

MOTOR TRADE

Official Magazine of the Motor Trade
Association of South Australia

December 2017

Boylen +



VOTE **1** MTA

- ☒ Shop Trading Hours
- ☒ Vehicle Inspections
- ☒ Skills Shortages
- ☒ Tax Reduction
- ☒ Energy Security
- ☒ Technology/Innovation
- ☒ Business Confidence



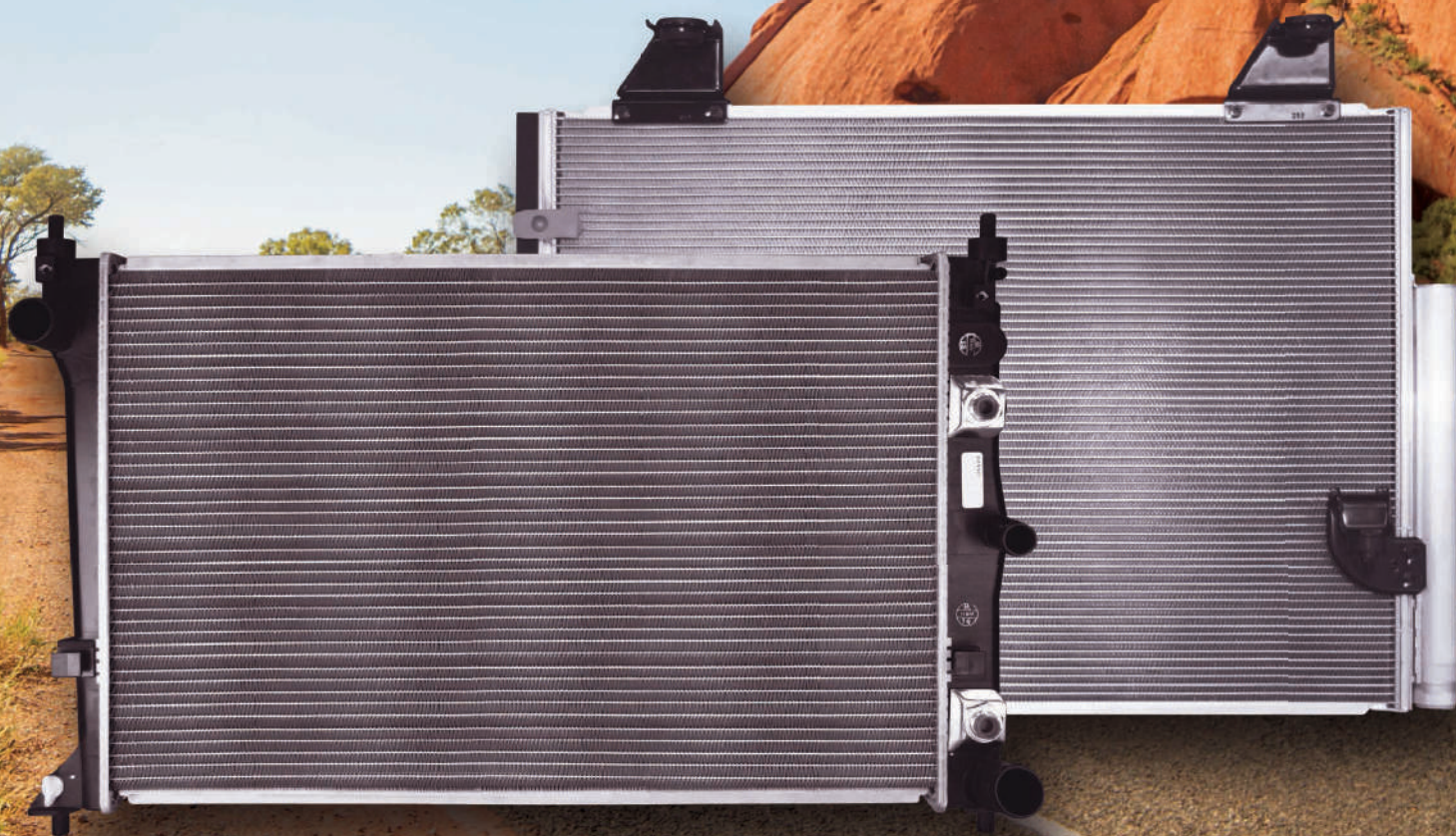
WHERE DO THEY STAND ON OUR ISSUES?

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With a heightened focus on unlicensed selling and odometer tampering this year, Consumer and Business Services has investigated several individuals in relation to multiple potential breaches.



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PRESIDENT'S REPORT

By MTA PRESIDENT FRANK AGOSTINO

END OF AN ERA

There is no denying that the automotive industry in Australia has been through a lot this year. The closure of the Holden and Toyota manufacturing plants has brought an end to over 60 years of vehicle manufacturing in Australia.

While this has been a sad day for all involved, South Australia needs our automotive industry to continue on, move forward and create the new jobs of the next decade. And we are well placed to do so.

The automotive retail, service and repair sector is undergoing rapid change. While exciting, this disruption has enhanced the crippling skills shortage with 1,635 positions available for qualified technicians.

At the same time, trading conditions in South Australia have improved. The NAB's monthly Business Survey in October reported that business conditions in Australia have reached an all-time high. As a state, we outperformed the national level over the past eight months. The South Australian unemployment rate has continued its downward trend and new car sales are on track for another record year.

It is important that we use the stronger economic figures as a spring board for further growth and the MTA has been actively working with both State and Federal governments on a number of projects. There have been several wins including the decision not to proceed with the personal importation of new or near new vehicles, the Federal Government's Industry Specialist Mentoring for Australian Apprentices aimed at increasing the number of apprentices completing their apprenticeships helping with the skills shortage and the introduction of the 'effects test' into Australian Competition Law.

The ongoing major projects for this year have been the Heavy Vehicle Inspection Scheme Market Sounding, that has now progressed to tender stage, the ACCC New Car Market Study

(including the need for repair information with fair access at a fair price), ensuring the continuation of the current exemption for vehicle dealers from trading on Sundays and public holidays and mandating the Motor Vehicle Insurance Repair Industry Code of Conduct to give repairers a fair go against insurers. The MTA's ongoing e-newsletter MTA Torque continues to provide ongoing support documentation for our automotive body repair members.

THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR IS UNDERGOING RAPID CHANGE. WHILE EXCITING, THIS DISRUPTION HAS ENHANCED THE CRIPPLING SKILLS SHORTAGE WITH 1,635 POSITIONS AVAILABLE FOR QUALIFIED TECHNICIANS.

On a final note, the increase in apprentice commencements at the MTA Training and Employment Centre is also a significant and welcome achievement. This year around 325 apprentices commenced their training with the MTA. This significant increase has only been achieved through the hard work of many people and we will continue to work to boost the number and quality of apprentices entering the Training and Employment Centre as the next generation of automotive technicians are needed to address the skills shortage.

The festive season is always a busy time and there is much to be positive about leading into next year. I hope you enjoy the holidays and return to a workshop or business overloaded with orders and customers.



CEO'S MESSAGE

The MTA strives to be a powerful voice for members at all levels of government, advocating on behalf of the automotive industry on a range of issues affecting the automotive retail, service and repair sector to improve the overall business environment. It has been pleasing to see that the hard work put in this year is being rewarded with changes coming thick and fast of late.

The MTA has been active on a number of fronts including addressing the skills shortage, mandatory vehicle inspections, Sunday trading laws, the ACCC's intervention into the new car market, right to repair information, mandating the Motor Vehicle Insurance Repair Industry Code of Conduct and the introduction of an effects test.

A constant refrain from members is that they can just not find the skilled labour they need. This year, the MTA joined with other MTAs around Australia to deliver the Directions in Australia's Automotive Industry, An Industry Report 2017 which highlighted the 1,635 skilled positions unfilled in South Australia's automotive retail, service and repair sector.

The report has provided us with a powerful tool when discussing with Government the issues facing our industry, in particular the recent decision to only recognise three automotive trades as having a skills shortage. This was a significant factor in the Board's decision to actively recruit and employ a higher number of apprentices resulting in 258 apprentice commencements through our GTO and another 65 industry apprentices training at our Training and Employment Centre this calendar year. This is a 37% increase in training commencements from last year.

In this edition of the Motor Trade we have detailed responses from the major political parties on the issues facing the automotive industry. This election shapes up to be an unusual contest with a genuine third alternative vying for community support for the first time.

There are contrasting positions from the parties on major issues for the automotive industry with both Labor and SA-BEST supporting the continuation of the current exemption for vehicle dealers from trading on Sundays and public holidays. Labor is also supporting mandatory heavy vehicle inspections while SA-BEST supports mandatory vehicle inspections for all vehicles. The Liberal Party highlight their plan to deliver an interconnector for electricity between South Australia and New South Wales while Labor has built the world's largest lithium-ion battery to store renewable energy.

Each of you will have differing views in what you want from our political leaders, so please take the time to review the extensive information that they have provided.

Keep an eye out for the emails we send out to members for updates over the next few months as the MTA is involved in a number of major new initiatives that will benefit the automotive retail, service and repair sector.

If you are on the roads this festive season, have a safe holiday and a Happy New Year.



Paul Unerkov,
CEO

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THE POWER OF KNOWLEDGE IS IN YOUR HAND

SHOP TRADING

The MTA is apolitical and we align ourselves with political parties only when a party takes a policy position that has significant impact on our members. Recently, MTA CEO Paul Unerkov was part of the media conference with the State Government opposing the Liberal Party's proposed restrictions on shop trading hours.

Rob Maiolo from Paradise Motors, Robert Williams from the Adelaide Vehicle Centre, Colin Shearing from the Independent Retailers Association and 20 to 30 other represented organisations also attended.

The MTA again made clear its position that the current shop trading hour's exemption for vehicle dealers must be maintained to avoid the need to trade on Sundays and public holidays.

LABOUR HIRE BILL

The State Government had introduced a new bill with the potential to decimate GTO's around South Australia. The unintended consequences of the bill, if passed, would have been an increase in the Return to Work levy paid by the MTA in the realm of over half a million dollars.

Intense lobbying by the MTA of all sides of all political parties led to the state government amending their own legislation to protect GTO's.

NATIONAL HARMONISATION OF LICENSING AND REGISTRATION

The MTA's campaign for national harmonisation has stepped up a gear, with South Australian DPTI Chief Executive Michael Deegan writing to his State and Territory counterparts calling for an Australia-wide approach to harmonisation of licensing, stamp duty, registration and a range of other transport regulatory matters.

In related news, the ongoing issue of moving oversize/overmass machinery on our roads has now been absorbed into a larger national project which is aimed at improving road access and harmonisation across states and territories.

It is hoped that these MTA SA initiatives should result in a single streamlined and efficient national system, encompassing all aspects of road use and transport including vehicle registrations, driver licensing, vehicle inspections and roadworthiness, fleet management, statutory warranties and sustainability initiatives.

MANDATORY VEHICLE INSPECTIONS

The MTA is continuing to play a leadership role for the Heavy Vehicle Inspection Scheme in a bid to make our roads safer and eliminate dangerous vehicles from our roads.

DPTI has stated that it wants the automotive industry to be involved at multiple levels of the scheme which is positive, particularly in relation to repair work.

We are expecting further action imminently with the commencement of a tender process.

On a related issue, 2018 will see changes to Chain of Responsibility laws which aim to complement heavy vehicle and national workplace safety laws. They will place a positive duty of care on all heavy vehicle supply chain parties.

THE MTA IS CONTINUING TO PLAY A LEADERSHIP ROLE FOR THE HEAVY VEHICLE INSPECTION SCHEME IN A BID TO MAKE OUR ROADS SAFER AND ELIMINATE DANGEROUS VEHICLES FROM OUR ROADS.

Information sessions have been held to help you identify risks in your business and ensure they are complying with obligations under the Heavy Vehicle and National Law. Please contact the MTA if you need more information.

CHOICE OF REPAIRER

The MTAA along with affiliated state and territory member organisations has strongly opposed the introduction of automotive insurance policies requiring customers to select whether they want 'choice of repairer' at an additional cost by IAG brands NRMA and RACV.

While this does not affect South Australia yet, the MTA will continue to oppose this for our members as it will have an anti-competitive impact on collision repair businesses.

The MTAA is writing to IAG and the ACCC to ensure that consumers continue to have the right to choose their repairer.



Q&A POLITICIANS: LABOR

Q: WHAT IS YOUR PARTY'S VISION FOR THE FUTURE OF THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR IN SOUTH AUSTRALIA?

A: South Australia has a strong and prosperous future to look forward to, and the ground work the South Australian Labor Government has laid in the lead-up to Holden's closure has positioned us to achieve this future. While we are no longer producing cars, South Australians continue to make great things, and automotive manufacturing in many forms has continued.

The closure of whole-car manufacturing in South Australia is a significant loss for our entire community. When the Federal Liberal Government effectively closed down car manufacturing, it had a moral obligation to make sure there was a plan to replace that industry and they failed to live up to that obligation.

With our high-tech and innovative capabilities, South Australia is well placed to remain in the car industry of tomorrow, where car makers will seek disruptive technology-driven trends. Major advances in modern vehicles will see them become more digitally enabled, and businesses like we have here in South Australia will be positioned to capture the connected-services market. The skills and know-how born from our automotive industry over more than six decades of car making in our State will continue to be strong assets as we transform our industrial base.

We are preparing for future automotive technology in terms of regulation, which means industry will be well placed to make the most of the economic benefits and opportunities these changes present – by encouraging investment and growth in South Australia's jobs of the future. Up to \$500,000 is available to automotive component manufacturing firms for corporate mentoring, diversification strategy and market development, and other expenses such as capital equipment. The South Australian Labor Government looks forward to continuing to work in partnership with the MTA and its members to secure the long-term future of the automotive retail, service and repair industry.

Q: WHAT SPECIFIC POLICIES ARE YOU PROPOSING TO HELP PROTECT AND GROW THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR?

A: The South Australian Labor Government has supported supply-chain manufacturers affected by the closure of car manufacturing by committing \$16.65 million to an Automotive Supplier Diversification Program. This program has supported supply-chain businesses to diversify and secure their future in the wake of the closure. A returned Labor Government will ensure support continues for the remaining supply-chain businesses, focusing efforts on working with companies to construct and implement transformational strategies for growth into the future.

A South Australian Labor Government will also look for opportunities to collaborate with the research sector and Industry on initiatives that will make a difference in our State and support the sustainable growth of the South Australian economy.

The Government also recently announced an investment of \$300 million over the next 10 years for 400 new buses to service the Adelaide Metro network. The new contract is for the supply and support services of approximately 40 buses a year, from July 2018, for the Adelaide Metro network. A tailored Industry Participation Plan will require the successful tenderer to maximise opportunities for local industry and local jobs, meaning as many of the buses as possible will be manufactured right here in South Australia.

We are also working to foster industry development in emerging forms of transport, such as autonomous vehicles and low and zero-emission vehicles. South Australia has shown leadership in preparing for the emergence of autonomous, electric, hybrid and hydrogen technology through initiatives such as the Motor Vehicle (Trials of Automotive Technologies) Amendment Bill 2015, the Low Emission Vehicle Strategy and the Centre for Automotive Safety Research. The South Australian Labor Government currently has a target to achieve 30 per cent Low Emissions vehicle fleet by 2019.

We are also working to develop South Australia's electric vehicle infrastructure – a crucial step in encouraging the uptake of electric vehicles and positioning the State for any industry development opportunities. For example, Tesla has created a network of 50 stations across South Australia and three SuperCharger Stations at Keith, Clare and in Adelaide, and we recently launched an EV charging hub in the Adelaide CBD with Tesla and other model charging points.

We have also recently signed an MOU with the ACT, City of Adelaide, City of Hobart and the Electric Vehicle Council of Australia to work together to increase the share of electric vehicles in government fleets, support the uptake of electric vehicles in the community, and take a coordinated approach to planning and constructing infrastructure to support the use of electric vehicles.

Q: THE AUTOMOTIVE SECTOR IS FACING A SKILLS SHORTAGE OF 1,635 QUALIFIED TRADES PEOPLE IN SOUTH AUSTRALIA. WHAT POLICIES ARE PROPOSED BY YOUR PARTY TO ADDRESS THE SKILLS SHORTAGE? MATURE AGE APPRENTICES ARE OFTEN DEEMED TOO EXPENSIVE TO HIRE BY PROSPECTIVE EMPLOYERS. WHAT IS YOUR PARTY'S POSITION ON INCENTIVES OR SUBSIDIES FOR EMPLOYING MATURE AGE APPRENTICES?

A: As a community, we face challenges as the automotive

industry adjusts and the economy transitions to other growing and emerging industries. The forced closure of Holden by the Federal Government is hitting South Australia hard.

Despite the closure, we know the automotive retail, service and repair sector is strong.

We want to do everything we can to build on these strengths and create opportunities and new jobs during our economic transition and that is exactly what the Job Accelerator Grants program is all about. The \$109 million package, announced in the 2016-17 State Budget, has exceeded forecasts and already helped create almost 10,000 jobs.

By offering an additional \$5000 to employ new apprentices we can create more jobs for people in South Australia, and at the same time support local businesses as they invest and grow. These grants can have a significant impact on encouraging business to invest in mature aged apprentices.

New, high-growth industries are emerging across South Australia, and by offering an extra \$5000 for each new apprentice or trainee in small and medium businesses we can ensure the skills exist within the workforce as these sectors develop.

Employers that have employed additional apprentices since July 2016 will now be eligible for a total grant of up to \$15,000 for payrolls between \$600,000 and \$5 million, or \$9000 for payrolls up to \$600,000, under the improved Job Accelerator Grants.

The package also helps small businesses with payrolls less than \$600,000 by providing a grant of up to \$4000 over two years, for each new job of 22 hours or more a week. There is also no limit to the number of times a business can access the grants. This initiative is giving business and industry the confidence to invest and to provide the skills industry needs, which will benefit the whole community.

As the MTA has stated "It will also provide a pathway for potential mature-age apprentices to re-skill and re-enter the workforce by easing the pressure on businesses who want to employ but can't currently afford to."

The South Australian Labor Government's skills and training strategy supports connections between training courses and jobs in strategic industry sectors aligned to the State's economic priorities. There are 627 courses on the Subsidised Training List, which are selected on a range of factors, including economic modelling and industry feedback about South Australia's future workforce and qualification requirements.

The Government continues to prioritise support for apprenticeships. The addition of eight trade courses available on demand under training contracts, in areas such as automotive services and manufacturing, brings the total number available to about 70.

Q: CURRENTLY THERE IS A FUNDING DISPARITY BETWEEN FUNDING FOR PRIVATE AND PUBLIC TRAINING PROVIDERS. WHAT IS YOUR PARTY'S POSITION ON PARITY OF TRAINING FUNDING BETWEEN THE PRIVATE AND PUBLIC PROVIDERS?

A: The South Australian Labor Government continues to prioritise support for apprenticeships. There are a suite of trade courses available on demand under training contracts, in areas such as automotive services and manufacturing.

Under phase 3 of the WorkReady policy (2018-19), new subsidised training places for commercial activity will be fully competitive between TAFE SA and the private market. TAFE SA will be required to compete openly with private providers for training on a dollar for dollar parity, for commercial activities. The South Australian Labor Government has committed to equalised subsidies for commercial courses by 2019. As of 1 December 2017, the subsidy rate for private registered training organisations has been increased to support the quality delivery of training services. This increase will specifically benefit the delivery of trade qualifications by supporting training costs and provider choice. The increase in subsidised training, coupled with the availability of Job Accelerator Grants makes it a good time for employers to consider taking on an apprentice in 2018.

The support for apprentices complements the up to \$15,000 available through the Job Accelerator Grants scheme for employers.

Q: A MANDATORY VEHICLE INSPECTION SCHEME WILL MAKE OUR ROADS SAFER. WHAT IS YOUR PARTY'S POSITION ON THE IMPLEMENTATION OF A MANDATORY VEHICLE INSPECTION SCHEME?

A: The South Australian Labor Government is committed to introducing a mandatory inspection scheme for high-risk heavy vehicles to ensure the roadworthiness of heavy vehicles. We have worked closely with industry and other stakeholders to improve South Australian heavy-vehicle roadworthiness, including inspections. We acknowledge the MTA's and its members' support for these changes and their involvement in consultation regarding this issue.

The Government has started introducing a scheme to target un-roadworthy heavy vehicles. The scheme serves to increase vehicle safety and the safety of all road users, in turn raising awareness of heavy-vehicle safety requirements and compliance. Stage one of this new scheme, introduced in January 2017, captures those vehicles that are over three years of age from manufacture and changing ownership, with inspections being delivered entirely by the private sector.

Stage two of the Heavy-Vehicle Inspection Scheme (HVIS) will

introduce a regime for the inspection of heavy vehicles in South Australia that would have otherwise not undergone any form of inspection in their lifetime, unless issued with a defect notice as part of on-road compliance activities. This broader rollout of the HVIS will increase the scope and capture up to 48,000 heavy vehicles which will be required to undergo an inspection. It is expected that the scheme, based on current fail rates, will require upwards of 68,000 heavy and light-vehicle inspections. Light-vehicle inspections will be undertaken for the taxi, rideshare and chauffeur industry.

Throughout the implementation of these changes, the Government is undertaking reviews to assess their impact and ensure there is sufficient capacity and public value to expand the inspection regime to the next stage. The Government will consider further expansion of the inspection regime to the broader light vehicle fleet following the roll-out of inspections to taxi, rideshare and chauffeur industry.

The changes will require amendments to the Motor Vehicle Act and the Road Traffic Act, and will be accompanied by an extensive education campaign. The South Australian Labor Government has spearheaded this push for a national heavy-vehicle inspection regime to create a uniform roadworthiness standard. This includes gaining the support of transport ministers to fast-track a national chain of responsibility laws to include vehicle maintenance and roadworthiness, putting the onus on every individual on the supply chain, not just truck drivers.

DPTI and SAPOL will continue to conduct random on-road inspections targeting heavy vehicles to ensure the safety of all road users.

Like the MTA, the South Australian Labor Government believes that with a rigorous mandatory heavy-vehicle inspection scheme, South Australians can feel safer in relation to the heavy-vehicle fleet on our roads.

Q: 87 PER CENT OF MTA CAR AND MOTORCYCLE DEALERS OPPOSE THE INTRODUCTION OF DEREGULATED SHOP TRADING HOURS FOR DEALERSHIPS. WHAT IS YOUR PARTY'S POSITION ON RETAINING THE CURRENT EXEMPTION FOR VEHICLE DEALERS FROM TRADING ON SUNDAYS AND PUBLIC HOLIDAYS?

A: The State Labor Government has championed the call of the South Australian Independent Retailers and other interested bodies to sign a pledge to maintain the current balance of shop trading hours. The State Government has consulted with industries bodies, like the MTA to ensure we have the right balance. The current balance supports small business, suppliers and local jobs.

The State Labor Government policy strikes the right balance, it provides time for people to go shopping, it supports and protects

small-business owners and it ensures workers have decent time off to share with family and friends.

Retail trading laws are an issue that has been raised in recent reports of the Australian Government's Productivity Commission and was also raised in the Competition Policy Review Report released in March 2015. These reports continue to call for further de-regulation of trading hours in South Australia, Queensland and Western Australia. The South Australian Labor Government notes the findings and recommendations of these reports; however remains satisfied that South Australia's current shop trading hours arrangements strike an appropriate balance between the competing interests of large retailers, small retailers, suppliers and consumers.

LIKE THE MTA, THE SOUTH AUSTRALIAN LABOR GOVERNMENT BELIEVES THAT WITH A RIGOROUS MANDATORY HEAVY-VEHICLE INSPECTION SCHEME, SOUTH AUSTRALIANS CAN FEEL SAFER IN RELATION TO THE HEAVY-VEHICLE FLEET ON OUR ROADS.

Small businesses are the engine room of the South Australian economy and a huge source of jobs and growth. The South Australian Labor Government is committed to fairness, to competition and to the maintenance of an environment in which small business can thrive. We believe that the shop-trading hour's regime we enjoy here is the envy of many other states across the country. There is no reason to change the current and sensible arrangements.

Q: WHAT IS YOUR PARTY'S POSITION ON THE REMOVAL OF SMALL BUSINESS INDUSTRY SPECIFIC RED TAPE? HOW DO YOU PLAN TO IMPLEMENT YOUR POLICIES?

A: The South Australian Labor Government strongly believes that outdated and unnecessary government rules cost time and money, add little value and can be very frustrating. We have heard, loud and clear, that business and community members are annoyed by red tape and want change. To address, this we will work in partnership with South Australians, and get rid of obsolete, cumbersome and counterproductive rules and administrative procedures that hinder growth, investment and innovation in the South Australian economy. To this end, we introduced an annual Simplify Day, with the first being held in 2016.

The Statutes Amendment and Repeal (Simplify) Bill 2016

contained amendments to 26 Acts, including to the Electronic Transactions Act 2000, the Motor Vehicles Act 1959, the Survey Act 1992, the Authorised Betting Operations Act 2000 and the Second-hand Vehicles Dealer Act 1995. The Bill was introduced into Parliament on 15 November 2016, and on the same day the Premier announced that Simplify Day would become an annual event. The Simplify Bill was passed by the South Australian Parliament on 2 March 2017 and was assented to on 15 March 2017. As of today, all the provisions contained in the inaugural Simplify Bill have commenced.

Further legislative reform will continue next year with the Government already commencing preparations for significant reform of the Second Hand Vehicle Dealers Act 1995. The State Labor Government will work with the MTA to help shape this reform. South Australia's transition to a new economy is accelerating, backed by the success of its \$35 billion small business sector that represents more than 140,000 small businesses and reflected in one of the nation's best trend unemployment rates of 5.6 per cent.

The small business sector, working closely with the South Australian Labor Government enabled this result to be achieved. In the past 18 months 24 new investment projects have been secured by Investment Attraction South Australia (IASA). These projects will create 7085 jobs for South Australians – seven times the number of jobs that went with Holden.

We recently announced the new Excellence in Business Fund, which will provide grants of up to \$50,000 for capability-building programs to increase competitiveness, access new export and local markets, expand operations and grow jobs.

Our 2017 Annual Small Business Statement highlights specific actions and results that the State Government has achieved in supporting small businesses to compete, grow and create jobs since the inaugural Statement was released in December 2016. These include:

- permanent payroll tax rate of 2.5 per cent for small businesses with payrolls between 600,000 and \$1 million;
- A \$10 million Small Business Development Fund targeted at northern Adelaide businesses - 131 businesses and start-ups have shared in \$5,850,000 worth of grants. The projects supported by these grants will create more than 400 jobs;
- Job Accelerator Grants provides up to \$15,000 to employ an apprentice or trainee for companies with payrolls under \$5 million. More than 400 businesses have applied to the \$200 million Future Jobs Fund;
- the State Government's \$550 million Energy Plan will provide reliable, affordable and clean energy power to small businesses;
- strengthened Industry Advocate powers to encourage contractors to use local businesses and local workers on government projects; and

- 90 per cent of sub-contracts on projects of more than \$50 million awarded to SA-based SMEs.

The South Australian Labor Government is committed to the significant tax reform measures announced as part of the 2015-16 Budget. These reforms, being phased in over only a couple of years, include the abolition of duty on transfers of non-residential, and non-primary production properties. This is on top of those already removed, including on non-fixed plant and equipment and corporate reconstructions.

The South Australian Labor Government is committed to supporting small businesses to access new markets, grow and create sustainable jobs. We have worked hard to create an environment where it is easy to do business in South Australia, and the success of our small businesses is evidence our strategy is working.

We have cut red tape and introduced the most comprehensive tax reforms this State has ever seen, to provide a business environment that is competitive and cost-effective. These initiatives, and more, are paying dividends for our State, with the new South Australian businesses survival rate being at 57.2 per cent – the highest in Australia. We are committed to working in partnership with small business to build a diversified, modern economy.

Q: MANY BUSINESSES FEAR CLOSING THEIR DOORS IN SOUTH AUSTRALIA. HOW WILL YOUR PARTY IMPROVE BUSINESS CONFIDENCE?

A: By making South Australia the most affordable place to do business, reducing the tax burden on business and providing incentives for business to hire new staff, we now have an unemployment rate close to the national average but there is still lots of work to be done. A re-elected Labor Government will do everything it can to continue to create jobs and transition our economy. We will continue our ongoing investment to create jobs where opportunities for growth exist.

Many people talk down the South Australian business and the economy, but the statistics and our economic achievements tell a very different story. South Australia's most recent trend unemployment rate is at a five-year low, according to Australian Bureau of Statistics Labour Force data. The figure decreased 0.2 per cent to 5.6 per cent, while over the past year an additional 12,400 people found work. There has now been more than two years of consecutive jobs growth in this State with 23,700 more people employed, 11,600 more people in full-time work and 19,400 fewer people unemployed over that period.

There is a record number of people employed in South Australia, with 826,900 people in work. South Australia was the only State to have recorded a fall in the trend unemployment rate in the October 2017 figures.

We are a Government that recognised the challenges our transitioning economy created and has taken action to ensure

we make the most of the opportunities available to us. Several years ago we recognised that we needed to deliver a strategic economic plan to counter the job losses brought forward by the Federal Government's failure to support an orderly transition from automotive manufacturing.

Part of this work was to create the Investment Attraction South Australia (IASA) which opened for business in October 2015 with a directive to drive inward investment for the State creating high value-adding industries and sustainable jobs. A recent report showed IASA has shot past its target to create 6000 jobs by 2017 and injected more than \$1.79 billion of investment into the State.

WE ARE A GOVERNMENT THAT RECOGNISED THE CHALLENGES OUR TRANSITIONING ECONOMY CREATED AND HAS TAKEN ACTION TO ENSURE WE MAKE THE MOST OF THE OPPORTUNITIES AVAILABLE TO US.

The agency's focus is to capture foreign direct investment which, as global examples show, leads to job creation and business growth. It works to attract capital investment in growth sectors, establish new operations of international firms and accelerate the start-up of new industries. The agency has assisted 24 companies, which will create more than 7000 jobs for South Australians. Companies include Boeing (250 jobs); Inghams (850 jobs), Tic:Toc (196 jobs) and the most recent announcement by cyber security firm VeroGuard, relocating to South Australia from Victoria and creating 596 jobs.

In response to significant economic changes like the closure of Holden, we released the State Government's \$24.7 million Northern Economic Plan, in 2016. This Plan is a blueprint for a prosperous northern Adelaide, focused on creating jobs and empowering local communities. Our Automotive Transformation Taskforce also works with all directly affected automotive-supply companies to help sustainable companies to continue to diversify their production.

The Labor Government will always stand up for all South Australians to secure investments that create jobs and benefit business. Recent employment figures show what can be achieved when government and business work together.

Q: MANY SOUTH AUSTRALIAN BUSINESSES REQUIRE AFFORDABLE AND RELIABLE ENERGY SUPPLY. WHAT IS YOUR PARTY'S POSITION ON IMPROVING THE RELIABILITY OF ENERGY SUPPLY AND REDUCING ENERGY COSTS FOR SA BUSINESSES? HOW WILL YOU ENSURE THIS IS SUCCESSFUL?

A: South Australia is taking charge of its energy future. Our Energy

Plan puts South Australians first, will make our power supply more reliable, and will put downward pressure on prices and create jobs.

In the longer term, South Australia will become more self-reliant for its power supply, securing lower prices for business and households.

This plan recognises that clean energy is our future. We will now lead Australia's transformation to the next generation of renewable storage technologies and create an international reputation for high-tech emerging industries.

In March 2017, we announced our \$550 million energy plan, South Australian Power for South Australians, which is all about taking charge of our own energy future. Under our Plan, South Australia will become more self-reliant for its power. The Plan will improve reliability, drive down prices and create local jobs.

Since March, the major elements of our Plan have been delivered. For example:

- built the world's largest lithium-ion battery to store renewable energy and enhance the security and reliability of the grid. The battery is now operating to provide these services.
- launched a \$150 million renewable energy fund to deliver the next generation of clean, reliable and affordable power for South Australia.
- built a State-owned gas power plant to have more back-up power when we need it;
- introduced strong powers to bring control of the market back into South Australia's hands;
- incentivised companies to find and use more South Australian gas for our energy use; and
- used the Government's electricity contract to secure a 150MW solar thermal plant for Port Augusta, increasing competition and putting downward pressure on prices.

We are also delivering a \$31 million energy-efficiency program to help large energy users manage their costs.

South Australia's wholesale prices have traditionally been higher than those in the coal-rich eastern States. That is no longer the case.

So far this financial year, wholesale prices in South Australia have been 10 per cent lower than the average for 2016-17. In fact, wholesale prices in South Australia were the lower than any eastern mainland state for September and October 2017.

Our Energy Plan is having the right effect. It is encouraging investment and competition, and it is driving down wholesale prices – and it will continue to do so.

Wholesale prices represent a significant component of retail bills and are a key driver in retail prices. This price drop will therefore flow through to customer bills.



Q&A POLITICIANS: LIBERAL

Q: WHAT IS YOUR PARTY'S VISION FOR THE FUTURE OF THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR IN SOUTH AUSTRALIA?

A: Marshall Liberal Government wants South Australia to remain a leader in responding to opportunities in the auto sector including those provided by the development of new vehicle technologies. There are many opportunities ahead in advanced manufacturing. To secure them, it's important that the sector continues to develop a trained and skilled workforce and this will be a major focus of a Liberal Government. There's a lot industry and government can do together to build on the experience and expertise South Australia has developed during its long and proud leadership of Australia's automotive sector. We also want the sector to be able to maintain a strong level of vehicle sales and the capacity to meet customer expectations in the servicing of the State's vehicle fleet.

The Liberal Party has already released 80 policies which can now be accessed at <http://www.stevenmarshall.com.au/policies>.

Policies will continue to be released in the period leading up to the election. Some of these yet to be released policies do cover areas raised in your further questions.

Q: WHAT SPECIFIC POLICIES ARE YOU PROPOSING TO HELP PROTECT AND GROW THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR?

A: A priority for a Marshall Liberal Government will be to help create an economic environment in which SA businesses can be nationally and internationally competitive. That will mean the costs of doing business and the level of red tape in SA have to be reduced.

Another priority of the Marshall Liberal Government will be a significant increase in the number of apprentices and trainees with specific policies to achieve this outcome to be announced before the election. We're concerned that over the past six years, the number of apprentices and trainees in South Australia has dropped by more than 50% - the largest fall of any State. While we recognise the efforts of the MTA to grow the number of apprentices, your sector still has a skills shortage that requires a much more effective policy response from government.

More generally, our policies will seek to reverse South Australia's sluggish population growth because this is holding back many sectors of the economy, including the auto sector.

Currently, South Australia's population growth is only about half the national rate. This means South Australia's share of new motor vehicle registrations is also declining. If we had retained the share we had when Labor came to office, we'd be registering an additional 3500 new vehicles a year.

Q: THE AUTOMOTIVE SECTOR IS FACING A SKILLS SHORTAGE OF 1635 QUALIFIED TRADES PEOPLE IN SOUTH AUSTRALIA; WHAT POLICIES ARE PROPOSED BY YOUR PARTY TO ADDRESS THE SKILLS SHORTAGE?

A: There is no one silver bullet that will meet all of our needs in this area - we will need to tackle this issue over a broad front.

Starting at the school level, we need to do better at ensuring that young people are fully equipped to make wise decisions. We need to ensure that more school students see the opportunity to undertake an apprenticeship as a first-option for a great career, rather than a fall-back plan. Despite the fact that a young person with a trade will likely be doing a lot better in the world in their early twenties than their school friend who went to Uni, too many schools are not presenting positive careers advice about the benefits of Certificate III, IV and Diploma level next steps.

More of our schools should embrace opportunities for their students to explore options for learning about these careers when the opportunity comes up to 'Try a Trade'.

A Marshall Liberal Government would also undertake a range of more direct approaches in schools. Of course we need to ensure that VET programs in schools are of a high quality and will deliver genuine outcomes.

But the Liberal Party has long advocated for more flexible apprenticeship models and that will be a key priority for a Marshall Liberal Government. Some students are currently completing their SACE after having commenced a full-time apprenticeship at the beginning of year 12. This tends to work best for students in schools that have chosen to deliver their compulsory research project in Year 11 rather than Year 12, effectively overloading the student at Year 11 in order for the points from their Certificate to fulfil their SACE requirements.

A PRIORITY FOR A MARSHALL LIBERAL GOVERNMENT WILL BE TO HELP CREATE AN ECONOMIC ENVIRONMENT IN WHICH SA BUSINESSES CAN BE NATIONALLY AND INTERNATIONALLY COMPETITIVE.

In addition to what goes on at schools, to attract young people towards skills there is also a critical need for us to deliver

new skills and training opportunities for mature age workers - particularly workers in industries experiencing contraction. A subsequent response later in this survey will deal with this aspect in greater depth.

There are further opportunities to address the identified skills shortage by an improvement in the system that delivers funding to training organisations. The methodology for determining the subsidized training list needs reform. To begin with, it needs to become a transparent and accountable process where industry sectors can be confident that their inputs (currently delivered through consultation with the Training and Skills Commission) are genuinely taken into account in determining the use of government funds.

Training providers must be motivated towards delivering the core competencies needed by employers. Whenever the government is subsidizing a training place, we have a responsibility to both the student receiving the training, and also to the public whose money is being spent, to ensure that it is a training place that will lead to a job outcome.

We also need to ensure that we get best advantage from the Commonwealth government's Skilling Australia Fund. South Australia is eligible for \$102 million over four years. The Weatherill Labor government is yet to apply for any of these funds. Good State Governments need to work with Canberra - not just attacking them for short term media opportunities.

Q: MATURE AGE APPRENTICES ARE OFTEN DEEMED TOO EXPENSIVE TO HIRE BY PROSPECTIVE EMPLOYERS. WHAT IS YOUR PARTY'S POSITION ON INCENTIVES OR SUBSIDIES FOR EMPLOYING MATURE AGE APPRENTICES?

A: We do need to consider the needs of people currently in the workforce or who have recently lost their jobs, and who may need to refresh their careers or learn new skills. This is important for South Australia particularly right now as we deal with the consequences of the end of automotive manufacturing at Holden's, as well as a range of other traditional sources of employment.

These are South Australian men and women who need jobs, and in many cases their life and work experiences make them a valuable resource for meeting industry's current and emerging skills needs. We are exploring a range of potential measures that will help match these workers to apprenticeships and other re-training opportunities. In addition to potential state government programs, we also need to work collaboratively with the Commonwealth government, who are increasingly investing in meeting the needs of this cohort.

The needs of this cohort of workers highlight the critical priority that we ought to be placing as a state on ensuring that every dollar in our training budget is targeted at delivering real job outcomes for South Australians (both younger and mature age) who are receiving training.

Q: CURRENTLY THERE IS A FUNDING DISPARITY BETWEEN FUNDING FOR PRIVATE AND PUBLIC TRAINING PROVIDERS. WHAT IS YOUR PARTY'S POSITION ON PARITY OF TRAINING FUNDING BETWEEN THE PRIVATE AND PUBLIC PROVIDERS?

A: The Liberal Party believes that two key considerations must be prioritized when assessing how to direct funding in the training area: the needs of the individual seeking to develop skills that will lead to a fulfilling career, and the needs of South Australian industry sectors that need a skilled workforce to deliver prosperity for our state. In some cases those needs may best be met by TAFE, in many other cases - particularly in the automotive sector - We would argue that those needs may best be met through a not-for-profit RTO like the MTA.

THE NEEDS OF THIS COHORT OF WORKERS HIGHLIGHT THE CRITICAL PRIORITY THAT WE OUGHT TO BE PLACING AS A STATE ON ENSURING THAT EVERY DOLLAR IN OUR TRAINING BUDGET IS TARGETED AT DELIVERING REAL JOB OUTCOMES FOR SOUTH AUSTRALIANS (BOTH YOUNGER AND MATURE AGE) WHO ARE RECEIVING TRAINING.

When the Weatherill Labor Government decided to direct almost all of South Australia's training budget to one provider - to the exclusion of almost all of the rest of the sector - they demonstrated that they have a very different set of priorities. They showed a callous disregard for the interests of the job seekers looking for a career, and for the industries whose needs are undermined when the legs were pulled out from under the non government training providers.

The reality is that we need a strong government TAFE provider, but we also need a strong non government sector with enhanced

capacity. We should be seeking to create an environment where excellence in training, and job outcomes for apprentices and trainees, are more important than who owns the training provider. The government has repeatedly said that TAFE will need to be ready to participate in a fully contestable training market in 2019. It looks like we're going to have a lot of work to do to get them there on time if we are elected on March 17, 2018, but we are ready for this critical challenge.

Q: A MANDATORY VEHICLE INSPECTION SCHEME WILL MAKE OUR ROADS SAFER. WHAT IS YOUR PARTY'S POSITION ON THE IMPLEMENTATION OF A MANDATORY VEHICLE INSPECTION SCHEME?

A: The Liberal Party has no plans to introduce a mandatory vehicle inspection scheme at this time but is always open to discussions on ideas to improve road safety.

Q: 87 PER CENT OF MTA CAR AND MOTORCYCLE DEALERS OPPOSE THE INTRODUCTION OF DEREGULATED SHOP TRADING HOURS FOR DEALERSHIPS. WHAT IS YOUR PARTY'S POSITION ON RETAINING THE CURRENT EXEMPTION FOR VEHICLE DEALERS FROM TRADING ON SUNDAYS AND PUBLIC HOLIDAYS?

A: As you will be aware the Liberal Party's policy has been available publicly for more than 12 months and can be accessed at: <http://www.stevenmarshall.com.au/shop-trading-hours>.

That policy is based on reducing red tape and providing greater freedom of choice in trading hours. The policy does not retain the current exemption for vehicle dealers.

Q: WHAT IS YOUR PARTY'S POSITION ON THE REMOVAL OF SMALL BUSINESS INDUSTRY SPECIFIC RED TAPE? HOW DO YOU PLAN TO IMPLEMENT YOUR POLICIES?

A: A Marshall Liberal Government will be committed to reducing small business industry specific red tape. All Ministers would work with industry sector groups and other stakeholders to identify ways to reduce red tape. Over recent years the Liberal Party has worked with the MTA and others to oppose the implementation of regulations which would have impacted adversely on your industry.

A Marshall Liberal Government will also establish a state based Productivity Commission to focus on getting our economy back on track. A major task of the Commission will be regulatory reform.

Q: MANY BUSINESSES FEAR CLOSING THEIR DOORS IN SOUTH AUSTRALIA. HOW WILL YOUR PARTY IMPROVE BUSINESS CONFIDENCE?

A: We haven't been waiting for the election to encourage a lift in business confidence. Since the introduction of the State Budget in June, we have been fighting Labor's State bank tax because of the impact it would have on business and investor confidence. Our success in preventing the introduction of this new tax represents a victory for all South Australians concerned about the need for State Government policies which recognise the economic challenges our State faces. New and higher taxes are the last thing South Australia needs if we are going to grow jobs and strengthen our economy. We've also committed to reducing the Emergency Services Levy and capping council rate rises to reduce costs for households and businesses.

Q: MANY SOUTH AUSTRALIAN BUSINESSES REQUIRE AFFORDABLE AND RELIABLE ENERGY SUPPLY. WHAT IS YOUR PARTY'S POSITION ON IMPROVING THE RELIABILITY OF ENERGY SUPPLY AND REDUCING ENERGY COSTS FOR SA BUSINESSES? HOW WILL YOU ENSURE THIS IS SUCCESSFUL?

A: We have released a comprehensive energy policy which will provide South Australian businesses and families with electricity that is more affordable, more reliable and more secure. We have designed our policy in conjunction with technical experts. Key aspects were modelled by respected economic consultants, Acil Allen. The modelling shows a reduction of more than 24% in wholesale prices from implementation of our policy. The major elements of our policy include:

- An Interconnection Fund, with the first priority being to deliver an interconnector between South Australia and New South Wales
- Dumping Labor's state-owned diesel/gas generator, which independent modelling has shown to be a white elephant
- Running a reverse auction for 276 MW of emergency capacity, using the market to deliver the same outcome for a cheaper price
- Take-up of home scale storage for households with solar PV
- Developments in grid-scale storage solutions, including chemical (e.g. battery) and physical (e.g. pumped hydro) storage technologies
- A range of initiatives to improve the integration of distributed generation and demand-side initiatives

NICK XENOPHON'S

SA BEST Q&A POLITICIANS: SA BEST

Q: WHAT IS YOUR PARTY'S VISION FOR THE FUTURE OF THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR IN SA?

A: Let's face it – SA hasn't been doing so well for quite a while. In the last 15 years our growth rate has been 33% below the national average, our exports are growing at half the rate of the nation – and our population growth, at 0.6% per annum, is less than half the nation's.

The automotive retail, service and repair sector will benefit from SA-BEST policies that encourage population growth, a smarter allocation of taxpayer resources and, above all, fixing a broken political system where there has been an absence of leadership and vision.

Your sector needs to grow through a combination of tackling business costs and taxes, population growth and skills training.

Q: WHAT SPECIFIC POLICIES ARE YOU PROPOSING TO HELP PROTECT AND GROW THE AUTOMOTIVE RETAIL, SERVICE AND REPAIR SECTOR?

A: Here are just some of the policies SA-BEST will fight for:

- The shocking industry skills shortages are a disgrace. As a senator, Nick Xenophon launched the landmark 'Directions in Australia's automotive industry: An industry report 2017' report on behalf of the MTAA in Canberra in August. That report highlights the skill shortages in the sector across the nation and especially in SA. What has happened at TAFE SA is shocking, and we want fundamental reforms to TAFE governance and real transparency and accountability. Private industry based RTOs have been starved of funds and that must be redressed, and the system rebalanced. And as a matter of priority we will, if in a balance of power situation, insist on reinstating the industry skills boards. Abolished by the state government three years ago, SA is the only state that does not have this valuable conduit between industry training organisations and government.
- Mandatory vehicle inspections – a must for safer roads.
- With our federal SA-BEST colleagues, push for harmonising state and federal regulations and the reduction of unnecessary red tape.
- Ensure current laws against rogue operators are enforced with transparency in what is being done.
- Change consumer protection laws in SA for unfair and unconscionable insurance practices. SA used to be a leader in

consumer protection laws – there's no reason why we can't be again.

Q: THE AUTOMOTIVE SECTOR IS FACING A SKILLS SHORTAGE OF 1635 QUALIFIED TRADES PEOPLE IN SOUTH AUSTRALIA; WHAT POLICIES ARE PROPOSED BY YOUR PARTY TO ADDRESS THE SKILLS SHORTAGE?

A: Please see the answer to question two above. Industry skills boards, more funding for industry RTOs and apprenticeships and ensuring our schools have a greater emphasis on technical studies to lead to that vocational pathway.

Q: MATURE AGE APPRENTICES ARE OFTEN DEEMED TOO EXPENSIVE TO HIRE BY PROSPECTIVE EMPLOYERS. WHAT IS YOUR PARTY'S POSITION ON INCENTIVES OR SUBSIDIES FOR EMPLOYING MATURE AGE APPRENTICES?

A: We will fight at a state and federal level, to increase funding, to work on ways to fast-track mature age apprentices in conjunction with industry. We will listen to the sector on alternative pathways such as hybrid apprenticeships – above all, it has to be an industry-led solution.

Q: CURRENTLY THERE IS A FUNDING DISPARITY BETWEEN FUNDING FOR PRIVATE AND PUBLIC TRAINING PROVIDERS. WHAT IS YOUR PARTY'S POSITION ON PARITY OF TRAINING FUNDING BETWEEN THE PRIVATE AND PUBLIC PROVIDERS?

A: Here is a graph (see opposite page) of the funding disparity between private and public training providers. It must be rebalanced, with strong and transparent accountability measures applying to both the public and private training providers.

Q: A MANDATORY VEHICLE INSPECTION SCHEME WILL MAKE OUR ROADS SAFER. WHAT IS YOUR PARTY'S POSITION ON THE IMPLEMENTATION OF A MANDATORY VEHICLE INSPECTION SCHEME?

A: Yes – it's worked in other states, it can work here to make our roads safer and save lives.

Q: 87 PER CENT OF MTA CAR AND MOTORCYCLE DEALERS OPPOSE THE INTRODUCTION OF DEREGULATED SHOP TRADING HOURS FOR DEALERSHIPS. WHAT IS YOUR PARTY'S POSITION ON RETAINING THE CURRENT EXEMPTION FOR VEHICLE DEALERS FROM TRADING ON SUNDAYS AND PUBLIC HOLIDAYS?

A: SA-BEST does NOT support changes to current trading hours.

It would be a reckless move that will hurt too many dealerships. And why on a Sunday when you can't register a vehicle anyway?

Q: WHAT IS YOUR PARTY'S POSITION ON THE REMOVAL OF SMALL BUSINESS INDUSTRY SPECIFIC RED TAPE? HOW DO YOU PLAN TO IMPLEMENT YOUR POLICIES?

A: Unnecessary red tape is a burden on businesses that can destroy jobs. We will listen, consult and act on sensible practical measures to reduce red tape. We will be vigilant in keeping government to account on this.

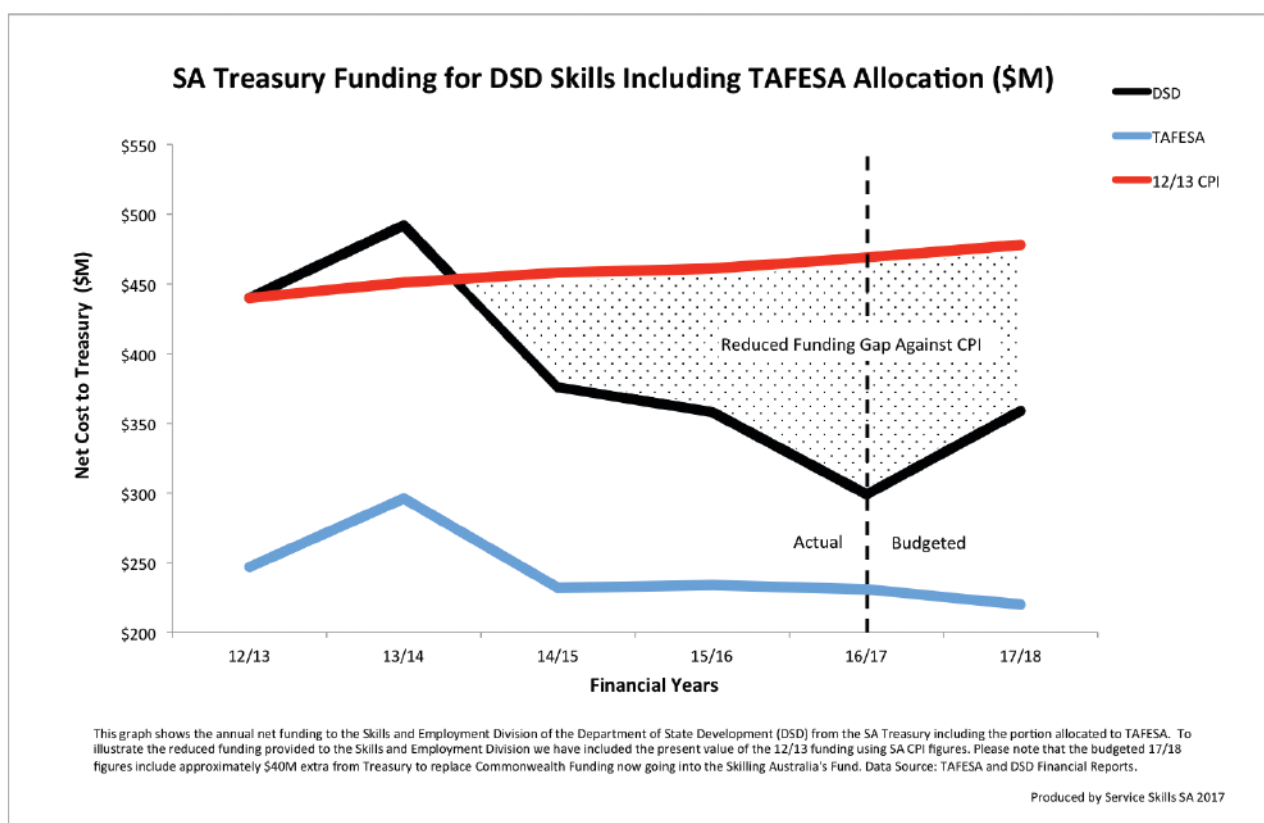
Q: MANY BUSINESSES FEAR CLOSING THEIR DOORS IN SOUTH AUSTRALIA. HOW WILL YOUR PARTY IMPROVE BUSINESS CONFIDENCE?

Before SA-BEST answers that specifically, here's one damning statistic; there are fewer 18 to 34 year olds living in SA now than there were 35 years ago, even though there were 300,000 fewer people living in SA then. Targeted population growth, especially business and investment migrants and more international

students would help. Our power prices must be more competitive, as should land tax which is hurting property investment here. And by fixing our broken political system, by making parliament work harder, that will go some way to making South Australians feel government is working for them, not against them.

Q: MANY SOUTH AUSTRALIAN BUSINESSES REQUIRE AFFORDABLE AND RELIABLE ENERGY SUPPLY. WHAT IS YOUR PARTY'S POSITION ON IMPROVING THE RELIABILITY OF ENERGY SUPPLY AND REDUCING ENERGY COSTS FOR SA BUSINESSES? HOW WILL YOU ENSURE THIS IS SUCCESSFUL?

A: There's no magic silver bullet on this, but SA-BEST (by the time this publication is out) will have a detailed plan on energy for SA on its website. The plan would include preventing price gouging and gaming of the system, greater regulatory powers to protect consumers and businesses. We get it that this is a fundamental issue that must be addressed. SA-BEST will push harder than others to make sure energy prices are top of mind for any government.



MEMBER PROFILE

PETER STEWART, ROWELL & SEARLE AUTO TRANSMISSIONS
BY JOSH TEAKLE



Rowell & Searle Auto Transmissions have been masters of motor transmission and service since 1945 and continue to be a proudly owned and operated South Australian family business.

The garage has a more unique than usual history, opening directly after WW2 when army mechanic Laurie Campbell returned home to start the garage in the CBD.

"It all began when Laurie Campbell came out of the war after working on American vehicles as a mechanical engineer," Rowell & Searle Managing Director Peter Stewart said.

"He learnt a lot about American models and transmissions and with a lot of American vehicles being shipped to Australia he believed there was a bright future in the industry.

"Here we are 68 years later."

Rowell & Searle has outgrown and moved locations five times in its lifetime with the

garage now found at Kings Court off Currie Street.

Mr Stewart said they have continued to evolve their brand as the business grew.

"We originally started off as the first automatic transmission specialist in the state," he said.

"We have diversified over our 68 years and now specialise in transmissions, lube services, breaks, air conditioning, gear boxes and everything in between. We are now a one stop shop for automatic repairs."

Mr Stewart, a school teacher by profession, left the class room after 15 years to manage businesses in Port Augusta before joining Rowell & Searle 20 years ago.

"I have a great love for the business, the people and the customers we have", he said.

After a late start to the automotive industry, Mr Stewart has made up for lost time by becoming a member of the MTA in 1997 and is currently the acting ARD Chairman and a Director at the Capricorn Society.

The garage on Kings Court has 14 staff and 10 hoists, and is consistently taking on apprentices and educating staff about modern day transmissions.

Mr Stewart manages his business based on the values of quality and thorough servicing, remaining up to date with technology and most importantly being a family run workshop.

To add to the experienced engine lovers at Rowell & Searle, Workshop manager Colin Bell can double Mr Stewart's tenure at the garage, clicking over 43 years with the business.

Mr Stewart said he loved waking up every day and walking into a workplace lined with history.

"Our history is something we are extremely proud of," he said.

"I am honored and privileged to be involved with such a company that is so highly regarded by the general public and the wider automotive industry."

MEMBER PROFILE

ADELAIDE COACHLINES: A TOUR THROUGH GENERATIONS BY ROBERT LAIDLAW



With a third generation of the Quinsey family starting a career with Adelaide Coachlines, the secret to the company's success is obvious – it's more than a job, it's a passion.

Owner Roger Quinsey has been there throughout the journey since his parents George and Leila purchased the business in 1982, helping out after school and even driving buses shortly after his 18th birthday.

George started in the industry working at Hardcourt Gardens Bus Service, then for the Municipal Tramways Trust, before the opportunity to own Adelaide Coachlines, starting with three vehicles, the family concern has blossomed to 27 vehicles, with the recent acquisition of a brand new three axle coach.

"When I left school I started an apprenticeship as a cabinetmaker with Queen Anne but when that had finished I started in the workshop with dad, as a general handy person with some mechanical work," Roger said.

"Then as the business grew I ran the workshop and drove some of the charters, while also dealing with maintenance and service issues. Then I moved to the office as the tour manager, where I handled enquiries, talked to groups and delivered an itinerary, generally making sure everything went to plan.

"When dad passed away in 1998, I took over in a Managing Director role, with my brother Alan coming on board as Operations

Manager. Mum stayed on and still works with the company today, as does my wife Kate and our children Jacqui and Chris."

Although the Managing Director, Roger still gets his hands dirty refurbishing the vehicles, including maintenance, painting and upholstering, as well as some driving.

His wife Kate handles the finance/business functions, which their daughter Jacqui is being trained in, while Chris is doing a heavy vehicle diesel apprenticeship through the MTA (AUR31116).

Roger has been a member of the MTA for almost five years, after previously being a member of the Bus and Coach Association SA, which included being president for eight years.

"There were significant changes at Bus and Coach SA which did not suit our business, so on the advice of other people like suppliers, I joined MTA," he said.

"Membership of MTA has been very helpful, as it has allowed us access to the wider industry to discuss matters relating to our business and through networking with suppliers etc.

"I appreciate the support of MTA, as we can always call on them in times of need, and confirm where we are at as we work towards the future.

"Now with our children joining the company, their grasp of the changing technology in vehicles will help us grow and remain viable."

Besides family, Adelaide Coachlines has 30 full time drivers as well as casual drivers at peak times, with a MTA apprentice also due to start next year.

With a fleet of various sized vehicles, the company caters for a wide range of community needs, operating 13 private college bus runs and general school charters, day tours for senior citizen and clubs, extended tours, including interstate to the snow, and various special events.

When Adelaide held the F1 Grand Prix, Adelaide Coachlines was involved with transportation, and has been working with WOMAdelaide since it started, while also operating the Flinders Uni loop service from 7am to 10pm every day on campus.

"My job is more like a hobby because I love coming to work every day," Roger said.

"I enjoy people's reactions after they return from a satisfying tour, and seeing people within our business grow their skill level to become fully fledged tour drivers.

"We are always looking at ways to improve our service, including providing access to all, while working harmoniously with family is something I treasure.

"When I started I was always the youngest for many years, and I appreciated how much older people had to teach me when I asked questions, which is why I always enjoy teaching the younger generation coming into the business."

KEEP SUBMITTING IDRs!

The Australian Motor Body Repairer Association, along with state MTAs, is working to streamline repairer's documentation and record collection for IDR disputes.

Often the customer can be aware repairers are up against an insurer trying to steer them to a preferred repairer. MTA members have been collecting ongoing support documentation for use in the event of lodging an IDR, reducing the pressure on customers needing to sign a Statutory Declaration before a Justice of the Peace.

Our ongoing fortnightly IDR section which is emailed to body repair division members and included in the MTA's e-newsletter MTA Torque, continues to provide vital information for repairers who find themselves dealing with an insurance company requesting alterations to repair work.

IS IT REASONABLE TO CHARGE FOR LEGITIMATE EXPENSES?

Recently, a member claimed they should be able to charge for preparation of a quote where the assessor acknowledged the vehicle was likely to be a write-off but requested an estimate anyway.

In these scenarios, it depends on whether or not the customer knew

they may be charged for the repair estimate before completing the service.

The same goes for storage charges, specialised equipment or tools, freight and other 'reasonable' expenses while your business is providing a service to the customer, be it the insurer or end user consumer.

It is important that the customer is given a choice in regards to whether or not to proceed before they engage repairers for products or services.

To date, market forces have determined a position where it is 'normal practice' that charges for services are not recovered.

Businesses cannot lawfully ask someone to pay for something they haven't had the opportunity to choose by either 'accepting or 'declining'. There are only two things that change this:

MTAs across Australia will be advocating for a stronger and mandated Code of Conduct and the Motor Trade Association of South Australia will continue to support our body repair members with support documentation to support the IDR's lodged.

If you would like more information please call the MTA on 8291 2000.

DON'T BE ON THE BACK FOOT

The RAA have begun auditing their approved repairer network.

The MTA can conduct a walk through inspection and provide recommendations and support to fill the gaps identified.

Book your inspection today:

T: 8291 2000

E: IContact@mta-sa.asn.au

Only \$99 for members!





Members first, always.

For over 25 years we've built our name as the leading industry fund for the automotive industry.

Whether you're paying your team's super, or building your own, we have the tools, resources and people to help you make financial decisions that work for you.

To find out how we can support you, call us or visit our website today.

1300 362 415

mtaasuper.com.au/get-started





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


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

We deliver nationally accredited training in Certificate III in Light Vehicle Mechanical Technology (AUR30616), Certificate III in Heavy Commercial Vehicle Mechanical Technology (AUR31116), Certificate III in Automotive Refinishing Technology (AUR32416) and Certificate III in Automotive Body Repair Technology (AUR32116).

Call the MTA Training and Employment Centre on 08 8241 0522 or email mmarone@mta-sa.asn.au



Accredited training is delivered by
The MTA Group Training Scheme
Registered Training Organisation
Provider Number 2293



ACCC CONSIDERS NEW SAFETY RULES FOR QUAD BIKES

THE FEDERAL GOVERNMENT IS REVIEWING SAFETY REGULATIONS FOR QUAD BIKES.

The Australian Competition and Consumer Commission's issues paper comes in response to the deaths of 106 Australians in quad bike incidents between 2011 and 2016, and 10 so far this year.

Amongst the options are:

- introduce a national quad bike safety rating system; and/or
- prohibit unsafe design features or mandate requirements for designs such as ROPS or CPD; and/or
- require warnings or instructions to be provided at the point of sale.

The paper includes questions the ACCC is asking quad bike operators and dealers to

address such as whether design changes to quad bikes would likely reduce injuries and fatalities and, do you consider that Australia should adopt a mandatory safety standard similar to the US Standard?

In preparing a response to the issues paper, MTAs from across Australia also agreed to highlight the need for increased education and training for the safe and proper use of quad bikes.

It is clear that the issues paper does not substantiate the need for roll over protection systems or crash protection additions. A need for further independent

research and a collaborative approach with industry is required.

Many members have expressed support for adopting the US Standard, with 95% of quad bikes conforming to this standard already.

Closing down of parallel import channels and ensuring that continuing education material is provided at point of sale by approved dealers should be an evidence based decision regarding design changes.

If members wish to participate in the discussion or find out more information please contact Industry Engagement Specialist Nathan Groves on 8291 2000.

QUAD BIKE SAFETY STEPS Follow these safety steps when using quad bikes to help you and your loved ones stay safe.

Prepare safe

- Ensure you are properly trained before you ride a quad bike.
- Maintain the bike so it is in safe condition.
- Read the operator manual and observe the manufacturer's safety warnings and recommended use of the vehicle.
- Before you leave for a quad bike ride, always tell someone where you plan to go and when you expect to return.

Wear safe


- Always wear a helmet.
- Wear protective clothing and gear such as goggles, long sleeves, long pants, boots and gloves/hand protection.

Ride safe

- Never let children ride quad bikes that are meant for adults – even as passengers.
- Do not carry any passengers on quad bikes that are meant for one person.

- Quad bikes are not all-terrain vehicles so they cannot go safely on all types of terrain. Avoid riding on rough terrain or steep slopes.
- Ride on familiar tracks and beware of obstacles.
- Never ride under the influence of alcohol/drugs.
- Ensure children are supervised at all times near any quad bike activity.
- Always carry a mobile phone or radio device so you can contact for help in case of an emergency.

PETER KITTLE SHINES ON NATIONAL STAGE



WORLD'S MOST TRUSTED HOIST

BURSON EQUIPMENT *trust your equipment!*
PH 1300 BURSON (1300 28 77 66)

Peter Kittle Collision has won two national awards for excellence at the 2017 Paint and Panel Bodyshop Awards, while three other MTA Members also won State awards.

Peter Kittle Collision was awarded both the Operational Excellence Award and the Best Dealer-Owned Shop Award.

Almost 150 people attended on the night

On a state level for the 2017 Paint & Panel Bodyshop Awards, awards went to Plaza Crash Repairs for Best New, Hanson Road Crash Repairs for Best Boutique and Eblen Collision Repairs for Best Large.





AG VEHICLE MOVEMENT NOW A NATIONAL ISSUE

Good progress is being made on the MTA's attempts to achieve an increase in the size limits for movement oversize/overmass machinery on public roads.

While this has been a longstanding issue in South Australia, it is pleasing to see it placed on the national agenda so that a consistent national scheme can be implemented.

The MTA has provided the **Department of Planning, Transport and Infrastructure** with its recommendations relating to agricultural machines (and their associated combinations), however the State Government has decided to wait for a review by the National Heavy Vehicle Regulator (NHVR).

The NHVR has been taking submissions from industry participants on the development of a single National Agricultural vehicle combination notice, with submissions closing on November 17.

Based on Victoria's NHVR approved regime, the MTA's preferred dimension limits for tillage, harvest spraying and other ag combinations are:

- Acceptable lengths need to be extended to 40m
- Acceptable heights need to be extended to 6.5m
- Acceptable widths need to be extended to 9m
- Acceptable weights need to be up to 35t
- Introduce an annual permit
- Gross combination not applicable (SPV)

GOOD PROGRESS IS BEING MADE ON THE MTA'S ATTEMPTS TO ACHIEVE AN INCREASE IN THE SIZE LIMITS FOR MOVEMENT OVERSIZE/OVERMASS MACHINERY ON PUBLIC ROADS.



NISSAN T31 X-TRAIL

2007 – 2010

When the ignition is turned on, the display will show the service indicator and the distance to oil change for 5 seconds before reverting to odometer display. If the service is overdue there will be a minus symbol in front of the distance and the service indicator will flash.

TO RESET:

- Turn the ignition to ON.
- Immediately, while the Oil Change Interval is showing, depress the odometer reset button and hold for more than 3 seconds.
- Release button.
- The display will now flash the current Oil Change Interval.
- If the interval is correct, wait for the display to stop flashing, it will then return to the odometer display.
- If the interval is not correct, turn the button anticlockwise to decrease or clockwise to increase the interval. Once it is correct wait for the display to stop flashing and allow it to return to the odometer display.
- Turn the ignition to OFF.

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BUSINESS PARTNERS INDEX

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MTA Group Training Organisation

When you host an apprentice through MTA, you don't have to worry about advertising, interviewing, medical checks or being the legal employer for the Contract of Training. We shortlist based on the criteria you set, meaning we'll find you an apprentice that is right for your business. Forget WorkCover, payroll tax, annual leave, sick leave, training fees, wages and super - we'll take care of that. And there's more - MTA Field Officers also conduct regular workplace visits and contacts to ensure you and your apprentice have the support you need.

T: 8241 0522 E: adminroyalpark@mta-sa.asn.au

ACCOUNTING



BDO

BDO is one of the largest full service accounting and advisory firms in Australia. At BDO we are committed to the automotive industry, having provided a broad range of services to a wide range of clients in the industry for over 30 years, and now look to extend that to MTA members. Contact Steve Fimmano.

T: (08) 7324 6046 E: Steve.fimmano@bdo.com.au
www.bdo.com.au

WORKPLACE COMPLIANCE



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

T: 8291 2000
E: wr@mta-sa.asn.au

PARTS BUYING



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www.workfinance.com.au

EFTPOS FACILITIES



Commonwealth Bank

The MTA offers ultra-competitive EFTPOS transaction rates for members through our partnership with Commonwealth Bank. Please contact the Commonwealth Bank to find out the latest deal. T: 13 22 21

EMPLOYEE ASSISTANCE



Access Programs Employee Assistance Program

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www.accesssa.com.au

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T: 8291 2000 E: IContact@mta-sa.asn.au

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T: 1300 113 113 E: sales@healthpartners.com.au
www.healthpartners.com.au/MTA

CORPORATE MEMBERSHIP



The Qantas Club

The MTA Corporate Qantas Club membership scheme is open for MTA members and their partners and offers considerable savings. MTA members save \$220* upon initial application and reduced annual renewal fees.

BUSINESS INSURANCE



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SUPERANNUATION



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RTO Provider No. 2293



TRUST IS THE NEW CURRENCY

TALIS EVANS, DIGITAL & IMPROVEMENT EXECUTIVE, BDO

A fundamental shift has occurred in our economy. Before the industrial revolution, we were small enough that we knew the providers of services directly. If we needed some metalwork done, for instance, we'd go to the blacksmiths. People knew them personally and were aware of the quality of the service they provided. After the industrial revolution, we got too big. We had to start trusting institutions - large businesses, whom we really only knew by brand name.

The internet has changed all this. If we want a good mechanic, we merely Google 'mechanic near me'. A list of names will come up, with a 5-star rating and a number of reviews supporting that. And most importantly, this is placed directly next to their contact details. Likewise, we can go on YouTube to find out what real people think of a certain car model - we no longer have to rely on what adverts tell us. And so, the internet is the great equaliser. It allows us to connect, once again, with individuals.

AN ECONOMY OF TRUST

Using the internet's review services, we've created an economy of trust. We have confidence that a peer-reviewed Uber will take us home, despite not knowing the driver at all. We'll stay in an unknown person's house and use their car, all

because the internet has allowed us to trust them again.

What does this mean for businesses? Traditionally, companies have shied away from customer reviews. They tend to only post positive testimonials onto their website, and would rather limit the type of feedback they receive on social media. However, the fact of the matter is that the economy of trust is here to stay. There's no shying away from it, so companies might as well embrace it.

LEVELLING OUT THE PLAYING FIELD

What's more, this shift in the way people interact with service providers has many advantages. The economic playing field is no longer dominated by big business. A new restaurant, for example, can go from zero to hero in a short space of time if its opening night and first few weeks go well. Small players can get to the top of Google just through positive reviews. Meanwhile, unlike in our old economy where the only thing we had to go on was a brand name, now just because a brand is well-known does not mean we will automatically use their services if they're receiving negative feedback on a frequent basis.

Monitoring reviews allows us to have a deeper understanding of what value-


adds the market desires, without having to spend huge amounts of money on market research. Apps like Hootsuite and ReviewPro allow you to aggregate and monitor reviews even if you're receiving huge numbers a day.

PERSONALITY PROSPERS

Responding directly to reviews allows you to bring a touch of personality to your business, whatever its size. People no longer trust large corporations or brands. They do trust people, however. That's why the peer review system has come about in the first place. So, we have to make sure we're using real people to embrace the review system.

If you receive a negative review (and you have to be mature enough to understand that this will happen - you can't please everyone in business), it's important that you're personable in your response. Don't be too corporate, and don't have a set template for replying. Instead, employ a real person to monitor and respond to reviews, and be helpful and genuine. A successful response to a negative review could be just as useful in creating customer loyalty as solely positive reviews.

Trust is the new currency. It can make or break your business, so it's worth putting thought into how you're going to adopt it.



UNLICENSED SELLERS AND ODOMETER TAMPERING

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

With a heightened focus on unlicensed selling and odometer tampering this year, Consumer and Business Services has investigated several individuals in relation to multiple potential breaches.

A couple running their operations from a southern suburbs home appear to have been involved in the sale of more than 30 vehicles without a licence. Also of concern is that a high number of vehicles may have had their odometer reading wound back. The vehicles have all been nicely presented, and buyers would not necessarily suspect that the odometers have been tampered with. Around 100,000 to 150,000 kilometres may have been shaved from vehicle odometers.

Despite knowing that they are under investigation, the couple appear to be continuing to advertise vehicles for sale without a second-hand vehicle dealer's licence. CBS will be continuing its investigation.

“AROUND 100,000 TO 150,000 KILOMETRES MAY HAVE BEEN SHAVED OFF FROM VEHICLE ODOMETERS.”

Compliance officers also continue to make random checks for licensed dealers by looking at vehicles offered for sale, noting the advertised odometer reading, and contacting previous owners for odometer information. Through this approach, several individuals have been referred for further investigation.

Any person - regardless of whether they are a dealer - must not interfere with a vehicle's odometer without written approval by the Commissioner for Consumer Affairs.

Interfering would include:

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

Dealers are reminded to always seek the Commissioner's approval before altering a vehicle's odometer, by completing the online form - Request to alter or replace an odometer.

In a separate matter, a 43 year old man from Firlie is due to appear in court in December 2017 charged with conducting business as a second-hand car dealer without a licence. The Commissioner for Consumer Affairs will allege that the man sold, or advertised for sale, 16 vehicles between 3 November 2015 and 2 November 2016.

Dealers are encouraged to report any suspected activity around unlicensed selling or odometer tampering to Consumer and Business Services. You can report online at cbs.sa.gov.au/contact-us/

ONLINE REVIEW MANIPULATION ATTRACTS COURT'S IRE

If you have someone else responding to bad online reviews, do you know if they are exposing you to legal action?

The Federal Court recently found the Meriton group engaged in misleading or deceptive conduct in connection with the posting of reviews of its properties on a review site. This example applies equally to many sectors, including the motor trades.

The days of dismissing online review sites are quickly slipping away as research shows that the opinions of others are becoming more and more important to consumers.

As reports spread that online giant Amazon is gearing up to enter the UK car market, a third of young drivers there say they would be happy to buy a car online.

How do they make their decisions? Consider these statistics from a variety of surveys:

- 92% of people regularly or occasionally read online reviews
- Between 76% and 90% of people read online reviews before choosing a local business
- Of those, 80% would alter their purchase decision based on a bad review
- Incredibly, 88% say they trust reviews from strangers as much as personal recommendations.

No business likes a bad review but there are laws about what you can and cannot do in this space. The ACCC makes it clear that businesses "need to manage online reviews to prevent consumers from being misled."

It advises you should not:

- encourage family and friends to write reviews about your business without disclosing their personal connection with your business in that review
- write reviews when you have not experienced the good or

service reviewed or which do not reflect a genuinely held opinion

- solicit others to write reviews about your business or a competitor's business if they have not experienced the good or service.

"The Court found that Meriton, at the direction of management, deliberately implemented a strategy to minimise the number of negative reviews its guests posted on TripAdvisor," ACCC Commissioner Sarah Court said.

The Court found that on several occasions Meriton engaged in this conduct in respect of the majority of guests staying at one of its hotels during periods when there were infrastructure or service problems, such as no hot water or a lift not working.

The Court held that Meriton's conduct was liable to mislead the public as to the nature, characteristics and suitability of purpose of its services.

"This decision sends a strong message that businesses must not undermine the integrity of third party review processes in order to mislead or deceive consumers, as this conduct risks breaching the Australian Consumer Law," Ms Court said.

On the other side of equation, the MTA has previously stated its view that online reviewers and consumers should be subject to the same ACL obligations as businesses where they post misleading reviews that damage a business or provide the basis for coercive bargaining.

On a practical level, it makes sense to respond to negative criticism with your point of view, and if that requires an apology, it should be forthcoming. There is no shortage of sensible online advice on how to handle bad reviews.

And naturally, when people say good things about your business, ask them to post it online.



CLASSIFIEDS

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MARCH 2018

Mar 6 Frontline Management

To include a free classified in the March 2018 edition of *Motor Trade*, email your listing of no more than 50 words to Cindy Ridgwell - cridgwell@boylen.com.au or fax 8212 6484 by Friday 9th February 2018.

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AS AT JULY 2016. CURRENT ELECTION IN PROGRESS FOR 2017-18.

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VICE PRESIDENT: Vacant

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BOARD REPRESENTATIVE: Colin Butcher – Eastern Eyre Machinery

AADA: Vacant

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