



21/22

Annual Report

Motor Trade Association of SA/NT

GOODYEAR AUTOCARE



Tyres



Wheel Alignment



Suspension



Log Book Service



Brakes



Batteries



13 23 43



Goodyear Autocare
Hampstead Gardens | Hawthorn | Richmond
Marco D'Argenio

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38 Business Partners



Hiran Alwis (MTA SA/NT Trainer/Assesor Light Vehicle) and Eblen Collision Repairs Technician

The Board

The Board are elected by our members.

As a member based organisation the key purpose of the Board is to ensure the Motor Trade Association protects and services our automotive industry members.



Frank Agostino (Chair)

Agostino Group



Neville Gibb

Gibb & Sons Pty Ltd



Clive Polley

Independent Components



Peter Roberts

OG Roberts & Co



John Hitchcock

Dial A Tow



Mark McGuire

Adelaide Car Parts Pty Ltd



Tom Skothos

Pro Paint N Panel

Chair's Report

Frank Agostino



The one thing that stands out to me when I think about 2021 is that the South Australian and Northern Territory automotive industries have remained tremendously resilient, despite the many and varied challenges faced. Simply put, I am proud to be a part of an industry which continues to innovate, adapt and thrive.

Essential service was a term which was used a lot during the greatest impacts of the COVID pandemic, but one thing that is for certain is our industry showed the public that without automotive retail, service and repair, Australia would simply stop moving. Whether it was during lockdowns or navigating the myriad of restrictions from QR codes to masks and close contact definitions, MTA members demonstrated their commitment to operating safely and responsibly throughout.

Advocating for government recognition of the automotive industry as an essential service was a key focus in supporting our members and while it appears that the worst of COVID is behind us, my hope is that the effort will be a lasting legacy in how those outside of our industry perceive and recognise us.

We saw skill shortages exacerbated, an increasing, though still relatively low uptake of zero and low emission vehicles in the local market, as well as continued challenges to stock availability and supply chain disruption. Rising business costs are now also emerging as a consideration for many.

The MTA has been incredibly fortunate for the expert industry advice, engagement and dedication of Industry Advisory Council (IAC) members across our zones and divisions. When the IAC told us to focus on schools, the MTA responded by piloting our industry leading School Pathways program, and when the South Australian election was before us, IAC members had the opportunity to tell the new Premier Peter Malinauskas simply and plainly what the automotive industry needs to grow our economy.

It has also been my pleasure to see the MTA grow its footprint in the Northern Territory with a new Automotive Mentoring

program launched in partnership with the government, as well as delivering our first hybrid and battery electric vehicle program.

Looking to the year ahead, we are well positioned to continue to grow as an industry worth more than \$2.5 billion to the economy and seize the opportunities before us.

Rest assured, the MTA will remain a partner with industry and stand shoulder to shoulder with whatever comes next.

“ The South Australian and Northern Territory automotive industries have remained tremendously resilient, despite the many and varied challenges faced. Simply put, I am proud to be a part of an industry which continues to innovate, adapt and thrive. ”

Frank Agostino
MTA SA/NT Chair



SA Chassis & Suspension Repairs
Dimitri Eglezos, Michael Eglezos, John Eglezos, and Paul Unerkov (MTA SA/NT CEO)



CEO's Report

Paul Unerkov

For a year of continued disruption and new and unique challenges, it's truly remarkable what we have achieved together with industry.

Many thought the day would never come, but this period will be looked back as the time in which different parts of the automotive industry came together to agree on implementing the Motor Vehicle Information Scheme which sees motor vehicle service and repair information made available for approved repairers and training organisations to purchase at a fair market price.

Big steps towards an End of Life Vehicle policy have also been made with the Federal Government providing funding for a business plan to inform the path ahead.

In South Australia, the MTA was responsible for one of the most significant reforms to the collision repair industry in the nation with laws passed to mandate the Motor Vehicle Insurance and Repair Industry Code of Conduct with penalties, as well as increasing consumer transparency around choice of repairer and steering behaviour.

Following significant lobbying with the support of our members, we also convinced the State Government to return six automotive trades to the Designated Area Migration Agreements skilled migration program, as well as getting a seventh added.

The MTA's calls for support during the South Australian election campaign were also recognised with commitments made for a funded automotive apprentice mentoring program, a return of the trade counter to government service locations, as well as the modernisation of the Second-hand Vehicle Dealers Act 1995.

Significant reforms to the Franchising Code of Conduct were also achieved with a schedule included specifically for new car dealers.

And in the Northern Territory, we got on the front foot to protect towing rosters in Darwin and Alice Springs from being removed and creating chaos and uncertainty.

A major focus of mine in 2021 has been to continue to provide support to our apprentices in training or employment, as well as host employers and those in the industry who choose the MTA to train their apprentices. Supporting industry in preparation for new technologies entering your businesses through our hybrid and battery electric vehicle training has also been a growing area of demand.

I am particularly proud of our efforts to keep hosted apprentice numbers high and the MTA's commitment to train throughout 2021 in spite of significant disruption and uncertainty.

2022 is a year of new governments, new relationships and new opportunities, but my commitment to the automotive industry is that the MTA will represent you and ensure that your businesses can continue to prosper into the future.

“ For a year of continued disruption and new and unique challenges, it's truly remarkable what we have achieved together with industry. ”

Paul Unerkov
MTA SA/NT CEO

Financial Controller's Report

Russell Smith



Despite ongoing challenges associated with COVID-19, including high levels of absences and business uncertainty, the 2021/22 financial year for the entity has been one of consolidation for the MTA and the MTA Group Training Scheme.

The MTA in the 2021/22 financial year made a surplus \$815,500 in comparison to last financial year of \$512,300. Revenue streams and trading expenses met budget. A strong property market resulted in the Board selling its Fullarton Road investment property for a surplus of \$540,000 and a revaluation increase of \$315,000 on its remaining investment properties at Schenker Drive Royal Park.

The MTA Group Training Schemes hosting of apprentices remained extremely strong with demand exceeding supply. The MTA continues to train in excess of 900 MTA and industry apprentices in automotive training. These strong numbers were however significantly affected by apprentices being absent from working or attending training during the year significantly affecting the financial result.

Staff wages also increased during the year due to increased number of trainers to meet training needs and to supplement absent trainers. THE MTA Group Training Scheme continues to invest in IT equipment, training facilities and upgrading of courses and equipment. COVID related absences to both staff and apprentices resulted in a deficit for the year of (\$854,900) for the MTA Group Training Scheme in comparison to the surplus in 2020/21 of \$842,200.

The Consolidated Entity made a deficit of (\$39,400) for the 2021/22 financial year in contrast to the 2020/21 surplus of \$1,354,500.

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; and
- establishing strong relationships with government

The strong balance sheet and sizeable cash holding have allowed the MTA to re-invest back into the Association, for the benefit of its members and students, to provide improved services, improved facilities and technological improvements whilst keeping its costs down.

The MTA continued its long-term partnership with Spirit Super, Capricorn, Commonwealth Bank, Officeworks, Access Programs and St John Ambulance Australia SA Inc. 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;

- Clive Polley (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 Andrew Tickle and his team for their efforts, support and advice.

MTA staff have demonstrated a strong resolve throughout this reporting period and have supported the financial performance of both Associations. This has included through working with existing and new members and continually growing the group training scheme, the largest of its kind in the South Australia.

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

A handwritten signature in black ink, appearing to read 'Russell Smith'.

Russell Smith
MTA SA/NT Financial Controller

Consolidated Performance 2021/22

Consolidated Statement of Financial Performance	FY 2022	FY 2021
as at 31 st March 2022	\$'000's	\$'000's
MTA Membership Income	1,640	1,560
MTA Property Rental Income	1,653	1,239
MTA - GTS Trading Income	26,929	28,065
Other Income	198	566
Interest and Dividends Received	111	35
Retail Motor Trading Co. Income	-	-
Total Consolidated Income	30,531	31,465
Staff Salaries and on Costs	7,370	6,418
Apprentice Salaries and on Costs	18,620	19,844
Depreciation	874	806
Training Expenses	259	178
Operating Costs	4,303	3,128
Total Consolidated Expenses	31,426	30,374
Surplus on Revaluation of Investments	315	263
Surplus on Sale of Fullarton Road Investments	541	-
Surplus / (Deficit)	(39)	1,354

Consolidated Statement of Financial Position	FY 2022	FY 2021
as at 31 st March 2022	\$'000's	\$'000's
Total Current Assets	15,848	13,388
Total Non-Current Assets	10,883	13,013
Total Assets	26,731	26,401
Total Current Liabilities	4,283	3,859
Total Non-Current Liabilities	73	127
Total Liabilities	4,356	3,986
Net Assets	22,375	22,415

For the complete financial performance, please email mta@mtasant.com.au and request the Consolidated Financial Report for the year ended 31st March 2022.

Human Resource Manager's Report

Emma Flenley



During 2021/2022 COVID-19 continued to present challenges for MTA employees with extensive measures implemented to protect employees, apprentices and their contacts within industry. Subsequently, we are pleased to report that no positive cases were reported by employees or apprentices through their contact with others at the MTA. Whilst employees were required to isolate as positive cases or close contacts, we were fortunate that the majority were able to work from home, with technology to support them. During the lockdown period, employees showed resilience, being flexible and adapting at short notice. The management team showed strong leadership and communication to ensure continued productivity and information and support to our members, hosts and apprentices. These experiences have expedited familiarity with remote working.

Whilst at times employees were physically isolated, through distancing and movement restrictions cross site and between buildings, employees welcomed the opportunities to come together, through 'Alfresco Fridays', Friday afternoon quizzes and especially at the end of year employee and board lunch.

Apart from COVID, the most challenging aspect of 2021/2022 has been the high level of employee turnover. Staff turnover was significantly high at 43.13%. Whilst being widely experienced across organisations this is well above benchmarking. With a very tight employment market, it has been difficult to fill roles. The assistance from agencies and employee referrals has been greatly appreciated. An effect of turnover has been on our employee length of service, which has resulted in 43% of our employees being employed by the MTA for less than 12 months.

As a positive outcome, we have enhanced our experienced team with new expertise. Staff turnover has also provided internal opportunities including the appointment of Darrell Jacobs to the position of General Manager, Automotive Skills Development and Scott Haesy to the position of Skills Manager, Heavy Vehicle and Regional. Kaes Cillessen, Industry and Government Engagement Manager, Nathan Groves, Membership and Division Manager and Ronan O'Brien, Workplace Relations and Government Manager have had the opportunity to join the executive team. We have also engaged a team to support systems and innovation to deliver integrated systems across the MTA.

During 2021/2022 employee numbers increased by seven (as at financial year-end) to a total of 78 employees with an additional 2 project staff. There were also 2 regular contractors engaged throughout the year. Full time equivalent employees was 73.02 (as at financial year-end) which was an increase of 7.35.



80 Staff
(includes 2 IT Project Staff)
71 in 20/21 financial year



73.02 Staff Full-time Equivalent
65.67 in 20/21 financial year



43.13% Staff Turnover
24% in 20/21 financial year

“ During the lockdown period, employees showed resilience, being flexible and adapting at short notice. The management team showed strong leadership and communication. ”



Absenteeism

Absenteeism for 2021/2022 reduced significantly, with an average of 4.4 days personal leave (sick and carers' leave), compared to 9.3 days the previous year. There were reduced levels of general sickness and illness.

Learning and Development

Employees received an average of 6.71 hours of learning and development hours during the year.

During the year, the MTA employed five Trainees, 2 commencing a Business Certificate and 3 Project Management. We have enjoyed their contributions to the MTA and encourage their continuing development.

New employees commencing at the MTA receive a comprehensive induction, with the majority required to attend safe environments for children and young people training. New Trainers received development through a new facilitator of their Training and Assessment Certificate.

Leaders received training through workshops covering people processes' whilst all leaders and employees attended workshops re culture, MTA values, bullying and harassment.

Three new Equal Opportunity, Bullying and Harassment Officers were appointed and received specialised training.

A new payroll system was implemented to improve efficiencies and ease of use, with training provided to employees.

Gender Equality

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

Staff Wellbeing

Mental Health continued to be a focus of staff wellbeing for 2021/2022 with promotion of the MTA employee assistance program, recognition of R U OK Day and monthly 'MTA OK' newsletters covering a range of mental health topics, with ideas and strategies to assist employees. Employees were also offered free flu vaccinations and ergonomic assessments.

Employees 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. Employees keenly supported a Foodbank collection, generously donating to help others.

There were five MTA staff incidents recorded during 2021/2022. Two of these incidents were lodged as workers compensation claims for lost time injuries with medical expenses. One incident was medical expenses only with no lost time. One incident was a minor first aid and the remaining incident was a notification of a work related issue where the employee chose not to claim. One staff member who put in a claim in 2020/2021 has yet to return to work.

Staff Recognition

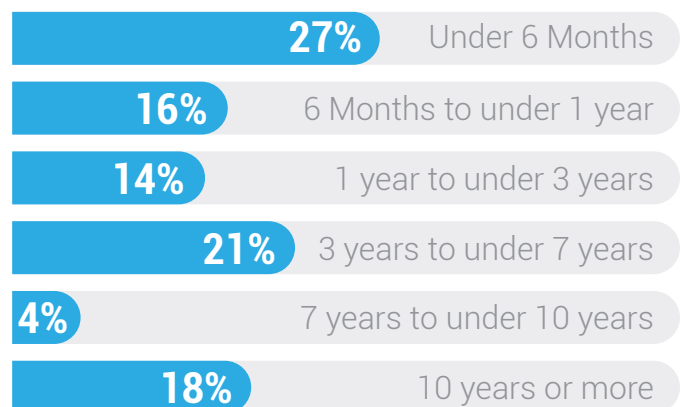
The MTA celebrated the 10-year anniversary of David Pullman, Trainer/Assessor.

Christine Bawden, Assistant Accountant, Phil Webb, Printing and Stationary Development, Trevor Cooke, Printer and Mark Eckhold, GTO Recruitment and School Liaison Officer, were also recognised as they retired from the MTA.

The MTA's staff recognition program 'Thank you for going the extra mile' was supported by employees and presentations made at 'all staff' meetings'. This was an opportunity to recognise living the MTA values.

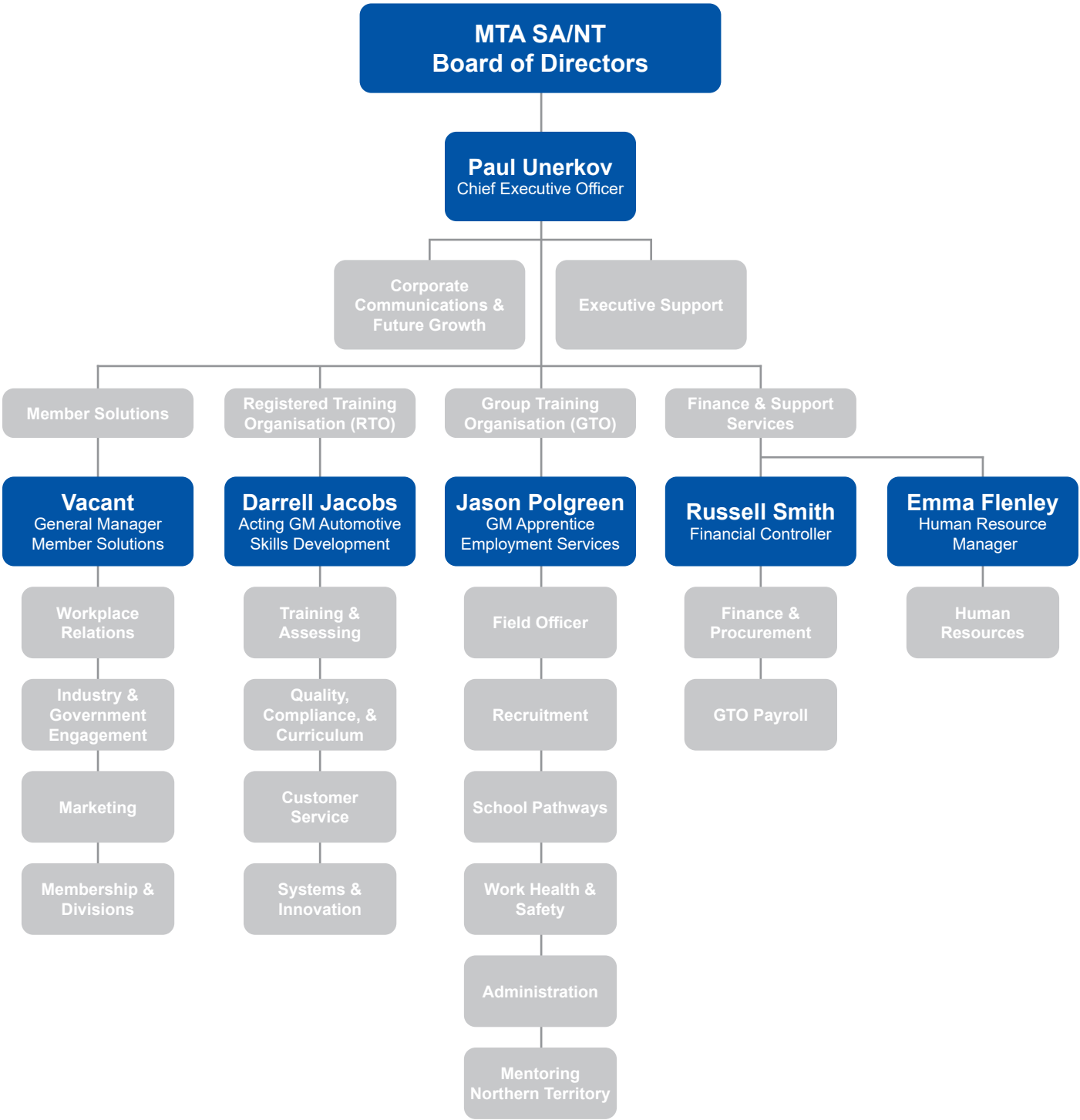
It has been a challenging year and, on behalf of the Executive Team, I thank all of MTA employees for their contributions to supporting our vision to be 'The Best Automotive Skills, Careers and Services provider in SA/NT'.

Length of Service



Emma Flenley
MTA SA/NT Human Resource Manager

MTA SA/NT Organisational Chart





Churchill Services
Craig Hammond and Nathan Groves
(MTA SA/NT Membership and
Division Manager)

Member Services

Membership, Workplace Relations, & Advocacy

Membership

More pronounced than ever, communication is key to navigating today's business environment. Whether that is with governments, members, other associations or many other key stakeholders effective communication was top of mind for the MTA Member Services team. Members relied on the ability to access must-know information at the click of a mouse or by simply picking up the phone. Internally we continued to be agile within our teams. Digital innovation was a focus with a number of IT projects undertaken to ensure best results for members.

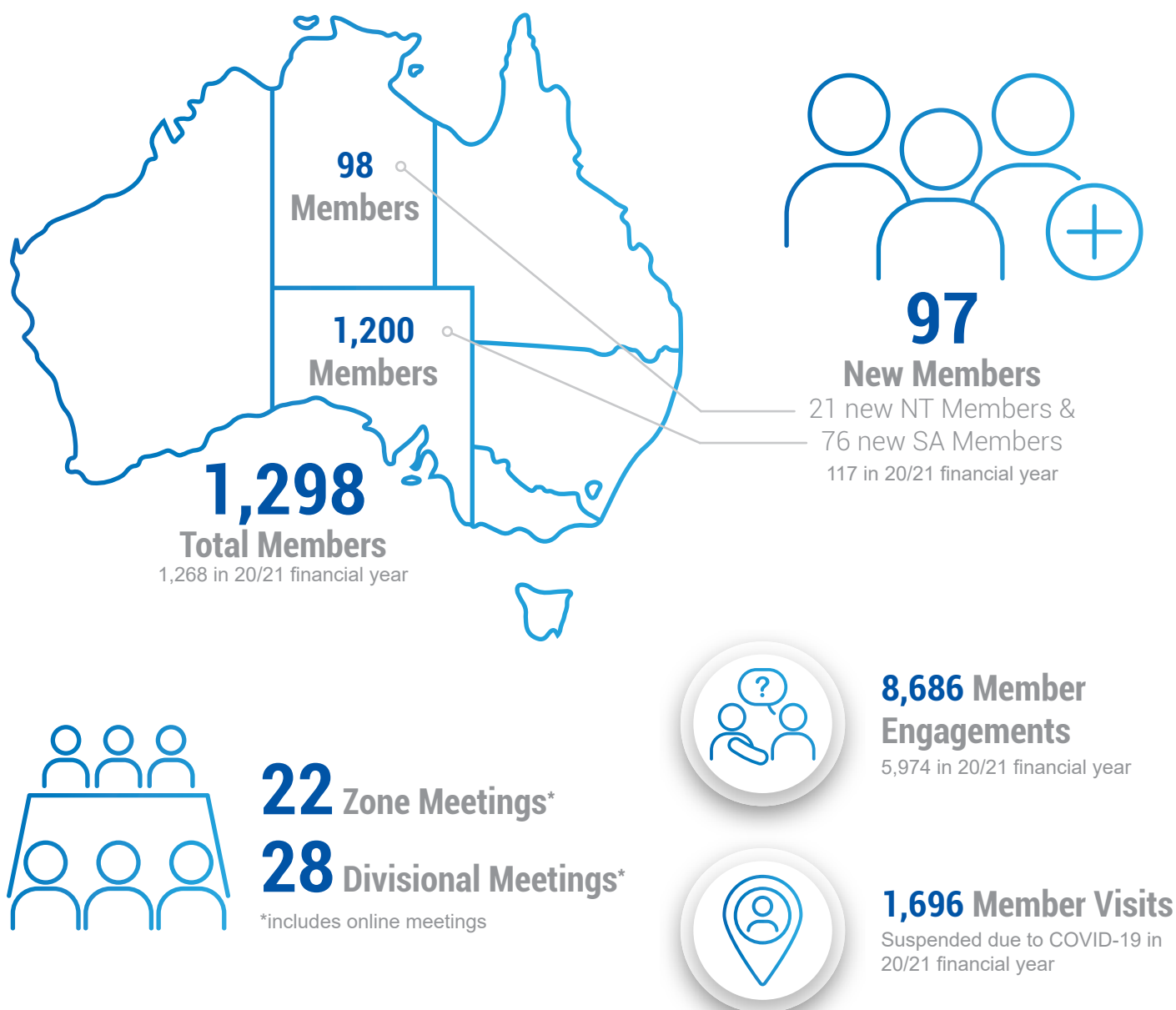
We know that member satisfaction starts with engagement and listening to what members need so we were extremely happy to be back out on the road again visiting members. While there still was some disruption due to the pandemic we did manage to get out to all regions for engaging face-to-face zone meetings and member site visits. We saw a slight increase in member attendance at division meetings as we all started getting used to technology and attending online. It was important to engage with members from all over SA and NT

and their feedback and input was invaluable in informing our advocacy efforts over the year.

Our presence continued in the Northern Territory with visits from senior MTA staff to members and key government contacts. Once again the NT Automotive Apprentice of the Year Awards event was well attended.

Our periodic communication to members had a facelift. Combining our Workplace Relations and Member monthly e-newsletters was well received as members saw one comprehensive monthly email that encompassed all areas of the MTA. The weekly CEO Report continued as did timely Divisional Alerts. Our popular monthly Vehicle and Motorcycle Registration Reports were once again well-received and we were proud to begin delivering similar reporting to our Northern Territory members.

This year we look forward to once again engaging with members to assist to grow, support and protect their businesses.



Workplace Relations



8,156
WR Activities*



The Workplace Relations team continued to provide MTA members with high quality services and prompt advice throughout 2021/22, including:

- Answering queries on employee entitlements
- Assisting members with employee performance management and termination
- Undertaking WHS inspections
- Drafting workplace policies
- Representing members in Fair Work disputes
- Conducting WR/WHS training seminars

Health and wellbeing related enquiries remained steady during the year as businesses faced issues regarding mask mandates, vaccinations and staff entitlements to leave due to illness or close contact. The numerous changes to close contact rules posed a challenge to many members who required assistance with implementing policies to protect their staff and to ensure their businesses remained open while employees were in isolation.

A major change to the engagement of casual employees also came into effect requiring large businesses to convert casual employees to permanent employment after 12 months of regular work. Whilst small businesses are exempt from this change, they are still required to provide every casual employee with a Casual Employment Information Statement. Other changes included legislative amendments to clarify that sexual harassment constitutes serious misconduct, and superannuation changes requiring employers to search for a stapled fund where a new employee does not choose a super fund.

In order to keep members informed of legislative changes like these, the WR team worked hard in keeping the member portal updated, drafting educative articles for members, and presenting at zone meetings. A high proportion of members already make use of the services provided by the workplace relations team and we encourage all members to contact the team for quality advice.

*includes any WR/WHS correspondence (phone call/email) or service (i.e. WHS inspection/evacuation map/Fair Work Commission appearance).



Industry Advisory Council

In 2021-22, three Industry Advisory Council (IAC) meetings were held bringing together the Chairs and Deputy Chairs of the MTA's 12 divisions, as well as the Chairs of the MTA's 10 zones to discuss matters of importance to the automotive industry and advise the Board on the MTA's strategic policy direction.

Skill shortages

On Tuesday, 25 May 2021, the IAC came together to discuss challenges faced as a result of skill shortages in the automotive industry, as well as put forward proposals for the MTA, government and industry to address this important issue.

The IAC heard from former Minister for Innovation and Skills, David Pisoni about the State Government's apprenticeship strategy, as well as Department for Education Industry Engagement Consultant, Rachael Jensen about changing school approaches and perceptions around trade careers.

At this meeting, the IAC recommended a strong focus on school engagement, which the MTA used as the basis for taking on School Pathways Coordinator, Andrew Parkes. The MTA's model for school engagement is now recognised as the model for other industry sectors to connect young people to trade based work experience and school-based apprenticeship opportunities.



May 2021

New and emerging technology in the automotive industry

On Tuesday, 21 September 2021, the IAC focused on preparing for new and emerging technology in the automotive industry and harnessing the opportunities of a transition to zero and low emission vehicles *(ZLEV).

Former Minister for Energy and Mining, Dan van Holst Pellekaan addressed the IAC, speaking about the State Government's electric vehicle plan and where he saw the future of automotive. Victorian Automotive Chamber of Commerce CEO, Geoff Gwiylm also took IAC members through the experiences of economies more advanced in the transition such as Norway and the key learnings for businesses in the automotive industry.

At this meeting, IAC members established recommendations to the MTA Board on ZLEV incentives and taxation, with agreement that national leadership was needed as opposed to conflicting state and territory plans.



September 2021

2022 South Australian State Election

On Thursday, 24 February 2022, just a month out from the South Australian State Election, the MTA held its final IAC meeting for the 2021-22 year, which brought then Opposition Leader, now Premier, Peter Malinauskas, as well as the return of former Minister for Innovation and Skills, David Pisoni on behalf of former Premier Steven Marshall.

The event was an opportunity for both major parties to pitch to key business leaders represented in the MTA's IAC about their vision for the automotive industry and South Australian economy.

Peter Malinauskas addressed the MTA's State Election Charter, Driving the South Australian Economy directly, promising funding for an automotive apprentice mentoring program, in addition to supporting the implementation of the mandate of the Motor Vehicle Insurance and Repair Industry Code of Conduct in South Australia with penalties, the modernisation of the Second-hand Vehicle Dealers Act 1995 and the return of the trade counter to Service SA and Department for Infrastructure and Transport locations.

David Pisoni on the other hand impressed on the IAC the Liberal Governments strong record in apprenticeship commencements, its track record during the COVID-19 pandemic and its business friendly and free enterprise approach to government.

IAC members also had the chance to ask questions to both guests on policy priorities of importance to the automotive industry such as vehicle inspections, the need for an end of life vehicle program and training funding for not for profit training providers like the MTA.

The IAC continues to be an invaluable source of expertise and direction for the MTA. We wish to thank all IAC members for their generous time to speak up, engage and support the MTA to protect and grow South Australia and the Northern Territory's automotive industries.



February 2022

Advocacy

In 2021-22, the MTA advanced significant policy reform and advocacy outcomes at a local, state and national level on behalf of our members and automotive industry as a whole.

Through the Board, Industry Advisory Council, divisions, zones and member level engagement, the MTA maintained a particular focus on:

- Addressing state, territory and national skill shortages,
- Maximising opportunities and preparing for the challenges of new automotive technology; and
- Supporting the automotive industry through COVID

Advocacy outcomes in 2021-22 represented some of the very best of what the MTA can achieve in working to protect the automotive industry and progress its priorities.



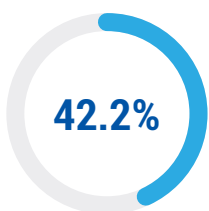
Federal

- ✓ Motor Vehicle Information (Right to Repair) Scheme legislated and live
- ✓ Significant reforms to the Franchising Code of Conduct achieved with a schedule included specifically for new car dealers
- ✓ End of life vehicle business plan funded by Federal Government
- ✓ NHVR road users charge increases reduced



56

Submissions to government



CEO Report Open Rate

40% in 20/21 financial year

South Australia

- ✓ Nation leading mandating of smash repair and insurance industry code of conduct with penalties
- ✓ Choice of repairer and steering legislation enshrined
- ✓ Commitments secured with new State Government
- ✓ Recognition for automotive as an essential service during COVID
- ✓ Six automotive trades returned to DAMA skilled migration program and a seventh added
- ✓ Road Safety Strategy commitment to investigate costs and benefits of vehicle inspections
- ✓ Participation in the COVID-19 Industry Response Council

Northern Territory

- ✓ NT Government support for MTA's automotive apprentice mentor program
- ✓ Recognition for automotive as an essential service during COVID
- ✓ Darwin and Alice Springs towing rosters protected

Class of



Congratulations

Graduating Apprentices & Award Recipients at the
MTA Automotive Graduation & Awards 27th May 2022

Benjamin Allport
Casey Amos
Dimitrios Antoniou
Victor Arciaga
Kane Ashford
Luke Atsisauskas
Lee Axton
Nicholas Azzolinni
Michael Babeshoff
Alana Baker
Matthew Barnes
Jamie Barry
Mitchell Bason
Jaxon Beames
Jason Bennett
Dana Berlemon
Ryan Betts
Samuel Beumer
Christos Biberias
Harrison Boots
Braden Bosustow
Cody Box
Ethan Bradley
Jai Brammer
Jack Brazier
Matthew Briggs

Luke Brock
Bradley Brown
Connor Brown
Alex Bugden
Jesse Burchell
Jake Burrows
Samuel Button
Kohdi Calverley
Brayden Cameron
Dylan Cameron
Matthew Camp
Shane Caputo
Alpatrick Carandang
Tristan Carmody
Dakota Catalano
Tzu Cheung
Matthew Clarke
Luke Cocks
Will Collins
Lachlan Collins
Christopher Collis
Sam Crago
Matthew Crawford
Matt Croft
Alex Cupkovic
Tyson Czoller

Trent Dansie
Ethan Darrall
Ashley Davies
Adam Davies
Jesse Davies
Brett Davies
Jacob Davies
Luke Day
James Dean
Ky Degasperri
Joshua Dell
Daniel Dempsey
Joshua Denton
Ryan Dickeson
Angus Digby
Christopher Dodd
Thomas Dolan
Rhys Doley
Sean Donoghue-Hammond
Kynan Duke
Adam Edwards
Zachary Edwards
Matthew Egel
Mitchel Elsmore
Joshua Ewers
Blake Eyles

Sebastian Falkenberg
Nicholas Fealy-Taylor
Edmond Fernandez
Lavinia Field
Jye Fiscallini
Clay Flanagan
Matthew Fleet
Joe Foster
Stephanie Fountain
Samuel Fowler
Martin Francis
Braidon Frost
Ross Gaskin
Ibn Gauci
Isaac Gibb
Harley Gibson
Dylan Gillman
Thomas Glover
Colin Grieger
Caleb Grigg
Blake Guthrie
Riley Haines
Jordan Haldane
Lachlan Hall
Allen Hall
Luke Harradine

Daniel Harrowfield
Caleb Hastwell
Luke Heidenreich
Thomas Heym
Jaylen Hillyer-Cock
Zachary Hofmaier
Declan Holl
Jordan Horbury
Michael Houchen
Kieran Hough
Mitchell Hunter
Rick Ireland
Luis Izatt
Emma Jackson
Jordan Jeffers
James Jennings
Austin Johns
Cary Johnson
Daniel Jones
Jack Jury
Paul Kelly
Joseph Khouzam
Lucas Kirley
James Kissell
Darcy Kleinig
Kaeden Knight

Pictured with Emcee, Rebecca Morse and MTA Trainer of the Year, Jason Cavanagh.

of 2021



Liam Kress
Charles Lane
David Lane
William Laverty
Brad Lawlor
Jack Lepoidevin
Rhys Lewis
Dylan Lockett
Aaron Louch
Luan Luong
Samuel Luppino
Jack Manganiello
Oliver March
Byron Maroz
Joel Martin
Tristan Martin
Ree Martin
Riley Matthews
Jesse May
Benjamin McCormick
Jordan McPherson
Tylisha Mechan
Nathon Merritt
Harrison Mickley
Daniel Miller
Byron Molina Rivas

Jack Mooney
Nicholas Morasca
Karl Morrison
Louis Morton
Bailey Mowbray
Jayden Nelligan
Jordan Ness
Thomas Nettle-Kampman
Mark Noack
Harrison Norde
Raymond Nowicki
Jack O'Brien
Lachlan Obst
Aljay Ola
Stefan Ostojic
Dinston Pallikunnath Anto
Nicholas Pate
Brendan Pech
Damon Perry
Christopher Perry
Jesse Philips
Tate Pietrala
Ross Pike
Logan Pope
Nathan Pope
Austin Priest

Samuel Radbone
Vince Raschella
James Raschella
Nathan Ratcliff
Stephen Rees
Harley Reiss
Christopher Renner
Xavier Reynolds-Verco
Ali Riza
Cori Roberts
Elisha Rodda
Benjamin Roethler
Braydan Ross
Samuel Ruth
Trent Salmon
Kayla Sampson
Marcus Samra
Bradley Santella
Luke Santella
Jamez Scardigno
Patrick Schofield
Sheldon Scholz
Lochlan Scicluna
Jacob Scutella
Joshua Senior
Jack Sexton

Duncan Shalders
Jackson Sheldon
Matthew Shiell
Jake Silk
Ryan Smart
Jamie Smith
Jason Smith
Steven Smith
Pax Smith
Max Smith
Henry Somerscales
Trey Stamopoulos
Aleksander Stead
Dallan Stephens
Patrick Stoddart
Brady Sturges
Ram Thapaliya
Joshua Thomas
Allan Thorne
Braydon Thorpe
Henry Toal
Matthew Trandafil
Peter Trevorrow
Elenn Turlan
Thomas Turnbull
Ashley Turner

Shaun Turner
Jamie Unkovich
Dwyane Van Gelder
Zac Vining-Smith
Jackson Vogelsang
Anthony Votino
Anthony Ward-Colbert
Ashley Waters
Aidynn Webb
Ian Wedding
Robert Wefel
Jack Weger
Jesse Wellington
Zachary Wenske
John White
Lewis Williams
Bradley Wilson
Zach Woolard
Nicholas Wright
Chad Wuttke
Bowden Wyatt

Group Training Organisation (GTO)



Apprentice Commencements

123 in 20/21 financial year



Apprentices Employed

464 in 20/21 financial year



Hosted Apprentices

451 in 20/21 financial year

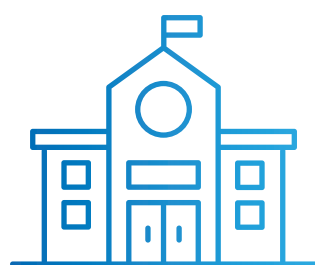


45 Monthly Apprentice Interviews*

28 in 20/21 financial year
*average

Like many organisations, the MTA's Group Training Organisation (GTO) endured the ups and downs of the COVID in supporting our 240 host employers and 470 apprentices. Demand remained strong with the ongoing skills shortage, and the addition of the Federal Governments Boosting Apprentice Commencements (BAC) and Completing Apprenticeship Commencements (CAC) funding stimulated the level of interest in an apprentice or trainee even further. The increase in employers looking for an apprentice coupled with the MTA schools pathways program has seen a significant jump during this period of School-Based Apprentice (SBA) commencements.

Traditionally host employers have been reluctant to take on a SBA given the part-time nature of the role. However, with many students able to complete three or more days in the workplace per week and the difficulty that has been experienced in finding full-time apprentices, a SBA has become a viable option for many employers. As a result, the GTO has experienced a 300% increase in SBA's since the last EOFY, the highest level of growth in all apprentice employment areas.



150 Schools engaged in Pathways Program

October 2021 to March 2022

The MTA School Pathways Program is a new and innovative way to highlight these career opportunities to students. The program commenced in August with the appointment of a full-time school pathways coordinator to bring fun and interactive automotive activities into schools. This program is a point of difference from many other industries. The timing of its implementation perfectly complements the State Governments VET for Schools Students Policy which aims to reposition VET within secondary education from year seven onwards. Of the range of activities on offer, the MTA's facilitation of work experience opportunities for students has been the most popular given it aligns with the 'Industry Immersion' element of the Government's school policy which is also a key driver of the MTA's SBA growth.

A review of the apprentice and trainee employment process was also undertaken, highlighting several areas for improvement. The quality of candidates and increased retention rate have been a direct result of this work. A key element of the review was the employment of a dedicated recruitment coordinator tasked with managing the process from application to induction. With greater levels of scrutiny and a review of what an ideal candidate looks like, the success rate of apprentice to host employer matches have significantly improved.

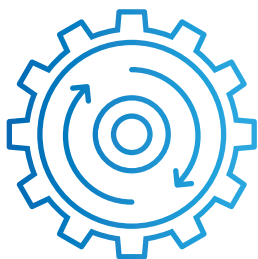
We have also implemented an Apprentice Mentoring Program in the Northern Territory at the tail end of the financial year. The program assists members across the territory providing support and guidance to 1st-year automotive apprentices. The program commenced in March and is co-funded by the NT Government and MTA SA/NT. The program will run for 2 years with a focus on 1st-year automotive apprentices and has been well received by all NT vocational education and training (VET) stakeholders.

The MTA GTO achieved its target of 200 commencements this year, thanks in large part to the support of our valued host employers and members. In addition to the work in schools and traditional marketing, a significant number of quality applicant referrals were received direct from industry. This is a clear testament to the trust you as members and host employers have in the association and we thank you for your ongoing support.



Andrew Parks (MTA SA/NT School Pathways Coordinator) teaching Intro to Auto

Registered Training Organisation (RTO)



875

Students in Training



175,000

Student Training Hours

163,072 in 20/21 financial year



255

Graduating Students

197 in 20/21 financial year

2021/2022 continued to be a year of adaptation within an uncertain environment that not only effected student attendance but also training continuity.

However, given this we were able to increase our graduating apprentice's numbers to 255 and deliver over 175,000 hours of training to apprentices across the multitude of qualifications we offer.

As at the 31st March 2022, 875 students were in training across the 4 MTA sites. With 692 at Royal Park and 183 in regional locations.

Certificate 3 in Light Vehicle Technology remains our largest course with 255 apprentices in training at our Royal Park site.

The MTA is South Australia's only trainer for the Certificate 3 in Refinishing Technology and Certificate 3 in Body Repair Technology with 192 students spread across these 2 qualifications.

The MTA continues to expand it's training of industry apprentices with over 53% of apprentices in training being directly employed by industry.

Remaining a preferred supplier to the VET in schools program at a Certificate 1 and Certificate 2 level, the MTA continues to deliver automotive training across a number of schools including St Patricks Technical College and Underdale High School.

Trainers were also heavily involved in the delivery of an on-site School Expo, where over 400 students from 40 schools attended to view and undertake practical exercise developed by trainers.

Training expanded in 2021/2022 to include automotive training for BHP at the Olympic Dam site and on site assessment for a larger regional customer.

Upskill training continues to go through a redesign process which will see more courses delivered (especially in the Electric Vehicle and Hybrid areas) and greater efficiency created through these courses which will allow technicians to spend less time on site and more time within their business

Training facilities continue to be improved with updates and additions across all qualifications and locations that included new equipment, improved safety and operational procedures.

Initial work has started that when realised in the coming year will preparing the MTA for a significant delivery change that will better accommodate apprentices, workshops and training in general.



MTA SA/NT GTO & RTO Staff at the Royal Park Skills & Careers Centre



Palmerston Auto
Repair Centre
Cord Goodger

Divisional Reports

All 12 MTA SA/NT divisions report on their year

Automotive Dealers Association

Divisional Chair

Mark Papillo - North East Mitsubishi



71 Members



1432 Member Engagements

Key Division Priorities

- Pandemic and component shortages create new trading conditions
- New SA Government commits to fast tracking the modernised Second-Hand Vehicle Dealers act
- Reforms to the Franchising Code of Conduct

The Automotive Dealers Association had a year like no other in living memory. After 2 years of COVID-19 pandemic the component shortage and supply chain difficulties hit in the second half of 2021. This has led to little or no floor stock and customers ordering vehicles 3 – 6 month in advance of expected delivery. While dealers are enjoying the benefits of low floorplan costs they have had to cultivate new processes to deal with stock delays and ever growing order banks.

Our members joined with the LVD members to have input into the review of the Second-Hand Vehicle Dealers Act. CBS has listened to members and we should see changes to the Act to improve clarity and efficiency. Increased penalties for unlicensed dealing and odometer tampering have also been proposed. The new SA Government has committed to fast tracking the new legislation through parliament.

The new vehicle market has seen a considerable rise in the number of Electric Vehicles (EVs) being offered by a wider

range of manufacturers. In 2021 the number of EVs making their way onto South Australian streets increased by 185%. While coming from a low base and still only accounting for 1.5% of the market it was by far and away the fastest growing segment of the market. In 2022 this has continued despite the stock shortage from Tesla and other mainstream brands, increasing by 61% compared to 2021 and taking nearly 2% market share.

The Northern Territory members now receive their own registration report. A much anticipated report for SA members, the NT members now have visibility on new and second-hand sales and transfers for motor vehicles, motor cycles and caravans. The membership team is happy to extract any other information or data that our NT members require.

This year saw the MTA investing in youth by employing a Schools Pathways Coordinator. They have made significant inroads with many schools, both in Adelaide and regionally, and we have seen the benefit with more year 11 and 12 students coming in for work experience. I would encourage any of the ADA members that haven't been taking on work experience students to get involved. With the skills shortage that we are now seeing due to competition from other industries and very low immigration numbers, this is our best way to secure staff into the future.

Moving forward the ADA division will continue to push for vehicle inspection legislation, vehicle safety, right to repair transparency and have our voice heard on any changes to Australian Consumer Law, Retail Trading Hours and Collective Bargaining with OEMs.



Northpoint Murraylands Pty Ltd
Adam Nicholson and Jeremy Scott (MTA SA/NT Retail Division Specialist)

Automotive Dismantlers

Divisional Chair

Darran van der Woude - River Murray Auto Wreckers



35 Members



222 Member Engagements

Key Division Priorities

- End of Life vehicle recycling project
- Environment Protection Authority (EPA) SA – Draft Guidelines
- Reporting 'illegal backyard operators'
- Parts warranty issues

As we emerge from the pandemic the Automotive Dismantlers Division has continued to move forward this financial year. With the current shortage in new vehicle stock coupled with supply chain delays, we have seen consumers continue to reinvest in their current vehicles.

Australia continues to trail with a national policy when addressing the issue regarding End of Life recycling. However, the MTA, MTAA and FCAI are working on the 'End of Life vehicles proof of concept project'. Members have nominated themselves to take part in this project and to work with industry. The aim is to deliver a dismantling process which fully complies with the guidelines. It will provide the basis for Dismantlers to be an Authorised Treatment Facility, which will have the ability to issue a certificate of destruction. As part of the project they will be looking at what happens to the waste material, what percentage can be reused or recycled, along with what can be burnt for power in a suitable plant.

The Environmental Protection Authority (EPA) SA have met with Automotive Dismantlers to review its Auto Recyclers Guidelines document. The aim is to minimise risk of harm to the environment and human health, while promoting best practice. Progress was delayed slightly due to the state and federal elections but the EPA will soon advise MTA members with their findings. As always the MTA advocates for best practice and encourages businesses to follow industry standards, relevant codes of practice and discourages any illegal activity.

Automotive Dismantler members have provided feedback to the MTA regarding the parts and labour warranties on second-hand parts and are supportive of the introduction of an MTA guidance document.

Automotive Dismantlers as an industry will continue to evolve; adopting ever-changing guidelines regarding the methods vehicle are obtained, the methods vehicles are processed, what is done with the waste materials and how the hazardous materials are handled and stored. MTA provides short training courses (AURETH101) for Automotive Dismantlers to safely work on Electric Power Vehicles.



River Murray Auto Wreckers
Darran van der Woude

Automotive Repair & Engineering Specialists



591 Members



3005 Member Engagements

Divisional Chair

Michael McMichael - Michael McMichael Motors

Key Division Priorities

- The Motor Vehicle Information Scheme
- Vehicle inspections advocacy continues
- EzyReg format to be reviewed
- Faulty Parts – Who pays?

Since the pandemic the Automotive Repair Division has showed no signs of slowing down. Members have reported business to be trending upwards with most repairers booking weeks and in some cases months ahead. Staff retention continues to be a concern with cost of living and increasing along with the minimum wage pressures.

As of 1 July 2022, The Motor Vehicle Information Scheme came into effect (The Scheme). The Scheme has been established to mandate all service and repair information be made available for Australian repairers and Registered Training Organisations (RTOs) to be purchased at a fair and reasonable price. Vehicles manufactured on or after 1 January 2002 will be covered under The Scheme. However, two or three wheeled vehicles along with motor homes, buses, heavy vehicles recreational vehicles and farm machinery are currently excluded. While restrictions apply to the safety and security information, members will be able to register via The Australian Automotive Service and Repair Authority (ASSRA).

Vehicle inspections continues to be an area of discussion. Prior to the election, both major parties spoke at MTA's Industry Advisory Council (IAC) to share their views. Neither party wanted to commit to supporting mandatory inspections at change of ownership advising that it would add to the purchase price of second-hand vehicles. MTA has written to the new government advocating for this to be reviewed. This push also formed a large part of MTA's submission into the State Government's Road Safety Strategy to 2031.

A review of the EzyReg program has been requested by the MTA for the Department for Infrastructure and Transport to increase the amount of information available when retrieving vehicle information. MTA has requested that additional information be added such as Vehicle Identification Numbers (VINs). Additional information such as this will aid repairers to easily identify the model of vehicle when ordering parts or programming vehicle systems.

MTA has been working across multiple divisions to draft a guidance document for members on navigating their rights and obligations due to faulty parts. The 'Faulty Part – Who Pays?' document is being designed to assist all members in the supply chain on what steps should be taken when a part has failed.

Members look to the second half of the year with the hope of continued prosperity and are welcoming the changes to the industry.





Pro Paint 'n Panel
The Collision Repair Centre



Pro Paint 'n Panel
Tom Skothos

Body Repair Specialists

Divisional Chair

Dario Tonon - Eblen Collision Repairs



198 Members



1316 Member Engagements

Key Division Priorities

- Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct
- Labour Costs – rising cost of business
- New Approach to Skilling Apprentices

Financial year 21/22 found Body Repair Division members busier than ever. Continued growth since the pandemic coupled with a weather event late in 2021 had members reporting unprecedented demand. Delays in shipping partly due to the pandemic saw the demand for parts increase, along with the cost. This hindered the completion of vehicles and left members carrying the cost of parts longer than usual.

Last quarter of 2021 saw the Motor Vehicle Insurance and Repair Industry Code of Conduct mandated here in South Australia. South Australia is the first jurisdiction in Australia to add enforceable penalties for breaches of the Code. Other changes will also require insurers to disclose to South Australian policyholders whether they have a choice of repairer, as well as whether they have a direct financial stake or contractual

relationship with a repairer. The Australian Motor Body Repairer Association (AMBRA) in partnership with the Code Administration Committee (CAC) will be reviewing the Code of Conduct and in particular the Terms of Reference.

While Body Repair Division members have seen an increase in workload, they have also continued to see an increase in the cost of doing business. Skill shortages and higher labour demands have seen repairers increase wages to retain staff or acquire new staff. While operational expenses have increased, the labour rates paid by insurers has not seen any increase. Member have been made to absorb increases to consumables, wages, utilities and parts. MTA is advocating for Body Repair Division members to review their own business and to start having robust conversations with insurers to see if they can come to an amicable agreement.

Currently apprenticeship numbers for Panel Beaters and Spray Painters are among the lowest seen by the MTA. The MTA has partnered with members to review the training packages with the aim to better train apprentices and give them more time back at work by way of a blended training model.

The Body Repair Division will continue to work with the MTA to advocate for the industry through change, education and awareness.



2021/22 Body Repair Specialists Division AGM

Commercial Vehicle Industry Association

Divisional Chair

Bill Lane - South Central Truck & Bus



42 Members



392 Member Engagements

Key Division Priorities

- CVIA input into NHVR policy making
- MTA continue to advocate for IBCO members
- New National President for CVIAA

As with most of the motor industry the last 2 years in the Commercial Vehicle Industry have been nothing like I have ever seen. COVID-19 has played havoc with staff, customers and manufacturers alike. However, we have pulled through it all and in most cases have come out a lot better than we expected at the start of the pandemic. In 2021 the new heavy vehicle market rose by 24.6% in SA and 25.3% nationally. This year to date we have seen an increase of 13.4% in SA and 9.2% nationally – at a time where manufacturers are struggling to supply product for dealers to sell. Values for used trucks are at an all-time high, but only if you get one to sell! It has been an interesting 12 months.

During the year CVIA has been working closely with the MTA to have input into the policy making decisions of the NHVR. I feel it's very important that members are kept informed and involved at this level to ensure that the people at the coalface are influencing decision making. Areas such as the J4 Tipper

Code, the ROVER Portal and the Risk-Based Heavy Vehicle Inspection Policy need to have input from operators who know the business from the ground up.

In the Independent Bus and Coach Operators area we have been very active with ensuring that drivers know the correct COVID-19 mandates they were expected to comply with. This has been a very difficult time especially for school bus drivers, as they had the same rules as teachers in respect to masks and close contact protocol. We also ensured that the MTA intervened with NHVR in respect to permits for coaches in Alpine areas ensuring that tours still operated this year and last.

We were also very pleased this year that Clive Polley was appointed the National President of Commercial Vehicles Industry Association of Australia (CVIAA). Clive brings a huge amount of experience to the role and the updates he provides on national meetings and activities are invaluable.

As we move through 2022 we will be focusing on the skills shortage that is hurting the whole industry, and trying to attract more apprentices into the Commercial Vehicle industry. We will be working with the MTA's School Based Apprentice Coordinator to ensure we have the best opportunity to recruit at the earliest possible age. And hopefully the year to come will be more 'normal' than the last two.



Churchill Services
Craig Hammond (centre) and team

Farm & Industrial Machinery Dealers Assoc.



43 Members



440 Member Engagements

Divisional Chair

Malcolm Eglinton - Eglinton Bros Pty Ltd

Key Division Priorities

- New Electronic Guide for OSOM
- ACL Consumer Guarantees
- New farm and industrial machinery technology
- Skills shortage in the Farm and Industrial Machinery industry

The past year has been good in the Farm and Industrial Machinery arena. We have come through the pandemic well, and while we have all felt the effect with staff missing days and sometimes weeks at a time, the industry will come out of this year feeling confident. Most areas have seen rain at the right time and farmers have been servicing and replacing equipment as needed – hopefully this will continue moving forward.

This year we've seen the introduction of the new electronic guide for Oversize Overmass movement. The NHVR has tried to reduce the reliance on paper based versions of the guide, and to a greater extent they have succeeded. However there is still more work to be done on the guide's workability such as the inclusion of more areas such as Victor Harbor and Alexandrina for night travel. The FIMDA committee, through the MTA, will continue to work with the regulator to rectify problems or issues that are attributed to the current road managers. Hopefully, as we put COVID-19 lockdowns behind us, we will have the opportunity to have face to face meetings with NHVR to discuss and enact real change.

The ACL Consumer Guarantees changed through the year with goods and services up to \$100,000 being included, up from \$40,000. This will have an effect on FIMDA members. At the same time we had the opportunity to have input into the ACCC's review of the ACL in relation to the indemnity provided by OEMs to suppliers. In most cases dealers in the FIMDA division feel that the relationship they have with the OEM is good and there was no need to change the legislation further.

As with the rest of the motor industry we are seeing new technology arriving all the time. We are already seeing manufacturers producing autonomous tractors controlled by an app on your phone, and before long we will see electrification start to make an impact on our segment of the industry. All these changes are designed to give us better efficiencies, save money and increase output. While I see the Farming and Industrial sector being some distance away from full EVs we will watch with interest as the new technology is released.

Most members I speak to are in the position of being able to employ technicians, but aren't able to find many. Many have stopped advertising. At this stage it's important to work with the MTA to try to get as many new people into the industry. Whether it is full time or school based apprentices we need to be able to compete at the same level as the mining, defense and building industries. Technicians will be hard to come by for the foreseeable future but our best bet is to use the MTA's resources to recruit and train the next generation.

We are all looking forward to a productive second half of 2022 and hopeful that the world will return to some sort of normality over the next twelve months.



Eglinton Bros Pty Ltd
Paul Unerkov (MTA SA/NT CEO), Malcolm Eglinton, and Benjamin Eglinton



Supreme Garage
Taegyum Kim

General

Divisional Chair

Clive Polley - Independent Components



75 Members



424 Member Engagements

Key Division Priorities

- General division instrumental in MTA's 'Faulty part, who pays?' direction
- Australia Consumer Law review
- Networking opportunities for General Division
- Member opportunities to get involved with schools expos

General Division members have had an interesting year. For some members in more retail areas such as caravan sales it's been great, but in other areas such as parts supply it has been quite hard. But the great thing about the General Division is that we have such a diverse amount of businesses represented, and with it a unique voice within the motor industry.

The MTA has been working on an educational piece for members called 'Faulty parts, who pays?' to give direction on how the ACL looks at faulty parts disputes. It has been great to be able to give our opinion as members in the General Division are directly affected. Hopefully when this is published it will give direction to the whole industry in this very contentious area.

ACCC also reviewed the ACL laws during the year. The General Division was given the opportunity to have input on whether there should be changes made to the regulations, if there should be changes exclusively for the motor industry and if there should be civil penalties imposed. They were also interested in examples of OEMs not indemnifying the supplier. The review is still ongoing but will hopefully result in a fairer trading environment for all.

When the General Division was formed we had discussions around member contact detail sharing. We felt that this was a good way to network with our diverse membership and to get to know everyone better. This year we have completed the first membership contact sharing exercise and the results have been sent to all that opted in. We will do a second round before the end of 2022 to catch any members that missed out the first time.

The Schools Pathways Coordinator, Andrew Parkes, has been to both our meetings this year and gave the opportunity to all members to be involved with school expos. This is an excellent way to attract new young talent into the industry and I would recommend this to any of the General Division members.

The rest of 2022 looks to be 'more of the same' for the General Division. Cost of living pressures will make things harder for the whole industry and the General Division will not be immune to a tightening of the economy. However we look forward with a positive outlook and will hopefully welcome more members to the division in the next 12 months.



2021/22 General Division AGM



DB Motors
Ramon Moran and Olivia Stapleton Pitt

Licensed Vehicle Dealers

Divisional Chair

David Vincent - Adelaide Vehicle Centre



84 Members



573 Member Engagements

Key Division Priorities

- Unprecedented times for used vehicle stock and values
- CBS agrees to modernise the Second-hand Vehicle Dealers Act in SA
- SA Government agrees to consumer awareness campaign
- Reporting of unlicensed sellers brings results

As with many divisions of the motor industry, this year has been extraordinary for Licensed Vehicle Dealers. The pandemic and stock shortages in new vehicles has had a knock on effect to second-hand vehicle dealers, as we see used car values at unprecedented levels. While the customers are still willing to pay inflated prices for quality used vehicles it's getting increasingly difficult to keep stock on hand to supply the demand. While we see this continuing for some time we are expecting the cost of living and interest rates to take some of the heat out of the market.

The LVD committee has been working through the Second-Hand Vehicle Dealers Act, and has proposed changes that will be very positive for members of the LVD, MIA and ADA divisions. We are pleased to see that, while the Act has not yet been approved through parliament, CBS has taken on board changes we recommended to Cooling Off periods, Duty to Repair provisions, disclosure of information relating to previous owners and penalties for unlicensed dealing and odometer tampering. We have also had assurances from the new SA Government that the Act will have swift passage through the upper and lower houses and we look forward to updated legislation this year.

We have successfully lobbied CBS to produce a campaign focusing on the benefits of buying from a licensed vehicle dealer. We have proposed that the new campaign pushes the second-hand vehicle buyer to get a PPSR check prior to purchase, ensuring that they know the history of the vehicle they are buying. The need for this is highlighted with reports of 20,000 vehicles being caught up in the floods on the east coast of Australia. With no mechanical or safety inspection required before selling a vehicle privately we are very concerned about previously written off vehicles finding their way on to South Australian roads.

The MTA continues to report unlicensed sellers in SA. The public are allowed to sell 4 vehicles in a calendar year before they are required to apply for a Second-Hand Vehicle Dealers Licence. With used car values as high as they are we have seen an increase in the number of people selling multiple cars on-line. With the help of the membership department communicating with CBS on our behalf, we have seen many more warnings sent out and court action resulting in convictions for odometer tampering as well as unlicensed selling.

As we move through the second half of 2022 the LVD division will continue to push for legislation on inspections at change of ownership, vehicle safety and consumer awareness, and will continue to report unlicensed sellers to further clean up the industry.



Royal Park Services Pty Ltd
Matthew Size

Motorcycle Industry Association

Divisional Chair

Mark Flynn - Coast Powersports



30 Members



174 Member Engagements

Key Division Priorities

- Consultation on Rider Safe
- New Graduated Licensing Scheme rolls out after input from MTA
- School Pathways encouraging more Year 11/12 students into the industry

The last twelve months in the Motorcycle Industry has been unlike any I can remember. For our members in the MIA division it has been both good and bad. New motorcycle sales in 2021 increased by 18%, after a 21% increase in 2020 over 2019. However stock shortages hit during 2021 which took some pace out of the market. Running into 2022 most dealers had very low stock levels and good order banks, and a shortage of skilled technicians has been troubling most service departments. It's definitely a mixed bag and we can only wait to see what the rest of 2022 brings.

During the year the State Government started a review of the current Rider Safe program that we have in place in SA. They compared the South Australian model to those in other jurisdictions to see what changes could be made for the better. The MIA committee added their voice to this review, making suggestions about 'on road' components and duration of

training etc. Hopefully when the review is completed we'll have a program that gives novice riders more confidence as they set out.

The new Graduated Licensing Scheme (GLS) rolled out towards the end of 2021. We were pleased to see that many of the recommendations put to them were accepted, including the ability to get your 'Ls' at 17 years of age rather than the proposed 18 years of age, concessions for 16 year-old learner riders in regional areas, and no changes to licence requirements for 50cc mopeds. While some changes to the GLS were not welcomed by the committee, on the whole it hasn't damaged the industry to any discernable extent.

It was good to see the MTA investing in the technicians of tomorrow by employing a dedicated School Pathways Coordinator. In a very competitive employment market the only way we as an industry will be able to attract the next generation of technicians is by going out to them and giving them a compelling reason to come and work with us. We have seen more work experience students come through the door and that will hopefully lead to full time apprentices in the years to come.

Moving through the rest of 2022 the MIA division will be keeping tabs on the Second-Hand Vehicle Dealers Act's progress and the impact it will have on our used motorcycle business. We expect that while fuel prices are high it can only help sales of motorcycles, but cost of living expenses and interest rates will possibly negate that influence. However we will work with the MTA teams to ensure the best possible outcomes for all MIA members.



Southern Moto
Samuel Hutchesson

Service Station

Divisional Chair

John Antoniadis - Agostino Group



19 Members



329 Member Engagements

Key Division Priorities

- EPA licencing requirements being strictly enforced
- Emerging technologies – EV, Hydrogen, Pay at Pump apps
- Fuel and shop theft continue to be raised with police
- Real Time Fuel App, CBS issuing fines and letter

As we move through 2022 we have seen the biggest movement in fuel prices that many of us can remember. Even the 22c reduction in fuel excise hasn't been able to keep prices under \$2/litre. When this price spike will end is anyone's guess, but it's certainly not making it any easier to do business in this economic climate.

During the year we have heard from members who have had recent dealings with the Environmental Protection Authority (EPA). As a result the committee asked that all Service Station operators receive the guidelines from the MTA to ensure that they could stay up to date. This is a very important area for the industry as fines for falling foul of the EPA can be very expensive.

For the last few meetings we have been talking more and more about new technologies that are set to disrupt the Service Station industry. We all know that emerging fuel types, whether they be Battery Electric or Hydrogen, will become a more relevant sector of the industry over the next 5 to 10 years. The question we are all asking is if and when we make the leap to charging stations. Along with that we are now seeing a raft of 'Pay at the Pump' apps. While they are very low usage currently, they will more than likely increase in popularity as the new generation become car drivers. These apps will have implications for fuel theft and its detection by attendants in stations.

Shop theft is an ongoing issue in service stations, as it is with any retail facility. We are pleased that, with the help of the MTA, Service Stations are now being recognized and SAPOL is considering inviting the MTA to Shop Theft meetings. This is a good step forward and we look forward to getting some traction in this area.

The Real Time Fuel App has been in operation since mid-2021. There is no doubt about its benefit to consumers, but it has certainly added complexity to the day to day running of fuel stations. In the past year CBS have had 790 complaints from the public, sent out 150 warning letters and handed out 7 fines.

The Service Station Committee and the MTA is committed to working with CBS to streamline the process of updating prices both at the site and online.

For the rest of 2022 we will continue to monitor how the Federal Government proposes to limit the fuel price spike, especially as we counter the cessation of the 22c tax relief in September. We are all hoping for some relief in the wholesale cost of fuel to minimise any cost of living stress.



Nullarbor Roadhouse Pty Ltd
Michael McKeiver

Towing Services

Divisional Chair

John Hitchcock - Dial A Tow Australia



13 Members



69 Member Engagements

Key Division Priorities

- City of Adelaide bridge limit exemptions granted for heavy tow operators
- Review of Work Diaries for Tow Truck operators needed
- Towing Services division calls for licensing

Most Towing Division members have not experienced a negative effect on their business throughout the pandemic; some have looked to grow their business but have had trouble filling positions due to staff shortages.

In 2019 the City of Adelaide introduced mass limits to three of their major bridges. This directly affected tow truck operators required to access heavy vehicle breakdowns. The MTA has been working with the National Heavy Vehicle Regulator and the Adelaide City Council to find a reasonable solution to the matter. The MTA is pleased to report that all active Heavy Tow permits have been updated by the Department for Infrastructure and Transport to allow for this operation.

Members reported concerns of fines for work diary breaches when working past their break times when attending emergency

breakdowns. Frequently tow truck operators are called to regional emergency accidents and often the time taken to arrive on scene can be prolonged. If they are then required to clear the accident scene to return traffic back to normal, this can encroach on their break times. MTA has written to the National Heavy Vehicle Regulator (NHVR) asking that this matter be reviewed. MTA has received written confirmation that the matter will be investigated by the NHVR.

Members, particularly those in the regions, are currently frustrated by laws enabling interstate tow truck operators to work in SA while there are no such reciprocal rights for SA operators. We had previously approached the Department for Infrastructure and Transport (DIT) to consider extending the Metropolitan Declared Area with one of the hopes being that this might reduce some of these instances. Unfortunately, after an evidence-based review, DIT determined that there was no justification to change. At this year's AGM a motion was passed by the committee for the MTA to advocate for all tow trucks in SA to be licensed and the operator/driver to hold an SA tow truck licence. This should stifle those opportunities and create a level playing field. Our advocacy continues.

Towing Division members along with the MTA will continue to evolve, reviewing processes and procedures to better the division.



Dial A Tow
John Hitchcock

Tyre Dealers

Divisional Chair

Marcus Baldacchino - Bob Jane T-Marts Alberton



97 Members



310 Member Engagements

Key Division Priorities

- The Tyre Division to advocate for maximum tyre age limits
- Industry informed about changes to Tyre and Rim regulations
- Tyre industry skill shortages
- Cost of tyre disposal rising

The Tyre Division has had a difficult time over the last year. The COVID-19 pandemic has affected our division more than most, and when the majority of the motor industry seems to be doing very well we have been on a roller coaster. Unfortunately that looks set to continue with rising cost of living and interest rates. But one thing is certain; as the industry transforms from Internal Combustion Engines to Electric Vehicles cars will always need tyres!

Maximum tyre age has been an ongoing issue for the division for several years. With most tyre manufacturers putting an age limit on their product it would seem only natural that we would regulate to follow their advice. However this has not been the case. We have seen MTA WA put out a policy position advocating for a maximum tyre age of 10 years, and at our last meeting the committee proposed that the MTA SA/NT Tyre Division adopt the same policy. From here we will consult with the Industry

Advisory Council (IAC) to garner support for a formal MTA SA/NT position.

This year the Tyre and Rim Association of Australia Standards Manual (TRA Manual) has made several changes to the fitment of specific tyres to certain rims. Most affected is the practice of fitting light truck tyres to SUVs, which has been ongoing for many years. On behalf of the Tyre Division I have been talking to chairs of the other divisions most affected to ensure that we all stay within the guidelines. It has also highlighted the need for all tyre dealers to have an updated TRA Manual each year to stay on top of this ever changing landscape.

As with many other divisions within the MTA, the Tyre Division has been hit hard by the current skill shortage. Opening our borders will help but this is not a problem that will be fixed overnight. I would recommend that we all work with the School Pathways Coordinator to try to promote a career in the Tyre industry, bringing the year 11s and 12s in for work experience whenever possible.

As most costs to do business rise we have seen the tyre disposal charge become one of our biggest expenses. This is mostly due to Australia having to dispose of tyres locally rather than sending them offshore. I can see this area getting more expensive for us all, however with the MTA we will work with TSA (Tyre Stewardship Australia) to have the best outcome for everyone.

The Tyre Division Committee will work with the MTA over the next year to help improve our industry in regards to regulation changes, skills shortage and awareness of our part in the road safety equation.



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