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Caddle Crash



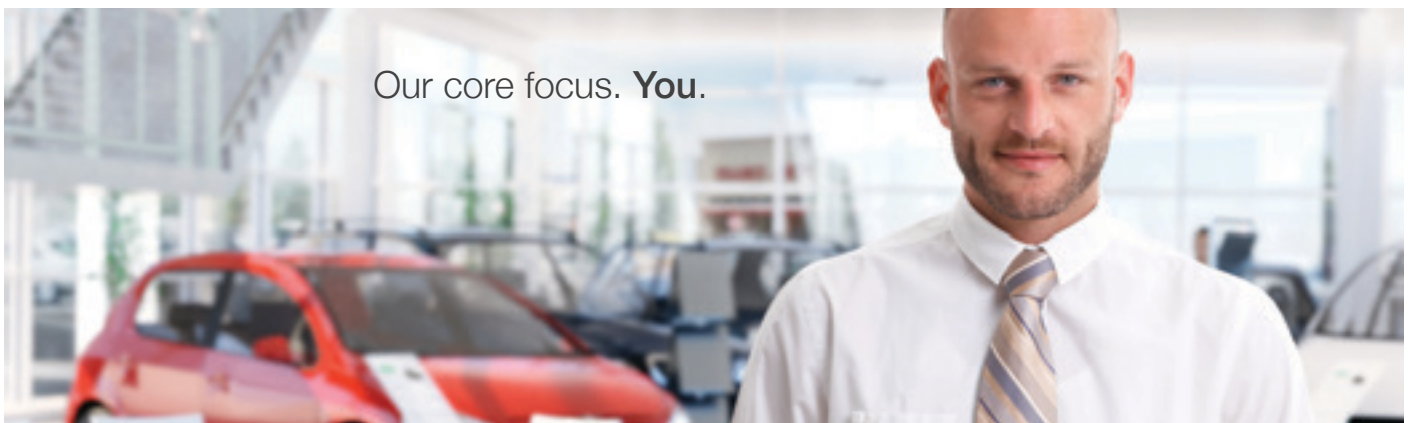
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Caddle Crash exemplifies a successful family business with a proud history.



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The parts and after-market sectors of the automotive industry are in a state of constant flux.



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PRESIDENT'S REPORT

By MTA-SA President Frank Agostino



The calendar year has ticked over, and we are now well into 2015.

Reflecting on the past year, I'd like to go back and review the last few months of 2014, where we saw a flurry of activity for the MTA, particularly on some key national agenda items.

Access to Vehicle Service and Repair Information.

December saw our national body, the Australian Motor Industry Federation (AMIF) sign a historic national agreement which includes 14 principles for sharing vehicle repair and service information.

The Heads of Agreement was signed by AMIF, the Federal Chamber of Automotive Industries (FCAI); Australian Automobile Association (AAA); Australian Automotive Aftermarket Association (AAAA) and the Australian Automotive Dealer Association (AADA). It will help to ensure that consumers are provided with the right information to make an informed decision when it comes to the repair and servicing of their vehicles.

This is a welcome agreement. It enables consumers to continue to have a choice in who repairs their vehicle, and also enhances their ability to be informed about issues associated with that decision. Consumers will not be penalised through a lack of availability of service and repair information.

It also acknowledges the different requirements of our members, and ensures that all parties are satisfied.

Federal Franchising Code of Conduct

In mid-November, a new federal Franchising Code of Conduct was ratified. This will provide a fairer playing field for our franchised retail automotive members.

In particular, the new code would also essentially prohibit Franchisors, such as automotive manufacturers, requiring Franchisees, particularly new car dealers, to undertake 'significant capital expenditure' during the term of the franchise agreement.

The changes will address the many cases reported to AMIF where new car

franchised motor dealers were required to spend hundreds of thousands, if not millions of dollars on upgrading showrooms and sites to meet manufacturers' imposed demands, with little or no time to recoup the capital expenditure.

Other changes include:

- Restrictions on the circumstances where a Franchisor can immediately terminate an agreement;
- Prohibiting Franchisors from relying on restraint of trade provisions in certain circumstances;
- Prohibiting Franchisors recovering their costs for dispute resolution;
- Civil financial penalties and infringement notices for breaches of certain provisions;
- Requirement of Franchisors to establish and maintain a separate bank account for marketing and advertising contributions made by Franchisees;
- Significant new provisions for information and disclosure;
- New dispute resolution mechanisms; and
- Prohibiting disputes between Franchisors and Franchisees being litigated in any other State or Territory other than where the franchised business is based.

The ratification of the code is a positive step for our industry, and I would like

"December saw our national body, the Australian Motor Industry Federation (AMIF) sign a historic national agreement which includes 14 principles for sharing vehicle repair and service information."

"Another key agenda item that AMIF have been working tirelessly on for our members has been the *An Industry at Crossroads* position paper which asked for a holistic approach to the changing nature of the retail automotive industry."

to thank our national organisation AMIF for the excellent work they have done in representing our interests.

Senate Inquiry into the Automotive Industry

Another key agenda item that AMIF have been working tirelessly on for our members has been the *An Industry at Crossroads* position paper which asked for a holistic approach to the changing nature of the retail automotive industry.

In November, the Shadow Minister for Higher Education, Research, Innovation and Industry, Senator Kim Carr; Australian Motoring Enthusiast Party Senator, Ricky Muir; Independent Senators Nick Xenophon and John Madigan and Australian Greens Senator, Janet Rice; co-sponsored a motion in the Senate to establish the inquiry.

We believe the inquiry provides the opportunity to map out a policy framework including future government investment, support and/or intervention, industry action and policy cohesion.

It is important that the inquiry not only



Back row: (L-R): Bob Pattison (AAAA), Patrick Tessier (AADA), James Goodwin (AAA), Tony Webber (FCAI). Front row: (L-R): Stuart Charity (AAAA), Minister Bruce Billson, Richard Dudley (AMIF)

examines current issues, but also identifies future policy settings and industry action to restore confidence for future capital investment.

We will work closely with AMIF to ensure that South Australia's point of view is heard, which is essential as we transition to a retail only automotive sector.

The Year Ahead

2014 was a year with a number of changes in our Association. In the year ahead we will see more benefits for members, particularly as Paul Unerkov and the team continue to focus on adding value to membership.

New LVD Board Representative

It was announced in December that Andy Forrest, Lexus of Adelaide had retired and stepped down as the Licensed Vehicle Dealer Board Representative. David Vincent from Adelaide Vehicle Centre, has been nominated (and accepted this nomination) to fill the casual Board position.

This nomination will be put to the full Board for their approval at the February Board meeting.

The MTA thanks Andy for his time and contribution to the Association, and wishes him all the best in his retirement.

FAMILY FORGED SUCCESS

By Patrick Keam



The team at Caddle Crash.

The year was 1971 and Barry Caddle returned from Vietnam after completing National Service, but the job he had held before heading overseas to protect his country was no longer available. The 22-year-old “Nasho” was forced to make it on his own.

Today, 43 years later, along with wife Maria, Barry owns one of the most respected names in the industry, Caddle Crash Repairs.

Although they now find themselves in a more comfortable position there was plenty of hard work and determination to get there and no one can attest to this more than Maria Caddle who, in a sector traditionally dominated by men, has made her mark.

“I can remember standing in the front office of Caddle Crash making a suggestion to an assessor and he completely ignored me. That was how women in the crash repair industry were regarded,” she said.

Maria said the increase of the number of women in the repair industry had “helped to refine it”.

“There’s nothing worse than an overbearing woman in any business because she spoils it for the female side moving forward, but I think having strong women has been great for our industry.”

Over four decades the Caddles have experienced all of the ups and downs of an ever-changing market and have sage advice to share.

“Moving forward in this industry is tough, it’s all about keeping up with the changes,” she said.

“When you think of what we have been through it’s been quite phenomenal but we’ve survived it.”

“Barry started in a little shed doing a bit of work for people,” wife Maria said.

“He then got the opportunity to get a shed just nearby at Clovelly Park which is still standing today after 43 years.

“From that point on he always wanted to have his own business.”

“We married not long after he opened the business and I can still remember when he got his first insurance job, he was so excited. He ended up creating six different businesses, not all crash repairs and thank goodness it’s now down to three.”

On any given day Caddle Crash handles over 50 vehicles at their Edwardstown location, but their success was hard earned and came from humble beginnings.

Despite expanding their business portfolio to employ over 25 staff, Caddle Crash has always remained the primary focus for the family.

Barry and Maria’s sons both joined the business as apprentices, gaining valuable experience on the workshop floor, with Brenton a qualified panel beater and Michael a qualified spray painter.

They have moved into management positions as the changing of the guard

approaches in the near future, which has allowed Maria a rare chance to reflect on a rich motoring life.

"I really don't think backwards that much," she said.

"It's always been about being in the moment and looking forward, but when you reflect back on 43 years in this industry you can probably imagine the changes we have seen.

"We've always believed in customer service and making sure that the car is restored to pre-accident condition. It's about setting that level and never dropping the bar."

When I started reflecting I thought 'We've actually done a lot, haven't we'."

Maria has covered a number of roles at Caddle Crash, from front office duties to systems management, along with ensuring the business keeps up with the rapidly developing nature of modern "crashies".

The ability to adapt to change has undoubtedly been a key aspect of the business progressing from Barry's shed in 1971 to becoming one of the leading crash repairers in South Australia all these years later.

"When change comes you need to change now and keep up with it, because to try and catch up is both too hard and too expensive," she said.

"As far as the changes go I think the biggest ones were things like surviving recessions 'we had to have' when there was very little work around and you were worried about the good team of staff that you had.



"We've always surrounded ourselves with good people and I think that has been key. We've got some good loyal staff."

With rapid advancements in technology and ideas of cars that will be able to drive, stop and park themselves in the not too distant future, the Caddles would have reason to be concerned.

However, Maria remains positive in the face of adversity.

"All you need to do is look back 40 years ago when we didn't even have ABS brakes," she said.

"Crash repair is a hard business, but any

business can be tough depending on the economic climate.

"We've seen so much change in cars already but have been able to adapt to it and move forward with it so I think the future is still positive."

In the meantime, Caddle Crash will look to continue to set the standard in the South Australian crash repair industry.

"We've always believed in customer service and making sure that the car is restored to pre-accident condition. It's about setting that level and never dropping the bar.

"We've always believed in ourselves."

CAT ENGINE AND GEARBOX DONATION



The MTA Training and Employment Centre recently received a CAT engine and gearbox to use as a training aid for apprentices.

MTA Training Centre Manager, Mario Marrone said that the engine is known as a power pack assembly.

"The power pack assembly was generously donated by Halliburton Maintenance Coordinator Robert Buckley," Mr Marrone said.

"Previously, the power pack assembly was used on a Rigging Station to drive a pump that pumped cement down the pylons of the rig.

"The assembly is a running engine, and with Robert's assistance, the unit will soon be up and running.

"The additional training aid will enable the MTA Trainers/ Assessors to carry out practical activities with the apprentices complementing many of the units of competencies in their training plan," he said.



An exclusive offer to MTASA members



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AUTOMOTIVE PARTS INDUSTRY TRENDS AND FUTURE TECHNOLOGY



The parts and after-market sectors of the automotive industry are in a state of constant flux.

New technology has a profound impact on the parts sector, with the need to stay current with the evolution of parts that were historically “basic” and served one purpose only.

A good example is a bumper. A decade ago it was just that – a bumper bar designed for impact – but today many bumpers carry an array of electronics that need to be taken into consideration.

The MTA has been lobbying for better road safety through the introduction of compulsory vehicle inspections. Never before has safety of the cars on our roads been more important but one faulty part can have dire consequences.

The incidence of vehicle recalls has risen dramatically in recent decades, resulting in headlines such as “Volkswagen recalls 26,452 vehicles over defective part” and “General Motors recalls

8,208 vehicles over defective brake part”.

As The National reports: “Mounting competition is forcing companies to shorten their development cycles and roll out new models at shorter intervals, meaning car makers are more vulnerable to making mistakes. Also, companies are putting more pressure on components suppliers to reduce their prices at a time when the share of outsourced component production 90s is rising dramatically.”

In the factory and in the workshop, the ability to identify faulty parts is critical. At the Vision 2014 trade fair, which took place in Stuttgart, Germany at the beginning of November, IMV Europe reported on “a portable inspection system designed by 8Tree that scans large objects like a car body, inspecting for dents. The system projects a structured light pattern onto the side of the car and the distortion is captured by Allied Vision’s Manta

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A decade ago a bumper bar was designed for impact, today many bumpers carry an array of electronics.

G-031B camera. A bump in the car body will be highlighted with colour and its dimensions displayed. And because the system is portable, it can be moved around the vehicle by the engineer to give a quick check of the body panels ... Attentra has supplied its Robot Vision Centre to Audi for inspecting the bumpers for the Audi A3 and the Audi TT.

Eye On The Future

Making vehicles more energy efficient is a big part of the automotive-parts industry and is a trend that is not going

anywhere soon. Here is a brief look at some of the more exciting current and future developments in the automotive-parts industry.

"Making vehicles more energy efficient is a big part of the automotive-parts industry and is a trend that is not going anywhere soon."

DELPHI TIMKEN BOSCH DAYCO

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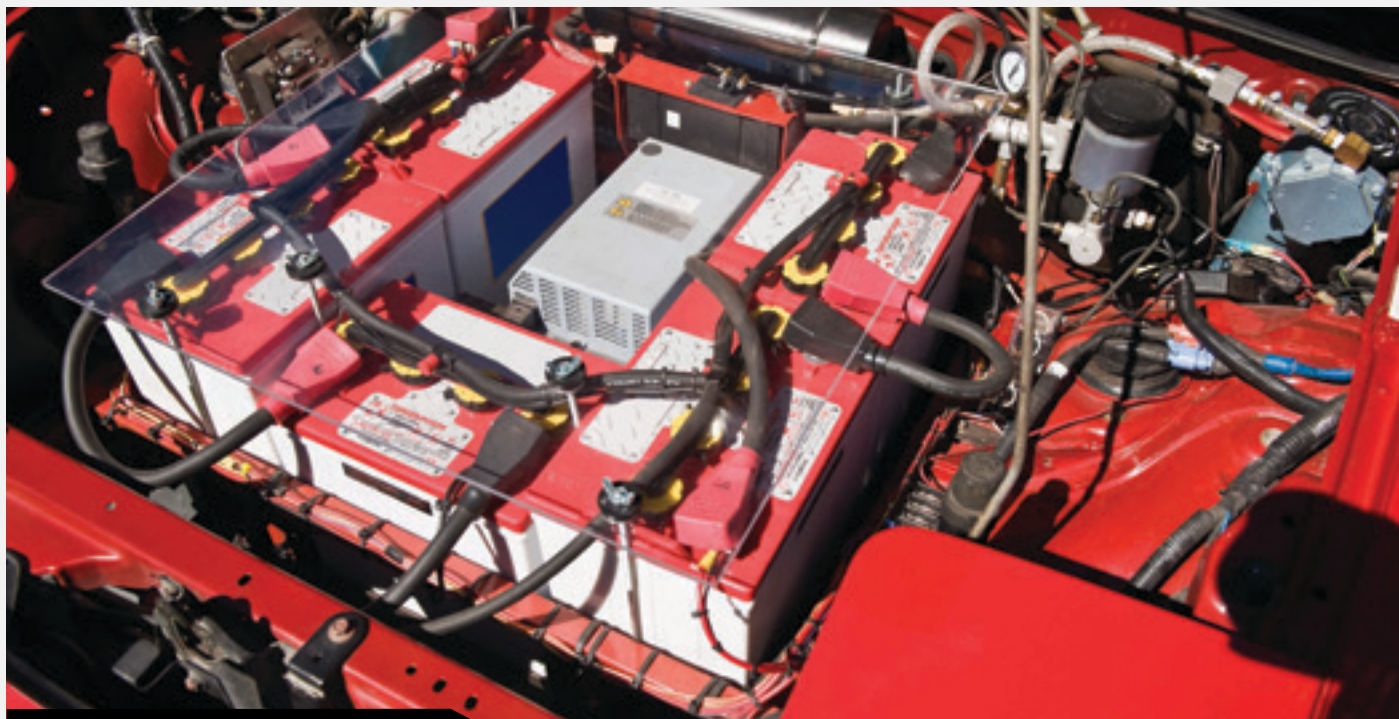
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New low energy tyres are being developed to save motorists on fuel.

Battery Power And Hydrogen Fuel Cells

Hydrogen could be used to make electricity at the same time as making water within fuel cells as less heat is lost than burning hydrogen, though sadly they are very expensive to build. The mobile device industry is responsible for pumping millions of research dollars into battery development every year. Consequently, advances in hydrogen fuel cell development are being quickly overtaken by massive gains in battery efficiency and power.

Cutting Fuel Bill By 50% On Freight Trucks

The Actros truck by Mercedes-Benz has broken a world record by cutting fuel use by 50%. By creating "Superwide" tyres to replace pairs of tyres, they cut the amount of energy wasted by 40% and reduced the amount of rolling resistance by 4%. New low energy tyres are being developed that are said to be able to save 11% on rolling resistance.

When you rely on your senses

Today's automobiles are a different animal to those of a few years ago. More reliant on sensors than ever before, and if any start delivering the wrong information, or fail altogether, it can affect the car's performance or stop it running completely – not the safest thing that can happen. So, for everyone's peace of mind, if you need to replace sensors critical to the performance, economy and safe running of your customers' Holdens, it really makes sense to fit Holden Genuine Parts.

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Energy-Efficient Trucks

The trend towards more energy efficient trucks has never been more alive with some new trucks using waste heat to drive the air conditioning units on trucks or boost a truck's power in order to save as much as 5% of expended energy. There are also shock absorbers that use "GenShock," which is a device that generates up to one kilowatt of continuous power through the shock absorbers, which may help save as much as another 5% of the energy expended by trucks.

"Nine car manufacturers in Europe are testing body panels made of carbon resin and polymer fibre that store energy."

Energy-storing Body Panels

Exxon Mobil claims that by the year 2040 over half of all new cars being produced will be hybrid cars. The trouble is that their batteries take up a lot of space and weigh quite a bit. Nine car manufacturers in Europe are testing body panels made of carbon resin and polymer fibre that store energy. Volvo claims that the energy stored from regenerative braking alone would result in significant energy savings. Toyota is developing panels that store energy and are able to capture solar energy too.



By 2040 over half of all new cars will be hybrid cars.

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What Effect Will 3d Printing Have?

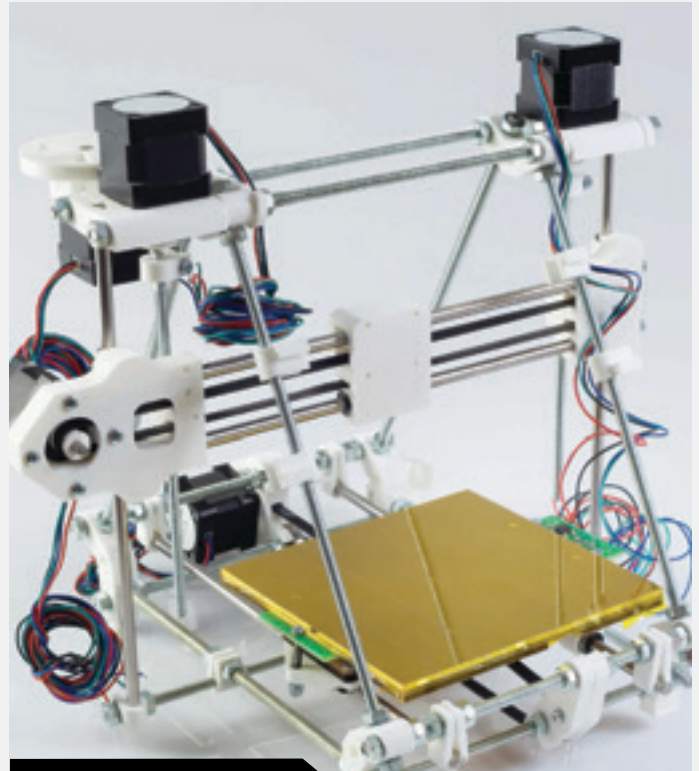
It is still unclear what role 3D printing is going to have in the automotive-parts industry. Some suggest that some shops will have 3D printers that create custom-vehicle accessories on the spot. It is plausible since the auto-accessories market is worth over \$32 billion dollars already. Is it also possible that one day you will turn up to your repair shop for a car part and they will print it off and install it as you wait?

Government Oversight

The Senate Economics References Committee currently has an inquiry into the future of Australia's automotive industry, due to report in November 2015.

Terms of reference make strong mention of the after-market sector and retail motor trades.

- the role of all sectors of the automotive industry, including, but not limited to, motor vehicle production, component making, after-market manufacturing, engineering, servicing, retail motor trades, other forms of sales support, and the training of apprentices, in supporting an advanced broad-based economy;
- the special difficulties faced by component makers in the transition to global supply chains and to other forms of manufacturing, especially as a result of the closure announcements made by the motor vehicle producers;



3D Printer's could become the way of the future for the car parts industry.

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SOUTH AUSTRALIAN GOVERNMENT CHANGES TO WORKCOVER SCHEME



Following significant lobbying, the Motor Trade Association of South Australia welcomes significant changes to the current workers compensation scheme, set to commence on 1 July 2015.

These changes overhaul the existing scheme which, for some time, has had the worst return to work rates in the nation and an unfunded liability reaching approximately 1.4 billion dollars.

It is expected that under the new scheme employers across the State will experience a drop in levy rates from 2.75 per cent to 2 per cent within the first year of operation. The scheme is expected to save \$180 million within the first year alone.

Fundamental to the success of the scheme is the introduction of a two year cap on income maintenance benefits with the cessation of medical benefits at or before three years for the majority of scheme participants. Whilst remaining more generous than other Australian States, this change eliminates the capacity for non-seriously injured workers to remain on benefits for a number of years.

The introduction of new definitions of work-related compensation is likely to result in more stringent entry requirements to the scheme.

At the same time it is expected that seriously injured workers will

be better off, able to access weekly medical benefits indefinitely and eligible for lump sum payments.

The new scheme will see the introduction of a new tribunal, with the tribunal's proceedings to be inquisitorial rather than adversarial. It is hoped that this will be a more efficient and effective way of resolving disputes.

“Fundamental to the success of the scheme is the introduction of a two year cap on income maintenance benefits with the cessation of medical benefits at or before three years for the majority of scheme participants.”

Under the new scheme both employers and workers can expect to see a heavy emphasis on early return to work and engagement between all parties. It essentially moves the system to one of a state pension fund to an early intervention and restoration program. Whilst expectations are high, and as with any new legislation, it remains to be seen how effective the scheme will be.



RISK MANAGEMENT - WHO'S HAND IS IN THE KITTY?



Tim Pullman.

Employee fraud cost companies millions of dollars every year. The misappropriation of cash and stock by employees can occur in any sized organisation, in any industry.

BDO have witnessed an increase in fraud and believe it is a result of the need to maintain earnings and personal lifestyle choices given current economic conditions. Some of the lifestyle choices are linked to pressures of gambling and maintaining a level of social status.

Australian organisations operating at home and abroad are at risk of financial loss and reputational damage from three elements of fraud:

- Corruption: Conflicts of interest, bribery and kick backs, illegal gratuities and economic extortion
- Asset misappropriation: Concealed theft of funds, intellectual property and physical assets and diversion of revenue
- Fraudulent statements: Overstated assets and revenue, understated liabilities and expenses, false contracts and credentials and omitted material information.

These acts can have a huge impact on a business:

- Cost of the loss
- Cost to staff time
- Loss of employee / management trust
- Client confidence in the business.

For some organisations fraud can not only be damaging to the reputation of the business, but also disrupt the morale within the business, not to mention the stress on leadership and other staff members.

If not, acted upon quickly and dealt with appropriately, it can have a huge impact on all involved and in fact, often, the process can be drawn out and can exacerbate the situation. This can leave a sense of 'embarrassment' for the managers and can lead to further impacts on staff as the 'investigation' process occurs.

When it comes to fraud prevention – most businesses take a chance that the risks are mitigated. Can you be sure? Take the

ten second tick test to find out if your business is fraud focused and risk reassured.

1. Do you set the "tone from the top" attitude toward fraud?
2. Do your staff really understand that fraud is more than taking cash and ghost employees?
3. Do you have a whistleblower policy?
4. Do you have a monthly calendar of fraud spot check focus areas?
5. Do you have adequate internal controls around payroll and other administration functions?
6. Do you have adequate controls around electronic payments?
7. Do you have a policy in regard to gifts from suppliers?
8. Do you have regular independent stocktakes of parts, used and new inventories which are agreed back to the accounting system?
9. Do you review exception reports available in the dealer management system and follow up on unusual items or trends?
10. Do you understand the reputational risk that a major fraud would cause with manufacturers, financiers and customers?

"For some organisations fraud can not only be damaging to the reputation of the business, but also disrupt the morale within the business, not to mention the stress on leadership and other staff members."

If you have answered 'no' to any of the above, you could benefit from finding out more about how to minimise the risk of fraud in your organisation.

BDO's tailored Automotive Fraud Reviews ensure you have adequate internal controls in place and sets the tone for your tolerance to fraud.

Contact Tim Pullman, Partner, Private Clients

CONSUMER LAW AND SECOND HAND VEHICLES - A CASE STUDY

By Dini Soulio, Commissioner Consumer and Business Services



In August 2014, a consumer complained to the State's consumer watchdog, Consumer and Business Services (CBS) about her purchase of a Mercedes campervan which suffered major engine failure after driving only 160 kilometres within two weeks of delivery. The used campervan had been custom modified by an Adelaide-based business from a used van with the completed product costing \$45,000.

When the trader didn't repair the vehicle, the consumer paid for repairs which ran into thousands of dollars, and tried to recoup the cost. The traders told her that her purchase was a private sale and as the vehicle had travelled in excess of 200,000 kilometres it was not covered by a warranty, and they wouldn't reimburse her for the repairs.

The traders were required to hold a licence under the Second-hand Vehicle Dealers Act 1995, as the converted campervans were captured by the definitions of a 'vehicle'.

CBS determined that although the vehicle did not have any statutory warranty as required by the Second-hand Vehicle Dealers Act 1995 due to its odometer

reading, there was a compelling argument that under the Australian Consumer Law the modified campervan had to be of 'acceptable quality'.

In making this determination, reference was made to a Victorian judgement regarding a claim about a second-hand vehicle which suffered a major failure. The judgement (austlii.edu.au/au/cases/vic/VCAT/2013/2175.html) indicated that the protections afforded by the Australian Consumer Law can be complementary to, and in some cases override, existing legislation.

The outcome of the investigation led to the consumer recouping the majority of the cost of her repairs from the business owners and the business owners both providing assurances under the Fair Trade Act 1987 to the Commissioner for Consumer Affairs not to buy or sell second hand vehicles without being the holder of a Second Hand Vehicle Dealers Licence. The trader has subsequently obtained the appropriate licence.

Commissioner for Consumer Affairs, Dini Soulio said "buying a used car from an unlicensed dealer can be fraught with risks. There is no cooling-off period, no

warranty and no guarantee that the car is free of problems.

"Vehicles are a large purchase and we want to ensure both consumers and licensed traders are protected. We don't

"Vehicles are a large purchase and we want to ensure both consumers and licensed traders are protected. We don't want to see the actions of unlicensed dealers tarnish the reputation of the vehicle sales industry."

want to see the actions of unlicensed dealers tarnish the reputation of the vehicle sales industry.

"Importantly, dealers also need to be aware of their obligations under Australian Consumer Law and how it may affect them and their customers."

If you are unsure of your obligations or wish to seek advice visit cbs.sa.gov.au or call us on 131 882.



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EVENTS CALENDAR FEBRUARY 2015

- | | |
|--------------------|---|
| February 9 | Forklift License Training |
| February 9 | Kangaroo Island AGM Dinner Meeting |
| February 13 | Business Seminar: Adapting to Change |
| February 24 | Murray Bridge AGM Country Zone Meeting |
| February 25 | Mid North Country Zone AGM Dinner Meeting |
| February 26 | Riverland Country Zone Dinner Meeting |

To include a free classified in the March/April 2015 edition of Motor Trade, email your listing of no more than 50 words to admin@boylen.com.au or fax 8212 6484 by 19th February 2015

NEW MEMBER PROFILE

ROSS AISTON MOTORS

New Member:

Phil and Carol Bronzin, Ross Aiston Motors

How long have you been in business?

Ross Aiston Motors has been around for 51 years. I have been here for 18 of those years and managed the business for the last eight years.

My wife and I purchased the business on 1 December 2014.

How many staff do you employ?

We have five qualified mechanics.

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

Being a general repairer, I enjoy the diversity of the jobs and solving problems. It is also rewarding to help customers and build lasting relationships with them.

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

Dealing with changes in technology and being able to source relevant technical information.

Why did you join as a Member of the MTA?

Previously we have used the apprenticeship program, but also the support and advice we have received from experienced MTA staff has been useful and valuable.



Phil Bronzin.

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* All fees are below the Industry Average and received a "Leading" trend assessment. Source: Latest 2013 SuperRatings Benchmark Report

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MTA Group Training Scheme

Host a MTA apprentice. You host via short or long term contracts to suit your business. You only pay for the days the apprentice works. Contact: 8241 0522, email careers@mta-sa.asn.au, or check the website at www.mta-sa.asn.au/apprenticeships

Discounted Post-trade Training

Our Registered Training Organisation delivers a variety of essential post-trade courses at Royal Park. MTA members receive a discount on course costs when enrolling staff.

MTA Printing and Stationery

The MTA Printing and Stationery Department delivers high quality motor vehicle industry stationery and printed materials at very competitive prices and for members' convenience. With over 25 years printing experience we can meet all your printing needs from 1 colour to 4 colour work and save you money too! Call now for a quote. T 8440 2666 F 8241 1057 www.mta-sa.asn.au/shop

Fair Work Act

MTA members are provided with specialised advice on the very complex State and Federal Industrial Relations laws and receive representation on Industrial Relations matters pertinent to the automotive industry. This advice covers issues such as recruitment and termination, wage rates and workplace policies (where errors or oversights can lead to crippling costs or damage claims). Contact: 8291 2000.

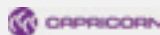
National Representation

Your MTA membership means that your collective voice is heard at a national level.



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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.



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.



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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.



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Teng Tools

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



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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



Costa Pericles Consultancy (CPC)

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

MOTORCYCLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: OCTOBER 2014

	This Month	2014 YTD	%	2013 YTD	%
APRILIA	5	50	1.57	43	1.32
BAOTIAN	11	105	3.30	44	1.35
BENELLI	1	15	0.47	12	0.37
BMW	1	103	3.24	68	2.09
BOLWELL	1	22	0.69	55	1.69
DAELIM	1	10	0.31	11	0.34
HUSABERG		6	0.19	23	0.71
CF MOTO	10	56	1.76		0.00
DUCATI	4	63	1.98	77	2.36
HARLEY DAVIDSON	54	359	11.29	360	11.06
HONDA	88	671	21.09	535	16.43
HUSQVARNA	1	31	0.97	41	1.26
HYOSUNG	6	76	2.39	68	2.09
KTM	24	207	6.51	132	4.05
KAWASAKI	30	272	8.55	383	11.76
KYMCO	3	21	0.66	40	1.23
INDIAN		18	0.57		0.00
MOTO-GUZZI	4	12	0.38	18	0.55
MV AUGUSTA		9	0.28	7	0.21
PIAGGIO	8	98	3.08	103	3.16
LONGJIA	2	22	0.69		0.00
SUZUKI	37	262	8.24	361	11.09
ROYAL ENFIELD	4	29	0.91		0.00
TRIUMPH	13	94	2.96	125	3.84
TGB	5	18	0.57	50	1.54
VESPA	4	49	1.54	36	1.11
VICTORY	3	20	0.63	21	0.64
VMOTO	1	6	0.19	13	0.40
YAMAHA	53	375	11.79	328	10.07
OTHERS	11	102	3.21	302	9.28
TOTAL NEW REGISTRATIONS	385	3181	100	3256	100.00

NEW VEHICLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: OCTOBER 2014

2014 (22 Working Days)						2013 (22 Working Days)					
Make	Sedan	Wagon	Comm.	Total	%	Sedan	Wagon	Comm.	Total	%	
ALFA ROMEO	7			7	0.13	16			16	0.27	
AUDI	39	17		56	1.02	24	21		45	0.76	
BMW	34	20		54	0.98	39	37		76	1.29	
Mini	12	4		16	0.29	16	4		20	0.34	
TOTAL BMW	46	24	0	70	1.28	55	41	0	96	1.62	
CHRYSLER	4			4	0.07	14		1	15	0.25	
CITROEN	3	1		4	0.07	4	1	2	7	0.12	
DAF			4	4	0.07			3	3	0.05	
DODGE		4		4	0.07		5		5	0.08	
FIAT	19	3	4	26	0.47	10	4	2	16	0.27	
FERRARI				0	0.00				0	0.00	
FORD	142	86	205	433	7.90	192	100	149	441	7.46	
FREIGHTLINER			6	6	0.11			6	6	0.10	
GREAT WALL			1	1	0.02		3	9	12	0.20	
HOLDEN	376	174	101	651	11.87	521	347	118	986	16.68	
Isuzu		21	89	110	2.01			88	88	1.49	
TOTAL GMH	376	195	190	761	13.88	521	347	206	1074	18.16	
HONDA	133	55		188	3.43	112	47		159	2.69	
HYUNDAI	238	119	24	381	6.95	278	141	25	444	7.51	
INTERNATIONAL				0	0.00				0	0.00	
IVECO			5	5	0.09			9	9	0.15	
JAGUAR/DAIMLER	4			4	0.07	7			7	0.12	
JEEP		136		136	2.48		87		87	1.47	
KENWORTH			25	25	0.46			29	29	0.49	
KIA	92	43		135	2.46	93	55		148	2.50	
LAND ROVER		18	1	19	0.35	1	17	1	19	0.32	
LEXUS	22	1		23	0.42	19	3		22	0.37	
MACK			3	3	0.05			6	6	0.10	
MAN				0	0.00			1	1	0.02	
MAZDA	287	157	46	490	8.94	339	105	52	496	8.39	
MERCEDES	92	14	18	124	2.26	51	18	12	81	1.37	
Smart	1			1	0.02				0	0.00	
TOTAL MERCEDES	93	14	18	125	2.28	51	18	12	81	1.37	
OPEL				0	0.00	3			3	0.05	
MITSUBISHI	96	169	139	404	7.37	106	207	154	467	7.90	
NISSAN	56	124	78	258	4.70	122	129	133	384	6.49	
PEUGEOT	10	7		17	0.31	7	1	2	10	0.17	
PORSCHE	7	8		15	0.27	5	4		9	0.15	
PROTON	3			3	0.05	1	1		2	0.03	
RENAULT	27	8	21	56	1.02	27	7	17	51	0.86	
ROVER/R.ROVER		24		24	0.44		14		14	0.24	
SAAB/SCANIA			1	1	0.02			5	5	0.08	
SKODA	5	11		16	0.29	4	14		18	0.30	
SSANG YONG		3	1	4	0.07		2		2	0.03	
STERLING				0	0.00				0	0.00	
SUBARU	78	161		239	4.36	96	141		237	4.01	
SUZUKI	104	23	4	131	2.39	107	29	1	137	2.32	
TOYOTA	508	342	247	1097	20.00	527	299	223	1049	17.74	
Hino			25	25	0.46			19	19	0.32	
TOTAL TOYOTA	508	342	272	1122	20.46	527	299	242	1068	18.06	
VOLVO	3	7	12	22	0.40	3	4	7	14	0.24	
VW	124	68	34	226	4.12	131	53	49	233	3.94	
WESTERN STAR			13	13	0.24			11	11	0.19	
OTHERS	5		18	23	0.42	2		14	16	0.27	
TOTAL ALL VEHS.	2531	1828	1125	5484	100.00	2877	1897	1139	5913	100.00	
DAILY RATE	115.045	83.091	51.136	249.273		130.77	86.23	51.77	268.77		

Registration figures are compiled by data supplied by Transport SA. No responsibility can be accepted by MTA for the accuracy of the information.



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REGIONS AND DIVISIONS NEWS



Michael Ping.

Service Station Update

Division Manager – Michael Ping

ACCC change to fuel monitoring reports
On 17 December 2014 the Australian Competition and Consumer Commission (ACCC) announced that they have been given greater powers to monitor and investigate the fuel industry.

There has been an ongoing community concern around fuel pricing and fair competition for the independent Service Station operators.

The reports will be more informative; identifying areas of market concern, looking into specific markets and/or aspects of the fuel industry requiring closer examination.

The ACCC will conduct at least four investigations a year into specific geographic markets, specific products or other issues of concern.

The ACCC will provide more information on its new reporting framework in January.

Tyre Dealers Update

Division Manager – Michael Ping

The Tyre Dealers Division has been gaining momentum over recent months with increased member attendance at divisional meetings.

We are currently working on the issue of standardising local laws to the National Code of Practice for fitting tyres. Currently, under local laws, the fitted tyre should not exceed 15mm additional diameter than the largest tyre side listed on the tyre placard. The National Code of Practice specifies that the fitted tyre should not exceed more than 50mm additional diameter.

Members have raised their concerns that they are unable to fit a number of standard tyres that exceed the 15mm additional diameter due to local laws, when this same practice is legal in other States. This anomaly has seen frustration from consumers and loss of business for some members.

The MTA will investigate the National Code of Practice and how it could be adopted in South Australia to eliminate the confusion evident from the different state laws.



Peter McMahon.

Auto Parts Recycler Update

Division Manager – Peter McMahon

The Auto Parts Recycler Division has formed a subcommittee to investigate the issue of illegal operators, an issue that has been raised by numerous members.

The subcommittee will meet to develop

a procedure for the division to report operators who appear to be carrying out business outside the normal compliance which the majority of business owners currently adhere to.

Independent Bus and Coach Operators Update

Acting Division Manager – Peter McMahon

In response to the serious incidents of the South Eastern Freeway, and after consultation with key stakeholders (including the MTA), the Department of Planning Transport and Infrastructure have increased an awareness campaign reminding stakeholders of their legal responsibilities under Australian Road Rule 108.

Australian Road Rule 108 states that

when driving heavy vehicles or buses on a road with signage stating 'trucks and buses must use low gear', the operator must use a gear that is low enough to limit the speed of the vehicle without using the footbrake.

An information brochure "AVOID A DOWNHILL DISASTER" has been developed and available
<http://mylicence.sa.gov.au/?a=152657>.



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CEO'S REPORT

By MTA-SA Chief Executive Officer Paul Unerkov



I'd like to welcome everyone to a new calendar year; a year which is already ramping up with a lot happening at the MTA.

Welcome to OurAuto

We'd like to welcome OurAuto as MTA's new insurance business partner and provider of Tech-Online. OurAuto is the commercial arm of our state counterpart the Victorian Automobile Chamber of Commerce (VACC). Their products are specifically tailored to our sector and with extensive experience in the retail automotive industry, they'll understand your business and its insurance needs.

As part of the new partnership, OurAuto SA & NT Sales Manager, Sam McNally will operate from our Greenhill Road office. Sam will be taking the time to visit our members over the coming months.

As part of their introduction to South Australian market, OurAuto are offering MTA members the chance to win a Clipsal 500 experience. Please see the advertisement in this magazine for details.

Australian Motorcycle Dealer Association (AMDA)

Our national body, the Australian Motor Industry Federation, announced in December the revitalisation of our national

"Over the past few months, MTA staff have been busy developing ideas which will be incorporated into our new business plan for the next financial year (April to March)."

motorcycle representation through the formation of AMDA.

Stuart Strickland, former Managing Director, Honda Australia, has been appointed Executive Chair of AMDA and brings both retail and wholesale experience gained over 40 years in the motorcycle industry.

We welcome the formation of AMDA and Stuart's appointment, and are looking forward to working with AMDA on representing our motorcycle dealers' interests on a national stage.

Business Planning

Over the past few months, MTA staff have been busy developing ideas which will be incorporated into our new business plan for the next financial year (April to March). At the heart of the plan is for the MTA to provide the best services, training, employment and advocacy for the industry. Member focus will remain a key theme in our planning to ensure that we continue to provide services that exceed expectations.

We need to continue to reinforce that **membership is more than just an invoice each year.**

We want our members to continue to engage with the MTA at all levels to realise the full benefits of being an MTA member. And we are seeing improvements with member engagement, particularly with our **Zone and Divisional** meeting attendance.

We are also looking to expand our presence to members through more member visits, more industry roundtables and work is well underway to improve our online presence through a new website project currently being scoped.

But there are more opportunities and benefits for members to engage in.

- Email Newsletters (eNEWS) – we have seen a slight gain in the number of people who open and read our email communications. These emails have vital information for all members and we encourage you to read them.
- Business Partners – we are expanding our partners and improving the offering to members. Members who leverage our business partners are helping improve their businesses and enabling the MTA to provide better services in to the future.
- Industrial Relations, Human Resources and Work Health and Safety – we have expert team who continue to help members daily with their IR, HR, WHS and environmental queries.
- Training – whether it's employing an MTA apprentice, having your apprentice trained with the MTA, or upskilling in your trade skills, WHS or other business areas, MTA can often deliver the training. We have flexible arrangements and courses tailored for our industry.
- Print and Stationery – we have a full service print house which can custom print almost any business stationery items and

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marketing material, not to mention more than 80 standard automotive stationery products ready to go. Give us a try! As you can see there are a number of ways which you can engage with the MTA, and a number of services on offer which are all in place to help you and your business grow and hopefully thrive.

Finally, our door is always open at the MTA. We welcome any feedback and ideas that you may have to help us help you.



Paul Back.

New Business Development Manager

We are also pleased to announce that we will have Paul Back commencing as a new Business Development Manager (BDM) from February. As some of

you would be aware, Roger Ballantine has announced that he will be retiring later this year, and as such, we have made the decision to have two BDMs to look after Automotive Dealers, Motorcycle Dealers, Licensed Vehicle Dealers, Farm and Industrial Machinery Dealers, Commercial Vehicle Dealers, and Farm and Industrial Machinery Dealers to help transition Paul into the role.

Paul comes from the automotive finance sector, with a wealth of knowledge in the motorcycle dealer area in particular. Please make Paul welcome as he comes to meet members over the coming months.

MTA-SA BOARD OF MANAGEMENT

BOARD LISTING, AS AT 1ST JULY

- **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:** Danny Shane – South Coast Auto Repairs

AADA – Paul Page – Peter Page Holden Pty Ltd.

Auto Dismantlers: Ron Lewis – Glynde Auto Spares

Auto Repair & Engineering: Brian Weeks – Western Auto Repairs

Body Repair: Jeff Williams – Specific Prestige

Commercial Vehicle Industry Association: Vacant

Engine Reconditioners: Vacant

Farm Machinery Dealers: Colin Butcher – Eastern Eyre Machinery

Licensed Vehicle Dealers: (Casual) 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

Tyre Dealers: Vacant

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

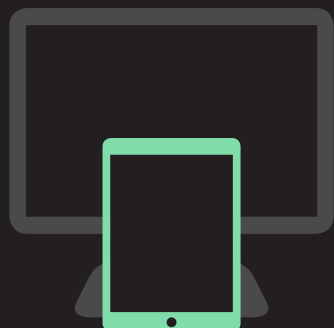
South Eastern Zone: Peter Roberts – OG Roberts & Co

Southern Zone: Danny Shane – South Coast Auto Repairs

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

Upper North Zone: Vacant

Upper Spencer Gulf: Tracy Butler – Butlers Mechanical



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ASSOCIATION INFO

MOTOR TRADE ASSOCIATION

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CEO: Paul Unerkov

Communications Manager: Liam Hunt



Official publication of the Motor Trade Association in SA and NT.

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PUBLISHING INFO

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Ph: (08) 8233 9433 **Fax:** (08) 8212 6484

Website: www.boylen.com.au

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Graphic Designer: Henry Rivera

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MTA Training & Employment Centre is calling for nominations in our annual Apprentice Awards.

Nominations open for the following categories:

- Bob Goldsworthy Award
(open to 3rd & 4th Year Body Repair and Refinishing Apprentices)
- Most Outstanding 1st Year Apprentice
- Most Outstanding 2nd Year Apprentice
- Most Outstanding 3rd Year Apprentice
- Apprentice of the Year
(Open to any current 4th Year Apprentice and 4th Year Apprentices completed between 1st April 2013 and 31 March 2014)

Winners will be announced at our annual Apprentice and Graduation Awards night in May.

Nominations must be received by the MTA on or before 31 March 2015

NOMINATIONS OPEN NOW

To nominate contact
08 8241 0522 or your Field Officer
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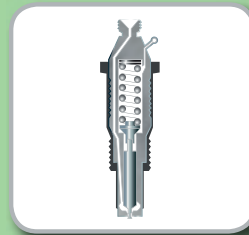
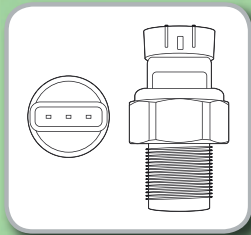
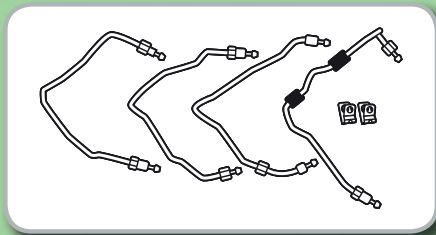
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