

MOTOR TRADE

Official Magazine of the Motor Trade
Association of South Australia

November / December 2015

Boylen +



Crows CEO
Andrew Fagan

From Good to Great



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The MTA was pleased to recently see a familiar face return, with Brooke Pritchard returning to fulfil her qualification in vehicle painting after securing a job as a Master Partmarker in the defence sector in 2014.



In an attempt to avoid vehicles being inspected, some car dealers have been caught out marking vehicles 'not for sale' but then offering them for sale.



As the year draws to a close, the MTA is continuing to focus resources into YourMTA to ensure we are taking advantage of all opportunities to add value to your business.

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PRESIDENT'S REPORT

BY MTA-SA PRESIDENT FRANK AGOSTINO

Over the last few months, our key agenda item has been the continued support of MTAA's work which followed on from the National Summit in August. Since the summit, four Senators from the Inquiry into the Automotive Industry completed a tour of workshops in Melbourne to further their understanding of our sector. The tour included visits to new car franchised dealers, motor body repairers, tyre retailers, mechanical service providers and an LPG conversion business, where the owners were able to give firsthand accounts of what is happening in the sector.

This event was a critical moment for our industry. It provided us the platform to highlight obstacles and opportunities the automotive retail sector faces during the transition away from manufacturing.

The day also included a face-to-face Senate Committee Hearing with the MTAA, state MTAs and VACC in attendance. This again is *YourMTA* having a seat at the table discussing the issues direct to those who are making the decisions on our future. We will continue to share our story, provide our concerns and develop opportunities so our members' business can have the best chance to survive and thrive. After all we are the automotive industry, a multibillion dollar contributor to the Australian economy employing hundreds of thousands of people through thousands of small, medium and large businesses.

Mini Summit

MTA-SA members also had an opportunity to hear from MTAA CEO Richard Dudley first hand regarding the happenings through a mini summit held in October. We are pleased with the level of engagement from our members in this opportunity for our sector, and we are ensuring that the South Australian voice is heard.

President's Invitational

The President's Invitational was another fantastic night for our members. I'd like to thank Vice-President John Zulian for taking the reins on the night when I was unexpectedly called interstate and could only arrive half way through. Crows CEO, Andrew Fagan was particularly interesting and gave some great advice and learnings from his initial 12 months at the Crows. One thing he said which I think is key and I'll paraphrase; "Why do we accept good? Let's go from good to great."

I think every person and business should take this message on. We also celebrated our long standing members who have reached 25 and 50 years of membership. It was great to see a number of members in attendance that we haven't seen in many years. I hope that we continue to see you at MTA events in the future.

New Board Member

I'd like to extend a warm welcome to Craig Gough from C.A.R. Mechanical and Detailing Services to the MTA Board of Management. Craig fills the Automotive Repairer's Representative vacancy left with the retirement of MTA Life Member Brian Weeks. We look forward to Craig's valued insights into supporting all members through his participation on the Board of Management.

Vale Peter Hood

As many of you would know, regional industry stalwart, Peter Hood of Meningie, sadly passed away on 26 October 2015. On behalf of the MTA Board of Management and members I'd like to extend my sincerest condolences to Peter's family on their sad loss. Peter was a valued member of MTA and its former entity the South Australian Automobile Chamber of Commerce since 1978.



Peter was presented with an MTA Merit award at the 2013 Annual General Meeting by then President, Neville Gibb.

Peter's name first appears in the Farm Machinery Dealers Division minutes shortly after its inception in 1980. He was actively involved since this time and renowned as the first to arrive for a meeting. Peter will be sadly missed by the entire industry.

Christmas Message

With this being my final report before the end of the year, I'd like to take the opportunity to thank members, employees, Paul Unerkov and the MTA staff for their continued support and dedication to the sector.

I wish everyone a happy and safe festive season and look forward to working with you all again in 2016.



Senate Estimates Committee Hearing in Victoria



PRESIDENT'S INVITATIONAL

Continuing the year's theme of transition, the President's Invitational for the first time was held in the National Wine Centre's spectacular Exhibition Hall on 13 October.

On behalf of President, Frank Agostino, Vice-President John Zulian announced the industry was going through a "once in a generation change" and advised business owners to embrace it, saying "where there is change and challenges, there is also opportunity." John went on to congratulate members who reached 25 and 50 year milestones that have "seen many challenges through their business life" and acknowledged

that "operating a business for that period of time in today's environment is a huge achievement."

Fittingly, keynote speaker, Adelaide Football Club CEO Andrew Fagan spoke about "creating the change that's necessary in the journey from good to great."

He reflected on the change process the club has gone through over the past year and the key steps the club took:

Andrew Fagan's 6 steps in the change process

Creating a sense of urgency - It's easy to make excuses. The Club went through a hard reflection of results and then got things done relatively quickly.

Powerful allies - The Board and Coach, Phil Walsh drove the change program.

A clear vision - There wasn't a clear definition of the Club's vision and there were multiple sets of values making it "tough to get somewhere if you don't know where you're going". The new vision "bringing people together to achieve great things" along with new core values of team first, authenticity, high performance and

courage created a consistent vision among staff, players and supporters.

New strategic plan - To govern the work agenda, this was brought to life by the new marketing creative "we fly as one"

Removing obstacles - People drive outcomes and the Club needed the right people in the right seats. New blood was brought in across management positions to drive the high performance culture.

Working hard to get wins - The Club had the vision, values, creative, strategy and structure. The final step was getting outcomes to reinforce the change process was working.

Andrew concluded his presentation by reflecting on "the season of change and tragedy" as one where they have redefined the club.

MTAA CEO Richard Dudley provided an in-depth summary of the happenings post the Automotive Summit held in Canberra in August this year.

25 year service awards

Akeringa Mechanical Repairs -

David J. Przibilla

AS Harris & Sons - Mark A Weedon

Australian Clutch Services -

Brenton D Jordan

Bollella Motors - Michele Bollella

BP Blanchetown Roadhouse -

Stamatis Karalis

Champion Crash Repairs -

John Zerella

Christies Beach Crash Repairs -

Brian T Nash

Complete Auto Dismantlers -

Erwin Vuzem

Don's Auto Service - Don Pirrotta

Drennan's Motor Repairs -

David Trembath

Gepps Cross Auto Electrical Pty Ltd -

Giulio Zollo

McLaren Vale Auto Electrical -

Derek Scott-Smith

MEC Crash Repairs Forestville -

Kevin Mullen

MEC Crash Repairs Lonsdale -

Gordon Clarke

Motorcare - Vincent J Silvestri

Norrie Avenue Auto Electrical -

Rodney J Smith

Petro-Ject SA - Gerhard E Schach

Portside Mitsubishi -

Gary C Campaniello

Reddens Machinery Service -

David J Redden

Roger Steen Crash Repairs -

Roger Steen

Sports Car Centre - Evan Spartalis

WA/SA Border Village - Brian Pike

Wise Choice Tyre Services &

More - Wally Lerche

Wittwer Motors -

Rodney M. Bensch

50 year service awards

Westbourne Park Auto Repairs - Rodney Fraser



What attendees thought

Craig Steen - Roger Steen Crash Repairs

"We are very proud to be here tonight receiving 25 years of membership. It is our dad's legacy."

"The speakers spoke about energising and looking at change. It's always good to take a step back and think about how you can be better."

Carlos Varricchio - Welland Crash Repairs

"MTA events like this one are great for catching up with old friends in the industry."

"I bumped into an old workmate I haven't seen in years!"

Vince Viola – Champion Crash Repairs

"It was great to see so many businesses reach 25 and 50 year milestones. I hope we reach 50."

"Andrew Fagan's speech was outstanding. Even though he's in the footy game and I'm in crash repair, it gave me a few pointers and reinforced that I'm going in the right direction with some of my strategic thinking."



Certificate Recipients – 25 Years



Craig and Natasha Steen - Roger Steen
Crash Repairs



Giulio Zollo - Gepps Cross Auto Electrical



Michele and Kathy Bollella - Bollella Motors



Matthew O'Dell - Christies Beach
Crash Repairs



Vince Viola - Champion Crash Repairs

Certificate Recipients – 50 Years



Rodney and Adam Fraser - Westbourne Park Auto Repairs

Speakers



Andrew Fagan



Richard Dudley

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THE YEAR THAT WAS



DECEMBER 2014

Australian Motor Industry Federation (AMIF) signs a historic national agreement which includes 14 principles for sharing the vehicle repair and service information.

AMIF announces the revitalisation of national motorcycle representation through the formation of the Australian Motorcycle Dealer Association (AMDA).

JANUARY/FEBRUARY

MTA-SA hosts the first consultation meeting ahead of the submission to the Senate Inquiry into the automotive industry.

Premier Jay Weatherill and Treasurer Tom Koutsantinis release a discussion paper on reforming SA's taxation system

Strong Member attendance at "Adapting to Change" seminar.





MARCH/APRIL

MTA calls for member input towards a submission into the government's State tax review.

MTA meets SA Treasurer Tom Koutsantonis to put forward the Association's proposal for tax reform.



MAY/JUNE

2015 MTA GTS Graduation and Award Ceremony. Jarrad Hamood named Apprentice of the Year.

Federal and State government budgets announced.

JULY/AUGUST

MTA-SA held its 89th Annual General Meeting on 21 July in the Ian McLachlan room, overlooking the spectacular grounds at Adelaide Oval.



SEPTEMBER/OCTOBER

MTA-SA delegation visits Canberra for the Australian Automotive National Summit organised by the Motor Trades Association of Australia.

MTA members dine with Premier Jay Weatherill to put forward a variety of industry perspectives.

MTA-SA member satisfaction survey.





SA MINI SUMMIT

The MTAA recently held a mini summit at MTA-SA following on from the National Auto Summit held in August.

The Motor Trades Association of Australia CEO Richard Dudley fronted MTA SA Members to provide an update on what has happened nationally since the Summit and to gain more feedback to support current submissions.

The group worked through the draft *Recommendations and Actions* from the Submission by the MTAA into the *Inquiry into the future of the Australia Automotive Industry* to identify and discuss any significant variations and additions to the submission. Overall, these *Recommendations and Actions* were agreed upon. There were a number key issues that emerged during this consultation, most of which are addressed in the MTAA's Submission. These issues included industry codes of conduct, increasing powers from the Australian Small Business Commissioner, franchising, effects testing, State and Territory jurisdictional differences, strategic approaches to recycling and the national mentoring of apprenticeships.

Members drew upon their experiences to demonstrate a number of examples of improper conduct and behaviour. It was revealed in some circumstances where legal advice had been obtained, constituents had subsequently failed to act due to fear of reprisals or retribution.

There was also a general consensus that small business is often disadvantaged by the unfair practices of market domineering big business competitors. Examples of this put forward by members included unconscionable conduct, misuse of market power and unfair contract regimes.

While it was felt that the framework for industry codes of conduct and protections against unfair and unconscionable conduct provide an adequate mechanism to encourage reasonable business dealing, small businesses were often at a disadvantage in their ability to access tools and processes to combat these issues. As is the case with many other small business owners, smash repairers are being progressively squeezed and dominated by big business. In this case, it is with vertically integrated insurance companies forcing down costs on contracted repairers. This continues to occur despite the existence of a voluntary code in the smash repair sector; the contracts offered are often one sided and open to abuse and an abuse on market power. These unfair, one sided contracts should not be allowed.

The appointment of the Australian Small Business Commissioner is seen as an important step to assist small businesses and enhancing their sustainability. However, it was felt by members that this position would need increased powers and the ability to review decisions that affect small businesses

for it to be of real value to small business owners. Permanent funding and the ability to research, investigate and recommend changes in regard to small business are necessary to enable the Commissioner to undertake the statutory role of assisting small business.

Discussion moved to franchising and the experience of MTA SA members as automotive industry franchisees. Members felt powerless and described many situations where they felt forced to accept unfair decisions from the franchisor. These decisions were often one sided and enforced with little consideration for the financial impact they might have upon the franchisee. The Franchise Code of Conduct needs to be adjusted to keep pace with the techniques used by franchisors to exercise unfair power and influence over franchisees. There was a suggested need for action to support changes to the Franchising Code of Conduct and introduction of unfair contract laws to assist small business in the same way that they apply to consumers.

Effects testing was identified as a measure to help protect small businesses from the monopoly held over the market by big businesses. The structure of the market has changed and it is naïve to expect a small, family business to survive unrestrained competition. In the market of motor vehicle insurance, two powerful players effectively control 80% of the motor vehicle insurance market. Unknown to many consumers, policy makers and regulators is that many of the popular car insurance brands are now owned by only two large market participants. It may appear that these groups offer different products, run under separate administrations and have their own target markets and price points, however they do in fact fall under the same business group. Competition law must continue to constrain corporates with substantial market power from exercising that power in a manner that controls prices either by using price discrimination, predatory pricing, refusal to deal, exclusive dealing, leveraging off other partnerships and joint ventures in order to squeeze supply and control demand.

This is having a significant impact on small business competitors and there needs to be deeper investigation into the consequences and long term consumer detriment through an effects test. An evidence based mechanism such as this would all sectors of market to be investigated so that potential consequences can be identified and mitigated in an appropriate manner. Dominant market players must be accountable for the negative financial impact they have upon their smaller competitors if they have been found to have purposefully damaged these smaller businesses.

The issues of regulatory differences between State and Territory governments also came in to question. Members discussed the need for an intergovernmental agreement, charter or accord where Government jurisdictions agreed to be bound by the same principals and where room for alternative interpretations and applications of these principals were reduced. Regulations and related requirement, such as licencing, should be streamlined. An arrangement like this should not be seen as a revenue stream but cost recovery.

There was support amongst members for working with government to determine a strategic approach to address recycling. This would require appropriate communication and promotional initiatives for the recycling of cars and other products.

Members were disappointed with the discontinuation of the industry's National Mentoring Program. This has had significant impact on the retention of apprentices in the industry. It was suggested that a mentoring scheme be developed that utilises those with significant experience in the industry close to retirement.

This workshop provided MTA SA members with an opportunity to discuss the issues facing their businesses and contribute to the *Recommendations and Actions* needed to address them. The first hand, real life experience of these members is an invaluable asset to the MTAA and provides the organisation with the opportunity to identify where national policy needs to be reviewed, changed and implemented in order to protect the interest of the MTA and its members.



Richard Dudley updating MTA-SA Members on what is happening.



Michael Claridge, Brenton Caddle, Phil Turner, Evan Byles and Roger Quinsey listening at the Summit.

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91 OF THE BEST: THE RON LEWIS STORY

Ron Lewis is an identity in the South Australian motor trade industry, with an extensive history in transport, auto dismantling and much more. He sat down with the MTA to share his story, from the humble beginnings of his Welsh father to his highly successful and varied business exploits.

Ron Lewis has achieved more in one lifetime than most people could fit into in three.

Entrepreneurial, forward-thinking and successful are just a few ways to describe a man who has undoubtedly left his mark on the South Australian motor industry.

The Lewis story starts in Wales when three brothers, Norman, Bernard and Percy Lewis came to Australia from Caernarvon and were given 2000 pounds each by their father, Ron's grandfather, to start them on their way.

From that day in 1924 to now, 91 years later, the Lewis brothers' business has grown and evolved more than they could ever have imagined, much of it thanks to Ron.

It began in transport when the three brothers invested their newfound wealth in two solid-wheeled Diamond T trucks and began running sheepskins and fuel to Broken Hill, with the return trip taking a week.

Two years later they purchased two Brockway bus chassis and entered the bus business, running various routes including around Walkerville, Glen Osmond and Para Hills.

The business grew rapidly and Ron, the youngest of three in the second generation of Lewis brothers, was part of the family trade from a young age.

"You worked on the buses during the holidays. I was only 10 and we would wake up at 5 in the morning to work on the buses, then when you came home from school you cleaned windows, fuelled the buses, swept the buses," he says.

Buses were part of the Lewis operation for 54 years, finishing in 1979 after government intervention played a part in the demise of private bus operators.

In 1975 the 16 private bus operators in Adelaide were finding it difficult, and applied to the South Australian Government for a subsidy in order to keep their runs going.

The subsidy was not granted, and in turn the bus industry in Adelaide was changed dramatically.

The 16 operators got together and decided on a strike; they would stop running on a particular day if they didn't get the subsidy.





The government, rather audaciously, turned around and offered to buy them out, their buses, their land, everything.

Ron's nature, like many of the Lewis men before him, was one of independence and he refused the government's offer, as he would not work for anyone else.

That decision signalled the end of that chapter and the start of a new chapter.

It may have started with buses, but the Lewis enterprise has expanded immensely since those early years.

Ron has always maintained a strong interest in cars and it was this that led him to the dismantling business, of which he has been a part for 50 years.

This included a conglomerate of yards all over the state from Mount Gambier to Coober Pedy, Port Road to Tonsely, and multiple others smattered in between and around.

In fact, it was while travelling the world buying items for buses that Ron saw many opportunities to take advantage of back in Australia.

"I saw so many opportunities that you just needed to put your mind to and if it wasn't in Australia you would buy it," he says.

"We imported Mustangs and Camaros from America and started converting them from left to right-hand drive and sold them all over Australia, New Zealand and New Guinea.

"That started me on importing Porches, Mercedes and Jaguars from Europe and England,

"There was an idea that you could do almost anything."

And Ron was in the business of anything.

Over the years he imported artificial lawn to Australia, motorcycles, children's bicycles, copper artefacts and was the first to visit Taiwan and Japan to buy aftermarket parallel parts for their yards.



I saw so many opportunities that you just needed to put your mind to and if it wasn't in Australia you would buy it.



In the interview he speaks about how different it was to do business compared to now, including something he did multiple times that would have car enthusiasts of today absolutely fuming.

"We would go to Mid-City Auctions on a Saturday and I would buy one or two - one time I bought three - Falcon GT XY Shakers which are an icon," he says.

"We would bring them back to work and on the Monday we would cut them up, dismantle them and sell the parts.

"It sounds criminal," he says with a smile.

Cars and transport were very much in the family and always have been for the Lewises, so it is no surprise that Ron has been a part of the MTA for many years.

You make think, given his age and how much he has achieved over the journey, that Ron would be happy now to rest on his laurels, take a back seat and enjoy the relaxing side of life. But no, he sees his job as far from over.

With Lewis Brothers now stretching to 91 years since its humble beginnings in 1924, Ron feels it is his obligation to continue to uphold the legacy.

"I wouldn't say I'm stubborn, but I don't quit," he says.

"I don't like failure, I don't accept failure.

"Where I've gone to now is 91 years worth, I always say there's another nine to go, I want to crack the ton.

"My brother John has taken a big step backwards and isn't enjoying the best of health so at this stage I'm effectively the last Lewis, I've got a lot to do still."

Head to the MTA website to view the interview in full where Ron details his family history, how he started his first businesses whilst still at school, some fantastic anecdotes and lessons he has learnt over the years plus reflections on his time with the MTA and his views on the future of the auto industry in South Australia.



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BUSINESS GROUPS UNITED TO STRENGTHEN COMPETITION LAWS – OPEN LETTER TO FEDERAL CABINET

A broad coalition of more than 25 peak business bodies has formed an unprecedented alliance to advocate for change to the laws governing the misuse of market power (s46 of the Competition and Consumer Act).

The coalition comprises small, medium and large businesses and represents more than 2 million businesses employing more than 5 million people across the spectrum of industries. There is a serious deficiency in the competition dynamic in Australia. We need a practical mechanism to ensure healthy competition in markets comprising business enterprises of all sizes. The proposed amendment would alter section 46 to read:

“A corporation that has a substantial degree of power in a market shall not engage in conduct that has the purpose, effect or likely effect of substantially lessening competition in that or any other market”

The proposed amendment will mean more competition, a better deal for Australian consumers and improvements to productivity, innovation and entrepreneurship.

The proposed reforms are good policy and good politics. After carefully evaluating all arguments, the Harper Review earlier this year recommended the introduction of an “effects” test. This gives the ACCC more power to deter anti-competitive practices. This means more, not less, competition.

Strengthening the abuse of market power laws is part of a suite of changes Harper has recommended to make the competition laws fit for purpose in 21st century Australia. Other competition experts, including Professor, Allan Fels, endorse that position. The proposed change to section 46 moves Australian law closer to international best practice, which prohibits unilateral conduct by a dominant firm that has a harmful effect on competition. Australia’s current approach, focusing solely on the purpose of the dominant firm to establish a contravention of unilateral conduct prohibitions, is rare.

There have been exaggerated claims about the impact on price and a “chilling” effect on competition. However the Harper Review, as independent umpire, has addressed these questions. Australia’s leading voice for consumers, CHOICE, agrees that this change is in the best interests of consumers.

There is strong support for change from the National Farmers’ Federation and Australian Dairy Farmers, whose members have suffered because of the major retailer power over suppliers.

A national survey commissioned by Master Grocers Australia this year found that three quarters of Australians want stronger competition laws in relation to supermarkets.

We seek your leadership on a reform which is in the national interest and urge you not to succumb to the interests of a small, elite group of the country’s very biggest businesses.

We urge the government to keep faith with its broad base of business support and with the millions of ordinary Australians who simply want a fair go at building their own enterprises.

Mark McKenzie

CEO
Australasian Convenience
and Petroleum Marketers
Association

Kate Carnell

CEO
Australian Chamber of
Commerce and Industry

Joel Becker

CEO
Australian Booksellers
Association

Stephen Ferguson

National CEO
Australian Hotels Association

Russell Zimmerman

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Jos de Bruin

CEO
MGA Independent Retailers

Richard Dudley

CEO
Motor Traders Association
of Victoria

Phil Johns

CEO
National Credit Providers
Association

Simon Talbot

CEO
National Farmers
Federation

Robert Chizzoniti

Director
Post Office Agents
Association Limited

David Quilty

Executive Director
The Pharmacy Guild of
Australia

Robert Mallet

CEO
Tasmanian Small Business
Council



BROOKE FULFILS QUALIFICATION IN VEHICLE PAINTING AFTER SECURING JOB IN DEFENCE

The MTA Training & Employment Centre sees a lot of talented young people with a passion for automotive come through its doors, eager to pursue a career in the industry.

The MTA was pleased to recently see a familiar face return, with Brooke Pritchard returning to fulfil her qualification in vehicle painting after securing a job as a Master Partmarker in the defence sector in 2014.

Starting at the MTA in 2011, Brooke originally intended to be a mechanic, but with her creative flair obvious, it was recommended that she also look into MTA's vehicle painting trade.

Brooke instantly "fell in love with it".

"I was artistic and creative at school but now I had a way to show it in things that people see every day, in motorcycles and cars," she said.

"I worked with a host employer for a year with the MTA. A few things happened, and I wasn't sure what I wanted to with my career. I decided take some time out and try Interior Architecture at Uni, but that wasn't for me.

"I started working as a spray painter. I painted buses, trailers, all sorts of stuff.

"Last year, I got a job with a defence company. Part of the agreement was that I had to go back and finish my qualification in vehicle painting. I wanted to finish it at the MTA, to finish what I had started four years ago.

The work Brooke completes as a Masker Partmarker is high-end, and there is no room for errors.

"It's a great feeling knowing that work I'm doing is important, like I'm doing something for the world," she said.

"It's next level. The Defence Force has a new plane coming out to replace the FA18. It's going out of service as it's been going for 25 years. They are building a new one called the F35. The vertical tail, it gets manufactured here in South Australia, so I'm painting all the structure for the vertical tail.

"I also work on the aerodynamic controls for the undetectable Navy missiles. It has to have the correct paint thickness and appearance and there is a lot of paperwork.

"There is no room for reworks, it is just too expensive. You get the time, but you also need to have patience."

Brooke is thrilled to have found her niche in painting, and is looking forward to her future in the defence force.

"I'm very lucky, now that my foot is in the door in defence, I feel like I could do anything. There are so many different roles I can progress in to. I wouldn't mind doing small planes and helicopters, now that I've been in the aerospace industry, I've found that I'm interested in those areas.

"I'm interested in helicopters because they have cool designs; they use lots of colours in a small space. Whereas, a big plane, it's all white with a different colour tail. I get to unleash my creativity and come up with the designs too," she said.

Motorcycle Refinishing Work

In her spare time, Brooke has completed a number of motorcycle refinishing jobs for motorcycle restorers, and her customer list is continuing to grow.



A rebuild of a late 70s model Cb250.



Colour change for a Harley Davidson. The original colour was silver.



This involved masking up the stickers and painting around them. The original colour was a black base with a heavy silver flake and candy green.

Brooke's bike



Before



After

Other work



Looking everywhere for objects that can be painted, this was an obsolete fridge that Brooke painted for her workplace.

Business cards Brooke designed and had printed at MTA Print & Stationery.

DIVISION NEWS

Division Manager – Michael Ping Auto Repair AGM



The Auto Repair Division held its AGM on 22 October 2015. MTA Life member, Brian Weeks has retired and Craig Gough was elected as

Chairman/Casual Board Member. John Eglezos was re-elected as Vice Chairman. Key items that were discussed included the fair playing field for independent repairers and the sharing of technical information.

The Government would like a resolution between all parties for the Motor Trade Association of Australia (MTAA); Federal Chamber of Automotive Industries (FCAI); Australian Automobile Association (AAA); Australian Automotive Aftermarket Association (AAAA) and the Australian Automotive Dealer Association (AADA) with a

voluntary agreement by December 2015, otherwise they may step in and introduce a mandatory solution, as has been done in Europe and the USA.

Members were pleased to see MTA working with Logicar, Bosch and RAA for the Logicar industry training night to be held on 12 November 2015.

Industry training nights about the future technologies and technical information that will challenge and excite the industry over the coming years are important. It was pleasing to see members in support for similar events with the RAA and IAME to be held in 2016.



Division Manager – Paul Back ROPS grace period expires January 2016



Members selling pre-1981 tractors or accepting them as trade ins

must not on-sell such tractors (subject to rare exceptions) unless fitted with approved Roll Over Protective Structure (ROPS). This regulation was originally operative from 2014, but was extended to January 2016.

The rare exceptions are tractors either installed in a fixed position (immobilised), used for historical purposes only, or have a mass less than 560kg or greater than 150,00kg.

Any such tractor may be uneconomic to sell if the cost of compliance (including the fitting of ROPS) is excessive.

If there are no aftermarket ROPS available for pre-1981 tractors a ROPS has to be designed/engineered and manufactured to comply with the relevant Australian Standard for the type of tractor (if it is economic to do so). To avoid extreme risk of liability (as a deemed manufacturer) it is essential to outsource such construction to a suitable engineering firm and have them manufacture and design to specifications above the relevant Australian Standard. Please contact me for more information.

E: pback@mta-sa.asn.au



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*The MTAA Super Clearing House is accessible free of charge to default or registered employers of MTAA Super subject to application criteria. Other employers may be granted use of the service at the approval of the Trustee.

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CLASSIFIEDS

A Free Advertising Section For MTA members

EMPLOYMENT OPPORTUNITY

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MOTORCYCLE TECHNICIAN/ NEW BIKE ASSEMBLER positions available. Resumes to Bridgeland Motorcycles 145 Adelaide Rd Murray Bridge 5253

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SA OIL RECOVERY. Parts washer solvent 4 sale. Free waste oil collection. Rag & oil filter collection. PH 0408876552

AUTO AGENCIES P/L is an Automotive Spare Parts business established 35 years in Northern suburbs. Servicing S.A metro, country and Northern Territory. Owner retiring due to health. Large turnover with good margins and solid customer base. Priced to sell. Contact owner Gerry Murphy 0418 817 937 or agent Dave Whan 0418 815 788

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BOMBS WANTED – URGENT. Cash paid for all vehicles, smashed or end of life. We pick up FREE! Phone 8447 1200 for valuation and pick up time all areas. 1300 UPULLIT self-service auto dismantlers at Elizabeth, Gillman and Lonsdale.

EVENTS



CALENDAR

SEPTEMBER/OCTOBER 2015

NOVEMBER

- 16 IR/HR Basics
- 18 Workplace Inspection Training
- 16-17 Forklift Training
- 26 Central Zone AGM Dinner Meeting

DECEMBER

- 1 Lower North Country Zone Dinner Meeting
- 1 Privacy Reform Training
- 15 Southern Zone Dinner Meeting

To include a free classified in the Jan/Feb 2016 edition of Motor Trade, email your listing of no more than 50 words to admin@boylen.com.au or fax 8212 6484 by 20th November 2015.



UNLOCK YOUR BUSINESS

A group of eight young people, four men and four women, are standing in a row in a workshop. They are all wearing blue automotive uniforms. Behind them are shelves filled with various car parts. A large, thick metal chain is draped across the top of the image, and a large yellow padlock is attached to it, symbolizing the 'unlocking' of business opportunities.

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NEW MEMBER PROFILE

KEN BAINES, KEN BAINES AUTOMOTIVE



How long have you been in business?

I started in business in December 1984. Over the years I have operated as Ken Baines Automotive, Ken Baines Automatics and North East Automatics and Power Steering. Now I'm back to Ken Baines Automotive.

I've always operated in Adelaide's North East; in Newton, Campbelltown, Highbury and now my current location here in St Agnes.

How many staff do you employ?

I'm the sole operator. At the moment I'm finding I have too much work for one, but not quite enough for two. If the workload grows I'd look to take on an apprentice through MTA's Group Training Scheme.

What do you enjoy most about working in the retail automotive industry?

I started my apprenticeship in 1963, so I've been in the industry for 52 years.

I'm now 68 and I could be retired if I wanted to be. But I'm not, and it's because I love the work and this industry.

I enjoy both aspects of the job equally - the challenge of working on the cars and the customer contact. I count my customers as my friends.

What are some of the challenges that you have come across in the retail automotive industry?

The challenge now is that cars have moved ahead so far. You need to have a top of the line scanner to read the latest cars, which I have.

Why did you join as a Member of the MTA?

I had previously been a member. The MTA Industrial Relations team were fantastic in a dispute I had a few years back. It's important to have the backing of the MTA.

Welcome to our new members

JVS Bodyworks
Ken Baines Automotive
Richards Motors
Roxen Mobile Auto Electrical

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- Key cutting and programming capabilities.
- Large range of after market locks and keys.
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Capricorn Society Limited is the largest independent automotive parts buying co-operative in Australia, providing the majority of parts and services to mechanical workshops, service stations and crash repairers throughout the country. Call toll free on 1800 EASIER (1800 327 437) and find out how you can save your business both time and money

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OUR AUTO SMART RELIABLE SOLUTIONS



OurAuto provide smart, reliable solutions to automotive businesses. OurAuto Insurance is the MTA's preferred supplier of insurance for members and can give you the right cover at a competitive price. MTA members also receive a 20% discount on OurAuto Tech Centre, Australia's most comprehensive technical repair information resource. Call 1300 687 288 for more information.

SOUTHERN CROSS PERSONNEL



Southern Cross Personnel offers all MTA members the opportunity to source skilled candidates nationally, locally and from overseas. We provide short term and permanent solutions for your business and can tailor the services to suit each members' specific requirements. Contact us on 8357 1882 or email info@southerncrosspersonnel.com

PRESTIGE WASH SYSTEMS



Supply and installation of industrial and commercial vehicle wash systems, water management and recycling systems or environmental solutions for your business. Prestige Wash Systems offers free specialist advice and site inspections. Members receive 5% discount on all products and systems. Phone Christine Penhall at 8270 6529.

BUPA



A great member-only benefit for MTA members and their staff who have the option to join Bupa's MTA Corporate Health Plan and never pay a hospital excess*. Call Kate on 0432 750 862 for more information regarding benefits of the MTA Corporate Health Plan.

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.

WORKING CAPITAL FINANCE



MTA's partner in working capital services offers members factoring at a discounted rate of 1.75%* and is only available to MTA members! No business financial statements - No details on your assets - No details on your other liabilities. Contact: 02 9968 2328; admin@workfinance.com.au www.workfinance.com.au

ACCESS PROGRAMS EMPLOYEE ASSISTANCE PROGRAM



Services to MTA members at the sessional rate of \$130* (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. T 8210 8102 www.accesssa.com.au

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MTAA INDUSTRY SUPERANNUATION FUND



MTAA Super is the industry super fund for the automotive industry. For more information on how to join MTAA Super, visit the website www.mtaasuper.com.au or contact the Customer Service Centre on 1300 362 415.

TENG TOOLS



Members receive 10% discount on all orders made through the MTA Printing and Stationery Department.

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 Tim Pullman T: (08) 7324 6107 E: Tim.pullman@bdo.com.au www.bdo.com.au

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Further information about these or any membership service may be obtained from the MTA Membership Department.



DESTRUCTIVE PERSONALITIES IN THE WORKPLACE

SCOTT WAY, DIRECTOR INDUSTRIAL & ORGANISATIONAL PSYCHOLOGY, BDO

Every workplace faces challenges in managing its workforce so that it operates well – both for the sake of the business, and employees.

Some businesses are better at managing their staff than others, but every business will at some stage face the prospect of dealing with a “destructive personality” in the workplace.

At this point it is worth remembering that all workplaces are different and hence what might be acceptable in one workplace may be unwelcome in another. This will come down to the nature of the business, the style of management, agreed behaviours and values (if they exist). On this basis we can't always define what is destructive or counterproductive, suffice to say that behaviours and actions that are dangerous, illegal or menacing are clearly unacceptable by current standards and laws and must stop.

Regardless, how a business manages people who act in a destructive way towards the business and their colleagues can have significant impact on staff turnover, productivity, morale and accepted workplace behaviours. In other words, managers ignore destructive personalities at their peril.

Research in the 2013 State of the American Workplace report, produced by the Gallup organisation, found “30% of employees are actively committed to doing a good job, 50% are merely putting their time in and 20% are acting out their discontent in counterproductive ways, negatively influencing their co-workers, missing days on the job and driving customers away through poor service”.

That's one in five workers who are actively undermining their own workplace. Thankfully our experience with Australian workers across all sectors shows this is not as pronounced as the US data would suggest, and those who “act out” constitute perhaps 5% of workers. Nevertheless those who are ‘disengaged and problematic’ are increasingly becoming the focus for organisations and managers. In the past these people may have been carried or buried within a business, however as our performance recording improves and processes such as performance reviews are more widely used these people are becoming more ‘visible’.

So what do we do with these destructive personalities in the workplace?

To begin with it is essential that managers gather objective data and evidence that demonstrates these people are genuinely destructive.

This means managers must witness the behaviour first hand and record the frequency of the problematic actions. By doing this we can determine the magnitude of the issue as well as challenge our own potential biases.

Once a manager has accurate information they are in a much better position to have the so-called ‘difficult conversation’ with this employee because they can raise concrete events and the associated consequences. In the absence of these facts the ‘difficult conversation’ can become an almost ‘impossible conversation’ because it can be construed as the manager's view of the world against another's...and this will rarely end well.

With sound data and information managers are able to define what is both unacceptable and acceptable behaviour within the workplace and then, with the input of the employee, develop a detailed action plan specifying ‘the what, the how and by when’ needed to close the gap. This joint problem solving process, if handled appropriately, will work with the great majority of workers and the issues that were raised should gradually fade. At the same time, this structured process also allows managers to see those who are not ‘fair dinkum’ about change and hence who do not follow the plan or who disregard the agreed parameters. The behaviour of these employees can now be clearly seen as counterproductive... and perhaps even destructive.

If the behaviour persists, managers are able to commence a formal ‘performance management’ process with a written warning along with a clear statement of the required behaviour.

Subsequent contraventions of the agreed and stated behavioural requirements may lead to further warnings and even dismissal. A critical element right throughout this process must be the focus on behaviour, facts and detailed documentation of every interaction, discussion and step.

For the most part, people who engage in destructive behaviours are often sound workers however they are often in the wrong job, role or culture. Their powerlessness fuels their discontent and so they ‘misbehave’. Having them move on can in fact be just the catalyst they need to reassess their needs and start afresh.

IS IT FOR SALE OR NOT?

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

In an attempt to avoid vehicles being inspected, some car dealers have been caught out marking vehicles 'not for sale' but then offering them for sale. A recent joint operation by SA Police and Consumer and Business Services (CBS) found problems at two licensed dealerships. This is the second time that one of the dealers has been pulled up for using this tactic. When vehicles are marked 'not for sale' SA Police cannot inspect them. There are of course times where it is entirely appropriate to mark vehicles 'not for sale' such as when a deposit has been paid by a purchaser or when the car has

just been traded in. However, the dealer was advertising one of the 'not for sale' vehicles for sale on their website, and also told an undercover SA Police officer that all of the vehicles were for sale.

At this same dealership, 15 defect notices were issued (11 major and 4 minor) and 11 vehicles were found not displaying schedules.

At another dealership five vehicles were marked 'not for sale'. SA Police issued seven major defects and gave two formal warnings.

Many South Australian dealers are honest and transparent with the information that

they provide to potential car buyers and also to government authorities. However, dealers that use sneaky tricks to try to avoid proper scrutiny will find themselves well and truly under the microscope to see if there is any other unlawful conduct that needs to be addressed.

Dealers that do not display schedules at all, or without the required information, risk a maximum penalty of \$5,000 for each offence or an expiation fee of \$315 per offence.

CBS and SA Police will continue to run joint operations to check that car dealerships are complying with their obligations with regard to contracts, schedules and roadworthiness. Monitoring programs to detect unlicensed dealing will also continue, with SA Police and CBS having recent success by sharing information and identifying potential unlicensed second-hand vehicle dealers and hot spots where cars are being sold privately.

Further information about dealer responsibilities is available at cbs.sa.gov.au



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CEO'S REPORT

BY MTA-SA CHIEF EXECUTIVE OFFICER PAUL UNERKOV

As the year draws to a close, the MTA is continuing to focus resources into *YourMTA* to ensure we are taking advantage of all opportunities to add value to your business.

There continues to be a lot of work nationally following on from the National Automotive Summit and the Senate Inquiry into the automotive sector and much of that is covered in this edition of *Motor Trade*. What is important to emphasise, is that this is our opportunity to have a say and to help deliver positive change for our industry and for your business. I'd encourage all members to take any opportunities presented to provide feedback or get involved, as it's your ideas which will help make a better future for our sector.



There will be opportunities for the MTA to work with the government on what our members believe is the best way forward to find the balance between safety and not burdening the transport industry.



One area where there are a lot of changes at present is the body repair sector. *YourMTA* has responded by investing in a marketing toolkit which will be available to all body repair members. This kit will support body repairers market themselves to the consumer. It will enable them to educate the consumer that there is a choice on who repairs their car, and rather than call their insurance agency first, they should contact their preferred MTA body repair specialists. The initial draft of this kit was recently launched at the Body Repair Division AGM, which had more than 40 members in attendance.

We continue to hold positive discussions with Transport Minister Stephen Mullighan on a range of issues, but the recent focus has been around heavy vehicle inspections. The

government has conducted its review into the state of serious incidents involving heavy vehicles on South Australian roads, and has concluded that a heavy vehicle inspection scheme is needed. Importantly, they have said that it is a national response that is required. There will be opportunities for the MTA to work with the government on what our members believe is the best way forward to find the balance between safety and not burdening the transport industry.

Regency Park continues to be a common discussion point with our members at various forums. I am pleased to say that our lines of communication with the department are wide open. We recently attended Regency Park and met with the senior leaders of the department. Our list of opportunities for improvements continued to be discussed and we are hopeful of seeing some positive changes in the not too distant future. It's important that we keep this communication channel open as it enables the MTA to put forward the ideas and improvements members believe is required to help our sector.

Within the staffing ranks of the MTA we have had some staffing changes. Division Manager Peter McMahon has recently resigned and left the MTA to take up the leadership role with Car Craft Group in WA. Peter has been a great contributor to the MTA and has been extremely effective in progressing the interests of the Body Repair, Parts Recycler, Auto Dismantlers and Towing divisions over the last eight years. On behalf of the MTA I would like to acknowledge and thank Peter for being a great contributor to the MTA and wish him all the best for the future.

We are taking the opportunity to realign our business to better meet the needs of the Members. From the start of November, there are two divisional managers who report to Anna Moeller who takes on the role of Manager, Divisional and Workplace Services Team. In addition, two member engagement managers who will report into Liam Hunt who heads up the newly formed Marketing, Communications and Membership department. Paul Back will now look after the retail divisions, and we have recently employed Travis Rainsford as the division manager for our repair divisions. Travis comes to the MTA with some 20 years in the automotive industry and is already familiar with industry issues and stakeholders.



BRD AGM

BRD Marketing Toolkit was presented at the AGM.



Our membership engagement managers will take on a new role in the MTA and will be out and about to see you in your business. It was clear in the recent Member Satisfaction Survey, that members want more face-to-face opportunities with the MTA. We have listened, and our membership engagement managers will be visible. While they will be proactive in visiting members, if any member would like a visit, simply ask us. We have also made some changes to our Print and Stationery service. With an increasing demand for customised digital printing, the MTA has recently employed Cara Earle as a graphic designer. Cara will assist members in providing exceptional

artwork for business cards, letterheads, marketing flyers. If you can think of it, we can design it. Trevor Cooke remains as our printer ensuring the highest quality products are printed and delivered to your business. Print and Stationery also comes into the Marketing, Communications and Membership Department. As we all begin the wind down (or up for many) before Christmas, I'd like to wish all our members, their staff and families the best for the holiday season. Look after each other, and if you are travelling, be safe. There are a lot of exciting opportunities ahead in 2016 and we look forward to working with you all for the betterment of the automotive industry in South Australia.

MTA-SA BOARD OF MANAGEMENT

PRESIDENT: Frank Agostino – Weeroona Holdings Pty Ltd

PAST PRESIDENT: Neville Gibb – Gibb & Sons Pty Ltd

VICE PRESIDENT: John Zulian – Keswick Crash Repairs

MEMBERS REPRESENTATIVE: Clive Polley – Independent Components

BOARD REPRESENTATIVE: Peter Roberts – OG Roberts & Co

BOARD REPRESENTATIVE: Ron Lewis – Glynde Auto Spares

BOARD REPRESENTATIVE: Martin Guppy – Moto Adelaide

AADA: Vacant

Auto Dismantlers: Ron Lewis – Glynde Auto Spares

Auto Repair & Engineering: Craig Gough – C.A.R Mechanical & Detailing

Body Repair: Jeff Williams – Specific Prestige

Commercial Vehicle Industry Association: Bill Lane – CMV Truck Sales

Farm Machinery Dealers: Colin Butcher – Eastern Eyre Machinery

Licensed Vehicle Dealers: David Vincent – Adelaide Vehicle Centre

Motorcycle Industry Association: Martin Guppy – Moto Adelaide Pty Ltd

Service Station: Brenton Stein – Weeroona Holdings Pty Ltd

Towing Services: John Jansse – Dial-a-Tow

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Central Zone: Phil Turner – Mount Barker Truck and Bus Repairs P/L

Lower North Zone: Dale John – Ucal Pty Ltd

Mid North Zone: Vacant

Riverland Zone: Kym Webber – Waikerie Crash Pty Ltd

South Eastern Zone: Peter Roberts – OG Roberts & Co

Southern Zone: Mark McGuire – Hotline Car Parts

Lower Eyre Zone: Robert Duns – Duns Bros Nominees Pty Ltd

Upper North Zone: Vacant

Upper Spencer Gulf: Tracy Butler – Butlers Mechanical

MTA and MTA Training and Employment Centre Christmas Hours

Motor Trade Association (Greenhill Rd) will be closed from the afternoon of 24 December 2015 and reopen at 8:30am on Monday 4 January 2015.

The MTA Training and Employment Centre will have limited staff available during the Christmas shutdown period.

Association info

MOTOR TRADE ASSOCIATION

President: Frank Agostino

CEO: Paul Unerkov

Marketing, Communications & Membership Manager: Liam Hunt



Official publication of the Motor Trade Association

Motor Trade Association

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**For the best
interests of
our members**

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