



Annual Report

Motor Trade Association of SA/NT

20
21

Annual Report 2020/21

95th Annual General Meeting

Date: Tuesday 21st September 2021

Time: 5:00pm for a 5:30pm start

Location: Adelaide Oval, William Magarey Room (South Gate), War Memorial Drive, North Adelaide

Agenda

1. Notice of meeting and recording of apologies
2. To adopt the minutes of the 94th AGM held 22nd September 2020
3. To receive the Financial Statement and Auditors Report of the financial year ended 31st March 2021
4. To receive the report of the board of management on the affairs of the Association during the preceding year
5. To appoint an auditor or auditors, and to fix his/her remuneration
6. To declare the results of the election of officers
7. Announcement of Life Members elected by the board
8. To consider any business submitted by the board
9. To consider any other business (under rule 9.6*)
10. Closure

***Rule 9.6**

No business other than that stated in the notice of meeting may be transacted at a General Meeting, except in the case of an Annual General Meeting where other business may be proceeded with if consent is given by three-fourths of the Members present in person or proxy.



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38 Business Partners

MTA Board

The MTA Board of Directors are elected by our members.

As a member based organisation, the key purpose of the Board of Directors is to protect and grow our member businesses through providing the best skills, careers and service solutions.





Chairman's Report

Frank Agostino

2020, if anything, was a year of challenges and great change.

COVID-19 transformed society in a number of ways – some of these changes were temporary and in response to short-term restrictions and lockdowns, while others have fundamentally changed the way we operate as a society.

Initially, we saw large parts of the economy suddenly forced to stay at, or work from, home where able – a difficult and in some cases impossible task for many businesses.

In an industry which can attribute much of its economic growth and activity to the number of kilometres driven on our roads, the early impacts were sharp and sudden.

The uncertainty brought with it a downturn, qualifying many for the JobKeeper Scheme – NT had the highest proportion of businesses utilise the scheme (78%), while SA was not far behind (72.4%), evidence of the significant disruption caused.

Fortunately, the balance of public health and economic priorities from Federal, State and Territory Governments have meant that we are witnessing a healthy economic rebound which is leading to more people travelling locally and spending more money on their vehicles, maintenance and accessories instead of overseas holidays.

While there are encouraging signs, we still face significant challenges in skill shortages, stock shortages, supply chain disruptions and emerging technology.

As we saw last year, I have no doubt members, alongside the MTA team, will adapt and push to continue the success of the automotive industry in South Australia and the Northern Territory.

We have also undergone notable change internally at the MTA over the past 12 months.

A new constitution was drawn up and passed, which included a reformed board structure that importantly led to the formation of our Industry Advisory Council (IAC) – I would like to thank all retiring board members for their tireless dedication to the MTA and support of the automotive industry.

I also wish to thank our current IAC for their continuing support and efforts when advocating for industry concerns that effect us all.

The IAC has been in discussions with both the Premier and Minister for Skills and Innovation, as we tackle industry-wide issues of skill shortages, licencing standards and our vehicle inspections at change of ownership position.

The much anticipated *Directions in Australia's Automotive Industry 2021* report was launched in May, further highlighting these major industry issues, as well as the need to adapt with new technology and how to best equip ourselves for new opportunities, activities, training and upskilling.

We continue to receive great feedback from offering our services in the Northern Territory and welcomed many new members in recent months.

The year ahead will bring more change and challenges, but I am confident that our industry remains strong as ever, ready and equipped for what is to come.

Frank Agostino
MTA Chairman

“

We finished the year strongly with a total membership of 1268 – our highest overall figure since 1998.

1,268

Total Members



It is a testament to the work and value of the MTA during difficult times and we as a team look forward to providing members the best service possible going forward.

Paul Unerkov - MTA CEO

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CEO's Report

Paul Unerkov

While 2020 is a year many will choose to forget, we have begun 2021 stronger and more prepared to take on the new normal of trading throughout a global pandemic.

From the very beginning of this turbulent time, the MTA made a deliberate decision to keep as many apprentices employed as possible and to put our members first, ensuring they could navigate the uncertainty with confidence.

This meant daily communications about restrictions, from social distancing and hygiene practices, to installing QR codes and accessing critical government support.

When the November three-day lockdown was imminent in SA, we brought the lessons learned from overseas and interstate to the Premier to ensure vehicle repair businesses, their employees and the supply chain were recognised as essential.

In the Premier's Industry Response and Recovery Council, I put the concerns and issues of the automotive industry front and centre.

Moving forward, we have regularly heard from members that skill shortages are probably the biggest issue faced by automotive businesses across the nation right now, which is why the MTA is working tirelessly to ensure that the pipeline of future skills through apprenticeships is strong.

Looking back at our long-term advocacy work, we had a couple of significant wins for the automotive industry this past 12 months.

Our team, collaborating with other national bodies, successfully pushed for landmark dealer franchise arrangements that will

protect Australian new car dealers from the growing power imbalance with multi-national car companies, introducing significant financial penalties for wrongdoings under the Franchising Code of Conduct.

Right to Repair legislation has now passed and sets out a mandatory access scheme, for qualified or authorised people, to access technical service and repair documentation. We're keen to make sure the voice of not just the independent repairers, but also dealerships, are heard.

In the NT, we worked with government and Charles Darwin University to ensure its Certificate III courses in Automotive Body Repair Technology, Automotive Refinishing Technology and Automotive Electrical Technology continued.

While we were not able to host an in-person awards event for NT apprentices, we are looking forward to bringing this back in 2021.

As we continue to navigate the ongoing challenges the pandemic presents, the MTA will keep you updated with the latest in government assistance, Workplace Relations changes and all things automotive.

We finished the year strongly with a total membership of 1268 – our highest overall figure since 1998. It is a testament to the work and value of the MTA during difficult times and we as a team look forward to providing members the best service possible going forward.

Thank you again for your continued support and I wish you all the best in your business endeavours this financial year.

Paul Unerkov
MTA CEO



Financial Controller's Statement & Report

Russell Smith

The focus of the 2020/21 financial year for the consolidated entity has been on steady growth for both the MTA and to continue with the strategic plan of expanding the MTA Group Training Scheme to combat the skill shortages and shortfall of apprentices within the industry. This focus was continually shifting due to the uncertainty and challenges of Covid 19.

The MTA in the 2020/21 financial year made a surplus \$512,300 in comparison to last financial year of \$60,500. This was due to steady revenue streams, cost savings and a significant revaluation increase on its investment properties of \$263,000.

The MTA Group Training Schemes hosting of existing apprentices remained strong, as well as training in excess of 900 MTA and industry apprentices in automotive training. The introduction of Jobkeeper particularly assisted the Associations ability to retain and employ its apprentices in industry through the offer of subsidised charge rates to Host employers with 464 apprentices employed. However during the year due to the uncertainty of Covid 19 only 123 new apprentices were recruited and employed in comparison to 270 in the previous year.

Training revenue fell during the year to \$2,275,800 in 2020/21 from \$2,812,400 in the previous year due to smaller training classes and contact hour reductions due to Covid 19.

Savings were incurred due to significantly decreased expenditure on advertising, recruitment, employment and set up costs of new apprentices and training of apprentices

The subsidised apprentice salaries coupled with other significant costs savings, resulted in a surplus for the year of \$842,200 for the MTA Group Training Scheme in comparison to the surplus in 2019/20 of \$153,800.

The Consolidated Entity made a surplus of \$1,354,500 for the 2020/21 financial year in contrast to the 2019/20 surplus of \$214,100.

The Consolidated Entity in both South Australia and the Northern Territory continues to focus on strengthening its revenue opportunities and improve its key performance indicators by;

- increasing its membership,

- promoting its Group Training Scheme to apprentices, hosts and employers
- providing training facilities to the industry,
- establishing strong relationships with government,

The surplus generated allows the MTA to re-invest back into the Association, for the benefit of its members and students, to provide improved services, facilities and technological improvements whilst keeping its costs down.

Whilst the effects of Covid 19 continue, the MTA has experienced a significant increase in member contacts and its demand for apprentices remains strong.

The MTA continued its long term partnership with Spirit Super, Capricorn, Commonwealth Bank, Officeworks, BDO, Access Programs and SOS Signs who continue to support our members and the retail automotive industry, as well as providing commission and annual sponsorship income to the Association.

The Audit Committee provides oversight and advice on the governance and management of the Associations finances to the Board of Management.

The composition of the committee was;

- Russell Bates Financial Controller CMI
- Clive Polley (Board Member)
- Frank Agostino (Board Member)
- Neville Gibb (Board Member)

The committee meetings were attended by our Auditors BDO. On that note on behalf of the Board I would like to thank BDO Audit Partner Paul Gosnold and his team for their efforts, support and advice.

I thank all staff who have all been involved in the financial performance of both Associations, through supporting our existing members and securing of new members for our organisation and growing its group training scheme to be the largest group training scheme in the state.

I particularly thank all members for the continued support of one of South Australia's and Northern Territory's leading business organisations.

Russell Smith
Financial Controller

Consolidated Performance - 2020/21

Consolidated Statement of Financial Performance	FY 2021	FY 2020
as at 31 st March 2021	\$'000's	\$'000's
MTA Membership Income	1,560	1,455
MTA Property Rental Income	1,239	1,492
MTA - GTS Trading Income	28,065	26,403
Other Income	566	123
Interest and Dividends Received	35	118
Retail Motor Trading Co. Income	-	-
Total Consolidated Income	31,465	29,591
Staff Salaries and on Costs	6,418	6,319
Apprentice Salaries and on Costs	19,844	18,592
Depreciation	806	807
Training Expenses	178	234
Operating Costs	3,128	3,425
Total Consolidated Expenses	30,374	29,377
Surplus / (Loss) on Revaluation of Investments	263	-
Surplus / (Deficit)	1,354	214

Consolidated Statement of Financial Position	FY 2021	FY 2020
as at 31 st March 2021	\$'000's	\$'000's
Total Current Assets	13,388	12,645
Total Non-Current Assets	13,013	12,855
Total Assets	26,401	25,500
Total Current Liabilities	3,859	4,323
Total Non-Current Liabilities	127	117
Total Liabilities	3,986	4,440
Net Assets	22,415	21,060

For the complete financial performance, please email mta@mtasant.com.au and request the Consolidated Financial Report for the year ended 31st March 2021.



Human Resource Manager's Report

Emma Flenley

2020/2021 staffing numbers saw an overall decrease of five staff members (at financial year-end) and an overall decrease of 3.45 full time equivalent employees. At financial year-end, there were six vacant positions, four of which have been permanently appointed but not yet commenced. Three additional contractors are currently engaged.

During 2020/2021 there were opportunities to restructure, refocus and strengthen the organisation, particularly the Registered Training Organisation. Staff turnover for 2020/2021 was high at 24%. This follows two consecutive years of low levels of staff turnover. Staff turnover was well above benchmarking but is acknowledged as necessary for business transformation.

With the recent appointments of Alana Sparrow as General Manager Automotive Skills Development and experienced staff in the roles of Head of Automotive Training, Quality and Compliance Manager and Customer Services Manager our Training Organisation is in an excellent position moving forward. We have also enhanced our team with the employment of a Systems and Innovation Manager who will ensure that the MTA is at the forefront of business systems that deliver excellent customer service and integrations across all areas.

Employment at year-end was as follows:

- 71 Staff
- 65.67 Full Time Equivalent

Absenteeism

Absenteeism for 2020/2021 was high and significantly higher than previous years, with an average of 9.3 days personal leave (sick and carers' leave). This has been impacted by organisational change, long-term illness and absences. We envision that we will see a reduction in absenteeism during 2021/2022 as five of the top 10 staff who had the highest use of personal leave in 2020/2021 are no longer with the MTA.

Gender Equality

The MTA continued to be compliant with the *Workplace Gender Equality Act 2012* and the minimum standard set by the *Workplace Gender Equality (Minimum Standards) Instrument 2014*.

Learning and Development

Employees received an average of seven hours of learning and development hours during the year. Learning and development, where not essential, was on hold for part of the year due to COVID-19.

Managers attended a mental health workshop for Leaders and Managers. The Member Solutions area received focussed leadership training. All staff received bullying, harassment and discrimination refresher training and work health safety refresher training.

All staff who required safe environments for children and young people training and refresher training attended during the year. Fire warden and first aider training was also conducted.



71 Staff

76 in 19/20 financial year



**65.67 Staff Full-time
Equivalent**

69 in 19/20 financial year



24% Staff Turnover

10% in 19/20 financial year

Staff Wellbeing

The focus of staff wellbeing for 2020/2021 was mental health, which commenced with a mental health workshop for the leadership team, recognition and promotion of R U OK day and promotion of the MTA employee assistance program 'MTA OK.'

A new monthly newsletter was created covering a variety of mental health topics including workplace stress, supporting co-workers, sleep, resilience, gratitude and giving. Each provided ideas and strategies for staff to practice. Staff also enjoyed the end of year staff Christmas function.

The MTA continued to provide access to a free employee assistance program to support staff with confidential counselling and assistance, and they were made available onsite for a period for ease of access by staff. Flu vaccinations were also offered to all staff.

EEO, Bullying and Harassment Contact Officers continued to provide specialised support to employees.

Staff supported charities through monthly casual days with staff nominated charities relating to either the automotive industry, youth, education, members in rural or remote locations, mental health or medical support.

COVID-19 was a major focus of 2020 with the development of a COVID- Safe Plan, implementation of safe practices and ongoing communication

There were five MTA staff incidents recorded during 2020/2021. Three of these incidents were lodged as workers compensation claims for lost time injury with medical expenses and the remaining two incidents were first aid injuries only (not resulting in a WorkCover claim for lost time injury or ongoing medical expenses). One of these staff members has returned to modified duties with two staff members yet to return to the workplace.



Staff Recognition

The MTA celebrated the 10 year anniversaries of Irene Flores- Accounts Officer, Christine Bawden- Assistant Accountant, Mark Duke- Trainer/Assessor and Trevor Cooke- Printer.

Michael Sheehan, Senior Workplace Relations Advisor, was also recognised as he retired from the MTA.

The MTA's staff recognition program 'Thank you for going the extra mile' was launched by 'recognition champions' in

December 2020 and is an opportunity to recognise living the MTA values.

Thank you to all staff for your commitment and hard work through what has been a challenging year.



A handwritten signature in black ink that reads 'E Flenley'.

Emma Flenley
Human Resource Manager

MTA
Board of Management

MTA
GTS Board

Paul Unerkov
Chief Executive Officer

Lynn Young
Executive Assistant
Administration Assistant

Tracy Simpson
Executive Assistant

MEMBER SOLUTIONS

GTO (Group Training Organisation)

RTO (Registered Training Organisation)

FINANCE & SUPPORT SERVICES

Trevor Cooke
Printer

Rhianna Carr
Graphic Designer &
Print Coordinator

David Hein
Marketing Specialist
(CRM)

Samadhi Thomaz
Systems & Innovation
Manager

Natarsha Stevenson
Policy Officer

Kaes Cilleen
Industry Policy
& Government
Engagement Manager

Nathan Groves
Membership &
Division Manager

Chris Morey
Workplace Relations &
Governance Manager

Daniel Forbes
Marketing, Communications, &
Membership Manager

Andrew Girolamo
Retail Division
Specialist

Katrina Belgrove
Senior Workplace
Relations Advisor

Josh Bevan
Marketing Specialist,
MTA, and
Employment

Vacant
Repair Division
Specialist

Rhys Braybrook
Workplace Relations
Advisor

Leonard Rowe
Marketing Specialist,
MTA Member Solutions

Jamie Brooks
Membership
Development Specialist

Amanda Popov
Workplace Relations
Advisor

Rodger Sewell
NT Regional Coordinator

Bryan Reid
WHS & RTW Coordinator
also reports to Jason Polgreen

Darrell Jacobs
General Manager Member Solutions

Jason Polgreen
General Manager
Apprentice Employment Services

Victoria Griffith
Head of
Automotive Training
(Commenced 01/02/21)

Alana Sparrow
General Manager
Automotive Skills Development

Emma Horbury
Customer Services
Manager

Mark Eckhold
GTO Recruitment &
School Liaison Officer

Andrew Garrett
RTO Scheduling
Coordinator

Jodi Ryan
Quality and
Compliance Manager

Sue Chaplin
TEC Administrator

Bryan Reid
WHS & RTW Coordinator
also reports to Chris Morey

Stephen Richardson
Trainer/Assessor/
Accountable Officer

David Court
TEC RTO Contracts
Administrator

Catherine Ogden
GTO Administrator

Tammy Govender
RTO Instructional
Designer

Michelle Beer
TEC Administration
Assistant

Tanya Sanchez
TEC Student
Support Officer

Warren Meissner
Regional Operations
Manager
(Contract)

Mario Calleja
RTO Quality Assurance
& Customer Relations
Manager

Greg Bowden
Team Leader, Apprentice
Employment Services

Jason Cavanagh
Lead Trainer

Lee-Ann Field
Casual Administration
Assistant

Franco Albino
Field Officer

Jeff Evers
Trainer/Assessor

Irene Flores
Accounts Officer

Rana Stanford
Field Officer

John Kaesler
Welding Industry Specialist
(Casual)

Sharni Neal
Cleaner

Richard Stock
Field Officer

John Kaesler
Welding Industry Specialist
(Casual)

Sharni Neal
Cleaner

Jarrid Turner
GTO Business
Development Manager
(Contract)

Jason Cavanagh
Lead Trainer

Lee-Ann Field
Casual Administration
Assistant

David Pullman
Trainer/Assessor
(Panel)

James Williams
Trainer/Assessor
(Panel)

Mark Kipping
Trainer/Assessor
(Panel)

David Askew
Trainer/Assessor
(Heavy Vehicle)

Peter Jaensch
Trainer/Assessor
(Parts LV/HV)

Damien Dempsey
Trainer/Assessor
(Light Vehicle)

Chris Pickard
Trainer/Assessor
(Light Vehicle)

Scott Hahsey
Trainer/Assessor
(Light Vehicle)

Dominic Trimboli
Lead Trainer

Wayne Arnold
Lead Trainer

Jim Beane
Trainer/Assessor
(Light Vehicle) (Casual)

Chris Pickard
Trainer/Assessor
(Light Vehicle)

Mark Smallacombe
Trainer/Assessor
(Light Vehicle)

Scott Hahsey
Trainer/Assessor
(Light Vehicle)

Indicates Level 1, 81 Greenhill Road, Wayville
Indicates 3 Frederick Road, Royal Park
Indicates Regional Areas
Indicates Northern Territory
As at 31st March 2021



Taff's Auto Repairs
Taff James

Member Services

Member Services

When COVID-19 hit Australia in 2020, seeing States and Territories go into lockdown from March, the majority of business trading was put on hold. The MTA quickly implemented a daily communications strategy in order to inform members of government operations and relevant news, as well as links to resources on our COVID Portal, which helped members remain open for as long as possible and see through those difficult few months. These daily communications would not have been possible without the combined efforts of the Board and MTA Members in addition to our Advocacy, Workplace Relations, Divisional and Training and Employment teams.

Following the easing of restrictions and lockdowns in mid to late 2020, the MTA saw an opportunity to rethink our communications engagement strategy to members and apprentices. This resulted in consolidating our weekly MTA Torque and TEC Torque e-newsletters into a monthly e-communication to members and a separate communication to apprentices focussing on the quality of content and information relayed in

regards to advocacy, workplace relations and the value of our training, employment and hosting services. The introduction of the new Workplace Relations Monthly e-newsletter has also provided members with a range of relevant WR articles, videos and topics to keep their business on the front foot.

The weekly CEO Report continued, as did our communications to members following Divisional and Zone meetings. The monthly Vehicle and Motorcycle Registration Reports continued as well to effectively relay important sales information to dealers.

Our quarterly Motor Trade magazine underwent a design change in 2020 and moved away from print, becoming a digital only, interactive magazine containing links to MTA resources and videos.

Membership

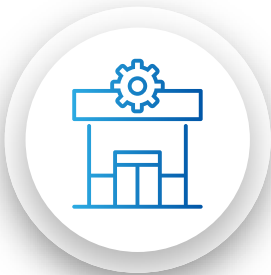
1,268
Total Members
1,230 in 19/20 financial year.

117
New Members
94 new SA members &
23 new NT members



5,974
Member Engagements

Meetings & Visits



Member Visits*

*Suspended due to COVID-19
1,368 in 19/20 financial year



21 Zone Meetings*

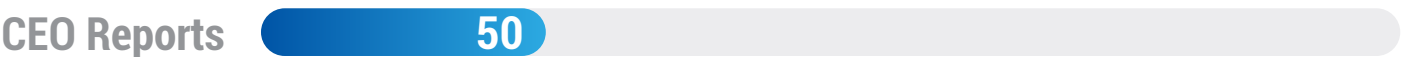
28 Divisional Meetings*

*Includes online meetings

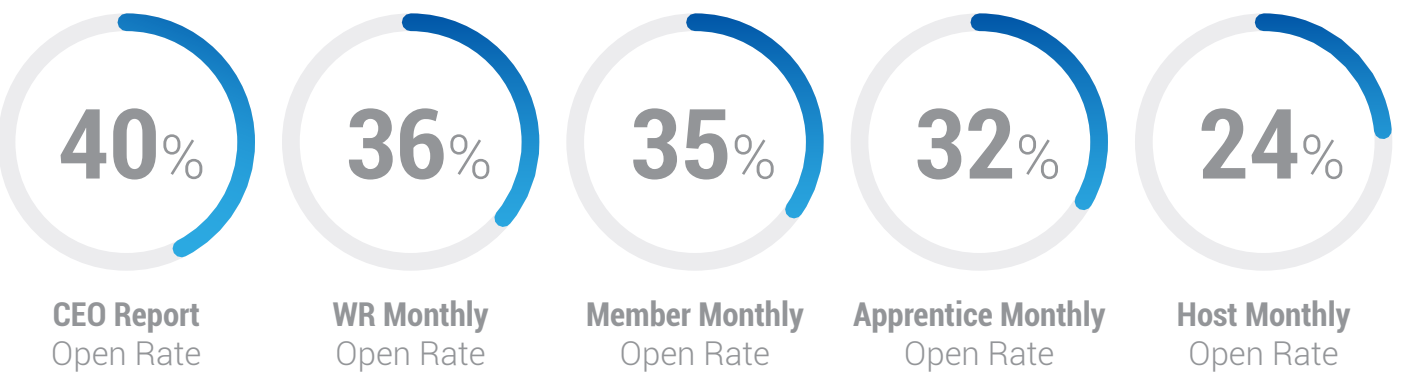


21
CEO Online Member
COVID-19 Catch-ups

Communications



Average Readership



Workplace Relations

Member Services

WR Enquiries

4,232 in 19/20 financial year

4,386

Training Attendees

169

This year started off with some tough issues from the outset for the Workplace Relations team, with COVID-19 restrictions hitting in full force, along with the introduction of JobKeeper benefits, temporary COVID Award or legislative changes, and rapid changes to the law, especially around WH&S and industrial relations. This resulted in some long days and late nights to keep up to speed on the changes and keep both South Australian and Northern Territory members informed, with a

large increase in views of the member portal and dedicated COVID portal, as well as phone and email queries.

Additional major highlights have included the commencement of the new *Vehicle Repair, Services and Retail Award*, staggered commencements of wage increases, and the review of and subsequent amendments to the *Fair Work Act 2009*.

The team has four core roles in providing services to members:



Services



Resources



Training



Advocacy

The team has also seen some changes this year, with Michael Sheehan retiring, Laura Taylor and Cos Lamberto both leaving for other roles, and Amanda Popov and Bryan Reid joining the team.

Due to COVID restrictions, training numbers were down for this financial year, but member queries spiked to 4,386 for the year,

not counting assistance offered to non-member hosts at the height of the pandemic. In addition, access to WR resources on both the member portal website, and in particular the dedicated COVID Portal put together and updated by the entire Member Solutions team, also spiked to extremely high levels.



MTA WR Team

Bryan Reid, Amanda Popov, Chris Morey,
Katrina Belgrove and Rhys Braybrook.

Advocacy

Member Services

The MTA is committed to advancing the interests of our members and industry with local, state, territory and Commonwealth governments, along with many other industry stakeholders.

Our purpose is to reduce the skills shortage, grow the industry and energise a grass roots network of automotive professionals so they can invest and grow their businesses with confidence.

Whilst it has been a turbulent 2020/21, we have had some major wins in the advocacy space – some that have been years in the making.



Federal

- » Fairer franchising reforms for new car dealers with mandatory obligations for manufacturers, financial penalties and agency models included.
 - » Right to Repair legislation mandating fair access to service and repair information at a fair price introduced/passed Parliament.
 - » Protections for businesses with Unfair Contract Terms legislation now in force
 - » Collective bargaining exemptions secured for small businesses, franchises and fuel retailers
 - » Multiple extensions secured for the instant asset write off scheme.
 - » Increasing government awareness of and support to apprentices through JobKeeper and other wage subsidy payments.
-

South Australia

- » Lobbied the State Government to include automotive repair and supply chain in essential activities and workers during the State's 3-day lockdown.
 - » Member support to access government grants, funding, border closure and restrictions information during COVID-19.
 - » Premier and Minister for Innovation and Skills attendance at Industry Advisory Council meetings.
 - » Aligning vehicle and driver's accreditation to working with children's checks for bus operators.
 - » Working group established to mandate Motor Vehicle Insurance and Repair Industry Code of Conduct in South Australia with binding mediation and financial penalties.
 - » Industry concerns addressed in new motorcycle graduated licensing scheme legislation.
 - » Advocating for six automotive trades to return to the Designated Area Migration Agreements skilled migration pathway.
-

Northern Territory

- » Supporting the launch of the Motor Vehicle Registry for Business Portal in the Northern Territory.
 - » MTA Automotive in the NT Election Charter document delivered to all candidates at 2020 NT Election.
-

Class of



Congratulations

Graduating Apprentices & Certificate Recipients at the
MTA Graduation & Apprentice Awards 11th June 2021

Dylan Adams
Richard Adaya
Riley Allwood
Hayden Andersen
Emilio Apelo
Rhys Arias
Shar Axleby
Brandon Ballinger-Mason
Philip Bamford
Ryan Barraclough
Joshua Bell
Ryan Bernardo
Aidan Birtles
Daniel Blackley
Matthew Boots
Shannon Boulton
Hayden Bradshaw
Sarah Brands
Lachlan Brinkmann
Connor Briscoe-Dowden

Caitlin Brodie
Bradley Brown
Nathan Bruce
Connor Buckby
Jordan Burt
Jordan Butt
Tony Carofano
Patrick Carrig
Jayden Carrigg
Michael Carson
Damian Chaplin
Kane Chapman
Isaac Chesher
Callum Christensen
Sean Ciechanowicz
Jake Coenraad
Camron Cole
William Cook
Alana Creek
Andrew Crettenden

Megan Crisp
William Crockett
Bailey Cronin
Sean Davies
Aaron Dawson
Jake Deering
John Dempsey
Adrian Dempsey
Aden Doherty
Jackson Dowie
Dominic Driz
Matthew Drummond
David Duncan
Mason Durnell
Adam Edwards
Dillon Eggelton
Tyler Field
Seamus Fitzgerald
Thomas Flage
Dayna Florance

Harrison Ford
Joshua Francis
Jesse Furniss
Bradley Gehlken
Jesse Giles
Oliver Goodman
Daniel Gregory
Darcy Guerin Hanlon
Dale Hall
Joel Hann
Francis Hansman
Joshua Harkins
Beau Hastings
Brodie Hastwell
Zak Heasman
Ryan Helling
Edin Hodzic
Luke Hondrovasilopoulos
Joseph Hooper
Dylan Houston-Francis

Jackson Hunter
Mathew Hurley
James Hutchinson
Braydon Irrgang
Brett Jenkin
Daven Jenkins
Daniel Jones
Sayed Kazimi
Brandon Kelly
Aidan Kennett
Alex Kerley
Shalene Kimber
Dylan King
Rikeeli Klante
Brodie Koch
Charles Kovacs
Jack Kowald
Nathan Lambert
Ben Leeton
Angelo Lepore

Pictured with the Minister for Innovation and Skills, Hon David Pisoni MP, Emcee Rebecca Morse and Spirit Super CEO, Leeanne Turner.

2020



Jacob Liebelt
Tyson Long
Heath Macfarlan
Timothy Mammone
Jack Manganiello
Alexie Mansell
Jesse Maynard
Philip McBride
Braden McHendrie
James McLean
James Medhurst
Justin Mienie
Toby Mills
Dylan Mitchell
William Mitchell
Christopher Modra
Lee Moore
Jake Morgan
Lachlan Moseley
Joshua Munn

Beau Neale
Laurence Nicholls
Peter Nikopoulos
Russell Noack
Kayden O'Brien
Wade Ogg
Travis O'Keefe
Matthew Oldroyd
Callum Onley
Stephen Ordish
Martin Owen
Cody Page
Benjamin Pape
Michael Parish
Harry Parker
Jason Patty
Scott Pawson
Ty Pearce
Cooper Peaston
Mason Peglar

Joshua Petrie
Jacob Pix
Christopher Polkinghorne
Timothy Pomey
Joel Porter
Ayden Poulton
Jessica Pretlove
Samuel Pring
Joshua Print
Adam Pulford
Ivan Quinlan
Christopher Quinsey
Om Rai
Luke Rainsford-Green
Angus Renshaw
Samuel Rickard
Jaiden Roberts
Dylan Robinson
Jourdan Robinson
Ryan Robinson

Harry Ronan
Dean Russell
Oliver Satour
Jett Seehusen
Braden Semmens
Seth Shalders
Angus Sharpe
Joshua Sherriff
Oliver Simpson
Joel Smedley
Matthew Smith
Shaun Smith
Nathan Sracek
Jonas Stankevicius
Bradley Starke
Karl Stead
Mitchell Stone
Jordan Stubbs
Mujtaba Sultani
Jack Sutherland

Jordan Tasker
Robert Tomalin
Dean Tonge
Glenn Torbet
Jack Townsend
Lambros Tsolomytis
Elias Tuuri
Dwyane Van Gelder
Nguyen Vu
Thomas Williams
William Williams-Ailmore
Miguel Winkler
Monique Woer
Lachlan Woollatt
Benjamin Worley
Stefan Woroniak
Joel Young
Paul Ziersch

MTA GTO

Group Training Organisation

123

Apprentice Commencements

270 in 19/20 financial year

464

Apprentices Employed

538 in 19/20 financial year

451

Hosted Apprentices

452 in 19/20 financial year

247*

Average Apprentice Applications per month

373 in 19/20 financial year
*averaged Nov-Mar due to COVID

52*

Apprentices on Suspension

48 in 19/20 financial year
*averaged over 12 month period

The MTA's Group Training Organisation (GTO) commenced the reporting year as COVID-19 presented an uncertain operating environment.

The GTO was met immediately with the challenge of apprentices being handed back as a result of a restricted business trading environment – a total of 149 apprentices were on suspension by the end of April.

MTA staff ensured our apprentice's wellbeing was front of mind, making regular contact via both email and text message, but also going one step further to conduct one-on-one check-ins from our Student Support Officer and Field Officers.

The spike in apprentice suspended numbers was fortunately short-lived with both the Federal and State Governments announcing a range of stimulus measures ensuring that apprentices and host employers received financial support throughout this challenging time.

The most significant assistance measure was JobKeeper, with the board acting swiftly to ensure our main goal of keeping apprentices employed was met by whatever assistance we received being passed onto hosts.

In June, as quickly as the suspended apprentice numbers increased in April, it dropped from its peak of 151 to less than 100 with a steady decline month on month until returning to a pre-pandemic level in August.

With further stimulus measures also announced at this time, including the extension of JobKeeper and the State Governments announcement of the GTO Boost Scheme, apprentice demand continued with the number of suspended apprentices hitting a record low – conversely, the number of hosted apprentices hit an all-time high peaking in February 2021 at 463.

Even with the restrictions imposed during this time, the MTA's GTO was still able to meet the needs of our hosts and apprentices and ensured that eight-week visits continued over the phone or via video link.

The GTO also changed several systems and processes to adapt to the new operational environment – one significant change was the move away from eight-week group intakes.

The MTA's GTO has traditionally made apprentices undertake eight weeks of initial training in the MTA's Registered Training Organisation (RTO) to aim for better retention, therefore resulting in better completion rates.

With little-to-no training being conducted during this time, the GTO adapted by placing new starters directly with a host employer after they had been inducted.

To allow for the loss of training time and opportunity for performance evaluation, the GTO organised for new applicants who are not attached to a school to undertake up to two weeks of work experience in the potential host employers workplace.

This model has been received well by the industry and as a result, the GTO will continue with this new model.

The GTO was also able to invest in an additional staff member focused on growing the placement numbers in other trades like body building, marine, motorcycle and tyres, and to better service the West Coast region.

The State Government's GTO Boost program provided funding for this additional role for a period of 12 months.

The renewed focus in these areas has seen a significant amount of growth, which had contributed to the record number of hosted apprentices.

In addition to the challenging operational environment, the GTO had its three-yearly audits from the Department for Innovation and Skills against the National Standards for GTOs – we passed this audit and have been registered for an additional three years.

The GTO today is very different to the GTO of 12 months ago – new systems and processes have equipped our team with the necessary tools to provide the best possible training going forward.

With the investment in technology both for frontline and support staff, and the positive feedback received to date on the quality of our apprentices and trainees, we are in a very strong position to continue to deliver the positive results we have achieved to date.

MTA RTO

Registered Training Organisation

163,072

Student
Training Hours

16,951

Regional Student
Training Hours



197

134 in 2019

Graduating Students

Our Highest number ever

As was the case for many businesses across the nation, 2020/21 was a year full of uncertainty for the MTA's Registered Training Organisation (RTO).

Adapting to try and minimise the impact of COVID-19 restrictions on the way we deliver our training was a challenge no one saw coming and I commend our training staff on adjusting seamlessly to a new way of operating.

With the introduction of social-distancing measures, the need to alter timetables to allow for smaller classes unfortunately disrupted with the training schedule for 2021, as did our efforts to move over to a new student management system in the middle of a pandemic.

Thankfully, we are confident those issues are behind us and that students, hosts and employers alike will enjoy a much better learning experience in the second half of this year.

With all of these barriers in mind, 2020/21 still saw the delivery of 163,072 training hours across our four dedicated sites in Royal Park, Bordertown, Cleve and Strathalbyn – as expected however, this was a decrease of 96,151 hours compared to 2019/20.

Of those hours, 16,951 were delivered in the regions and amounted to a decrease of 36,049 hours of training across our regional locations.

The reduction in total hours is due to the decrease in the number of training sessions that took place, along with smaller class sizes to ensure the safety of our students and trainers – this number is also a reflection of the amalgamation of our Davoren Park site into our Royal Park Skills Training Centre.

Our light vehicle qualification continues to be the most popular area of training delivered, with a strong 34% of the apprentices we currently train enrolled in this field.

This is followed by our heavy vehicle (18%), body repair (13%) and automotive refinishing (10%) qualifications.

2020/21 has also seen a reshaping of the management structure within our RTO.

A number of staff changes and external factors gave us the opportunity to take stock and refocus our thinking on how we

can continue to be the best automotive training provider in South Australia going forward.

While we remain dedicated to delivering exceptional teaching in the traditional automotive areas, we are preparing for the rapid influx of new technology which will undoubtedly transform the sector.

Ensuring we stand ready and able to equip the next generation of automotive technicians with the necessary skills to succeed in an evolving industry was a priority in 2020/21 and will continue to be in 2021/22.

Despite the challenges we faced in 2020/21, the MTA's RTO is extremely proud of its achievements.

In a year of such volatility, it was pleasing to see 197 apprentices graduate, the highest number in our history.

I feel confident we have now begun the journey to transform and modernise the delivery of our training and, above all, we have already partnered with employers and hosts to produce some amazing automotive technicians who are, after all, the future of our industry.





KI Motor Co.

(L to R): Paul Coleby (KI Motor Co.) &
Nathan Groves (MTA Membership
& Division Manager)

Divisional Reports



Divisional Report

Automotive Dealers Association



81 Members



1,384 Member Engagements

Key Achievements

- » Fairer franchising reforms passed to protect new car dealers
- » Input to Navigating Recent Automotive Regulatory Reforms guide
- » Continued production of Vehicle Registration report
- » Protections for businesses with Unfair Contract Terms legislation now in force

It was an exciting year for the Automotive Dealers Association (ADA), seeing a number of our long-term advocacy items come to fruition thanks to years of hard work by members, the MTA and other national bodies.

The Federal Government pushed ahead with strong franchise reform that we hope will protect Australian new car dealers well into the future. Increased penalties of up to \$10 million, up from \$66,000, for OEMs found guilty of systemic misconduct have been put in place, alongside the transformation of existing voluntary principles into mandatory obligations under the Franchising Code. Those under 'agency' type agreements are now also covered by the Code, giving businesses reassurance they won't be left high and dry when dealing with large multi-nationals.

These changes follow many years of advocacy efforts by the Motor Trades Association of Australia (MTAA), other state based MTAs and ourselves, together with dealer members. Recent discussions included our roundtable with Senator the Hon Michaelia Cash's office, as well as federal MPs on the Senate Committee looking into GM Holden and other manufacturers. This robust discussion and evidence based proposal that we took to the meeting was a catalyst in getting the new reforms over the line.

ADA provided input to the MTAA and FCW Lawyers to develop its Navigating Recent Automotive Regulatory Reforms - A Road Map for Car Dealers and Dealer Councils. The guide is a game changer for industry, which breaks the reforms down into practical advice for dealers and dealer councils.

Notably, the guide provides a road map for how dealers and dealer councils can use various reforms to effectively and efficiently improve their bargaining position. Further information provided for dealers include unfair contract terms and what to do if your agreement contains an unfair term.

In the Northern Territory (NT), the MTA worked with the Motor Vehicle Registry to launch MVR for Business – formerly MVR Online – allowing dealers to access online registration services and freeing up administration labour hours.

The MTA continued production and development of the Vehicle Registration report. Every month, we collect data from the Department for Infrastructure and Transport (DIT) and the Federal Chamber of Automotive Industries (FCAI) to bring ADA members a source of truth on how sales are shaping up both nationally and state-wide. This includes total registrations (new and used), new vehicle sales nationally and in SA, dealer and

private sales and used car registrations. All sectors enjoyed healthy increases over recent months, with economists pointing towards more road users locally due to the pandemic.

ADA continued providing feedback to Federal Government by way of the MTAA to ensure that any Right to Repair or Access to Information legislation takes into consideration investment and time costs borne by dealers. We're supportive of independents accessing information, but it must be at a fair price in recognition of dealers who have made significant financial investments in their franchises.

As a division, we made our voice heard in the IAC's sub-committee to further the push for mandatory light vehicle inspections, an issue we have been advocating on for many years. Change of ownership inspections would mean that vehicles require a roadworthy inspection before sale, which covers components such as tyres, brakes and seatbelts and that product recall components have been rectified.

The goal is to make South Australian roads safer for everyone and the MTA are using any opportunity to push this change. Our position paper proposes that inspections be set by a guided market rate, with roadworthy certificates issued by licensed or authorised inspectors.



Rosewarne's Kadina
Tom Rosewarne



Divisional Report

Automotive Dismantlers



50 Members



427 Member Engagements

Key Achievements

- » Stamping out 'illegal wreckers'
- » Advocating for an End of Life Vehicle (ELV) policy
- » Engaged the Environment Protection Authority (EPA) SA to develop the Auto Recyclers Guidelines document
- » Addressing parts supply issues

It has been a busy year for the Automotive Dismantlers (AD) division, with the effects of COVID-19 putting many more cars on the road thanks to Australians holidaying closer to home and the reluctance to catch public transport.

With more work than ever, longer customer wait times and the perception of making quick money, we have unfortunately seen a rise in non-compliant activity – the MTA continues to receive, forward and follow up on these industry reports.

The emergence of 'illegal wreckers' operating outside the current regulatory guidelines is a serious and ongoing issue in the automotive dismantling industry.

On the advocacy front, our members provided feedback into the Productivity Commission's Right to Repair Inquiry – we have been asked to look at arrangements for preventing premature or planned product obsolescence and the proliferation of e-waste, and means of reducing e-waste through improved access to repair information.

Another issue continuing to build momentum and gain traction at a federal level is the AD push for an End of Life Vehicle (ELV) policy.

Australia is the only developed country not to have a national policy dealing with ELVs, which leaves the system vulnerable to rogue traders and environmental breaches.

We have contributed to extensive research and analysis on the design and implementation of a national ELV policy framework and the necessary regulations that would be required to support harmonised processes.

In addition, extensive research has also been carried out on possible funding options to encourage changed consumer and industry behaviours in delivering ELVs to 'accredited' facilities.

The MTA has been working on giving members a stronger voice to government on ways recycling issues can be tackled, by promoting and improving environmental best practice.

The future of plug-in and hybrid electric vehicles present a unique challenge – the issue of batteries once they have passed their useful life has not been solved and the MTA will continue to monitor and keep members abreast of any developments.

We engaged the Environment Protection Authority (EPA) SA to develop the Auto Recyclers Guidelines document, providing clear guidance on practical measures that can be taken to prevent or minimise risk of harm to human health and the environment as a result of auto recycling operations.

Above all, AD members wish to see consistent standards and incentives apply for those who follow the regulation and guidelines for the automotive industry and beyond, as well as effective enforcement and penalties for operators who do not.

An issue that is wreaking havoc through many industries, we provided input to the Economic and Finance Committee Parliamentary Inquiry regarding parts supply issues.

What seems to be the perfect storm of supply versus demand, there are further external factors that may still take months to cool off once the pandemic is under control.

The processing of shipping containers through Australian customs is drawn out, while the Suez Canal blockage sent shivers through the automotive industry as the globe basically stood still for six long days – closer to home, national pandemic scares can still have a major effect on our local businesses.

As lockdowns continue in the eastern states, supply slows down yet again as their docks dispatch a lot of our parts.

We are working with authorities and industry bodies to ensure the current shortages and subsequent wait times are communicated to the public, so both industry and consumers can work together to keep everyone moving forward.



Costless Auto Wreckers
Raul, Habib and Sam Qasim



Divisional Report

Automotive Repair & Engineering Specialists



649 Members



2,942 Member Engagements

Key Achievements

- » Advocating for mandatory light vehicle inspections at change of ownership
- » Discussing minimum standards of MTA membership
- » Navigating sharing of vehicle service and repair information legislation

Our members have been leading the way in advocating for a number of industry initiatives, including mandatory light vehicle inspections at change of ownership and the sharing of vehicle service and repair information.

The latter saw the introduction of the Competition and Consumer Amendment (Motor Vehicle Service and Repair Information Sharing Scheme) Bill 2021 into the Australian Parliament.

This ground-breaking legislation to mandate access to motor vehicle service and repair information fulfils a government election commitment to act on a recommendation from the Australian Competition and Consumer Commission (ACCC) for a mandatory scheme, compelling car manufacturers to provide fair access to technical service and repair information to all Australian repairers at a fair price.

The Bill strikes a balance between our division's independent repairers, as well as vehicle dealers who have made significant financial investments into automotive brands – the ultimate winner will be the consumer who will be afforded greater choice in where they choose to repair or service their vehicle.

It is pleasing to see all sides of the retail, service and repair sectors of the industry embracing the legislation.

The Productivity Commission has also released an issues paper on Right to Repair – while this is an industry-wide paper, it captures some very important elements of the automotive industry.

It focuses on consumers' ability to choose where they repair their faulty goods and to access those repair services at a competitive price.

The Commission has been tasked to look at the barriers and enablers of competition in repair markets and the costs and benefits of a regulated 'right to repair', including facilitating access to embedded software in consumer and other goods – we look forward to the final report being released later this year, giving us the opportunity to take the findings to government and further lobby our case.

ARD was also involved in the Industry Advisory Council's sub-committee to further the push for mandatory light vehicle inspections at change of ownership – an issue that the MTA has been advocating for, for decades.

Our position paper proposes that inspections be set by a guided market rate, with roadworthy certificates only issued by licensed or authorised inspectors – going forward, the MTA is using any opportunity to further the scheme.

Throughout the year, ARD members contributed to the MTA's wider discussion on minimum standards of MTA membership.

It was valuable to hear everybody's thoughts and we are keen to ensure the standard of businesses joining our division is of the highest calibre.



MTA
MOTOR TRADE ASSOCIATION

MTA
MOTOR TRADE ASSOCIATION



Jeff Williams receiving the National Collision Repairer 2020 Lifetime Achievement Award



Divisional Report

Body Repair Specialists



254 Members



1,709 Member Engagements

Key Achievements

- » Addressing the power imbalance between insurers and repairers
- » Initiating a Collective Bargaining exemption for members
- » Drafting of Unfair Contract Terms legislation

The Economic and Finance Committee produced a report on its inquiry into motor vehicle insurance and the repair industry in South Australia.

The report gave 11 recommendations, such as mandating the national code of conduct with binding mediation and penalties for breaches, protecting consumers and making it fairer for small business.

While many of them have been referred to the Federal Government or the Australian Competition and Consumer Commission (ACCC), we were pleased to note that the first two recommendations were supported in principle.

These aim at working towards a nationally consistent, mandatory, Code of Conduct that includes robust and binding dispute resolution processes, with suitable financial penalties for breaches to ensure compliance by all parties.

Consumer and Business Services (CBS) will lead a working group to develop the code for implementation into the South Australian Fair Trading Act and the MTA will have a seat at the table.

This is great news for our members, as we can ensure the industry voices that work on the front line are heard.

There has also been a fair bit happening at federal level through the Motor Trades Association of Australia (MTAA) and the

Australian Motor Body Repairers Association (AMBRA) meeting with Australian Financial Complaints Authority (AFCA) to create a strong working relationship.

We are also continuing to collaborate with AMBRA on initiating a Collective Bargaining exemption for members, along with a refreshed Shop Grading Program designed 'for industry by industry' to provide minimum standards for our members.

For many years, the industry has been told by insurers what equipment and business processes they must have before they can repair their vehicles.

In addition, most insurers have different policies which give industry no clear guidance on required workshop standards.

The AMBRA Shop Grading Program aims to reduce this uncertainty and the MTA looks forward to working with all parties to provide clarity for motor body repair businesses industry wide.

Furthermore with CBS, we are continuing to draft Unfair Contract Terms legislation and are lobbying for a mandated national Code of Conduct.

Until then, the MTA will continue to provide ongoing assistance to members with Code education, estimate and authorisation education, plus helping you identify and lodge Internal Dispute Resolutions (IDRs) on a case-by-case basis.





Divisional Report

Commercial Vehicle Industry Association



65 Members



649 Member Engagements

Key Achievements

- » Sub-committee formed to consult on the Heavy Vehicle Inspection Scheme (HVIS)
- » Meeting with government on skilled migration issues
- » Greater clarity on school bus contracts and accreditation

This financial year has seen further consultation with members affected by the Heavy Vehicle Inspection Scheme (HVIS).

In June 2020, the State Government announced to industry that the decision had been made not to progress Stage 2 of the HVIS (stepped periodic inspections).

As part of the Industry Advisory Council (IAC), a sub-committee was formed to discuss HVIS, which came to the conclusion that the MTA should no longer pursue advocacy efforts to the Government of South Australia for establishing HVIS Stage 2 periodic inspections in South Australia.

We, as an industry, will endeavour to maintain strong relationships with all levels of government, focusing on the National Heavy Vehicle Regulator to ensure any reform is reflective of the needs of the automotive industry in South Australia and the Northern Territory.

At the same time it was decided that, as of July 1, all Stage 1 inspections (change of ownership) were to be conducted by State Government only (industry was previously authorised to conduct these inspections through a few select locations).

There were fears of how this would affect members so the MTA conducted thorough consultation to monitor the efficiency of the change in process and it is clear that the new process is not up to standard.

The MTA will continue to advocate to the Government of South Australia for industry operators to be able to choose to participate in Heavy Vehicle Inspection Scheme (HVIS) Stage 1 change of ownership inspections.

Our members are represented at national level through the Commercial Vehicle Industry Association of Australia (CVIAA), with the committee meeting several times per year.

This year, the CVIAA provided submissions on such items as Heavy Vehicle National Law, Heavy Vehicle charges and the NHVR Heavy Vehicle Safety Strategy.

In early 2020, there was a meeting between MTA, members and Department for Innovation & Skills to discuss skilled migration and, more specifically, diesel technicians that had been taken off the Designated Area Migration Agreement (DAMA) list.

Being an important tool in addressing skill shortages, we will continue to monitor the situation that has only become more convoluted due to COVID-19 travel restrictions.

Our Independent Bus and Coach Operators (IBCO) committee held productive roundtable discussions with government representatives from DIT, Department of Human Services and the Department for Education to discuss accreditation processes and inefficiencies, as well as school bus contracts – this resulted in greater clarity in some grey areas.



Tatiara Truck & Trailers

Jaime Virgin & Dylan Jenkin



Divisional Report Farm & Industrial Machinery Dealers Association



77 Members



450 Member
Engagements

Key Achievements

- » Changes to the national Class 1 Agricultural Notice for Movement of Oversize and Overmass Machinery
- » Affirmed position that excludes the agriculture industry from any future 'net zero emissions target policies'

In my first year as Chair, I was pleased to be a part of ongoing advocacy for our evolving industry.

We are continuing to push for changes to the national Class 1 Agricultural Notice for Movement of Oversize and Overmass Machinery to ensure operators can efficiently move around the state, while still complying with safe procedures.

After consulting with members, we compiled evidence and information into a series of letters to the PM and Deputy PM in support of the Federal Government's position that excludes the agriculture industry from any future 'net zero emissions target policies'.

This was flagged as extremely important to Farm & Industrial Machinery Dealers Association (FIMDA) members who feel that the industry would simply be crippled otherwise.

There was further consultation with members on the Right to Repair issue, as we realise that if the legislation passes

the Senate, manufacturers and dealers through to small independents will have to work together. We are conscious that, unlike dealers, some independent repairers may not have had the training and own the appropriate equipment to ensure safe and reliable repairs. This has been addressed in our submissions.

Throughout the year, the Australian Competition and Consumer Commission (ACCC) released the 'Agricultural machinery: After-sales markets' discussion paper – after considerable deliberation and analysing of the finer points, feedback from members indicated that the paper missed the mark on many fronts and there is hope that the ACCC will see common sense to amend numerous sections.

After the changes to the Franchising Code that saw positive modifications for car dealers, our FIMDA members are now hopeful that the MTA's push to have farm machinery included for similar changes will be successful.



G & J East
Colin Adams

1994

MARION ROAD
CAR SALES

83715166

Owned And Operated



Carfix Auto Repairs &
Marion Road Car Sales
Christopher Tait



David Vincent
Adelaide Vehicle Centre

Divisional Report

Licensed Vehicle Dealers



181 Members



2,277 Member
Engagements

Key Achievements

- » Pushing for harsher penalties to breaches of the Second-hand Vehicle Dealers (SHVD) Act
- » Reviewed the setup of the Compensation Fund
- » Aided in the launch of MVR for Business in the NT
- » Supporting mandatory roadworthy inspections for light vehicles at change of ownership

As a division, we have continued engagement with Consumer and Business Services (CBS) on compliance and enforcement of unlicensed operators and breaches of the *Second-hand Vehicle Dealers Act 1995 (SA) (SHVD) Act*.

Recent communication with CBS has shown they are fast to react and work well with our team, resulting in enforcement – however, we as a division still feel the penalties for non-compliance are lacking when considering the overall costs to the industry.

As part of its pre-budget submission, the MTA has asked government for a renewed focus and more resources to be dedicated to this important issue.

Tied into this is the MTA's request for CBS to review the setup of the Compensation Fund – we have proposed changes such as a cap on total lifetime payments and a risk-based contribution model.

At the time of writing, draft legislation on a modernised SHVD Act is being written – our understanding is that it will be heavily based on the recommendations developed by LVD members.

In the Northern Territory, the MTA has worked closely with the Motor Vehicle Registry (MVR) to aid in the launch of MVR for Business (formerly MVR Online).

This allows dealers to easily access online registration services and frees up administration labour hours.

We have also noted that our members are extremely supportive of the MTA's push for mandatory roadworthy inspections for light vehicles at change of ownership – this landmark advocacy work will be a great step forward not just for our industry, but for many others in which the MTA operate.

The monthly Vehicle Registration Report produced by the MTA has continued to be an informative and handy tool for dealers – numbers have been positive, however as the pandemic progresses it is difficult to judge what will happen next to sales.

On that note, there has never been a better time to utilise the resources available through the MTA to better protect and help grow your business.



Alice Motor Sales Pty Ltd
Ben Danks





Divisional Report

Motorcycle Industry Association



54 Members



382 Member Engagements

Key Achievements

- » Successful lobbying of amendments to Motorcycle Graduated Licensing Scheme
- » Consultation with government over RiderSafe training wait times
- » Communication with members on motorcycle theft data

After much advocacy work, we finally saw the passing of the new Motorcycle Graduated Licensing Scheme through the Legislative Council, with MTA and key members successfully lobbying to have some of the restrictive recommendations removed or lessened.

Pleasingly, we were able to find some middle ground which saw mopeds less than 50cc retain their ability to be ridden without a motorcycle licence, and the age at which someone can get their L's increased from 16 years-old to 17 years-old – not the proposed 18 years-old.

We were also able to successfully lobby for 16 year-olds in regional areas to still gain their licence, as long as their journey is for study, work and sporting commitments.

Focus now turns to how industry and government can improve the current RiderSafe training course.

The MTA reached out to members during late-2020 to make us aware that the Department for Planning, Transport and Infrastructure (then DPTI, now DTI) had acknowledged there is

presently a backlog for those trying to book RiderSafe training.

They assured the MTA that they are working diligently towards fixing the issue and getting back to business as usual.

Although wait times are frustrating for customers, it is great news for the market that there is currently so much community interest in riding.

That said, the MTA communicated some concerning motorcycle theft data – 2019/20 theft was up 39% on the previous year, which shows how diligent we need to be and continue to encourage our customers to consider the security of their bikes.

We have heard supportive feedback from members on the MTA's push for mandatory roadworthy inspections for light vehicles at change of ownership.

Also, after the changes to the Franchising Code that saw positive changes for car dealers, our own members are interested in the advocacy progress to have motorcycle franchisees recognised in the same fashion as car franchisees.



Yamaha Motor (Aust) Pty Ltd
Robert Dal Bello



Divisional Report

Towing Services



76 Members



514 Member Engagements

Key Achievements

- » Towing Working Group initiated to discuss industry issues
- » Legalised U-turns at crossover points on the South Eastern Freeway
- » Working with City of Adelaide for exemptions on mass limits on major bridges

In March 2021, the MTA and Towing Services division held a Towing Working Group – it consisted of the Department for Infrastructure and Transport (DIT), SAPOL and the National Heavy Vehicle Regulator (NHVR).

The meeting provided a robust forum for a range of issues to be discussed with government, including:

- tow truck rosters and declared areas in South Australia, which the State Government has agreed to review
- the definition of accident versus mechanical tows
- new proposals to improve industry standards.

Work is continuing between all stakeholders across the board to ensure fairness and efficiencies in towing operations.

After raising the issue with the DIT, the MTA also saw changes to unladen heavy vehicles now being able to make U-turns at crossover points on the South Eastern Freeway, provided the situation meets a set criteria.

Although there is more work to do be done, it was good to see common sense coming to the fore and we hope many more exemptions will be made in the future to make our role safer and traffic flow easier in the case of a breakdown or emergency.

In September 2019, the City of Adelaide introduced mass limits to three of their major bridges.

This has dramatically effected heavy vehicle breakdowns, as the combined mass of a heavy vehicle tow truck plus the vehicle itself would exceed the mass limit.

The MTA has been working with the NHVR and Adelaide City Council to find a reasonable solution – the latest being that the Council has engaged a consultant with a view to providing exemptions for emergency situations.

We were disappointed to learn that the NT Government is considering revoking the *Consumer Affairs and Fair Trading (Tow Truck Operators Code of Practice) Regulations 1996 (NT)*. If followed through with, this would mean the end of the roster system in place in Darwin and Alice Springs.

We have reached out to towing members for their feedback and will be sending a strong message to the Government about the risks of deregulation as well as the cost to the taxpayer.



Rivercity Mechanical
Blake & Flic Piltz



Divisional Report Service Station



54 Members



436 Member Engagements

Key Achievements

- » Extensive consultation on the introduction of the two-year fuel price reporting trial
- » Lobbying for reinstatement of the Petrol Theft Network Committee

We saw one of the biggest reforms in our industry at the beginning of 2021, with the introduction of the two-year fuel price reporting trial.

The MTA has been monitoring this pilot exercise from the start, undertaking extensive consultation with Consumer and Business Services (CBS) to ensure the new rules would be as easy as possible for members to comply with.

This included meeting with CBS on a number of occasions to confirm requirements and consulting with members on potential impacts to their business.

As a division, the support from the MTA with the application process for individual businesses was highly useful.

Fuel theft, or 'petrol drive-offs', continues to be an issue frustrating our members, given the time it takes to report a petrol

theft drive off and the difficulties in providing enough evidence of the intent to not pay.

At the height of COVID, when JobKeeper was available, we saw a significant decrease in fuel theft across the State – as soon as JobKeeper finished, members saw an almost immediate rise in theft again.

Despite attempts by the MTA, SAPOL has not reinstated the Petrol Theft Network Committee – we will continue to lobby for this committee to meet again and address this issue.

As members, I urge you to continue immediate reporting of petrol theft, as we can play a significant part in the successful prosecution of offenders and have this issue repeatedly brought to the attention of SAPOL.



Vincenzo Rugari
Silver's Auto Centre



Divisional Report

Tyre Dealers



131 Members



601 Member Engagements

Key Achievements

- » Began review of membership standards within the MTA
- » Discussion of tyre fitters/sellers licensing, or minimum qualification standards
- » Push for mandatory tyre age limit of 10 years on light vehicles
- » Advocating for light vehicle inspections at change of ownership to combat dangerously bald tyres on our roads

Our division aims to lead the way in best practice industry standards and road safety measures for South Australians and Territorians, which is why we are proud to have first kicked off the review of membership standards within the MTA – something that has now grown into an ‘all division’ discussion.

We noted as a genuine safety concern, the fitment of tyres or wheels with speed and/or load ratings not consistent with the requirements of the vehicle.

The best way to ensure that the correct tyre or wheel is fitted is to consult the ‘Tyre & Rim Association Standards Manual’, which should be no more than three years old.

This is just one of the standards our division would like to see as a minimum for MTA membership and a motion was made that the Board mandate it, who are deliberating before coming back to us with a final decision.

The division has also been discussing advocacy for the industry to have minimum operating standards, such as licensing of tyre fitters/sellers, or minimum qualification standards.

This type of mandate would come with many positives and negatives to the industry, so it too was discussed at Board level with no resolution at this point in time.

A mandatory tyre age limit of 10 years on light vehicles will be discussed in conjunction with the push for light vehicle inspections.

Change of ownership inspections would mean that vehicles require a safety inspection before sale, which covers components such as tyres – as we know through defect data, getting dangerously bald tyres off our roads will play a major part in making South Australian roads safer for everyone.



Millicent Tyre Centre
Grant Bowden



Divisional Report General



66 Members



165 Member Engagements

Key Achievements

- » New division formed to represent a broad spectrum of member businesses
- » AGM held in September 2020
- » Assistance provided in Australian Consumer Law (ACL) disputes

With a reshuffle of the divisional structure at the MTA, we saw an opportunity to introduce the General division, capturing and representing all members not necessarily falling into the other 11 divisions.

Members from sectors such as caravan sales and repairs, boat and marine, retail spare parts sellers and distributors, vehicle rental operators and many other niche areas now have access to the same level of advocacy and expert advice as all other divisions.

Since its inception, our General members have been assisted in various ways; Australian Consumer Law (ACL) disputes, Workplace Relations issues and advocacy items where a small section of legislation may have a big impact on a typically under-represented industry.

There is an extensive suite of services covering industrial relations, human resources, legal, Work Health & Safety (WHS), workers compensation and environmental solutions that we encourage our members to utilise.

Members can access support and representation on matters concerning their business by contacting the Workplace Relations department.

The inaugural General division AGM was held in September 2020, followed up by a standard divisional meeting in February 2021.

I look forward to seeing this division expand over time and our list of initiatives and activities begin to grow.



Webb Marine Services
Paul Webb

Business Partners



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Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238718) is the trustee of Spirit Super (ABN 74 559 365 913) and issues interests in Spirit Super. Consider the PDS available at spiritsuper.com.au or 1800 005 166.



Access Programs provides employee assistance and counselling services in person or over the phone. Services are available to MTA members at the sessional rate of \$140 (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. Phone appointments are also available.

Contact Access Programs to unlock these services for you and your employees: P: 8215 6799 or visit www.accesssa.com.au



As a member of the MTA you can now unlock exclusive benefits when you sign up for an **Officeworks** 30 Day Business Account.

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MTA members receive a 20% discount on all products (excluding offers).

MTA Print is your one-stop shop when it comes to business printing needs – we're more than just business cards! We are small run digital and offset specialists, with specialised services for all motor trades. Our in-house graphic designer is available to assist in your printing needs, such as:

- logos & digital advertising imagery
- flyers, brochures & general printing
- books & pads, including numbering & perforation
- trade plate covers
- job cards
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- Daily IQ – a free business insights tool available through online banking
- Free business financial health checks

To find out how CommBank can help your business move forward, contact MTA SA/NT on: P: (08) 8291 2000 or E: mta@mtasant.com.au

We'll put you in touch with a CommBank Business Banking Specialist.



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Various other safety signs are available on request.



Llordan Diesel
Adam Cannell



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Motor Trade Association of SA/NT



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Northern Territory

8291 2000 | mta@mtasant.com.au

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