NOTO</

LESSONS FROM COVID-19

ELECTION WRAP

NEW MTA MEMBER

November 2020

SMOKING ON PREMISES Boylen +

MEMBER



MTA SA/NT VISIT TO THE NORTHERN TERRITORY





Commonwealth Bank



You're fiercely independent.

Joining us will help you stay that way.

We understand that being independent is important to you, just as it is for our Members. We also understand the pressures of running an independent operation. This knowledge helps us provide the tools and support that keep our more than 20,000 Members' businesses strong. It could help keep yours strong, too.

STRONGER WITH CAPRIC (RN™

Join Australasia's largest automotive cooperative join@capricorn.coop | capricorn.coop

CONTENTS

NOVEMBER 2020



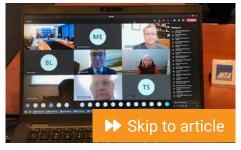
NORTHERN TERRITORY ELECTION WRAP 2020

After a long vote count and despite a strong swing against the incumbent government, Labor has been re-elected to run the Northern Territory Government for the next four years.

- 04 Chairman's Report
- 05 CEO's Message
- 06 Northern Territory Election Wrap 2020
- **07** Franchising Agreement Reform **20** - Senate Inquiry Update
- 08 MTA Annual General Meeting, the Board and Industry Advisory Council Inaugural Meeting
- 09 IAC Members by Zone and Chair
- **10** New Member Profile
- 12 Long Standing Member Profile

- 14 On the Road
- 16 Lessons From COVID-19
- 18 CDU Green Light the Highlight of a Successful NT Visit
 - Member Businesses and Meetings
- 22 NT Zone Meetings
- 24 Business Partners Index
- 25 MTA WR Training Now Available Online
- 26 Member Classifieds
- 27 Publishing Information

MTA AGM AND IAC MEETINGS



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

LESSONS FROM COVID-19



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

CDU GREEN LIGHT THE HIGHLIGHT OF A SUCCESSFUL NT VISIT



Charles Darwin University's (CDU) decision to continue automotive training was announced.



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 muchneeded 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.



<section-header><section-header><text>

After a long vote count and despite a strong swing against the incumbent government, Labor has been re-elected to run the Northern Territory Government for the next four years, with Chief Minister Michael Gunner continuing in his role and taking on a new responsibility as Treasurer.

Notably, ministerial portfolios and government departments have been restructured, and of particular relevance to our industry will be:

- Hon Selena Uibo MLA as Attorney-General
- Hon Paul Kirby MLA as Minister for Small Business and Minister for Jobs and Training
- Hon Nicole Manison MLA as Minister for Police, Fire and Emergency Services; and
- Hon Eva Lawler MLA as Minister for Infrastructure, Planning and Logistics.

The election has also seen a number of seats change hands to the Country Liberal Party which has come back from only holding two seats prior to the election. Terry Mills as leader of the Territory Alliance did not fare so well, losing his seat and leaving the Territory Alliance with only one representative in NT Parliament.

No matter your political views, a strong opposition is crucial to holding the Government to account and is in the broad interests of good government in the Northern Territory.

Before the election, the MTA presented its Election Charter: Automotive in the Territory to all candidates to let them know what they can do to support, protect and grow the automotive industry.

"No matter your political views, a strong opposition is crucial to holding the Government to account..."

As the NT moves beyond the initial impacts of COVID-19 it will be the MTA's job to continue to engage will the NT Government in the interests of our members and the industry.

This includes a commitment to issues such as skill shortages and training, modernisation of the Consumer Affairs and Fair Trading (Motor Vehicle Dealers) Regulations 1992, the fight against unlicensed vehicle sellers and kick starting the NT economy.



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

Motor Trades Association of Australia (MTAA) believe that it is important to work in partnership with 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 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 ③ or 8291 2000.



MTA ANNUAL GENERAL MEETING

THE BOARD

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.

Frank Agostino (Chair) Agostino Group

Neville Gibb Gibb & Sons Pty Ltd John Hitchcock

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 \bigcirc 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



ARAFURA CRASH Partner: Gary Laugher REPARS



CAN YOU TELL US THE HISTORY OF YOUR BUSINESS?

Arafura Crash Repairs has been a long standing local business for the last 25 years, we purchased the business in January 2020. The business consists of five partners, Gary Laugher & Kylie Laugher, Scott Jackman, Mark Jackman and Jillian Mundy. Gary, Scott and Mark are qualified tradesman and have had 30 + years' experience in the industry. Our team consists of 11 employees, who are qualified and professionally trained to provide the best possible service and quality repairs. Scott, Mark and Jillian have multiple businesses in Tasmania, including another three shops.

WHAT SERVICES/PRODUCTS DO YOU OFFER?

We offer body repairs, panel beating and spray painting, air conditioning services, smash, private and fleet vehicle repairs, restoration and loan vehicles.

HOW MANY EMPLOYEES DO YOU CURRENTLY HAVE AND WHAT AREAS DO THEY WORK IN?

Admin - 3, Panel Beaters - 4, Spray Painters - 2, Apprentices - 1 panel beater and 1 spray painter

WHY DID YOU BECOME A MEMBER OF THE MTA?

We became a member of MTA because we saw the good support they have been giving local body shops through COVID-19.

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

COVID-19 has been the biggest challenge. We have had to restructure the business to stay on top of things throughout this period. We have responded by being more diverse and we have purchased more equipment so that we can offer more services and optimise what we do.

HOW DO YOU MARKET YOUR BUSINESS?

Website, Local Search and Facebook, word of mouth, work providers, being a preferred repairer for two insurance companies and manufacture repair networks

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

Having business owners with a broad long-term knowledge of the industry and business.

DOES YOUR BUSINESS HELP THE LOCAL COMMUNITY IN ANY WAY?

We sponsor local sports teams and community events on a regular basis.

HOW DID YOU GET INTO THE MOTOR TRADE?

I grew up in the automotive industry due to family and friends and I am a qualified spray painter of 30 + years.

WHAT DO YOU ENJOY MOST ABOUT WORKING IN THE AUTOMOTIVE INDUSTRY (AND DO YOU HAVE A FAVOURITE MEMORY)?

I enjoy working in the industry because I am surrounded and meet people from all walks of life.



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

How much does it cost?

\$660 will pay for an accreditation audit and a promotion pack for your first year.

Reaccreditation is then only \$165 for 1 year or \$275 for 2 years.

The promotion pack includes a certificate of accreditation, pamphlets, signage stickers and a Green Stamp plus sign.

Promote your efforts towards environmental management call the MTA today to find out more about this great national program.

S 8291 2000

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



DESHIGGINS TEAKLE MOTOR BODIES

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.



"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.

13

"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."



www.truck-carbrakes.com.au



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."



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



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." 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."







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 selfdiscipline 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 by wholesale changes, but gradual transitions, with more flexibility.



CDU GREEN LIGHT THE HIGHLIGHT OF A SUCCESSFUL NT VISIT

Charles Darwin University's (CDU) decision to continue automotive training was announced by College Dean, Professor David Young, during a trip to the Northern Territory by MTA President Frank Agostino and CEO Paul Unerkov.

"This is the perfect outcome," said Paul. "Members in the NT said they were not putting on apprentices due to the uncertainty around the review.

"While the MTA could have stepped in as a registered training organisation, the CDU decision was always our preferred option because they already have the infrastructure and trainers in place."

There is a skills shortage Australia-wide but the NT is unique because the population can be highly transient.

"This uncertainty has been lifted and we are keen for our members to put on as many apprentices as possible," said Paul.

"Around Australia, everyone is looking for qualified people and as an industry we need to bring young people into apprenticeships"

CDU will continue to offer:

- Certificate III in Automotive Body Repair Technology;
- · Certificate III in Automotive Refinishing Technology; and
- Certificate III in Automotive Electrical Technology.

TRIP DETAILS

Frank and Paul met with members in Alice Springs and also met with Ray Finlay, the Manager of Economic Development - Central Australia.

Topics of discussion included job opportunities, insights into the development plans for Alice Springs, mines that are in the planning stages and the economic development that is earmarked for the region.

In Darwin, they also met with members, had high-level talks with government and met with CDU.

"The MTA had worked closely with the NT Government and the university to achieve this outcome," said Paul.

"When CDU announced its decision to restructure its Vocational Education Training program and cut courses, members were understandably concerned.

"Now we can focus on the future. The NT is a go-ahead region and they are very hopeful of growth. Clearly there is an unknown with COVID-19 but the people of the NT are always hopeful of more investment.

"The fact that Frank, as Chairman, has participated in every trip has been a powerful demonstration of the commitment of the MTA in the NT and has been very well received," said Paul.





MTA CHAIRMAN, FRANK AGOSTINO, AND CEO, PAUL UNERKOV, MEET THE NT GOVERNMENT





Will Moir and Shaun Drabsch from the Dept Trade Innovation with, Frank Agostino and Paul Unerkov



Paul Unerkov with Terry Lawler and Debbie Paylor from the Industry Skills Advisory Council, and Frank Agostino.



MEMBER NEWS

MEMBER **BUSINESSES** & MEETINGS





Dwayne Weatherspoon from Kadina Tyre & Auto



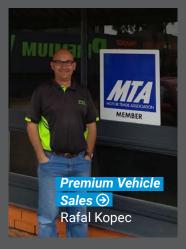


Farm and Industrial Machine Dealers division meeting. L-R Norm Hood, Malcolm Eglinton (Chair), Davide Feltrin (Deputy Chair) and Nigel Phillips.











MTA mtasant.com.au

BACK TO CONTENTS

MEMBER NEWS





NT ZONE MEETINGS



MTA members L-R: Alison Turnbull and Greg Turnbull - Al's Panel Shop, Guido Merlo - Autocrash Express Repairs, Frank Agostino - MTA SA/NT, Guy Schiefelbein - Buy Rite Cars, Kevin Swanson - Darwin Motor Group, Steve Harris - Bridge Toyota, Dave Russell - Bridge Toyota, Garth Bennett -NT Motorcycle Centre, Ross Bohlin - Bohlin Performance & Oils and Kevin Rose - Heath Motor Group.

Frank Agostino, MTA Chairman and Paul Unerkov, MTA CEO visited the Northern Territory in September for the Alice Springs and Darwin Zone meetings. Thank you for everyone that joined in.

These Zone meetings provide a great opportunity for MTA Members to network with others within the automotive community. You also receive important information regarding Workplace Relations changes that affect businesses and updates on advocacy, training through Charles Darwin University and communications with government.

Congratulations to Guido Merlo of Autocrash Express Repairs on his election as Zone Chair and Aaron Murphy of Aaron's Cars & Commercials as Deputy Chair! Both Guido and Aaron have joined the Industry Advisory Council, and had a productive first meeting following the MTA AGM in September.

If you have any queries or concerns that may relate to businesses across the Northern Territory, please contact Guido or Aaron, so that they can bring it into the discussion with the IAC. If you have questions or concerns relating to your business, please contact the MTA on 8291 2000 or mta@mtasant.com.au (), we are here to support our members.

MANAGE YOUR TEAM WITH ERIS

Many automotive businesses can be overwhelmed by HR and Workplace Relations compliance, often turning to expensive solutions.

You can now get a large business product at an affordable cost through your MTA membership to make sense of it all!

If you are tired of managing red tape in your business, the Employment Relations Information System (ERIS) can help you with:

✓ Apprenticeships

- ✓ Advertising for jobs
- Awards and legislation
- Contracts and policies of employment
- Payroll for all staff
- Calculators for leave entitlements

Work, Health and Safety compliance and audit checklists (which can be used to report to NT SafeWork)

- Worker's compensation
- ✓ Working out your employee's superannuation
- Plant maintenance registers

For more information about ERIS and how it can save your business time and money, email our Workplace Relations team: **wr@mtasant.com.au** or call **8291 2000**

For a yearly subscription of just \$299, it's a much cheaper option for services that similar programs provide **and** it's tailored for businesses in the automotive industry.



Change lanes to MTAA Super

Get retirement ready with a strategy tailored to you.

You've worked hard to get to where you are. And just like your career, it's going to take planning to make the most of your retirement.

MTAA Super offers low-fee retirement options that can help you ease into retirement or say goodbye to work for good. Speak to us about a personalised retirement strategy.

Change lanes and explore our low-fee retirement options today.





1300 362 415 **mtaasuper.com.au/retirement-ready**

MTAA Super is issued by Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238718), Trustee of the MTAA Superannuation Fund (ABN 74 559 365 913). Motor Trades Association of Australia Superannuation Fund Pty. Limited has ownership interests in Industry Super Holdings Pty Ltd and Members Equity Bank Limited. The information provided is of a general nature and does not take into account your specific needs or personal situation. You should assess your financial position and personal objectives before making any decision based on this information. We also recommend that you seek advice from a licensed financial adviser. You should consider the Product Disclosure Statement (PDS) for MTAA Super in deciding whether MTAA Super on **1300 362 415** or visiting **mtasuper.com.au/handbooks**

BUSINESS PARTNERS INDEX

EFTPOS FACILITIES



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



Access Programs Employee **Assistance Program**

Services to MTA members at the sessional rate of \$135* (plus GST) without any retainer. Phone appointments available for convenience.

P: 8215 6799 accesssa.com.au 😌

ENVIRONMENTAL ADVICE



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.

mtasant.com.au 🔊

Officeworks officeworks.com.au/ mtasa Đ

OFFICE SUPPLIES

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

CAPRIC CORN

P: 1800 EASIER (1800 327 437)

Capricorn

MTA Audits

Officeworks

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



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 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.

No matter the size of your workplace, safety signs are

you are directing them where to go, restricting certain

vital for ensuring the safety of your employees. Whether

areas or alerting them to hazards, SOS Safety Signs has

SAFETY SIGNS



P: (08) 8266 3600 | sossafetysigns.com. au Đ

SUPERANNUATION



P: 1300 362 415

mtaasuper.com.au 🔊

MTAA Super

SOS Safety Signs

all your signage needs covered.

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.

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, 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.



MTA Print

MTA WR TRAINING NOW AVAILABLE ONLINE

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

Member and nonmember prices available. For more information follow the links or enrol now wr@mtasant.com. au •

FRUSTRATED BY EMPLOYEE PERFORMANCE OR BEHAVIOUR?

Performance Management, Misconduct and Discipline

Effective Performance Management and appropriate investigation and discipline for misconduct is essential for businesses wanting to protect themselves from unfair dismissal claims and to provide all employees with a safe work environment. Available in person or online.

Learn More

DON'T BE IN THE HEADLINES FOR UNDERPAYMENT WAGE CLAIMS

Employment Contract Essentials

Learn vital employer information in relation to the Fair Work Act, Federal Awards and contracts of employment, including the basics of ending employment, from the MTA's team of Workplace Relations Specialists. Available online.

Learn More

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

Repairer's Lien and Unclaimed Goods

Get your money for work completed, effectively and legally. Learn how to remove abandoned vehicles from your workshop, keeping it clear for paying customers. Available online.



KNOW HOW TO NAVIGATE YOUR ONLINE PRESENCE?

Social Media and The Workplace

An online presence can drive customers to your business, help to build your brand and even make it easy for someone to find your phone number. Available online.

Learn More

NEED TO SHARPEN YOUR LEADERSHIP SKILLS?

Introduction Leadership & Management

Gain the expertise, behaviours and tools to lead your business, create a positive work culture and an output achieving team. Available online.





to Madelaine at mraschella@boylen by Friday 8th January 2021.

February 2021 Motor Trade magazine: Email your listing of no more than 50 words

CLASSIFIEDS

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-tautlinersfloats-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. Blenks 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@blenks.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 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

Official publication of the Motor Trade Association L1, 81 Greenhill Rd, Wayville P (08) 8291 2000 Toll Free 1800 882 046 www.mtasant.com.au mta@mtasant.com.au





PUBLISHING INFO

BOYLEN

Advertising / sales@boylen.com.au Layout / Madelaine Raschella P (08) 8233 9433 boylen.com.au 🔿



BACK TO CONTENTS