	David Vincent	Norm Cooper
Motorcycle Industry Association (SA/NT) (MIA)	Mark Flynn	Blair Freeth
Service Station (SA/NT) - (SS)	John Antoniadis	Andrew Perry
Towing Services (SA/NT)	John Hitchcock	Ralph Scutella
Tyre Dealers (SA/NT)	Marcus Baldacchino	Troy McCade
General (SA/NT)	Clive Polley	Teresa Shawyer

ZONE	CHAIR
Hills and Murraylands	Paul Blenkiron
Eyre Peninsula	Dylan Pedler
Barossa, Light and Lower North	Wayne Marschall
South Coast	Anthony Norris
Yorke and Mid North	Butch Bennett
South East	Paul Gazzard
Riverland	Kym Webber
Northern Territory	Guido Merlo
Upper North	Neville Gibb
Far North	Tracy Butler - Casual Chair

AUTOFAST CAR SERVICE

OWNER:
FELIPE LEITE



CAN YOU TELL US THE HISTORY OF YOUR BUSINESS?

AutoFast's history started 20 years ago in Brazil as a culmination of many years of experience and strong customer relationships from my years as a young mechanic. Starting in 1985 until 2000, I worked in several different dealerships (Fiat, Alfa Romeo, BMW, VW, Jeep), and specialised as a technician in the racing industry.

In 2000, I believed I had gained enough experience and cultivated a strong clientele to open my own one-stop workshop - AutoFast. In 10 years, AutoFast in Brazil grew from a small business to a workshop of around 2,500 loyal customers and around 30 employees.

In 2010, my wife and I made the life-changing decision to move to Australia with our children in search of a better life. In 2015, I set up the AutoFast Mobile Service Van, where I was able to drive through different communities and start

building meaningful customer relationships.

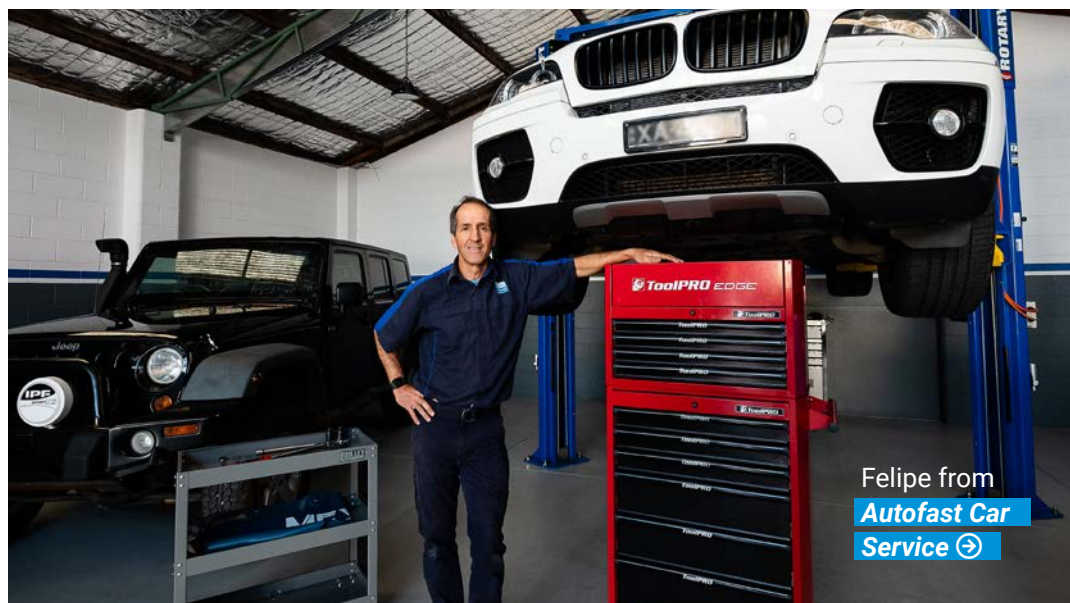
Since then, thanks to AutoFast's growing customer base, the mobile service has developed into a permanent workshop. Alongside my wife and son, our workshop has become a family-run business devoted to offering friendly, personalised, and trustworthy service to our customers.

WHAT SERVICES/PRODUCTS DO YOU OFFER?

We offer a wide range of vehicle servicing options, including a full diagnostic system, and specialised maintenance and repair of brake systems, auto electrical servicing, air conditioning issues, and general repairs. Our workshop is fully equipped with state-of-the-art technology machinery and regular employee training to offer the highest quality of services to our customers.

WHY DID YOU BECOME A MEMBER OF THE MTA?

We have always admired the MTA's commitment to advocating for the automotive industry and supporting its members to achieve their goals. As a growing business, we believe it is of the utmost importance to unite forces with a leading industry name like the MTA to ensure that not only the well-being of my company is taken care of, but most importantly that our whole industry is more unified and stronger.



Felipe from
**Autofast Car
Service** ➔



WHAT HAVE BEEN THE GREATEST CHALLENGES IN 2020 AND HOW HAVE YOU RESPONDED?

The challenges of 2020 have motivated us to change and adapt our business strategy in the face of growing uncertainty and instability around the world. The COVID-19 pandemic has made us realise just how important it is to be flexible in our business, and to understand what our customers want from us at different times. In the early stages of the pandemic, one of the most important changes we made to our business was to introduce free pick-up and delivery services to all of our customers.

This was effective in three major ways for our customers: it reduced anxieties about leaving their homes, it accommodated the needs of those who needed to self-isolate, and, lastly, it also restricted movement and interactions across the community.

Our approach throughout this ongoing pandemic has been to reinforce open and clear communication with all of our customers and employees, paying attention to their specific needs and responding accordingly. Inside our workshop, we have rigorously observed health and safety guidelines.

WHAT ARE THE FACTORS – INCLUDING PERSONAL TRAITS AND BUSINESS FACTORS - THAT HAVE CONTRIBUTED TO YOUR SUCCESS?

Several different factors have contributed to AutoFast's success, including many generous and exceptional individuals who have been an essential part of our business's story.

In particular, my amazing co-partners (my son and my wife) have each put in extraordinary time and work to make AutoFast what it is, and they both continue to push

the business forward every step of the way. I could not be where I am today had it not been for their amazing support and expertise.

Every AutoFast employee has also contributed remarkably to our success.

Their unrelenting work ethic and desire to keep learning is what guarantees our customers' trust and satisfaction in the work we do. By continuing to offer training and support to our employees, we have built mutually respectful relationships.

On a personal note, I think I have contributed to AutoFast's success by bringing my attention to detail and strong communication skills to the table. By focusing on building meaningful relationships with our customers, I have taken the time to be available to talk openly and honestly with them about their vehicle's problems and our plan of action. This has created a strong and reliable bond between our business and our clientele.

WHAT DO YOU ENJOY MOST ABOUT WORKING IN THE RETAIL AUTOMOTIVE INDUSTRY?

Apart from getting to meet all kinds of different people in my community, I love working in the automotive industry because it is at the forefront of many technological developments. There is never a shortage of fresh ideas, innovative designs, and new technology coming into the automotive scene, which encourages us to always keep learning.

FINAL COMMENTS?

We are excited to be a part of the MTA community and to join the important fight for mandatory data sharing in our industry. With the MTA's support for advocacy, training, and services, AutoFast will be ready to offer our customers the highest quality of service that they deserve.

MINISTER URGES INDUSTRY TO EMBRACE NEW OPPORTUNITIES

Minister for
Infrastructure
and Transport,
Corey Wingard



While industry's push for compulsory vehicle inspections is clearly on the radar of the new Minister for Infrastructure and Transport, Corey Wingard, his more immediate focus is stimulating a strong economic recovery.

Speaking with Motor Trade in late September, he said it remained critical for South Australia to achieve the right balance between health and economic outcomes.

The State Government's ongoing ability to achieve its health objectives meant it was well placed to fire up the economy and create jobs, with infrastructure investment a key driver.

However, the Minister said the State Government remained committed to periodic inspections as part of the heavy vehicle inspection scheme and is pushing for a national approach.

"We're awaiting the outcome of the National Transport Commission (NTC) review into recasting heavy vehicle national law and resolving policy at that level," he said.

"We're also consulting with the national heavy vehicle regulator and SAPOL (SA Police) to review the roadworthiness regulations nationally as part of that."

The NTC review of the Heavy Vehicle National Law (HVNL) and its supporting regulations started in November 2018 and a Consultation Regulation Impact Statement (RIS) was released in June this year.

The NTC intends to finalise options in a "decision RIS" and present this to State Ministers in May 2021.

As former Minister for Road Safety, Corey brings to his new portfolio an acute understanding of the importance of roadworthy vehicles. However, he stopped short of endorsing compulsory vehicle inspections, arguing that a range of issues need to be addressed.

"The cars are important but so are the roads and infrastructure," he said.

"That's why we're investing \$12.9 billion in infrastructure in South Australia across the next four years."

Born in Cleve on the Eyre Peninsula, he includes references to both metropolitan and regional areas in his statements.

"A big part of that \$12.9 billion investment is improving our road infrastructure both in the regions and in the cities to make our intersections more efficient and to get an even better traffic flow.

"We're investing heavily in our freight corridors and our regional roads, making sure they have shoulder sealing, line markings, audio tactile markers and guardrails.

"And as part of the state's COVID-19 stimulus package, we put \$144.5 million into improving our roads, with a big focus on road safety upgrades."

In addition to showing political leadership, as a father and grandfather he also reflected on the need to alter society's mindset so that young, less experienced drivers no longer owned the oldest cars on the roads and instead drove the best.

BACKGROUND

A former journalist, the 49-year-old was first elected in March 2014.

He quickly adapted to the cut-and-thrust of politics and showed an uncanny ability to interpret the drumbeat of his electorate.

Veteran commentators were not surprised to see him promoted to the Shadow Cabinet and during his time in the Liberal Opposition his responsibilities included Small Business and also Automotive Transformation.

Asked about his key priorities and what he would like to achieve by the next election, the Member for Gibson said COVID-19 had substantially "changed the landscape".

"Everyone's thinking very, very differently," he said.



"Our big focus is, first and foremost, always on the health of South Australia. We've done a really good job there, making sure we keep people as safe as possible around COVID-19.

"Now coming out of the pandemic we want to make sure that we're getting people into jobs and working.

"With the \$12.9 billion infrastructure spend, it's about getting each project out the door because we'll be improving our infrastructure and creating jobs."

KEY PILLARS

The Minister said transport and infrastructure were two key pillars supporting employment; when people have jobs they could afford to spend, buy cars and take holidays, which flowed into the automotive sector and promoted prosperity in the general economy.

"I think the opportunity for the motor industry is really great if we can keep people working, keep people in jobs," he said.

"There is the propensity for more travel and more use of motor vehicles. People are going to look to holiday closer to home and therefore travel a lot more on our roads and by motor vehicle."

Exuding enthusiasm and a sense of urgency despite the troubled times, he said this presented the automotive sector with "a great opportunity".

"As more people travel locally, they will upgrade cars, servicing will increase and as we're seeing, there will be greater demand for caravans. That's just for starters.

"All of that will generate revenue and jobs for the automotive sector and generate growth for Australia.

"So whilst COVID-19 has been a negative, we also see plenty of positive opportunities. We want to ensure we can leverage that, coming from a really strong health position."

ENGAGEMENT

Asked what he would bring to his new role from his time as Minister for Police and Emergency Services, Corey quickly focused on "stakeholder engagement".

"One of the key things about being involved with the emergency services was engaging with key stakeholders and the volunteers in particular," he said.

"Engagement is equally important in transport and infrastructure, to ensure we've taken people on the journey. There are a lot of things that are rolling out at the minute. We want to keep delivering on those and making sure we're engaging with all stakeholders along the way."

Looking to the future, Minister Wingard said government had a part to play in working with industry as society embraced electric cars and moved closer to autonomous vehicles.

He said the Government has launched a \$4.9 million electric vehicle action plan, which was focused on growing the sector. The aim was to help find innovative solutions for both vehicles and general energy demand.

"You can see the time when you will drive your car to work, solar panels on the roof of a parking space will charge your car, you'll drive home with a full battery and then plug that battery into your house," he said.

"This stored power in your car will assist with energy needs in the home at peak times but then overnight when the price of electricity comes down, you recharge your car and you're off to go to work again the next day."

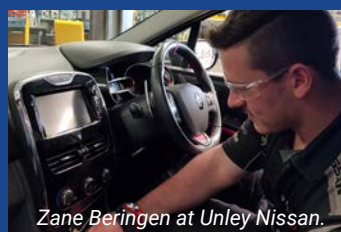
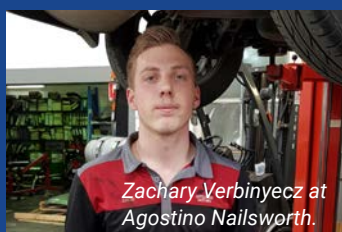
He said this form of innovation was exciting for the future of the motor trade industry and its future employees, who would move away from "traditionally mechanical traineeships and get to cover electrical engineering and other aspects as well".

CONGRATULATIONS GRADUATING MTA APPRENTICES

We would like to congratulate all of our graduating MTA Apprentices for the 2019-2020 year. Your four years of hard work and dedication to your work and training is a great achievement and one of which you should be proud.

Thank you to all of our sponsors for your support in bringing about a COVID-19 cautious Graduation

celebration. To all hosts and employers, not only are you providing opportunities to apprentices, you are imparting valuable knowledge to the next generation of our automotive industry, and also doing your part to reduce the skills shortage. Thank you to all Trainers, Mentors and Field Officers for your guidance and dedication to the training, safety and wellbeing of our MTA Apprentices.



GRADUATION
SPONSORS



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AWARD WINNERS AND MERIT CERTIFICATE RECIPIENTS

APPRENTICE OF THE YEAR

WINNER - JASON PATTY

In recognition of an outstanding performance throughout their automotive apprenticeship.
Hosted by Autopro Loxton.

MOST OUTSTANDING 1ST YEAR APPRENTICE

WINNER - RILEY MULLAN

In recognition of an outstanding performance by a 1st Year Apprentice.
Hosted by WSB Distributors.

MERIT CERTIFICATE RILEY BALD

In recognition of achievement by
a 1st Year Apprentice.
Hosted by Harley-Heaven.

BOB GOLDSWORTHY AWARD

WINNER - LACHLAN MOSELEY

In recognition of an outstanding performance in an Automotive
Body Repair or Automotive Refinishing apprenticeship.
Hosted by Eblen Collision.

MERIT CERTIFICATE JACK O'BRIEN

Employed by KI Crash Repairs.

MOST OUTSTANDING 2ND YEAR APPRENTICE

WINNER - ALI AKBARI

In recognition of an outstanding performance by a
2nd Year Apprentice. Hosted by Peter Page Holden.

MERIT CERTIFICATE

NICK WRIGHT - Employed by Blenks Automotive
OMARI ANZURUNI - Hosted by Walker Crash Repairs
TATE PIETRALA - Employed by Pringles Crouch Cummins
In recognition of achievement by a 2nd Year Apprentice.

MOST OUTSTANDING 3RD YEAR APPRENTICE

WINNER - ROSS GASKIN

In recognition of an outstanding performance by a 3rd Year Apprentice.
Hosted by Diesel Repair Service.

MERIT CERTIFICATE JACK O'BRIEN

In recognition of achievement by
a 3rd Year Apprentice.
Employed by KI Crash Repairs.

FULL LIST OF 2020 GRADUATES

GRADUATE	APPRENTICESHIP
David Ackland	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Luke Alexander	AUR32416 Certificate III in Automotive Refinishing Technology
Rowan Atkinson	AUR32416 Certificate III in Automotive Refinishing Technology
Joshua Balkwill	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Andrew Bates	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Nathan Batten	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jed Benbow	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 91034 Vantage Automotive Pty Ltd
Zane Beringen	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 3077 Bendigo Kangan Institute
Zacharia Bezzina-Lane	AUR32416 Certificate III in Automotive Refinishing Technology
Cody Blesing	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Bradley Borg	AUR31216 Certificate III in Mobile Plant Technology
Shane Bowes	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Nathan Brackstone-Thorne	AUR30416 Certificate III in Agricultural Mechanical Technology
Heath Brackstone-Thorne	AUR30416 Certificate III in Agricultural Mechanical Technology
Steven Brands	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jack Breen	AUR30416 Certificate III in Agricultural Mechanical Technology
Matthew Brown	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jay Burckett	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Ralph Byles	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Jonathon Campbell	AUR30612 Certificate III in Light Vehicle Mechanical Technology RTO 41026 TAFE SA

GRADUATE	APPRENTICESHIP
Dylan Casement	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Shaun Caulfield	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Billy Chamberlain	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 91034 Vantage Automotive Pty Ltd
Henry Chao	AUR30616 Certificate III in Light Vehicle Mechanical Technology
James Chapman	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Adam Clarke	AUR32416 Certificate III in Automotive Refinishing Technology
Hamish Cox	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Nicholas Crettenden	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Joseph D'Angelo	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Brandan Dalgety	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
James Daly	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Alan Daly	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Braydon Davis	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Shaun Donoghue	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Oliver Dunn	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Matthew Edwards	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Keegan Elson	AUR30416 Certificate III in Agricultural Mechanical Technology
Ian Emerson	AUR30416 Certificate III in Agricultural Mechanical Technology
Ryan Engelhardt	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jonathan Feldberg	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jack Ferguson	AUR30616 Certificate III in Light Vehicle Mechanical Technology

GRADUATE	APPRENTICESHIP
Jack Fisher	AUR32116 Certificate III in Automotive Body Repair Technology
Tony Fitzgerald	AUR30416 Certificate III in Agricultural Mechanical Technology
Christian Fletcher	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Alistair Flew	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Michael Floropoulos-Skeggs	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology RTO 41026 TAFE SA
Fabian Francis	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Connor Frost	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 41026 TAFE SA
Paul Georges	AUR32116 Certificate III in Automotive Body Repair Technology RTO 40354 Cardijn College
Jesse Gillespie	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Ben Goody	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Benjamin Grantham	AUR32116 Certificate III in Automotive Body Repair Technology
Dylan Grantham	AUR32116 Certificate III in Automotive Body Repair Technology
Lucy Grimwood	AUR32416 Certificate III in Automotive Refinishing Technology
Daniel Hall	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jordan Hambley	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Thomas Harvey	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Ethan Haylock	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Kingsley Huber	AUR32116 Certificate III in Automotive Body Repair Technology
Kean Hyde	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jaymee Ireland	AUR30416 Certificate III in Agricultural Mechanical Technology
Brenton Jackson	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology RTO 41026 TAFE SA
Jayden Jones	AUR30416 Certificate III in Agricultural Mechanical Technology
Brayden Jones	AUR30416 Certificate III in Agricultural Mechanical Technology

GRADUATE	APPRENTICESHIP
Cody Jorgensen	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Liam Kavanagh	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Shaun Keelan	AUR31212 Certificate III in Heavy Commercial Vehicle Mechanical Technology RTO 41026 TAFE SA
Brandon Kelly	AUR30416 Certificate III in Agricultural Mechanical Technology
Amy Kelly	AUR31216 Certificate III in Mobile Plant Technology
Patrick Kershaw	AUR32116 Certificate III in Automotive Body Repair Technology
Travis Klitscher	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Brady Knauerhase	AUR30416 Certificate III in Agricultural Mechanical Technology
Spiros Kondoprias	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Steven Lam	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Devlin Lawrence	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Matthew Lewis-Lipinski	AUR30416 Certificate III in Agricultural Mechanical Technology
Mark Little	AUR30412 Certificate III in Agricultural Mechanical Technology RTO 41026 TAFE SA
Aaron Lowe	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Ross Magiafoglou	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Shane Marshall	AUR32416 Certificate III in Automotive Refinishing Technology
Bailey McCue	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Rhees McDonald	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Matt McKinnon	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Charlie Meyer	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Christopher Mowbray	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Hamish Mugg	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Tyson Neville	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology

GRADUATE	APPRENTICESHIP
Danny Nguyen	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 3077 Bendigo Kangan Institute
Ethyn Nicholls	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Daniel Nielsen	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Ashley Noble	AUR32116 Certificate III in Automotive Body Repair Technology
Kayden O'Brien	AUR30416 Certificate III in Agricultural Mechanical Technology
Corey Paech	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Brayden Paparella Bown	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jordan Peace	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jake Peters	AUR30516 Certificate III in Marine Mechanical Technology RTO 41026 TAFE SA
Can Phung	AUR31816 Certificate III in Heavy Commercial Trailer Technology
Matthew Piantadosi	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Joshua Piteo	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Harrison Pitt	AUR31216 Certificate III in Mobile Plant Technology RTO 41026 TAFE SA
Luke Porter	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Daniel Proeve	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Damien Puckridge	AUR30416 Certificate III in Agricultural Mechanical Technology
James Rodda	AUR31114 Certificate III in Heavy Commercial Vehicle Mechanical Technology RTO 40175 VTECH Automotive Training
Thomas Ronay	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Nicholas Rowe	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Adam Schultz	AUR32416 Certificate III in Automotive Refinishing Technology
Jake Schultz	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jagdeep Singh	AUR30616 Certificate III in Light Vehicle Mechanical Technology RTO 41026 TAFE SA

GRADUATE	APPRENTICESHIP
Bailey Siviour	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Dylan Sonntag	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology RTO 41026 TAFE SA
Dekoda Stanfield	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Zephyrous Stigwood	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Jesse Thompson	AUR31116 Certificate III in Heavy Commercial Vehicle Mechanical Technology
Jacob Tiss	AUR30416 Certificate III in Agricultural Mechanical Technology
Harrison Tracey	AUR31016 Certificate III in Automotive Sales
Peter Travangos	AUR32416 Certificate III in Automotive Refinishing Technology
Kaleb Tree	AUR31816 Certificate III in Heavy Commercial Trailer Technology
Tre Trevisan	AUR32416 Certificate III in Automotive Refinishing Technology
Jaik Tubb	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Robert Vella	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Benjamin Ventrice	AUR32416 Certificate III in Automotive Refinishing Technology
Zachary Verbinyecz	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Liam Vivian	AUR30416 Certificate III in Agricultural Mechanical Technology
Christopher Webb	AUR31016 Certificate III in Automotive Sales
Hayden Wellington	AUR32416 Certificate III in Automotive Refinishing Technology
Matthew Wilden	AUR32116 Certificate III in Automotive Body Repair Technology
Lewis Williams	AUR30416 Certificate III in Agricultural Mechanical Technology
Jack Wilson	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Bradley Wilson	AUR30616 Certificate III in Light Vehicle Mechanical Technology
Darcy Wilson	AUR30416 Certificate III in Agricultural Mechanical Technology
Cale Wilson-Koch	AUR30316 Certificate III in Automotive Electrical Technology
Adam Zito	AUR30616 Certificate III in Light Vehicle Mechanical Technology

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Portside Mitsubishi Service Manager, Dylan Morris said, "It's easy taking on a MTA apprentice. Portside finds if we get apprentices through other avenues, they just aren't as good."



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Contact Jason Polgreen, GM Apprentice Employment Services,
by calling  8241 0522 or emailing  jpolgreen@mtasant.com.au

DES HIGGINS

MOTOR BODIES

BY JOSH TEAKLE

In the early 1960s Des Higgins purchased, restored and on-sold his mate's MG TF sports car, which "whet the appetite" for what's been a nearly 60-year career in the automotive industry.

Aside from a stint in the Navy as a young man, Mr Higgins has only worked two jobs throughout his life – in his parents' general store, and then for himself repairing, refurbishing, selling and loving everything automotive.

Mr Higgins has always operated under his own name and currently trades as Des Higgins Motor Bodies in Salisbury South, a crash repair boutique alongside a team of five mechanics.

Growing up in Enfield, Mr Higgins worked in the family's general store, but his lifelong passion for cars and motorbikes was always going to pull him into the motor trade.

Returning from the Navy in his early 20s, Mr Higgins converted his parents' garage into a workshop in 1963 and commenced "meticulously" purchasing, refurbishing and selling modern British classic vehicles, all the while still working part-time for his parents.

In what was a "very fun" phase of his life Mr Higgins said he encountered anything from Jaguars and MGs, to Rovers, Daimlers and Triumphs rolling through the one-man production line.

"I started with one car and it just grew," he said.

"It got to the stage where I was selling them almost quicker than I could refurbish them and as it grew I started to have several under construction at one time and then eventually I needed some help so I had various casual craftsmen come through to give me a hand.

"I have always been interested in motor vehicles and just turned a hobby into a business."

As demand steadily increased Mr Higgins said he went full-time into his business, obtaining a dealer's licence and acquiring a small motor boutique showroom on Main North Road in Medindie.

"We started getting recommended by people who would seek us out for specific enquires and we would often

advertise a finished car in the newspaper and it would sell instantly," he said.

"We had the showroom but our cars were often sold before they even made it there."

Despite his initial foray into the refurbishing and re-selling field, Mr Higgins has since spent more than 50 years as a crash repairer – a change that came to him by chance in the late 1960s.

"My wife was out doing a message for the workshop and pranged one of the Jaguars," Mr Higgins said.

"The insurance inspector said to us 'why don't you just repair it yourself?', so we did and by doing that we made a relationship with the insurance company and the assessor.

"One day they came out and requested that we do a job for them – they more or less talked me into it and we started doing a lot of repair, restore, panel and painting work."

Mr Higgins said that his garage and team became so busy that he had to decide whether to continue with his original business model or move forward as a crash repairer.

"When we made the decision to go down the crash repair route we had one partially finished car in stock, a Rover 2000, and I decided to sell it in pieces to a car dealer – we never finished the last one," he said.

Mr Higgins closed the showroom, relinquished his dealer's licence, his team came on-board full-time and they started building a new workshop in Salisbury South. He joined the MTA in 1972 and has been a proud member ever since.

"It was 1974 when we eventually opened our doors at the new site on Acrylon Road because we built the workshop ourselves, coming out at night time and on weekends," he said.

"We welded the steel structure together and built it on-site which took a long time and was hard yakka, but we must have done a good enough job because we are still here to this day."

Now into his 80s, Mr Higgins doesn't pick up the tools too often anymore but still heads into work each day, loving the "challenge" of repairing damaged vehicles.



Des Higgins Motor Bodies,
Salisbury South SA

“What I love about crash repair is the challenge to take a crumpled-up vehicle and present it back to the client in a refurbished or restored condition,” he said.

“I like a challenge in life and still do because in crash repair you will never ever get two jobs the same.

In what were unusual comparisons, Mr Higgins likened going to the crash repairers to going to the dentist, whilst also believing that fixing a car was not too dissimilar to mending a broken arm.

“I like to be able to help people that are in trouble – if you have a toothache you don’t want to go to the dentist, but

you have to and that’s a little bit like our trade,” he said.

“You don’t want to go to a crash repairer, but if you’ve smashed your car, you got to so we try to personally look after the client to the best of our ability.

“No-one is magic and no-one can do a 100% repair but we are pretty proud to be able to do 90% – if you break your arm and go to the best surgeon in Adelaide, that arm is probably going to be a little bit suspect for the rest of your life.

“It would be better if you didn’t break your arm, like it would be better if you didn’t crash your car.”

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ON THE ROAD

BY ROBERT LAIDLAW

BIG IN THE TOP END



Heath Motor Group (Northern Territory) has just added a new franchise to its stable with the acquisition of Darwin SsangYong.

The Group offer sales and support over a large area of the Top End of the NT and WA.

"We understand that there are, in some instances, still vast distances between support and our guests," said Heath Motor Group spokesperson Kevin Rose.

"But look out for our dedicated remote service team to assist, coming in 2021.

"The best aspect of our business is our people.

"Both those who work inside the individual business for us and those from our manufacturing partners: Toyota Motor Company Australia; Isuzu Ute Australia; Hino Motor Sales Australia and SsangYong Australia.

"They all endeavour to go beyond and offer the best products and experiences for our guests.

"As for our MTA membership, we are kept up to date with the latest industry news and supported with the right advice when needed."



HIGH QUALITY

Pro Paint 'n Panel is always looking for new technology to help fast track the repair process. The company relies on consistent quality work as the backbone of its business and has implemented iBodyshop, which helps with timeframes and floor management and workflow.

In the future they are looking at ADAS calibration systems and also the Tradiebot part awareness system.

"The best aspect of our business is that we retain our workforce. Our quality doesn't change and everyone knows

the quality to expect is high," part owner Tom Skothos said.

"By offering a variety of services, we can control turnaround time and our mechanical team has a high level of experience on all makes and models of vehicles."

Some of the benefits of MTA membership for Pro Paint 'n Panel include the ability to keep up to date with changes in the industry, staff entitlements and employee rights.

"Overall the MTA keeps the industry alive and kicking," said Tom.

FAMILY BUSINESS RELOCATES



High Quality Car Sales is a family owned and operated business established in 2018 by owners Ashlea and Todd Quigley.

The business recently relocated to the corner of Brighton and Oaklands Road, Somerton Park when an opportunity arose to have main road frontage, with three adjacent sets of traffic lights to increase exposure.

"Our new location has also given us the opportunity to expand our display yard, office space, detailing department, pre-delivery warehouse and to start our own onsite mechanical department and in-house finance," Ashlea said.

"We offer a range of services to our customers, including onsite finance, extended warranties, mechanical repairs, servicing and pre-delivery inspections, vehicle detailing and free on-site vehicle appraisals. There is an opportunity for customers to consign their vehicles for sale, and we have an onsite fenced in playground!"

Ashlea said they are proud to be MTA members and that "it enables us to be up to date and compliant when it comes to our staff, customers and industry standards.

"The MTA has supported us in many aspects, from employee awards and agreements, Australian Consumer Law advice, and provided us with accurate automotive compliance information, even industry training for our staff."

FINISHLINE REFURBISHMENT

Finishline Autobody Repairs at 260 North East Road, Klemzig has completely refurbished its premises, with an impressive new look.

"Since September 2019, the whole of the property, workshop and front office, furniture (including all office and workshop workspaces), have been totally refurbished," said managing partner Ray Khabbaz.

"There has also been work done on the outside of the building, including the carparks, fencing and landscape. We have totally new equipment for all paint and panel work, with the latest in paint technology, including the PPG 'Moonwalk' robotic paint and mixing system."

Finishline was a company name adopted around 2000, which was a business that was owned and operated by Les Khabbaz, in the aftermarket supply of all motor related accessories and more. The name was retained when Les and Ray commenced in autobody work from the same premises at Klemzig in 2014.

Ray said he appreciated the benefits of their MTA membership: "The support and clarity on related and government issues, which can and do impact small to medium enterprises in the automotive industry, is a plus.

"While also giving a voice for the small repair businesses on most occasions."



LESSONS FROM COVID-19



Increased flexibility has been a hallmark of evolving workplace practices brought about by COVID-19.

The result has been the introduction of more sensible workplace arrangements, reflecting the fact that “one size does not fit all”.

According to the MTA’s Workplace Relations Manager, Chris Morey, the experience provides valuable insights into the workplace of the future.

“Industry went through a fast-paced series of changes when the pandemic first struck,” he said.

“Members faced an urgent need to introduce different work arrangements and they couldn’t wait for government to act.

“This included reducing hours, directing people to take leave, standing down employees and reassigning others to different duties.

“There was a rush to introduce agreements between employers and employees in individual workplaces, using the flexibility provisions in the Vehicle Award.”

Governments then played “catch up”, passing legislation at a remarkable pace never before seen in Australia.

HOW MEMBERS RESPONDED

Different businesses approached the avalanche of COVID-19-related problems in different ways.

While flexibility typically revolved around work from home for other sectors, it was rarely viable for MTA members

because of the hands-on nature of the industry. Chris said the main changes that were implemented were:

- Reduced hours.
- Temporarily standing down employees.
- Changes to hours so that not all staff worked regimented nine to five. This included the introduction of shifts, which enabled a reduced number of staff to social distance in the workplace. It was also a risk management strategy so that if one shift suffered a COVID-19 case, the other shift was not affected.
- Movement of staff between locations and to duties depending on changes in demand.

“Some of what happened will be useful experience for the future,” Chris said

“Employers do not need to be restricted to rigid hours and start and finish times. They can be flexible - but they need structure.”

However, he stressed that members needed to be mindful that one of the major concerns was the lack of interaction among staff.

“The mental health challenge that comes from the lack of structure, the lack of interaction and the need for self-discipline is real,” he said.

“Employers need to be vigilant and provide assistance wherever reasonably possible.”



MTA ASSISTANCE

MTA members have access to a suite of legally approved documents, such as templates for JobKeeper 2.0, directives and flexible work arrangements for staff.

ACT IN HASTE, REPENT AT LEISURE

Two areas that Chris took pains to highlight were:

- Do not rush in and make hasty decisions. Don't verbally tell people to do something and try to sort it out later. You need to consult, reach agreement or follow the correct process of providing a JobKeeper directive.
- Workplaces have important work health and safety measures in place at the work site. It is important that employers and employees undertake induction checklists and risk assessments of work from home settings to avoid potential workers compensation claims in the future.

LESSONS FROM THE PANDEMIC – FLEXIBLE WORK ARRANGEMENTS

- A large number of businesses were very quickly able to adjust to working from home and/or other flexible work arrangements... **BUT...** flexible work arrangements, and particularly working from home, does not work for all industries, businesses or employees.
- The technology has developed to a point where certain jobs can be done anywhere... **BUT...** this holds true only when the technology (especially internet) is working.
- Employment arrangements could be managed flexibly as to hours, time of work, location of work and duties... **BUT...** there were significant restrictions imposed by our current industrial relations system, including the Modern Awards.
- Many employees appreciated the flexible arrangements, especially working from home, and continue to perform well... **BUT...** many struggled with distractions, children, the lack of a dedicated working space, and the lack of interaction with other staff.
- Most employees could be trusted to work effectively and efficiently under flexible work arrangements... **BUT...** some struggled without direct supervision, while there are always a few that will simply take advantage of it.
- Many employees enjoyed the increased work/life balance represented by flexible working arrangements, especially the extra time no longer lost in commutes... **BUT...** some struggled with the lack of interaction with their colleagues, including the ability to discuss ideas with colleagues.
- Flexible work arrangements can be effective...**BUT...** there needs to be some clear structure and discipline around them.
- It is likely that the forced flexible work arrangements imposed by the pandemic have led to some permanent changes to our industrial relations scene... **BUT...** not all the changes made will be permanent, nor will there be wholesale changes, but gradual transitions, with more flexibility.

MTA PROVIDING AUTOMOTIVE OPPORTUNITIES & PATHWAYS IN HIGH SCHOOLS

The MTA's Registered Training Organisation (RTO) has been providing essential automotive preparation training in high schools, providing young people with the basic skills they will need for an automotive apprenticeship and career in the industry.

Urrbrae Agricultural High School students have been undertaking a Certificate II in Automotive Servicing Technology (AUR20516), under a Memorandum of Cooperation with the MTA, as part of their studies with positive results already achieved for a number of students.

Corey Forrest is a Year 12 student at Urrbrae who is undertaking the Certificate II and recently gained work experience at AMPL Auto. Corey said, "I decided to do an automotive apprenticeship because I've always been into cars. I've been restoring cars since I was about 13 years old. I'm also into performance and just making cars go to the best of their ability."

Speaking about the MTA's Trainer and Assessor in Light Vehicles, Dom Trimboli, Corey said, "Dom's great. We've been getting through a lot of the automotive assessments a lot quicker."

Dom teaches at the high school every Monday and said, "The MTA's goal in working with high schools is to help the kids' progress with their automotive training and lead them into an apprenticeship in the future. This training is essential in their preparation and underlying skills."

Since acquiring his work experience placement, the MTA's Group Training Organisation (GTO) has liaised with the business and they have since agreed to take Corey on as a School-based automotive apprentice through the MTA.

Urrbrae Automotive Trainer, Gary Bradshaw said, "The role of any high school is to give basic training which blossoms the interest of the students.

"This is the best group that I've come across and the training has been much better than it has been in the past. The MTA has really got engaged and helped out with the training and I'll continue to support Dom in his role here."

The MTA RTO is also providing courses or has auspice arrangements at a number of other locations across South Australia including Bordertown and Underdale High School.

If you would like to get involved in our Schools Pathways Program, email Jason Polgreen, General Manager Apprenticeship Employment Services jpolgreen@mtasant.com.au



MOVE TO LIFT APPRENTICE RETENTION SHOWS PROMISE

The MTA has supplemented traditional one-on-one interviews with group activities, in a plan designed to improve the quality of apprentices. The aim is to reduce the dropout rate of apprentices, by choosing applicants that have a better aptitude for the industry and the best chance of finishing their apprenticeship.

"Host employers told us they could train for skills but not for attitudes and behaviors, so we have responded to this feedback," said Melissa Clark, the MTA's Student Support Officer.

"We are now in a much better position to identify applicants that can communicate, be part of a team and follow instructions.

"Through group interviews we are able to assess how a candidate performs in a team environment and get an idea of how they might act with potential colleagues in your workplace.

"In addition, we have three people observing the group participants. This removes any potential bias that might exist in a one-on-one setting. Different people see different things, so we work as a team when we make our decisions".

Group interviews are used by companies such as Kmart, BIG W and Coles and various government departments. Melissa brings experience from running similar recruitment processes for the likes of the Child Support Agency, Centrelink, Holden and the Australian Taxation Office. She said the early signs were promising at the MTA. While 26 applicants had passed face-to-face interviews, only 16 were accepted after the group interviews.

"In one-on-one interviews you don't always see the natural characteristics and behaviours.

"We are seeing a better calibre of apprentice as a result and the students seem to be enjoying it.

"It is confronting for them when they come in but once they relax, they say it has been a very worthwhile process."

The group interviews started in July and are conducted at the MTA's training centre at Royal Park. Groups of six to 12 candidates are assessed by three assessors who are directly observing a candidate's soft skills in action, instead of relying on what candidates say about themselves. They offer a unique opportunity for assessors to test candidates' teamwork, communication and stress management abilities. The group process is in addition to a one-on-one interview, and existing tests, such as parts recognition and dexterity.



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MEMBER BUSINESSES & MEETINGS





UPDATE ON REAL TIME FUEL PRICING

BY DINI SOULIO, COMMISSIONER FOR
CONSUMER AND BUSINESS SERVICES

The State Government passed legislation at the end of July 2020 to deliver real time petrol pricing to South Australians. This is a positive outcome for all motorists, especially those who are feeling the pressure to keep up with cost of living expenses.

This legislation will require mandatory disclosure of fuel prices in South Australia, similar to the current fuel pricing scheme in Queensland. Petrol stations will need to report their prices to a central database close in time to the price changing at the pump. The data will then be available for free to the public via fuel price apps or online. This will make it easy for South Australian motorists to find the cheapest fuel closest to them at any given time. The State Government is currently undertaking a procurement process to engage a company to run the central database.

The fuel price reporting scheme is planned to be up and running in the coming months and once in place will run as a trial for two years. As part of the trial, a number of factors will be monitored to determine the extent of the overall benefit for South Australians. Motorists will also be able to report any price mismatches to Consumer and Business Services (CBS) for investigation, and penalties will apply to petrol stations where they are found to be in breach of the new requirements.

Fuel prices will continue to be affected by a number of external factors including overseas and local market forces, that the scheme will have no control over. However, it will assist in ensuring that South Australians have access

to comprehensive fuel price information that is more accurate and transparent.

The South Australian Productivity Commission reported on the options for SA to increase transparency in fuel prices, which assisted the State Government in deciding on this particular fuel pricing scheme. It was determined that this model will deliver the most net benefits to motorists.

Links to the Productivity Commission's report and the State Government's response are available from cbs.sa.gov.au/news/real-time-petrol-pricing ➔.

“The fuel price reporting scheme is planned to be up and running in the coming months and once in place will run as a trial for two years.”

In the lead up to commencement of the fuel pricing trial, further information will be provided to petrol stations, motoring groups and industry bodies, such as the Motor Trade Association SA/NT, about the requirements of the scheme and how the scheme will affect the fuel industry and petrol-buyers.



GREEN STAMP ENVIRONMENTAL ACCREDITATION

Is your business eligible for Green Stamp Environmental Accreditation?

Do you:

- ▶ Properly dispose of waste
- ▶ Store hazardous substances in a containment area
- ▶ Keep storm water drains free from pollutants
- ▶ Have an adequate spill kit
- ▶ Recycle paper, cardboard, metal and other wastes

Why should you become accredited?

- ▶ Benefit from the promotion of your environmental management
- ▶ Consumers choose environmentally sustainable products and services
- ▶ Be listed on the MTA SA/NT website and the national Green Stamp Plus Website
- ▶ Display an accreditation sign and promote your efforts to customers

For more information about Green Stamp Accreditation email our Workplace Relations team: wr@mtasant.com.au or call 8291 2000

\$290 will pay for an accreditation audit and a promotion pack for one year.
The promotion pack includes a certificate of accreditation, pamphlets, signage stickers and a green stamp plus sign.

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BUSINESS PARTNERS INDEX

APPRENTICE HOSTING



P: 8241 0522 |
adminroyalpark@mtasant.com.au ➔

MTA Group Training Organisation

When you host an apprentice through the 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.

EFTPOS FACILITIES



Commonwealth Bank
P: 13 22 21

Commonwealth Bank

The MTA offers ultra-competitive EFTPOS transaction rates for members through our partnership with Commonwealth Bank. Please contact the Commonwealth Bank to find out the latest deal.

EMPLOYEE ASSISTANCE



P: 8215 6799 |
accesssa.com.au ➔

Access Programs Employee Assistance Program

Services to MTA members at the sessional rate of \$135* (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. Phone appointments are also available.

ENVIRONMENTAL ADVICE



P: 8291 2000 | wr@mtasant.com.au ➔

GreenStamp

MTA members can benefit from environmental compliance advice, briefings, training and on-site assessments. GreenStamp is an accreditation program that recognises and promotes businesses which have implemented sound environmental practices.

OFFICE SUPPLIES



officeworks.com.au/mtasa ➔

Officeworks

The Officeworks partnership gives business pricing only available to MTA members on a wide range of office essentials, by signing up to a 30 Day Business Account, as well as free delivery across South Australia including regional areas, excluding large or bulky items.

PARTS BUYING



**P: 1800 EASIER
 (1800 327 437)**

Capricorn

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

WORKPLACE COMPLIANCE



P: 8291 2000 | wr@mtasant.com.au ➔

MTA Audits

The MTA can provide WHS & HR workplace inspections and provide recommendations and support to fill the gaps required.

PRINTING & GRAPHIC DESIGN



P: 8440 2666 | print@mtasant.com.au ➔
mtasant.com.au/print-stationery ➔

MTA Print

MTA Print is your one stop shop when it comes to your printing needs - we are more than just business cards! We are small run digital & offset specialists, with services including motor trades stock stationery, forms & products (\$25 trade plate covers), an in-house graphic designer for your logos, printing, digital advertising and social media, special product sourcing (you ask, we find), books, pads, sequential numbering and perforation for invoice books, job cards, flyers, stickers (service & lube as well), booklets and training manuals. MTA members get a 20% discount on all products.

SAFETY SIGNS



P: (08) 8266 3600 |
sossafety signs.com.au ➔

SOS Safety Signs

No matter the size of your workplace, safety signs are vital for ensuring the safety of your employees. Whether you are directing them where to go, restricting certain areas or alerting them to hazards, SOS Safety Signs has all your signage needs covered.

SUPERANNUATION



P: 1300 362 415 |
mtaasuper.com.au ➔

MTAA Super

MTAA Super is the national industry-based super fund that has proudly served the motor trades and allied industries for over 25 years. We make administering super simple and efficient. It's what makes us the preferred choice of over 40,000 employers. Call 1300 362 415 or visit mtaasuper.com.au/employer-benefits ➔ You should consider the PDS in making a decision.

UPSKILLING TRAINING



P: 8241 0522 |
adminroyalpark@mtasant.com.au ➔

MTA Registered Training Organisation

MTA offers Upskilling courses to upgrade the skills of qualified automotive technicians. Courses include Air Conditioning, Forklift, Hybrid & Battery Electric Vehicles, Recognition of Prior Learning, SRS Airbags, and Wheel Alignment. Members receive a discounted price on courses.

WORKPLACE RELATIONS & IR TRAINING



P: 8291 2000 |
wr@mtasant.com.au ➔

MTA Training

MTA offers courses designed to help manage people, ensure compliance, navigate the complex regulatory environment & tackle difficult workplace issues. Courses include WHS & Safe Work Compliance, Show Me the Money (Debt recovery in your business), Worker's Compensation - The good, the bad and the ugly, Bullying - Behaving badly, Electrical Testing & Tagging, Emergency Warden (Fire Warden Training), HVNL (Chain of Responsibility), Employment Contract Essentials, Tough Talks, Workplace Relations, Paying your Staff Correctly, Refund, Repair or Replace (Australian Consumer Law) Training, Performance Management, Misconduct & Discipline and Christmas Essentials. Members receive a discounted price on courses.

NEW MTA TRAINING NOW AVAILABLE ONLINE & IN PERSON

Based on support required by MTA members our team of Workplace Relations Specialists and Lawyers have introduced several new training programs. Each training program is designed to provide the tools and information to support your business needs and remain compliant!

Member and non-member prices available. For more information follow the links or enrol now wr@mtasant.com.au ➔

DO YOU HAVE A QUALIFIED FIRST AIDER ON SITE?

First Aid Training (Accredited Training – RTO 90909)

HLTAID003 Provide First Aid

Nationally Recognised Training and assessment is delivered on behalf of Allens Training Pty Ltd RTO 90909" through AusCompliance. In person only.

 [Learn More](#)

ALL FIRST AIDERS NEED TO UPDATE THEIR CPR TRAINING ANNUALLY

CPR Training (Accredited Training – RTO 90909)

HLTAID001 Provide Cardiopulmonary Resuscitation

Nationally Recognised Training and assessment is delivered on behalf of Allens Training Pty Ltd RTO 90909" through AusCompliance. In person only.

 [Learn More](#)

FRUSTRATED BY EMPLOYEE PERFORMANCE OR BEHAVIOUR?

Performance Management, Misconduct And Discipline
Available in person or online!

 [Learn More](#)

DON'T BE IN THE HEADLINES FOR UNDERPAYMENT WAGE CLAIMS

Employment Contract Essentials

 [Learn More](#)

GET YOUR MONEY FOR WORK COMPLETED! KNOW YOUR OBLIGATIONS FOR UNCLAIMED GOODS?

Repairer's Lien & Unclaimed Goods
Available online!

 [Learn More](#)

KNOW HOW TO NAVIGATE YOUR ONLINE PRESENCE?

Social Media & The Workplace
Available online!

 [Learn More](#)

NEED TO SHARPEN YOUR LEADERSHIP SKILLS?

Introduction Leadership & Management
Available online!

 [Learn More](#)

CLASSIFIEDS

February 2021 Motor Trade magazine: Email your listing of no more than 50 words to Madelaine at mrascella@boylen by Friday 8th January 2021.

EMPLOYMENT OPPORTUNITY

FULL-TIME WORKSHOP MECHANIC AND FLOOR MANAGER. Salary, allowances and overtime hours (if requested). Mechanical experience 10+ years and ideally some managerial experience. Contact Matt Raschella at matthewraschella1@gmail.com or call 8262 3847.

MECHANIC REQUIRED – Qualified and experienced. Midas Auto Services - Port Adelaide. Automotive background essential. Must be motivated and able to work unsupervised. Own tools. Good communication skills. The successful applicant will receive above award wages in a well-equipped workshop. Please email your resume to sales@portadelaide.midas.com.au.

LOCAL AND INTERSTATE WORK WANTED. Mack Trans Australia. Drop decks-tautliners-floats-flattops-extendable trailers-Tippers. Fully accredited. We specialise in defence, mining, remote area and general freight. SA/NSA/ VIC: (08) 8359 6656 or 0457 905 559 or chris at macktransaustralia.com.au. QLD, Mackay: 0400 891 769 or geoffrey@macktransaustralia.com.au. WA, Karratha: 0448 643 888 or elliott@macktransaustralia.com.au. WA, Perth: 0417 900 512 or perthops@macktransaustralia.com.au.

POSITIONS VACANT - Qualified Diesel Mechanic – Ability to work on a wide range of farm machinery, air conditioner and truck licence preferable but not essential, excellent diagnostic skills. Qualified Automotive Mechanic - Ability to work on a wide range of vehicles, air conditioner licence preferable but not essential. Driver's licence essential for both positions. Excellent remuneration package, above-award wages paid, progressive agricultural dealership. Contact Scott Bascombe 0427 762 980 or Darren Kelly 8676 2980. Written application to: The Manager, Box 127, Cummins, SA, 5631 or dkelly@bascombeautoag.com.au.

We are looking for a qualified Technician to join our team. Blinks Automotive and Performance, Repco Service Murray Bridge. Must have a current licence, diagnostic experience, be a team player and enjoy working on a variety of vehicles. Above award rates paid to the right person. All applicants via email paul@blinks.com.au.

Looking for a River Change – We seek a Mechanic or Auto Sparky or Third/Fourth Year Apprentice. Small progressive workshop with a huge variety of work. Renmark offers the ideal work-life balance. If this is you, call Scott (08) 8586 4411 or email CV to pendleauto@gmail.com.

RIVERLAND MOTOR GROUP is seeking an experienced Motor Mechanic / Technician to join our service department team. This is a permanent, full time position based in Loxton, Riverland. Our successful candidate will have experience working with one or more of our brands (Ford, KIA, LDV & Used Dealer), diagnostic repairs, workshop practices, customer service and have a strong desire to progress their career. Email Resume to – manager@riverlandmg.com.au.

QUALIFIED DIESEL MECHANIC WANTED - Casual or full-time option available. Please contact 08 8465 7380 or pipli@pipli.com.au.

PANEL BEATER REQUIRED. We are looking for an experienced and qualified Panel Beater to join our team. We are a 50 year old family owned business-only 35 minutes from the city on the new Northern Expressway. Phone Willaston Auto Body Repairs on 8522 2287.

REPCO AUTHORISED SERVICE has positions available for Mechanics and Managers. Experienced and/or qualified. Work near home with 56 sites all around Adelaide metro and country SA. Looking for a change? We offer benefits above the award. Great career opportunities. Email kclark@repco.com.au.

ADELAIDE VEHICLE CENTRE is seeking sales trainees due to expansion. Please contact David Vincent at avcsales@bigpond.com.

WANTED TO SELL

6.5L V8 Turbo Intercooled Diesel GU Patrol Conversion Kit. Kit is suited to ZD30, TD4.2, BT4.5 & BT4.8. Comes with absolutely everything to adapt into a GU Patrol. Has 2 year or 60,000 km warranty. \$18,000 ono. Please contact Scott Jeffries 0418 821 269.

WHYALLA BUSINESS FOR SALE. Natrad Franchise. Radiators, air-conditioning, mechanical services and repairs. Including log book services to all makes and models. All enquires, call 0428 844 605.

MOLNAR 4 POST HOIST - Wheel alignment compatible (rear slip plates included), 2 Jacking beams - 2 tonne lift each. Disassembled and ready for pick up. Serviced regularly by licensed repairer. Cables replaced about 5 years ago. Ramps extended for easy access of lower cars. 3 phase. \$4,500 ono – Pick up Swan Reach, SA. Contact 0429 702 256.

NISSWRECK – Nissan & Renault Specialists. Now dismantling all makes and models: 4x4, commercial and passenger cars. European vehicles also in stock. Need it fast? We have it on the shelf! 59 South Terrace, Wingfield SA 5013. P: 08 83470111 E: sales@nisswreck.com.au W: www.nisswreck.com.au.

The Dirt Off Road Campers has Adelaide's best and largest range of off-road hybrid vans. CCIASA Award Winning Dealer. For more details go to www.thedirt4wd.com.au or visit our showroom at 26 Light Cres, Mt Barker SA.

SA OIL RECOVERY. Parts washer solvent for sale. Free waste oil collection. Rag and oil filter collection. Phone 0408 876 552.

ALTERNATORS \$42 HEADLIGHTS \$39 DISC BRAKE ROTORS \$28 RADIATORS \$71 GAS STRUTS \$15 - As Adelaide's largest self-serve auto dismantler, U-PULL-IT has over 3,000 cars at our mega yards located North, South and Central. Find our whole stock list online at upullit.com.au. We are always buying, tired, damaged cars at upullit.com.au.

CARAVANNING & CAMPER TRAILER NEEDS Refurbishing a new or old caravan? Need parts or advice? Want to book a service or repair? Looking for a new or used van? Contact Dario Caravans & Repairs Ph: 08 8277 4388 or email: info@dariocaravans.com.au. We are here to help with all your Caravanning & Camper Trailer needs.

WANTED TO BUY

GOOD, CLEAN CARS WANTED. 4x4s and utes. Consignment welcome. Please phone Jay from Richards Utes on 0408 081 294.

WRECKING PLUS MORE. One of South Australia's largest auto recyclers. We recycle most makes and models from the 60's to current. Always buying wrecked, defected, end-of-life vehicles, cars, trucks, buses, utes, 4x4 and SUV. Locations at Greenacers, Lonsdale, Port Wakefield and Port Augusta. Contact pw@wreckingplusmore.com.au or call 8369 1111.

NISSAN & DATSUN DISMANTLERS. We have/want NISSAN Pulsar, Tiida, Skyline, Micra, Bluebird, Pintara, Silvia, Maxima DATSUN 1000, 1200, 120y, SUNNY 1600 180b, 200b, 240k Bluebird & Stanza models in all body types *NISSAN 4X4, van & utes. Wrecking late model NISSAN Xtrail, Daulis. FREE CAR PICK UP. Grand Auto Wreckers - NISSAN & DATSUN SPECIALISTS www.grandauto.com.au or call 8382 6066.



ASSOCIATION INFO

MOTOR TRADE ASSOCIATION

CHAIRMAN / Frank Agostino

CEO / Paul Unerkov

GM MEMBER SOLUTIONS / Darrell Jacobs

GM APPRENTICE EMPLOYMENT SERVICES

/ Jason Polgreen

GM TRAINING & EMPLOYMENT CENTRE / Tim Buckley

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