

MOTOR

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Western Australia

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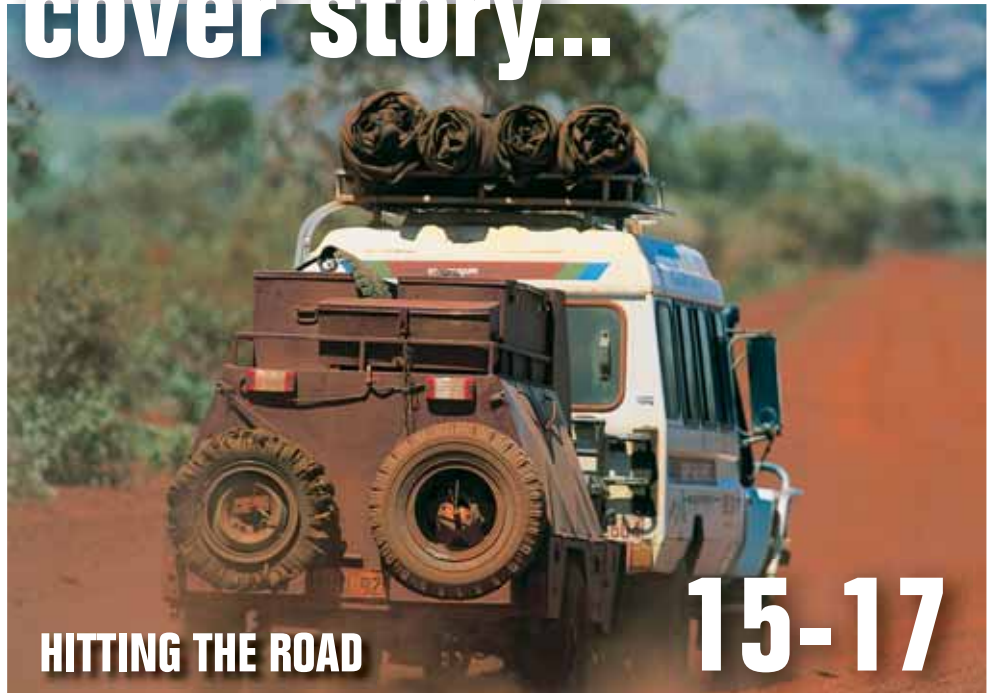


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Industry News

The fight has just begun	02
Minister hears it first hand	04
Business licensing deadline	05
Best on show	06
Green Stamp goes global	07
Driving Automotive Training	08
Land of Opportunity	10
Go forth and prosper	11
An evening for friends	12

Regulars

Mobile training in full swing	20
Gaining a marketing advantage	21
Who's going to the Grand Final	22
Fair Work changes explained	23
Industry software powers growth	24
Changes to 457 Visa rules	25
New products	27
Get your message heard	28
Division news	29

MOTOR

Western Australia

MOTOR WA is the official magazine of the Motor Trade Association of WA (Inc). It has been read by Members of the automotive industry since 1935 and continues to nurture the industry in the interests of its prosperity, security and social advancement.

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Many questions left unanswered in automotive training fiasco

“When you focus on solving problems instead of scoring political points and exercise common sense over ideology, you would be surprised what can be accomplished”.

- Barack Obama, The Audacity of Hope

Government Ministers are paid to make decisions. Often they get them right, sometimes they are a compromise and at other times they are just plain wrong. If a Minister has relied on the wrong information to make a decision, it is often possible to get it changed if a reasonable argument can be mounted. No-one has a problem with rectifying an honest mistake, although sometimes a face-saving mechanism needs to be put in place to justify a backflip.

Unfortunately when a Minister makes a bad decision based on political partisanship, it is very hard to get it reversed because reason and goodwill tend to go out the window. Such was the decision taken by Education and Workplace Relations Minister Julia Gillard when she announced that automotive training would be removed from the industry body, Automotive Training Australia, and handed to the Manufacturing Skills Council, known as Manufacturing Skills Australia (MSA). This decision completely ignores the fact that this organisation has no knowledge of automotive manufacturing and retailing and even less experience in designing complex training packages for such a technical industry.

MSA is responsible for designing training in manufacturing industries like textiles, plastics, chemicals, furniture and metals. At a forum I attended in Canberra to explain the proposed changes, an MSA spokesperson enthusiastically referred to his organisation's work with piano tuners and picture framers and in resolving a dispute regarding kitchen and bathroom furniture. I left that meeting with a sinking feeling that this decision was going to have disastrous consequences for the automotive industry and that more than 100,000 businesses and the people they train would be massive losers in the process.

The automotive retail service and repair training package (AUR05), which impacts directly on the training of apprentices and trainees in most automotive businesses, is already outdated and requires immediate attention. This is a direct result of successive governments dithering over

a sensible decision to establish a stand-alone Automotive Skills Council, thereby enabling those involved in the manufacture, servicing, repair and sale of automotive products to work together and become directly engaged in the training needs of their people in such a rapidly changing industry.

History Repeats

One of the frustrating aspects of the Deputy Prime Minister's decision is that the British Government considered doing the same thing in 2001 and 2002. The UK Government at the time decided it wanted larger industry sectors covered by sector skills councils and wanted to merge automotive with manufacturing and engineering industries. A lengthy debate ended when in 2003 Automotive Skills Limited was eventually granted a licence and in 2007 this body merged with the Institute of the Motor Industry to become a Sector Skills Council for the automotive industry in its own right.

It has taken some time for retail automotive training in the UK to get back on track.

This experience begs the question: what was the Federal Government thinking when it decided to take the same path in Australia. The answer seems to lie in the close links between the Government and the Australian Industry Group (AIG), which has sought to expand its influence in the automotive sector. It is no coincidence that AIG is the primary organisation that sits behind MSA and chairs its Board, hence the immediate press release it issued congratulating the Minister.

Criticism of the decision was quickly picked up by The Age newspaper when it noted on 20 March that “Deputy Prime Minister Julia Gillard has been blasted by the Automotive Industry for riding roughshod over its training arrangements and taking instructions from the Federal Government's preferred business group”.

The ACTU's welcoming of the decision caused a major rift within the union movement. The Vehicle Division of the AMWU accused the

ACTU of playing politics by supporting the Manufacturing Division of AMWU instead of recognising its coverage of automotive manufacturing. Federal Secretary of the AMWU Vehicle Division Ian Jones was outraged.

“This is the equivalent of skills training vandalism and an abuse of due process. The union is a strong supporter of the independence of our industry and rejects totally the imposed takeover of the AIG and the metal industry,” he said.

He also took aim at the ACTU leadership: “It is an extraordinary situation that I find myself in, where it would appear the ACTU has played a significant role to undermine skill development within automotive manufacturing, repair, service and retail sectors.”

Ideology over Common Sense

The automotive industry is one of the largest sectors within the Australian economy. Despite repeated requests from industry leaders representing the manufacturing, retail, service and repair areas of the automotive industry, supported by the Vehicle Division of the AMWU, the Government has decided against establishing a dedicated Automotive Skills Council. Common sense suggests that an industry that employs around 400,000 people in more than 100,000 businesses and has an annual turnover of \$160 billion in the retail sector alone should demand appropriate recognition by Government. Australian car manufacturers are also the largest exporter of goods from Australia with exports of around \$5 billion annually.

Common sense also suggests that the retail motor trades have no affinity with the manufacturing industry. The culture is entirely different, their businesses are entirely different, the training issues are entirely different and the skill requirements have almost nothing in common. In addition, the rate of technological change expected in the motor industry in coming years is significantly greater than most other industries, including manufacturing.

So what drove the Minister to make this poor decision: favouritism, ideology or simply a lack of understanding of the widely divergent skills requirements of these two distinct industries? Perhaps she was poorly advised by her Department, which has shown a longstanding antagonism towards Automotive Training Australia, a body that has represented the manufacturing and retail sectors of the automotive industry for nearly 20 years. Despite inadequate funding, it has been able to define the skills and development needs of the motor trades and has worked closely with leading automotive organisations to develop appropriate training materials.

Who knows what ATA might have achieved had the funds now being made available to MSA been committed to ATA or a successor body with a genuine understanding of the needs of automotive businesses. Bound together by historical industrial relations influences, the automotive and retail sectors of the motor industry have developed synergies through their respective training packages which have resulted in an orderly transfer of technology and knowledge from manufacturing to the retail service and repair sector. There are no such synergies with general manufacturing and nor is there ever likely to be.

Sadly the grab for power by the AIG and the manufacturing division of the AMWU, aided by a compliant Minister, is likely to set automotive training back years and could lead to parts of a training package that has stood the test of time being eroded or absorbed into the metals arena. The automotive industry cannot and will not stand by and allow that to occur.

What Lies Ahead

The peak bodies of the automotive industry have not taken this decision lying down and will oppose the relocation of automotive training to MSA because it is not culturally aligned and does not have the experience to assume responsibility for automotive training issues. The motor trade bodies nationally and in every state, the vehicle manufacturers and the AMWU Vehicle Division have all indicated that they will not participate in the MSA arrangements.

Key stakeholders in the automotive industry are particularly upset about the total lack of consultation with industry in this decision.

The Department's one token gesture was information forums in some capital cities (not Perth) where the Minister's decision was presented as "final". Publicly, the Rudd Ministry prides itself on consultation with key industry and community groups yet it was noticeably absent here.

In corporate terms, this is a hostile takeover and the automotive industry has every reason to feel frustrated and angry that its needs have been ignored and the progression of its 40,000 trainees and apprentices jeopardised because of political power games.

If the experience in the UK is anything to go by, this flawed decision will not stand up to scrutiny. The automotive industry has too important a role to play in the national economy to be cast aside for ideological reasons. Most industry experts are puzzled by the inconsistencies in the Government's approach to the automotive industry. On one hand it pours billions into automotive manufacturing and improving the level of skills training the automotive industry needs, yet it runs the risk of undermining all of this by placing its skills training in the hands of a totally inexperienced and incompatible body.

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Federal Small Business Minister holds discussions at MTA

Federal Small Business Minister Craig Emerson's desire to help small business owners in difficult times was clear at a lunch held at the MTA.

While the Minister holds a Master Economics Degree and a PhD in Economics, he is also familiar with the needs of small business having run his own small business in a partnership for several years.

In addition to the Small Business portfolio, Minister Emerson is also responsible for Independent Contractors, Service Economy and as Minister assisting the Finance Minister on Deregulation.

"His passion for small business and his desire to provide assistance in difficult times for small business owners was clearly evident during discussions held at the luncheon," MTA CEO Peter Fitzpatrick said.

"The Minister has had a very strong hand in pushing for the significant tax concessions available to small businesses that were announced in the Federal Budget."

A wide range of topics were discussed at the lunch, which was also attended by the Minister's Chief of Staff, MTA Board Members and representatives from other major companies.

The most significant automotive issues raised with the Minister included:

- The Government guaranteed dealer finance plan;
- The Government's decision to introduce an Unfair Contract Act, which would be a great help to franchisees and small businesses by outlawing unfair terms and conditions in supply contracts;
- Clarity in Pricing legislation, where concerns were raised about the difficulties the new Act has created for manufacturer and co-operative advertising campaigns;
- Concern was also expressed about the progressive downsizing of the Commonwealth LPG subsidy and the impact this will have on gas fitting businesses; and
- The Minister was advised of the industry's grave disappointment about the decision to place automotive training packages under Manufacturing Skills Australia rather than establishing a stand alone Automotive Skills Council, particularly given the size of the industry and its significance to the economy.



Federal Small Business Minister Craig Emerson, centre, with MTA CEO Peter Fitzpatrick and President Pat Browne

Minister Emerson agreed to pursue these matters with the relevant Minister.

He also explained the 27 areas of harmonisation and reform of Commonwealth and State Laws to reduce red tape for business and briefly outlined the Federal Budget, which he said supported jobs and small business.

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Deadline for repair business licensing looming



CONSUMER PROTECTION

with Commissioner Anne Driscoll

By 30 June 2009 motor vehicle repair businesses in Western Australia must be licensed otherwise they risk prosecution.

For the past three years Consumer Protection, the Motor Vehicle Industry Board and MTA WA has been encouraging the motor vehicle repair industry to get on board with the new motor vehicle repair industry licensing system.

Repair businesses have been able to apply for a business licence since July of last year and have until 30 June of this year to become licensed or face prosecution under the Motor Vehicle Repairers Act 2003.

There is no cost associated with early registration as businesses that obtain a licence now will not be charged for the period up to the end of the financial year.

However, by the end of April 2009 only 700 of the expected 7500 businesses had applied for a licence.

In recent consultation with the MTA, Commerce Minister Troy Buswell confirmed the Government's commitment to the introduction of the licensing system.

Consumer Protection will shortly commence a new campaign which will firstly encourage repair businesses to get their licence, but subsequently seek to take action against those businesses which have not complied with the law.

The penalty for an individual operating without a licence is \$50,000 plus a daily penalty of \$1000. The penalty for a corporation is \$250,000 plus \$5000 per day.

Consumer Protection will also run an advertising campaign which will encourage consumers to deal only with licensed repairers.

It is also important to remember that businesses that authorise work to be carried out, such as insurance companies, are also required to make sure the business they deal with is licensed.

I strongly urge all repair businesses to 'get on board' before the deadline.

Our staff are here to help you, if you have any questions please call our repair business licensing hotline on 9282 4361.



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WorldSkills on show at Perth Truck Show

As well as an enticing range of products and entertainment, the 2009 Perth Truck and Trailer Show will feature two important events focused on the future of our industry: the final of the WorldSkills competition and an industry open day for students interested in an automotive career.

The 2009 Truck and Trailer Show will see the motor industry's very best competing in the WA State Competitions and Final of the WorldSkills competition.

Held over two days on Saturday 25 and Sunday 26 July, this year's competitions also feature a brand new category, refrigeration, as well as automotive light and heavy vehicle mechanics.

The aim of the competition is to test the skills of apprentices against their peers. Winners may also be eligible to represent WA in a national competition, which leads on to international competitions in some categories.

Reigning WorldSkills World Champion Dale McMullen will be part of the judging panel for the competition. Dale, who works at MTA member business G-Mac Auto Centre in Myaree, won the Gold medal in the Light Automotive category at the 2007 WorldSkills finals in Japan (pictured, below right).

Dale's experience as a WorldSkills competitor will enhance his judging abilities and will also be encouraging to the competitors.

This is the second time the Perth Truck & Trailer Show has hosted the WorldSkills competition, which are free to enter and open to anyone born on or after 1 January 1986. For further information, go to www.worldskills.org.au.



The Truck Show will also hold an open day for invited local high school and TAFE students who may be considering an automotive career. They will have the opportunity to meet and talk with experts who are recognised as leaders in their trade as well as other apprentices and business owners.

The open day is aimed at motivating students and others through a hands-on experience, sharing information about career choices and encouraging participants to appreciate that skill, education and training offer more choices for the future.

Apart from the WorldSkills competition and open day, the 2009 Perth Truck & Trailer show is shaping up to be the best yet, according to Truck Show Organising Committee Chairman Barry Ward.

"Despite the tight economic climate, the Truck Show has received great support from industry," he told Motor.

The show will also include some novel events and displays, including a competition for experienced truck drivers where they will take on a truck simulator and have to cope with various driving experiences, such as a blown tyre on a steering axle.



The Perth Truck & Trailer Show is open Friday 24 and Saturday 25 July, 10am-6pm and Sunday 26 July, 10am to 4pm. For more information, visit www.perthtruckshow.com.au

What started in Perth has gone global

The Green Stamp program, which was first used in Perth by MTA WA, is going global.

The Green Stamp Program was designed to help small to medium-sized automotive businesses reduce their environmental footprint through re-use and recycling of materials, reducing waste and implementing measures for continual improvement.

The program, which was initiated in Perth by MTA WA, has been adopted by the printing, cleaning and graphic design industries in Western Australia.

The success and benefits of Green Stamp has led it to expanding throughout Australia, with the motor industry implementing the program in all other States and Territories.



"It has always been important to do 'our bit' to look after the environment and the Green Stamp Program helps make this happen, which is why Green Stamp is going overseas," MTA Environment Manager Zamal Hossain said.

"It is being considered for adoption in the United Kingdom and Europe

as a means of engaging small businesses in sound environmental practice.

"All Green Stamp members should be proud to be supporting an initiative that is helping us improve our environmental performance, and for being pioneers in a program that is not only well established throughout Australia but is now also being considered overseas."

Ten in a row

Busselton Toyota has received the 2008 President's Award for Excellence, making it ten years in a row the MTA member has achieved the honour.

The award acknowledges dealers that deliver excellence in service to their customers and the community.

"Only the very best are recognised with the Toyota President's Award for Excellence," the award announcement said.

"From the 211 Toyota dealerships across the country, one Western Australian dealership has achieved this honour for their performance over 2008. Their outstanding leadership in areas of customer service, sales excellence and innovation has set the benchmark for others to aspire to."

Busselton Toyota has been named Toyota's Australian Dealer of the Year several times as well as the Australian Rural Dealer of the Year. The dealership has been recognised by the local council for involvement in its community through environmental programs, apprenticeships and sponsorship of clubs.

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Driving automotive training in the Wheatbelt

Making automotive a more attractive career option for young people in the Wheatbelt and ensuring they are trained in the skills the industry will need are the driving forces behind a new training structure set up by the region's TAFE College. The MTA is getting on board by supporting a program promoting automotive careers to high school students.



CY O'Connor College of TAFE is re-structuring its training delivery by setting up a network of seven academies across its teaching areas, including an Automotive Academy planned for 2010.

Each academy will have an industry advisory committee to ensure training is geared towards the skills the industry needs. The MTA was involved in an industry forum in early May, which also included the major automotive franchises in the Wheatbelt, to help chart the direction of the automotive academy.

The automotive academy will be supported by an expansion of automotive apprenticeship and pre-apprenticeship training across the College's

four campuses at Northam, Narrogin, Merredin and Moora. Currently only light vehicle automotive training is delivered in Northam and Narrogin.

There are also plans for an Automotive School Apprenticeship Link program to run in conjunction with local high schools.

CY O'Connor TAFE Managing Director John Scott said the program will give Year 11 and 12 students a "taste" of the automotive industry in what was essentially a pre-apprenticeship course. Under the Certificate I course, students

will spend three days a week at school, one at TAFE and one at a workplace.

John Scott expects the school-based program to be progressively expanded to all four campuses, as it aligns with the raising of the school leaving age. The MTA is supporting the program by providing work clothing for students to wear while they are in automotive workshops.

He said the academy model was about ensuring that industry receives the skills required and

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that school students can see career pathways into the automotive industry.

"The objective is to increase engagement with the automotive industry to provide us with a better understanding of the skill set industry is looking for in its workers, both now and into the future," John said.

"We also want to work with the automotive industry to enhance their profile with schools and strengthen pathways for schools students into automotive careers.

"It's about delivering to industry and the broader community the skill sets required to sustain enterprises into the future. Automotive, for example, is an industry where technology is advancing rapidly so it requires planning and a clear strategy to ensure trained people have the required skills."

CY O'Connor College of TAFE has further enhanced its relationship with the MTA by becoming a member of the association. It is actively pursuing accreditation under the MTA's Green Stamp program by incorporating environmental management into the way training is delivered, for the benefit of students.

New Engineering and Automotive Training Council

The new Engineering and Automotive Training Council will move industry training and career pathways forward, but only if the automotive industry gets on board.

Over the past 12 months, MTA has been working closely with ATA Inc, the Department of Training and Education, the State Training Board and the Metals Training Council to collaborate on the amalgamation of the Automotive Training Council (ATA) with the Metals Training Council.

ATA Inc, Western Australia's automotive training council, was wound down in early May to allow for the new council to be formed.

The new identity, the Engineering and Automotive Training Council (EATC) is now ready to start representing both industries in training issues and to move training forward.

The role of the council is to be the conduit between Government departments

responsible for training, training providers and the industry as a whole.

"It is critically important that the automotive industry is involved to allow for a growth in training and career pathways into our industry," MTA Training Manager Kareena Waters said.

"To do this we need you. Become a member and be kept up to date with what is available and happening in your sector of the industry in regards to training and career pathways."

For more information or to join contact Kareena Waters on 9453 7921 or kwaters@mtawa.com.au, or EATC on 9244 8111 or admin@engautotc.org.au

MTA Training and Recruitment, page 20

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Land of opportunity: being proactive yields results

The downturn in the economy is having a negative effect on some businesses. But one MTA member business is being proactive and turning the current climate into an opportunity to grow the business.

Matt Wulff's proactive and positive approach has resulted in Filters Elite almost doubling its turnover in its first 18 months. He puts most of that growth down to taking a positive approach to the business, focussing on customer service and thinking 'outside the square' on targetted marketing initiatives.

"Some people are saying it is quiet, others are saying they haven't noticed a difference. We look at the current climate as an opportunity to get new clientele and to expand our customer products," Matt told Motor.

"Service intervals are greater and customers are not coming in to see you as often so we have focussed on how we can expand our products for our customers.

"We are focussing on what do we need to do that we are not doing, what can we offer or take on as a business ourselves to expand our product range for the industry. That's attractive because it helps customers streamline their purchasing and buy more products from one supplier.

"Rather than saying that the sales are not there, we are focussing on their needs and expanding to drive sales. It's not what the customer can do for us, it's what we can do for the customer."

To help drive sales, Matt spends a third of his time on marketing. He told Motor the business has expanded its client base through letterbox drops and other marketing initiatives.

For example, Matt will manually go through the telephone book and target companies in industries that Filters Elite are not servicing, focusing on promoting specific products that those industries would use. Those companies are sent a brochure of products, supplier details and a brief history of the company.

Similarly, regular mailouts have been successful in moving Filters Elite into new locations, such as Geraldton and Broome.

Another initiative has been to detail information on new product releases to existing customers on the back of their invoices.



The Filters Elite team: Matt Wulff, Chris Thomson, Stefan Thomsen and BJ Bonser (and Shaun Barclay, absent)

"Everybody keeps their invoices, so we put the key points about new products on there," he said. "They will look at it more because you don't throw your invoices out.

"I have also physically gone out putting my face in front of people, taking samples to show existing or potential customers. It's important to go and see them – make quality calls not quantity calls."

People are the key

As well as a strong focus on marketing, Matt puts the growth in the business down to product knowledge of his small but productive team.

He told Motor motivating staff was important to the business' success. All staff are sent to training courses to gain product knowledge and are paid above-award wages. There are other incentives, such as Matt providing lunch for his staff, and employees have the opportunity to work overtime if they want to.

"If you are proving yourself as a valuable asset for the company, you deserve those sorts of things," Matt said.

Matt Wulff started the Beckenham-based business with partner Chris Thomson in August 2007 after nearly a decade working for others in the filters business.

The business, which wholesales filters, lubricants and equipment direct to the trade, is also active in the community through sponsoring the Perth Football Club and supporting WA Police programs aimed at helping young people.

Need to talk directly to your clients?

Target them with The West's upcoming features

Beat the Taxman E.O.F. 2009 – Boost sales before the end of the financial year – Published in June.

Commercial & Single Fleet – Do you sell commercial vehicles or to small fleet operators? Are you promoting the proposed 30% investment rebate.

This advertorial feature proved a strong performer last year – Published in June.

Perth Truck and Trailer Show – This is the official program for THE truck and heavy vehicle event in Perth – Published in July.

Diesel – Way to Go – Catering for one of the fastest growing segments in the market and showing all the benefits of owning a diesel vehicle – Published in August.

For more details contact Rhonda King at The West 08 9482 3575



Motoring

The West Australian

Tunnel vision: Used car dealership bucks the trend

The family team at Mr McGoo Motors has made a successful business out of doing things their own way. And the model that has worked so well for the past 20 years has seen the used car dealership maintain their numbers as the economy has faltered.

A car yard needs to be highly visible, on a main road, preferably part of an 'automotive alley' and must advertise to differentiate itself from competitors.

That's essentially the basic principles when it comes to vehicle dealerships. As the name suggests, Mr McGoo Motors has not only ignored those principles but deliberately taken its own direction.

"We live north of the river and we thought there are so many car yards in Wangara," owner Wendy Richardson told Motor.

"We enjoy being by ourselves rather than being in that car world. Some may see that as a risk but it's worked out for us."

Wendy believes the reason the Kewdale-based business has prospered is the value it places on their customers and the service it provides to them.

"If something goes wrong we make sure we fix it," she said. "It's service and we make sure everyone's happy when they leave.

"We do very minimal advertising so basically our business comes from repeats and recommendations. We have clients where we've sold a car to mum, dad, their child, their other child, the next door neighbour, and it's just gone on from that."

Yard Manager Deb Richardson agrees the key to the business' success has been taking care of its customers. That focus is essential because the nature of the business dictates small margins.

"The biggest way we're different is we work on numbers and looking after people so that they come back," she said.

"Dad has been around for a long time. People come back and say 'I bought my first car off you for \$400'."

Mr McGoo Motors has called a 2000sqm site in Ballantyne Road home for the past three years. It is their third home, after John and Wendy Richardson started the business in 1986 in Redcliffe before moving to Rivervale a few years later.

What's in a name?

"We didn't really want to be 'John Smith Motors'; we wanted something that people would remember," Wendy Richardson said.

"I thought of Mr McGoo Motors and we ran it past some friends at a barbecue and they had a chuckle. About a month later they still remembered what we were going to call it. I thought if they remember it, other people will remember it too.

"We just thought about what could you call a car yard and I remembered that little guy. I can remember the cartoon as a kid but it was the little old Jalopy that got me – the car."

Each time the business had outgrown its premises and had to move to accommodate expansion. Wendy admits that with each move, she was worried about customers coming with them, but each time they have.

The market

Deb told Motor that the market certainly wasn't as buoyant as it had been but the downturn in the economy had not affected Mr McGoo Motors.

"I would say our numbers and figures are the same. I have not noticed any difference in the figures in front of me – they have not changed at all," Deb told Motor.

"We've always been fairly steady," said Wendy. "People say we're in a recession but we haven't seen much change. We've still got people coming in and it seems they are not too negative.

"We try not to think negative by the way. If you think negative then that creates negativity."



An evening for friends



MOTOR INDUSTRY FOUNDATION

Anita Bell
 Contact: 08 9453 7900
 abell@mtawa.com.au

Friends of the automotive industry gathered at Friends Restaurant on March 31 for two important reasons: to raise money for the WA motor industry's charity and to present a modified vehicle to a deserving family.

The Western Australian Motor Industry Foundation Dinner and Wine Auction, at the restaurant in the Hyatt Centre, raised a significant amount for the foundation.

A highlight of the evening was the moving and heartfelt speech by Ross Mauger. Ross, his wife Linda and their son Brenton were the Foundation's special guests on the evening to receive the keys to a wheelchair modified vehicle to transport Brenton and his two siblings around in comfort and safety.

Ross' words reminded everyone present of the importance of why they were there.

Despite the economic outlook, some people just can't help but open their hearts and give to help a worthy cause.



The Maugers family pictured with MIF Executive Director Colin Rockman, left, Car Craft's Noelle Simons and MC Wayne Phipps

HEAVY MECHANICAL PARTS STILL AT LIGHTWEIGHT PRICES

Toyota is currently offering great value across a range of Toyota heavy mechanical parts. This includes parts such as selected crankshafts, cylinder blocks and heads, engine assemblies and transmissions to name but a few. So not only do you get great value for money but you'll also save time knowing that Toyota Genuine Parts fit perfectly first time, every time. Which makes you wonder whether recommending reconditioned parts is really worth it when you consider what they could cost your reputation? For a Genuinely Better deal on Genuinely Better parts contact your local Toyota dealer today. For your nearest one call 1800 283 683 or email trade@toyotaenquiries.com.au

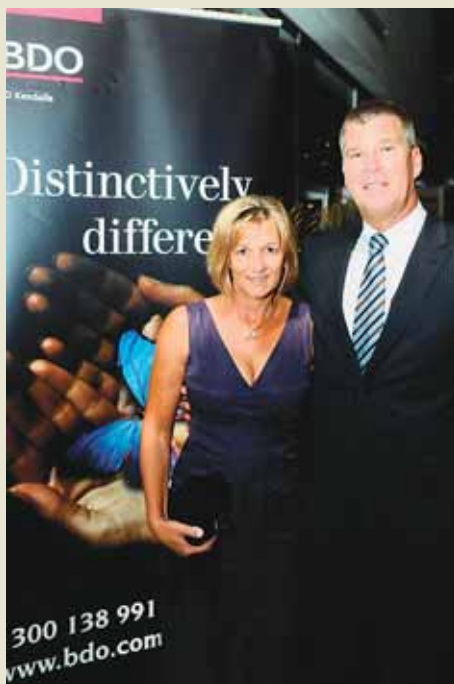
TOYOTA GENUINE
 PARTS, SERVICE & ACCESSORIES



The keys to the vehicle were presented by Noelle Simons, Car Craft General Manager. Car Craft once again sponsored and prepared the vehicle the Maugers received, and the value of their generous support is immeasurable in terms of how it will help this wonderful family. The auction items bid for on the night included electrical items and jewellery as well as the wine auction.

A range of wines, from happy quaffers to a rare bottle of Greencock Creek Roennfeldt Road Barossa Valley Shiraz 2002 (which fetched more than \$700) were on offer.

MC and Motor Industry Foundation Board Member Wayne Phipps kept the evening rolling at a cracking pace and had the bids flowing thick and fast. Along with the wine there were some other great items up for grabs, including a fridge donated by Good Guys Joondalup filled with wine donated by Hartley Estate, a trip for two plus accommodation to next year's Leeuwin Estate concert donated by Motive Travel and Olympic Gold Coins from The Perth Mint.



The night's raffle featured an Argyle Diamond kindly donated by Odgaard Jewellers and supported by Hartley Estate wine.

The Foundation would like to thank all the local businesses and individuals who donated items which helped us raise significant funds on the night.

The evening was a great success for the Foundation, and we look forward to using the funds raised to obtain another vehicle for a local family.

It would not have been possible without the support of two special sponsors, Brad Appleton, of Castrol Lubricants, and Russell Garvey, from BDO Kendalls. Both companies were presented with 'Friends of the Foundation' awards in recognition of their ongoing support for the Motor Industry Foundation.

The Motor Industry Foundation would like to thank their sponsors and supporters for the Western Australian Motor Industry Foundation Dinner and Wine Auction. Sponsors of the evening were BDO Kendalls and Castrol, and our supporters on the night were:

- Car Craft
- Odgaard Jewellers
- Hartley Estate
- The Good Guys Joondalup
- Motive Travel
- Friends Restaurant



Once again the Foundation was fortunate in receiving excellent support from so many caring members of the WA automotive industry, and we extend our sincere thanks to everyone from within the industry and beyond who attended and enthusiastically participated in such an important evening for the Foundation.

The heart of the motor industry

As a driving force behind the community, the motor industry through its foundation is making a difference for Western Australians in need by:

- Providing transport for those in critical need;
- Employment and training for disadvantaged youth; and
- Providing assistance to accident victims.

If you or your company want to be a part of this great cause, contact the Motor Industry Foundation to find out more about sponsorship or other fantastic upcoming events.

Two-wheel challenge for charity

Can't wait for the weekend and another excuse to get out the motorcycle gear and head out on the road, swapping four wheels for two?

Then the idea of spending a day on the bike while raising money for needy families should be right up your alley.

The WA Motor Industry Foundation is giving motorbike enthusiasts an opportunity to be a part of the inaugural Motor Industry Foundation Charity Motorbike Ride, set to take place later this year. Join other bike enthusiasts for a spectacular ride and an overnight stay where you can 'kick your heels up' before heading back the following day.

The 'midday till midday' ride will raise funds for the Foundation to put more disabled children and their families into modified vehicles, giving them a sense of freedom and mobility to improve the quality of their lives.

If you or someone you know likes getting out on the open road and wants to raise funds for charity at the same time, contact the Motor Industry Foundation and register your interest on 08 9453 7900.

Learn about your Super this year

Make this the year in which you gain a full understanding of how super works - come to an MTAA Super Seminar near you.

With everything that's happened in the economy over the past year, have you ever thought to yourself: 'I don't know how investments work - but I wish I did?' Super has a reputation of being difficult to understand, but it really doesn't have to be. The seminars will help you understand everything you need to know about saving for your retirement.

This year MTAA Super is again holding presentations across Australia, explaining how investments work and offering tips on making the most of your own situation at any age to maximize your superannuation in retirement. The seminars are open to anyone, free of charge - you don't even have to be a member to attend, so bring your partner or a friend. We offer the kind of general information that everyone needs to know.

The seminars also explain the features and benefits of MTAA Super's Two Portfolio Strategy. You should come away from the seminar with a better understanding of how taxation works on super and how you can make your savings even more effective through salary sacrificing or voluntary contributions.

You'll also gain an understanding of how investment markets 'cycle' and how the construction of an investment portfolio can affect returns over the long term. Plus, you'll learn about the opportunities available to you to maximize your super when you retire.

It's up to you how you live during the years after you stop working - and the earlier you start planning, the easier it will be to get where you want to be. There has never been a better time to book yourself into one of MTAA Super's easy to understand seminars.

You can find out more about the dates and content of the MTAA Super seminars by visiting www.mtaasuper.com.au or by calling 1300 362 415.

MTAA Super Workplace Presentations

For employers, MTAA Super Business Development Managers (BDMs) would like to better appreciate what your employees want to know about super. More than ever, our members are hearing about financial markets on the news, so making sure they understand how super works is a priority for us as your workplace Fund.

It's easy to arrange a presentation in your own workplace, and each presentation is tailored specifically to your staff. Just tell your BDM the subjects you would like to see covered, and they will put together a special presentation for you. It might include for example, insurance, making extra contributions and consolidating super - there are a range of topics that can be discussed, so talk to your BDM about what your employees are interested in.

We believe that information about super is more important than ever, and we are at your service to make it as easy as possible for you and your employees.

For more information or to obtain contact details for the BDM in your area, please visit the website www.mtaasuper.com.au or contact us on 1300 362 415.



Important information

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Spending shifting, not slowing

Consumers are still spending in the face of the 'Global Economic Crisis', according to feedback from MTA members exhibiting at the 2009 Perth Caravan and Camping Show. But while sales were still strong, there is a shift in what customers are spending on as they think a little more about where they are spending their 'hard-earned'.

Well attended by the 4WDIA fraternity and highlighting the best MTA members have to offer, feedback from the 2009 Perth Caravan and Camping Show indicated that it was a successful weekend.

Displays included the latest in caravans, motor-homes, camper trailers and camping equipment along with a large range of accessories including fridges, generators, tools, satellite dishes, boat lifters, kayaks and gadgets.

Accessories are always popular with campers and caravaners and this year was no exception. Andrew Fardon and Russell Booth, from MTA member Off Road Equipment, were surprised and pleased with their sales at the show.

"This year we noticed a definite shift in consumer spending," Russell said.

"In the past showgoers would spend \$50 on one product, this year they were buying two \$25 products instead."

The pair has also noticed that since the economic downturn, sales in products like the Australian-made Cub Camper trailers have surged. Consumers are still choosing to holiday but rather than spend up on overseas jaunts, they are putting their dollar back into the local economy and choosing destinations closer to home.

Sales of big ticket items are still strong but consumers are more than likely to pick their product a little more carefully than they would have in the past. Value for money remains a priority, but more and more consumers are aware of cheap imported products and are spending their hard-earned dollar wisely.

4WD tour and training company Global Gypsies is finding that the economic downturn has created an increased demand for 4WD and towing training as people do more outback exploring on their own.

The MTA-member business is also finding similar patterns in consumer buying trends towards smaller purchases, with consumer demand staying strong but moving into different areas.



"At present, clients will buy a day of 4WD training rather than purchase an extended tour to Rudall River National Park or the Kimberley," Global Gypsies' Jeremy Perks said.

"Companies at the Caravan and Camping Show also sold lots of smaller priced items."

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Global Gypsies: it is your destiny

As an 18-year-old completing his automotive apprenticeship in South Africa, Jeremy Perks did not know he was destined to become an MTA member. However every path his life has taken since was simply building up the skills he needed to help run a 4WD training and tour company in Perth, while representing the interests of 4WD training on the MTA's 4WD Industry Association committee.



Jeremy Perks' links to the automotive industry go back to his training days on the other side of the Indian Ocean.

After leaving school, he completed a 3½ year apprenticeship at a service station in rural South Africa becoming a qualified petrol and diesel motor mechanic.

"I worked in a small town with two service stations and people would either go to one or the other," he told Motor. "It didn't matter if it was Mazda or Peugeot, utes, trucks or passenger cars, you had to fix it.

"It was a good background to have because it gave me general mechanical skills rather than specialising in a particular brand. When I'm out on the road now in a convoy of eight or 10 vehicles, I'd have a wide range of automotive product so someone who only worked on Ford, or Nissan or Toyota would have trouble."

Three months after completing his apprenticeship, Jeremy was approached by a friend to start an advertising company. After 15 years building the company, Jeremy tired of the corporate life. By then, he had met UK

born and American-raised journalist Jan Barrie and the pair went travelling around Africa and filing travel articles: Jan providing the words and Jeremy taking the photos.

"While we were travelling people would say 'wow you have a great life, I'd love to do that but I'd be scared to'," Jan said.

"There were few travellers then and those that were travelling were sticking to the arterial routes," Jeremy said.

"A number of people asked if they could come with us because they'd be scared to do it on their own or didn't know how; if you had mechanical problems you had to work them out yourself."

So the pair started running informal safari tours in Africa, with a 20-year old Toyota Land Cruiser FJ 55 (pictured right) they named Lucy "and that's kind of how Global Gypsies started".

Looking back, each turn seemed to be preparing Jeremy for launching Global Gypsies with Jan when they moved to Perth in the mid-1990s.

His mechanical background meant Jeremy could fix problems with vehicles in the middle of nowhere, as well as understanding towing, weight and suspension requirements. Time in the South African Defence Force taught Jeremy bush survival and leadership skills. And years in the advertising business, combined with Jan's expertise in marketing and public relations, meant promotion of the business was assured.

And with Jan having previously settled in WA, Perth was always going to be Global Gypsies' home base.



"We landed in WA and started Global Gypsies and I realised I had been learning all the skills that I needed for the business," Jeremy said.

"To run this business you need business skills, financial skills, advertising, and out on the road skills as well and between us we can cover all the bases."

Changing trends

Operating from Scarborough, Global Gypsies is split between the 4WD tour side of the business and the training side of the business.

Jeremy and Jan run tours to Australian outback and international destinations as well as 'tag along' tours where customers bring their own four-wheel drive and travel in a small convoy led by an expert guide. They also provide 4WD, caravan and tour guide training.

Another emerging part of the business is Preparing for Remote Area Expeditions. With "PREP", the Gypsies provide advice to people planning their own 4WD trips.

While the tag-along 4WD tours remain Global Gypsies' core product, Jan said the economic downturn had created an increased demand for 4WD and towing training as people did more outback exploring on their own.

She said overall business was not down, but that demand had moved into different areas and that the training side of the business had grown dramatically over the past few months.

"The product mix started changing last year," Jan said. "We put more emphasis on training over the summer months to cater for the growing number of people who are travelling into the outback independently. They want to get out and see the country but don't feel that confident about doing it on their own, and with good reason. So we introduced our PREP service and we've had a great response.

"We're also getting a lot of enquiries from companies and individuals wanting us to do 4WD training and from people wanting caravan and camper trailer training; there's been a huge increase in people holidaying in this market sector."

Jan said tour guide training was also proving popular with a lot of people evaluating their lifestyles and careers and looking for a change. Global Gypsies has developed the only nationally recognised short course in Australia.

"On the tour side of things, 2009 is definitely down but bookings for 2010 are coming in unusually early. It's as if people are taking a deep breath and saying 'we don't think we'll take a tour this year but we will next year.'

"There's also an element of 'let's do it while we can'. Many of our clients are retirees who want to travel while they're still fit and healthy

and before environmental damage or lack of 4WD access limits the destinations they can visit."

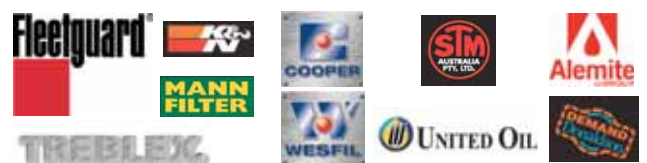
So what do Jan and Jeremy predict for the future when they look into the Gypsies' crystal ball?

"Thanks to diversification, a good reputation and a loyal customer base, we think 2010 will be a good year for our business all round," Jan said.



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New Motor Trade Policy change means more for you

With a history spanning over 80 years, it's no wonder the new Motor Trade policy from SGIO Insurance is the best yet.

It was some time ago now that the Victorian Automobile Chamber of Commerce (VACC) appointed a sub committee to investigate how to obtain better insurance facilities for its members.

VACC Insurance began offering general insurance on 5 November 1930 and key to the company charter was to provide a specialist insurance program for Motor Traders that

could suffer a financial loss resulting from the unusual risks and hazards associated with the Motor Industry.

With a demand for this specialist insurance cover, VACC Insurance expanded into Queensland (1944), South Australia (1945), Western Australia (1950) and NSW (1955).

In 1986 VACC sold the Insurance Company business to the large Dutch Insurer Amev,

who later merged with VSB to form Fortis - a company well known to the Motor Traders of Australia and in 2001, CGU acquired Fortis.

CGU kept a specialist Business Unit solely dedicated to servicing the Motor Trades businesses and continued to provide specialist, face to face service to Motor Traders throughout Australia. In 2003 Insurance Australia Group [IAG] acquired CGU.

The history continues with SGIO Insurance and Motor Traders



Just recently, IAG has re-branded its Motor Trade business to SGIO Insurance. Like CGU, SGIO Insurance is a part of IAG, the largest general insurance company in Australia.

The insurer says it's only a name change. Sam Norrish, State Manager with SGIO Motor Trades Insurance explains.

“It's our heritage and experience that sets us apart from other insurers and our customers can expect the same level of personal service and great value from a company who truly understands the motor trade industry,” he said.

“Our strength is in providing high-quality, tailor-made insurance products that give Motor Traders the cover they need, at fair prices. And that won't change.”

The insurer has also taken the opportunity to improve the Motor Trades policy which has been reviewed and endorsed by the MTA CEO Peter Fitzpatrick.

“The new features of the policy certainly put the customer first and it shows that SGIO truly understands the Motor Trades business. I encourage you to continue to support SGIO Insurance who is our preferred supplier for your Motor Trades business insurance,” Mr Fitzpatrick said.

The branding change commence on 1 April 2009. All enquiries can be directed to SGIO Insurance on 132 818.

A snapshot of IAG

- Australasia's leading and largest general insurer.
- A top 30 listed company on the ASX, with over 15,000 employees.
- Annual gross written premiums of \$7.8 billion (AUD).
- Insures more than 5 million cars and 2 million homes.
- Insures more than 250,000 businesses and 75,000 farms.
- Insures some 8,000 Motor Trades businesses.
- Paid more than \$6 Billion in claims in 2006/2007.
- 130 year heritage of serving the Australian community.
- A comprehensive network of 80 branches throughout Australia.
- AA-Insurer Financial Strength rating by Standard and Poor's.

Why SGIO is the best choice for your Motor Trade business insurance

- Part of the largest general insurance group in Australia.
- Australian owned and operated.
- Leaders in motor trade insurance.
- A 'one-stop shop' for all your insurance requirements - both commercial and domestic insurance products.
- Nearly 80 years of motor trades expertise and experience.
- Knowledgeable, salaried Business Sales Executive network.
- A proven track record that is second to none.
- Face to face, professional service including visits to your premises.
- Policies that offer flexible options and are tailored to your specific needs - so you only pay for what you need, nothing more.
- SGIO are fully recognised and endorsed by your MTA.
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MTA 2009 Apprentice Light Vehicle Mechanics



TRAINING AND RECRUITMENT

Kareena Waters, Training Manager
Contact: 08 9453 7921,
kwaters@mtawa.com.au

Mobile on-the-job apprenticeship training is now in full swing. Students attended their initial block training for work ready skills at the end of March.

Held over two weeks, the training will be the only time in the apprentices 3½ year indenture that they will meet as a group to train.

However, MTA will be arranging networking events over the duration of the apprenticeship for the young men to continue friendships and network with others in the industry.

The two week training block concentrated on work-ready skills, including the units: Apply safe working practices, Use and maintain workplace tools and equipment, and Communicate effectively in the workplace.

So why concentrate on these first up instead of jumping straight into how to service a car?

The main reason a first year apprentice will lose their apprenticeship is not from the lack of mechanical skills but their lack of ability to understand, communicate and operate in a safe working environment.

To have a well-balanced apprentice, work-



Dwain Robinson practises fire training

ready skills need to be delivered at the start of an apprenticeship as the keystone to them becoming successful mechanics.

These apprentices are now back in the workplace with MTA Mechanical Trainer Andrew Johnstone delivering on-the-job training.

MTA is now enrolling for the mid-year intake.



Apprentices toured Wangara Jeep Chrysler to observe an OHS Audit as part of their Apply Safe Work Practices unit

If you would like more information on how on-the-job training can benefit your business or if you would like to enrol an apprentice, contact MTA's Training Manager Kareena Waters on 9453 7021 or kwaters@mtawa.com.au

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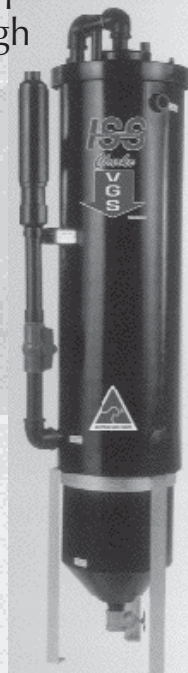
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Green Stamp on a high



GREEN STAMP

Zamal Hossain,
Environment Co-ordinator
Contact: (08) 9453 7951,
zhossain@mtawa.com.au.

Automotive businesses are realising the benefits of being Green Stamp Accredited, not only for their environmental impacts but also for the growth of their business, with the Green Stamp Program experiencing a busy time in the first quarter of 2009.

From January to May 2009, several businesses were awarded Green Stamp Accreditation, including two local councils. Many more were successful in their annual re-accreditation application, including several vehicle dealerships and six Autobahn outlets (see breakout box).

The list is continuously growing, with several prospective members also preparing for successful completion of Green Stamp Accreditation.

The program provides a myriad marketing and promotional opportunities for the business owner while at the same time making their business more sustainable for the future.

Some of the ways you can use Green Stamp as a marketing and promotional tool for your business include:

- Use the logo on your paperwork (eg invoices, newsletters, business cards);
- Advertise the fact that your business is Green Stamp Accredited on your website, at your front desk and in your local newspapers;
- Make a large Green Stamp sign to put on the face of your building or a standing sign at the front to grab the attention of the general public;
- Promote it to your existing client base to increase the number of return customers and grow your customer base through word-of-mouth advertising;
- Put Green Stamp stickers near entrances; and
- Mention that your business is Green Stamp Accredited as part of your telephone 'on-hold' messages.

Protect Your Stormwater Drains

One of the fundamental requirements that must be satisfied before becoming Green Stamp Accredited is to ensure that there is no contamination from coolant or oil spills and leaks and any other contaminants outside the workshop. This is to help ensure that nothing but clean water goes into stormwater drains.

As simple as this may seem, it can be a difficult task because spills and leaks can occur at unexpected times from all kinds of sources. A product called the Flat Drain Guard (pictured) can be placed under the grate of the drain to capture most contaminants and debris entering the stormwater drain. For more information, contact the MTA on 9453 7951.



Environmental Product and Service Providers

There is no doubt that Green Stamp is beginning to be recognised as a brand name. Companies that specialise in environmental products and services are joining MTA WA because of the Green Stamp program. The latest businesses to come on board include The Drillshop, which specialises in all spill management and bunding materials, and JCK

Distributors, who provide mechanical workshops with heavy duty degreasers and detergents that are biodegradable and have 'quick-break' properties.

In the first four months of 2009, these businesses were awarded Green Stamp Accreditation:

- Autobahn Spearwood
- City of Belmont
- City of Swan
- Subaru/Volkswagen Osborne Park
- Mandurah Panel & Paint

And the following businesses were successful in their Annual Green Stamp Re-accreditation applications:

- Autobahn Midland
- Autobahn Joondalup
- Autobahn West Perth
- Autobahn Melville
- Autobahn Mandurah
- Autobahn Mindarie
- Hertz Car & Truck Rentals
- Uneeda Tyre & Smash Repairs
- McInerney Ford
- B.A. Wilson Car Craft
- Toyotaways Rockingham
- The Car Doctor
- Nuford
- Seaview Ford


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Look who's heading to the AFL Grand Final



MEMBERSHIP

Jade Russell,
Membership Services Officer
Contact: 08 9453 7913,
jrussell@mtawa.com.au

Does it pay to get your MTA WA membership dues in early? Maybe we should ask MTA member, passionate West Coast Eagles supporter and football coach Glenn McCahon that question.

New Members for June/July

MTAWA is delighted to welcome these new Members to our organisation.



1st Choice Windscreens Pty Ltd

Adventure 4WD

All Parts

Allens Vehicle Refinishers

Alvita Limousines

Autospark Rockingham

Balcatta Panel & Paint

Betta Bus & Limousines

Bob Jane T-Marts Perth

BR Motors

Brian Flatman Automotives

Bridgestone - Kalgoorlie

Bunbury KTM

City Auto Gas

Commercial Corner

Custom Car Performance

C Y O'Connor College of TAFE

Denmark Smash Repair

DEVCO Engineering Pty Ltd

Dragon Bikes & Karts

Estuary Exhaust & Undercar

Exetra - Ezziaz

Greg's Tyres

Goldfields Tyre Service

J & J Motor Cycles

JCK Distributors

Kalgoorlie Auto Sales Pty Ltd

Keystone Garage

Kimberley Training & Assessment

Landsdale Smash Repairs

Motorsales WA

Oil & Water

Opposite Lock Kalgoorlie

Orix Commercial Vehicles

P & A Caravan Repairs

Perth Collision Repair Centre

Quyen Mechanical Engine Service

Rockingham Auto One

Rockingham Special Vehicles

Roll Right Tyres

Schonhut Panel & Paint

Shane Eather's Automotive Auction

Subiaco Tyre Centre

The Ashmark Institute of Australia

Thermo King West Pty Ltd

TL Smash Repairs

Topline Motor Wrecking

Troy's Mobile Panel & Paint

Waltons - Moora

Glenn, from Melville Muffler and Brake Centre, was the winner of the MTA's Early Bird Prize.

All members that paid their membership renewal by 15 May 2009 went in the draw to win a trip for two to the 2009 AFL Grand Final. Glenn, a West Coast Eagles supporter and football coach in his spare time, will be flown to Melbourne, enjoy three nights accommodation, have two tickets to the big game and a tour of the National Sports Museum.

Glenn was clearly delighted with his win and was presented with his prize by MTA CEO Peter Fitzpatrick and SGIO State Manager Sam Norrish. SGIO Motor Trades Insurance sponsored the prize.

On behalf of the MTA and SGIO, we congratulate Glenn on his win and wish him a safe and memorable trip.

We would like to thank everyone who has renewed their membership with MTA thus far and remind those who have not to get in quick to continue receiving the benefits of membership.



MTA Early Bird prize winner Glenn McCahon, centre, with SGIO's Sam Norrish and the MTA's Peter Fitzpatrick

New Membership Coordinator

Jade Russell is the new MTA Marketing and Membership Coordinator.

Jade was previously employed as the Marketing Coordinator for a car dealership located north of the river. Jade is customer service orientated and is looking forward to increasing the value of the MTA membership for its members and effectively managing member requests and enquiries.



MTA Golf Day

The annual MTA Golf Day has been booked for 5 October 2009 at the Lake Karrinyup Golf Course.

The day will include an 18-hole game, lunch, on-course drinks, and a sumptuous dinner with an awards presentation for the winners.

Look out for an invitation which will be sent to all members shortly, or if you'd like to reserve your place now, call the MTA on 9453 7900.



Justice of the Peace

Any members requiring legal documents to be witnessed by a Justice of the Peace are reminded that Colin Rockman, Executive Director of the Motor Industry Foundation, is a Justice of the Peace and is available to sign documents for MTA members on Tuesdays and Thursdays at the MTA Office. Phone 9453 7900 to make a booking.

Tame the email monster



WEB WISE

Mark Wyncoll,
Division Executive/System Support
Contact: 08 9453 7942,
mwyncoll@mtawa.com.au

With any email program, a simple way to increase your productivity is to turn off the auto notifier. It's not necessary to check email constantly throughout the day, and doing so will regularly interrupt more important tasks. It's rare to receive an email that needs immediate attention – usually urgent communication is via telephone.

Process your inbox in batches. Make it once or twice a day, such as first thing and after lunch. Also try to get your inbox down to zero. This will allow you to plough through the rest of your productive tasks without constant interruption. Once you have allocated a set time to check your email and tamed your inbox, deal with one email at a time when checking messages. Read each email and act on it right there and then before moving onto the next one.

Email is like a lot of other technological advances that allow us to do more: it can be a productive business tool or it can become a big time waster. Here are some tips to make email a help not a hindrance.

If you fall into the habit of reading all the emails in the inbox before acting on any of them or waiting a couple of hours before getting back to these previously read emails, you will usually have to re-read all the emails when you get to acting on them, and the chances of missing or forget potentially valuable emails is increased.

Remember to keep any email communication "short and sweet". This benefits you and the person on the receiving end of your email, particularly if that person is busy like you.

Some ways to keep email short and sweet are:

- Don't use unnecessary words and sentences.
- Address the essential - not everything warrants a response.
- Use paragraphs liberally. It's easier to read, and makes your email more approachable.
- Greet the person by name.
- Don't use sarcasm or irony unless you are sure the receiver will understand the intended meaning.
- Sign-off with your name. It can change the tone of your email, and only takes a second or two.

Don't forget that any email that you send needs to be thought of like any other piece of written correspondence: proofread it and never fire off an email when angry.

If you need time to compose a reply, consider sending a bridging email advising the sender that you have received their correspondence and will be replying as soon as possible.

Don't forget to utilise the MTAWA website resources. If you have never accessed the members section or you are unsure of your login details, contact Jade Russell on (08) 9453 7913 or email mtawa@mtawa.com.au to set up your access.

Seminars on Fair Work Act



INDUSTRIAL RELATIONS

Rod Gifford,
Industrial Relations Manager
Contact: 08 9453 7931,
rgifford@mtawa.com.au

The MTA Industrial Relations Department will conduct a series of seminars on the new Federal Fair Work Act, subject to approval from the Federal Department of Education, Employment and Workplace Relations.

Four seminars will be held in the Perth metropolitan area and another ten in regional WA. The seminars will ensure MTA members receive accurate information about their obligations under Australia's new industrial relations system.

So look out for MTA member alerts which will advise of the seminar dates once MTA receives the go ahead for the seminars.

Federal Award Modernisation

The Australian Industrial Relations Commission intends to issue one Modernised Award for the vehicle industry nationally: the Vehicle Manufacturing, Repair, Services and Retail Award 2010.

Employers in the motor trade in WA whose businesses are conducted via a corporate entity will be bound by this Modernised Award from 1 January 2010. They will then cease to be covered by any of the State Awards.

In issuing its statement in late May, the Commission also released a preliminary draft of the Modernised Award.

The MTA Industrial Relations Department has provided feedback on the draft, which was due by June 12, but there will also be further opportunities for parties to submit any objections to the draft as part of consultations with the Full Bench of the Commission.

We have also issued a 'Member Alert' outlining the motor trades' objections to the draft.



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Robert Verran
Managing Director

The Need for Speed

If you left a customer unattended for hours without a salesperson talking to them, what would be the likelihood of selling anything to that customer? According to Carsales WA, a quick response to online enquiries is just as important as in the 'real' world.

One of the least understood aspects of online sales success is a quick response to an Internet enquiry.

Salespeople tend to be direct their efforts to walk-ins first, then phone-ins and finally the Internet. This attitude probably stems from a lack of understanding of how large an impact the Internet has on the modern dealership and the misconception that you can't sell a car over the phone or by email.

When a consumer searches on Google to research a purchase, be it a new microwave or a new car, they get a response from Google in less than two seconds. Yet the response time from many dealers from a Carsales enquiry is more than 11 business hours. That's right: 11 business hours.

Online is about 'here and now' and online consumers are impatient.

Have you booked a flight online recently? It's done and dusted in less than 10 minutes. How would you feel if it took you 11 hours?

If you left a customer unattended on the lot for two hours without a salesperson talking

to them, what would be the likelihood of selling that customer a vehicle? Slim to none, and most likely heads would roll because we understand how important it is to get to the walk-in before they walk away.

Online enquiries are no different.

Ask yourself what the average customer response time to Carsales enquiries is at your dealership. When you think you know the answer call your Carsales Account Manager and they will be able to tell you down to the business minute. In most cases you will be surprised to discover it is much longer than you think.

Only a small percentage of customers will contact the dealership if the dealership does not contact them. This is primarily due to the customer's impatient online behaviour: "I have given my name, email address, postcode and phone number and if the dealer can't be bothered to contact me, they don't want to sell me a car. I will find another dealer that will look after me".



The very best dealers in converting an online enquiry have a contact time of less than 20 minutes.

The best online dealers also understand that when they take a sales call from conventional advertising that the customer is calling the dealership when it is convenient to them. With an online enquiry, when the customer hits the send button they are ready to go. They want to know more about the car and the dealership that has the vehicle.

Every minute that elapses before the dealer contacts them means the customer starts to cool off, has time to find another vehicle or meet a salesperson that will help them buy a car.

Improving your contact time will help you sell more cars.

If you want to sell more vehicles online then contact your Carsales Account Manager or Carsales WA Business Development Manager Justin Hocking on 0411 298 433.

Business Software: more than just accounting

When choosing business software to power your business, the choice comes down to generic or industry specific? It's a choice that can help unlock a powerful business tool.

Generic software will provide business owners with the tools to process creditor and debtor functions and generate reports for your accountant and the Australian Tax Office.

Generally, this type of software will keep basic records of inventory and service repair history of vehicles and is designed to cater for various types of industry but specialise in none, according to Autosoft State Manager Michael Lock.

He said industry specific software contained the same accounting principles and business owners gained the additional features required by an automotive business.

"Automotive business owners using industry specific software have realised that it can be used as a very powerful tool to grow your business and is much more than just something to process your accounting requirements," he said.

"A great example of industry specific software catering to all types of automotive businesses, including dealerships, workshops, spare parts, reconditioning and dismantling, that ticks all boxes is Autosoft Business Management Software."

Industry-specific software can perform several functions business owners need in their daily activities:

- Vehicle history: service and repair (in detail), searchable by licence number or VIN;
- Standard job codes: ability to create common service and repairs negating repetitive writing;
- Service reminder letters: important for customer retention;

- Booking diary
- Vehicle information: ability to store all identification, such as make, model, year and engine;
- Parts inventory: pricing matrix, alternates, supersessions, pictures and bar coding;
- Productivity reports: gross profit per hour, per technician or per job, daily, weekly or monthly;
- Electronic times entry: technicians enter times directly against jobs in real time;
- Email integration: ability to email invoices, purchase orders, reports and remittances; and
- SMS integration: reduce expensive mobile phone calls to notify clients.

If your business is not using industry specific software already, consider the change as an investment in your business. Likewise, industry-specific software used correctly and to its full potential can help grow a business' turnover and profitability.

Managing 457 visa holder employees in an economic downturn

With significant changes to temporary 457 visas and more on the way, Motor asked InterStaff International's Immigration Manager Sheila Woods to explain the changes and what impact they will have on MTA members, particularly in an economic downturn.

Effectively managing labour resources in a time of economic flux presents a challenge for many businesses, particularly when those resources include international personnel such as 457 visa holders.

This year there has seen significant changes to the policy framework governing these temporary visas and the sponsorship obligations that accompany them. Further changes are expected as the Government's focus requires employers to demonstrate what "benefit to Australia" will result from the business employing temporary overseas workers.

An increase to minimum salary levels, the introduction of formal qualification assessments, higher English language levels and a more robust requirement to evidence the training of Australians will all be encompassed in the changes to the 457 sponsorship and visa program during 2009.

The changes will undoubtedly make it more difficult for some businesses to access the sponsorship program while those businesses that already employ temporary overseas workers must ensure that they evaluate the changes and make the necessary arrangements to facilitate the new requirements.

Changes to Minimum Salary Levels

From 1 July 2009, the minimum salary level for subclass 457 visa holders will increase by 4.1%. Where a subclass 457 visa holder is being paid the minimum salary level, the Department of Immigration and Citizenship (DIAC) will require an increase to be effective on 1 July. This will apply to current 457 visa holders and any pending applications for 457 visas.

The minimum salary can vary according to occupation and the location of the sponsoring business and the 457 visa holder (i.e. regional or non-regional). For instance, the current minimum salary for a non-regional, non-IT occupation is \$43,440 (based on a 38-hour week). If your business engaged a 457 visa holder as a Motor Mechanic on a base salary of \$43,440, the business will be required to provide the increase in salary on 1 July.

Changes to Conditions

At the time of engaging a temporary overseas worker, your business agreed to continue to pay the 457 visa holder the minimum salary. Any reduction or restructuring of working hours for a 457 visa holder may put your business in breach of this obligation and result in the DIAC issuing a sanction to the business. Reduction in working hours is, with very few exceptions, not possible for a 457 visa holder.

Similarly, any changes to the duties and responsibilities of the sponsored worker may also have an impact on the continued eligibility of the business to sponsor the overseas worker, particularly if the changes result in the person working in an occupation other than was originally approved by the Department. It is vital that you consult the Department or a migration professional before making any changes to the working conditions of sponsored employees.



When considering redundancy, the key considerations are expanded where overseas personnel are concerned. Businesses must consider the costs of the obligations that apply to their employment of the sponsored worker and his or her family, particularly repatriation costs.

If a 457 visa holder is made redundant and the individual concerned does not obtain alternative employment and secure another visa, the sponsoring company is obligated to ensure the costs of return travel for the person and any sponsored family member is met.

Sponsorship for Permanent Residence

One way of removing this risk from your business and helping the overseas worker and their family is to provide the option of sponsorship for permanent residence.

This will remove the burden of compliance and undertakings from the sponsoring business as the employee transfers from a temporary to a permanent visa, while the sponsored worker and his or her family can rely upon the certainty of being able to stay in Australia.

The Government's policy in 2009 has been to encourage temporary sponsored workers to make the transition to permanent residence and commit their skills to Australia.

Where this is not a choice, sponsors should ensure good record keeping and reporting procedures to maintain compliance with obligations and seek advice if in doubt.

For more information on 457 visa employees, contact MTA Training and Recruitment on 9453 7900 or InterStaff International on 08 9221 3388.

Leveraging your car yard relationships



Business Doctor

Jeff Miles – www.thebusinessdoctor.com.au
0413 606 089

Most small business owners operate like a 'shag standing alone on a rock'. They get trained as an apprentice, much like any professional, to be a good tradesperson, a person of competence in their profession. But they are not taught any business or marketing skills.

For three or four years these sole traders are being trained in their profession. But nope, not a sausage of training in how to run a business or generate sales.

Well listen up, because I'm going to tell you in the next three minutes about leveraging your relationships.

As an automotive repairer you don't work in isolation because there is a link between you and other service providers.

As wheel balancing links to tyres and tyres link to brakes and brakes link to wear and tear on a vehicle, so too does the customer link to us - well their vehicles do. So what can we do to get this leveraged?

Now once you know the answer to this question, don't tell anybody else. It must be our secret. You see, leveraging is such a closely guarded secret that nobody does it. It's almost as if nobody wants to know about making their lives easier. But once you know it, it is a simple way to grow your business.

All you need to do is find out who has your customer before you, then find out who has your customer after you.

That's it. So where do the car yards fit in to? As automotive repairers we fix cars, trucks and other vehicles that someone sells.

And when the customer is sick of their vehicle, they sell it again and in most cases it ends up in another car yard.

Now, here is where the leverage comes in. Why not look around at the car yards that don't have their own mechanics. There are literally dozens along any arterial road in any city in any country.

Look for the car yards and walk in just after lunch, even better go in to the car yard around 4pm and see the faces of yard managers who have not met budget.

Walk up to them and make their day. Tell them that you have lots of cars that could be for sale. Then tell the yard manager that they don't even have to pay to buy the car but can have it for sale whenever they have a customer who wants to buy one.

You see, as automotive repairers you have customers who sometimes just get sick of their car. They are looking for a friend to help them and that friend could be you.

Now what you do is simple – just ask your customer if they are happy with their car? If they are, then that is great. If they are not, then as their friend you are supposed to help them with their problem.

In helping them you are also helping the Yard Manager and as a consequence yourself.

You see if your clients want to get into another car, you can ring your friend the Yard Manager and tell them that your other customer friend wants another car and you want to know if he can find the type of car that your customer friend wants.

Let's assume that your Yard Manager friend can help and find the ideal car, and that your customer wants to trade the car.

Congratulations, you have just used leverage. Your customer still comes to you with their newer car. The Yard Manager can now sell a car, and here is the best bit.

The Yard Manager signs the new owner of the vehicle up for two years of Fixed Fee Servicing. That's right, the Yard Manager sell the new buyer vehicle servicing for two years.

Even if you discount your service rate, you keep the original customer and their new car and also get another new customer and the old car back again on a two year contract.

Now that is leverage.

So, look around your local area, find a car yard that does not do its own repairs. Walk in and say hello. In fact, make their day by buying a coffee and taking it to them. They will look at you as if you are Santa Claus.

Until next time, think of service, think of making your customers life easier. Think about your customers' problems and how you might try and solve them.

If you have any stories you want to send me or want to ask a question, drop me a line at www.thebusinessdoctor.com.au.

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Very swish

Winter is often the time many people upgrade an item that affects safe driving: the windscreen wipers.

Tridon's newly released FlexBlade range of wipers brings the latest in European wiper technology to the Australian market.

The manufacturers say the FlexBlade range features innovative design and construction that ensures increased performance over traditional steel blades.

Using 'flexor strip technology', these wipers deliver even pressure distribution across the windscreen, resulting in a low-noise wiper as well as extending the rubber life and increasing UV protection.

The FlexBlade range is available in four arm styles, including direct fit replacement and hook upgrade from conventional steel blades.

Available from Coventrys stores



Closer inspection

Snap-On Tools has released the BK5500 Video Inspection Scope, which has several automotive uses, including for engine work, air conditioner, under dash work, suspension and transmission work, in body panel cavities, and machine tool inspection.

It features a hook, stand and magnets for hands-free operation, a 36-inch long

flexible shaft and a 75-inch shaft bend radius for great flexibility.

The 8mm diameter imager head fits into most spark plug holes, and quick connect system allows users to change heads for different applications. The unit also comes with a magnet attachment and a 90-degree mirror attachment.

Available from Snap-on Tools

A big lift

A new range of lifting equipment, including bottle jacks, jack stands and trolley jacks, is available for the workshop.

The 'Kincrome Workshop' range includes 10 bottle jacks ranging in load capacity from 1850kg for small vehicles to heavy duty jacks with load capacities of 20,000kg for heavy vehicles. Included in the

range are two compact squat bottle jacks to get under lowered vehicles or use in limited spaces.

Three 'pin type' jack stands are also available along with four hydraulic jacks. Ranging in load capacity from 1350kg-2000kg, the hydraulic jacks include swivel castors and large saddles for accurate positioning.

Available from automotive stockists



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MTA partners – special offers for members

The MTA has secured special partnership arrangements with several companies to help make your MTA membership pay. Here, you will find our MTA partners and details of the special rates and offers available to MTA members. Watch this space for new partners and updated offers.

M2 TECHNOLOGY

Fuel up for the challenge

It is inconceivable to run a car without fuel, so why would you run your business without the proper marketing tools?

In today's ultra-competitive market, businesses need to ensure they have the correct tools in place to not only attract potential customers, but to maintain their existing client database.

M2 Technology – an Australian owned and operated company since 1993 – is dedicated to providing small-to-medium enterprises with the very best tools to assist businesses as they move forward, from call management and on-hold messaging to IT support and web design.

"Businesses that optimise, rather than increase their advertising and marketing efforts in these tough economic times will survive

and thrive," Managing Director Kevin Green says. "Regardless of whether you spend \$100 or \$100,000 getting people to ring you, when they do make sure you optimise that opportunity to market your business' products and services with M2 On Hold. Tell your customer what you want them to know.

"As an MTA partner, we not only understand the needs of members, we also pride ourselves on providing professional, creative and informative on hold marketing and website packages, giving your business an edge in this competitive market."

Mr Green gave the example of long-standing MTA member Premier Motors as a business successfully managing their marketing as well as running the core aspect of their business. Premier Motors and M2 Technology have been working together for the past 15 years, ensuring up-to-date and fresh information is reaching their callers.

For further information on how M2 Technology can assist your business contact (08) 9316 1466 or visit www.m2t.com.au

Commonwealth Bank



The Commonwealth Bank provides all MTA members with a range of great benefits – big savings on business and personal loans, plus exclusive fee discounts and bonus interest. All members have a personal banker and can contact Karen Frey on 08 9215 8526 anytime to be directed to their personal banker.

West Club



In January 2009, members received their Westclub/MTA directory, which includes 12 months membership, a 2009 Discount Directory and Membership Card, access to discount tickets to cinemas and Rottnest Island, fantastic events all year round, plus discounts on everything from restaurants to hotels, home and garden, and shopping. Members also have access to the exclusive online Wineclub at www.westclubwines.com.au, which features no joining fee and free delivery in the metropolitan area. For more information, visit www.westclub.com.au.

Noel Berent Advertising



Noel Berent Advertising has enjoyed a long and successful association with the MTA, creating, booking and organising its advertising for many years. Members looking to expand can take advantage of Noel's extensive experience in planning, media buying, marketing, creation and production of all forms of advertising - with the assurance of total customer service. Contact Noel Berent on 08 9245 8881 or nberentadv@bigpond.com

Members Equity Bank



Let Members Equity Bank (ME) help you with competitive, low fee products with exceptional and convenient service. ME is 100% owned by 37 of the country's leading industry superannuation funds and was established to provide working Australians with low cost banking. For more information visit www.membersequity.com.au or call Steve Cartmall on 0411 659 076.

Capricorn Society Limited



Established as a co-operative in Perth in 1974, Capricorn Society Limited is now over 12,000 members strong in three countries. Their members own and manage Capricorn, with purchases exceeding \$750 million a year from around 1,300 top name suppliers. Capricorn operates its own Mutual (insurance alternative), travel agency and finance division. Call 1800 999 233 or visit www.capricorn.coop to see how you can save time and money.

IRDI Legal



MTA members receive a free initial consultation on any legal issue. Irdi Settlements will also negotiate a discount on property conveyancing for MTA Members on a case-by-case basis.

Dun & Bradstreet



Do you get tired of empty promises? For \$99 you can become a member at our MTA WA discounted rate with preferential commission charges. D&B have a proven track record to recoup monies outstanding while educating your debtors of your terms of trade. To take advantage and improve your cash flows please contact Jason Sutherlin on 08 9426 1845 to discuss and recoup your monies outstanding.

The West Australian

The West Australian

The West Australian's long association with the MTA, and its status as the MTA's preferred media partner, is very important to the newspaper. In 2008, The West celebrated its 175th year of publication, with its ongoing extensive motoring coverage and product development supporting the automotive industry every week. In 2009, the Motoring team continues to present the latest information to its strong base of advertisers and readers.

SGIO Motor Trades



SGIO Motor Trades is the MTA's preferred insurance provider. As specialists in the motor trade and risk management, SGIO provides industry know-how to help tailor the right package for MTA members. Each member also receives a free risk assessment before joining SGIO Motor Trades. Speak to one of SGIO's motor trade specialists today on 132 338.

AADA

Australian Automobile Dealers Association

Chairperson, **Frank Schwarzbach**
 Division Manager, **Peter Fitzpatrick**

Clarity in Pricing Legislation

The Clarity in Pricing legislation, which requires a single and final price for consumers to be displayed in all vehicle advertising, came into effect on 25 May 2009. All AADA members have been provided with a copy of Australian Competition and Consumer Commission (ACCC) Guidelines that provide adequate information for dealers to ensure their advertising material complies with the new law.

Discussions are continuing with the ACCC about national and co-operative advertising campaigns particularly on any drive-away price that might fix the dealer delivery fee, which in itself would constitute a breach under the price fixing provisions of the Trade Practices Act.

The new rules also clearly allow for stamp duty to be excluded from the final price of a used vehicle on the basis that this is a separate transaction with the relevant Government department and does not form part of the price of the vehicle at the time of sale.

Stamp Duty on Dealers' Vehicles

MTA is discussing amendments to the Duties Act 2008 with the State Treasurer that would remove some of the extensive record keeping requirements on trading stock within dealerships as a result of a State Revenue Ruling which interprets the minor incidental purposes test under Section 245 of the Act. A working group has been established to help the Government reach a sensible compromise in the tax treatment of dealer vehicles under the Duties Act.

It has been suggested to the Treasurer that a massive paperwork burden would be removed for dealers if all vehicles within a dealership were regarded as trading stock and as being available for demonstration or sale irrespective of their daily use. Specific exceptions include:

- Capitalised items that are used as part of the business of the dealership
- Long-term loans to family members or friends
- Loans to community groups other than recognised charities
- The hiring of vehicles to customers whose vehicles are not being repaired or serviced by the dealership during the term of the hire.

It has been suggested that in all other cases dealer vehicles should be regarded as being exempt from stamp duty.

Repairer Licensing

All dealers are reminded that they need to complete the requirements to licence their workshops by 30 June. Failure to do so can result in substantial financial penalties.

It is also worth noting that any corporate customer that has vehicles serviced with an unregistered workshop could be liable for fines up to \$5,000. Dealers need to ensure therefore that their premises are licensed to protect their customers from potential prosecution.

Floor Plan Finance

The establishment of a special purpose vehicle entity by the Commonwealth Government (Ozcar) has provided an important safety net for profitable dealers that might otherwise struggle to obtain appropriate terms and conditions for floor plan and other dealership finance. The foresight of the MTAA in urging the Federal Government to establish this fund became evident recently when Ford Credit advised that it needed to utilise the special purpose entity to continue to provide finance for Ford dealers around Australia.

The fund remains available for any dealer who is experiencing severe difficulties in obtaining affordable credit from a finance provider.

Movement of Cab Chassis Vehicles

As a result of correspondence with the Minister for Transport and subsequent negotiations with his Department, arrangements are now under way to draft regulations for cab chassis vehicles to be driven on the roads rather than floated or towed. The new regulations will require vehicles to be roadworthy rather than strictly complying with vehicle standards.

Drafting of regulations and their tabling in Parliament will take some weeks to complete.

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LMVD: Peter Fitzpatrick	9453 7901,	pfitzpatrick@mtawa.com.au
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WAFMD: Graeme Sinden	9453 7911,	gsinden@mtawa.com.au
WATDA: Marie Donato	9453 7912,	mtonato@mtawa.com.au

New Vehicle Sales – May 2009

New vehicle sales as at May 2009 were still in decline on a year-to-date basis. Most dealerships experienced a substantial reduction in sales due to the current economic conditions and a reduced number of trading days in April. New car sales are down 19.2% nationally and 21.3% in WA so far this year. The national sales figures as at May 2009 were:

Total	Month		YTD		Variance +/- Vol. & %			
	2009	2008	2009	2008	MTH	YTD	MTH	YTD
ACT	1,174	1,289	5,934	6,751	-115	-817	-8.9%	-12.1%
NSW	22,958	26,334	109,158	132,584	-3,376	-23,426	-12.8%	-17.7%
NT	851	1,025	3,635	4,781	-174	-1,146	-17.0%	-24.0%
Qld	15,884	18,672	73,934	93,900	-2,788	-19,966	-14.9%	-21.3%
SA	5,025	5,803	22,623	27,295	-778	-4,672	-13.4%	-17.1%
Tas	1,404	1,585	6,399	7,525	-181	-1,126	-11.4%	-15.0%
Vic	19,995	23,865	91,659	113,691	-3,870	-22,032	-16.2%	-19.4%
WA	8,150	10,067	39,034	49,627	-1,917	-10,593	-19.0%	-21.3%
Total	75,441	88,640	352,376	436,154	-13,199	-83,778	-14.9%	-19.2%

Market Segment Sales WA – May 2009

	Month		YTD		Variance +/- Vol. & %			
	2009	2008	2009	2008	MTH	YTD	MTH	YTD
Passenger	4,114	5,269	20,645	25,933	-1,155	-5,288	-21.9	-20.4
SUV	1,827	2,142	8,784	11,206	-315	-2,422	-14.7	-21.6
Light Commercial	1,903	2,206	8,288	10,618	-303	-2,330	-13.7	-21.9
Heavy Commercial	306	450	1,317	1,870	-144	-553	-32.0	-29.6
Total Market	8,150	10,067	39,034	49,627	-1,917	-10,593	-19.0	-21.3

Used Vehicle Sales April 2009

Overall	Seller	Buyer	Number
	Dealer	Dealer	3,715
	Dealer	Private	10,248
	Private	Private	16,959
	Private	Dealer	8,184
Under \$5000	Seller	Buyer	Number
	Dealer	Dealer	1,327
	Dealer	Private	2,181
	Private	Private	11,532
	Private	Dealer	709
	Auction	Dealer	66
Auctions	Seller	Buyer	Number
Overall	Auction	Dealer	67
	Auction	Private	60
	Private	Auction	62



Inspection of Vehicles

Further meetings have been held with the Department for Planning and Infrastructure to have self-inspection of vehicles less than three years old and that travel less than 60,000km extended to include all on-line dealers from the 14 dealerships that are part of a trial. The Department has advised that it is still dealing with some issues that came to light during the self-inspection trial and this had delayed widening inspection to other dealers.

The MTA will continue to press for an expansion of the self-inspection scheme.

Tax Break for Small Business

Dealers have been provided with extensive information via Member Alert of the 30% tax break available to general business for new or demonstrator vehicles acquired by 30 June and the 50% tax break for small business for vehicles acquired by the 31 December 2009. These new tax concessions are providing an

excellent marketing tool for dealerships in a difficult new vehicle market.

Advice has also been provided to dealers that demonstrator vehicles must have only been used for demonstration and not as drive cars by staff within dealerships to qualify for the investment allowance.

Removal of Licence Stickers

The State Government's decision to remove licence stickers will create control and possible legal liability issues for dealerships that will now need to access registration papers at the earliest opportunity to determine the registration status of vehicles presented as trade-ins.

A letter has been written to the WA Premier, who announced this cutback, requesting that the matter be reviewed because it is likely to be considerably inconvenient to dealerships and could create liability issues if dealership staff drive unlicensed vehicles because of the absence of the registration sticker. It has also been pointed out that the removal of the sticker could result in a higher incidence of unregistered vehicles on the State's roads.

At time of writing, no response has been received from the Premier or the Government on this matter.

US Car Manufacturer Bankruptcy

The chapter 11 bankruptcy of Chrysler followed by General Motors (GM) in the US will ultimately have some bearing on these brands in Australia. The MTA continues to monitor the situation closely to determine if there will be any impact on subsidiary operations

in Australia or whether there is likely to be any significant changes in stock availability caused by production cuts.

Statutory Warranties and Conditions

The MTA will make submissions to a Federal Government review of statutory conditions and warranties to ensure there are no adverse implications for Western Australian dealers. The review is likely to have some impact on State Law governing warranties provided on new and used vehicles by dealerships. The Commonwealth Review, which is being conducted through the Commonwealth Consumer Affairs Advisory Council, will examine the adequacy of existing laws, conditions and warranties implied into contracts for goods and services under the Trade Practices Act and State and Territory Fair Trading legislation.

Australia's Future Taxation System

As part of a Commonwealth Government review of Australia's tax system, the motor industry nationally through the MTAA has called for the abolition of luxury car tax, the removal of GST on second hand vehicles, a review of the fringe benefits tax paid by dealers, the avoidance of situations where taxes are paid upon taxes, and an alignment of stamp duty to avoid distortions from vehicle fleet managers shopping around States and Territories for the lowest purchase cost.

An announcement on the findings of the tax review is not anticipated until late 2009.

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APRAWA

Auto Parts Recyclers Association of WA

Chairperson, **John Purshouse**
Division Manager, **Mark Wyncoll**

APRA WA Committee Meetings

The most recent Committee meeting was held on Tuesday 21 April. Meetings are usually held on the third Tuesday of alternate months with the next meeting due on Tuesday 16 June 2009. Please advise Division Manager Mark Wyncoll if you have any items that you wish the committee to discuss.

APRAA & AMBRA Joint Meeting

As reported in the previous edition of Motor, APRAA and the Australian Motor Body Repairers Association (AMBRA) held a joint meeting at the MTAA Offices in Canberra on March 25. More detail will be included in the APRAWA newsletter, which will be available online around the time you are reading this.

APRAWA General Meeting

An APRAWA general meeting was held on Tuesday May 26 at JTW Auto Parts. The feature of this meeting was to inspect the refurbished premises at JTW in O'Connor, which incorporates a SEDA environmental drainage system. Details of this meeting will be included in the next issue of Motor.

Restricted Transitional Air-Con Licence

Work has commenced on development of a competency-based "Restricted" handling licence purely for the decommissioning of hydrocarbon based refrigerant systems.



In the interim, APRAA is recommending that any member's employees who decommission vehicle air-conditioning systems but do not have a licence should obtain a Refrigerant Recoverer Transitional Licence. Visit the ARC website, www.arctick.org, for more information or contact Division Manager Mark Wyncoll for a quick guide to be forwarded to you.

APRAA Yard Tour 2009

The next yard tour will be hosted by Western Australia in November 2009. Watch this space for more details.

Clarity in Pricing Amendments

The new inclusive pricing rules under the Trade Practices Act now apply. Members who sell motor vehicles can download guides to motor vehicle pricing and component price advertising at www.accc.gov.au/content/index.php/ml/itemId/322968#h3_28.

ARD

Automotive Repair Division

Chairperson, **Peter Day**
Division Manager, **Graeme Sinden**

Servicing Hybrid Vehicles

Changes in technology in vehicle manufacture and design continue to be the major issue for the ARD division. This was highlighted at the last ARD committee meeting where the subject of servicing hybrid electric vehicles was debated.

There is no doubt more and more of these vehicles will start entering the market as almost all major manufacturers have them either in production or on the drawing board. The ARD Committee is concerned as the introduction of these vehicles will bring challenges for repairers. As there is a 240 volt electricity supply from the power source to the onboard charger, only licensed electricians will be able to diagnose and repair these components under current licensing requirements.

Battery technology has improved dramatically and in some cases these new hybrid vehicles can accept a full charge of current in about the same time as it would take to fill the vehicle with petrol. But, battery voltages can be lethal and therefore the question of correct servicing techniques and appropriate training for auto electricians and or the vehicle service industry must be addressed.

The ARD committee through the MTA is discussing this issue with the Department of Commerce's Energy Safety Division.

Business Licensing

Business licensing issues were again discussed during general business and although there are elements of the licence application process the motor industry would prefer changed, a recent MTA survey of its members showed that 80% of members supported the licence.

Air conditioning licence numbers

The requirement to display air conditioning licence numbers on all advertising material is causing some concern for franchise or multiple store outlets where the licence number for each store must appear in a single block advertisement. Graeme Hooley has taken up this issue on behalf of the committee and will report his findings at the next meeting.



BRD

Body Repair Division

Chairperson, **Wayne Phipps**
Division Manager, **Marie Donato**

Division General Meeting

The Division held a general meeting in Perth in late May attended by about 85 members. Attendees were briefed on several industry issues including:

- an update on the New Times And Rates trial;
- how body repairers can use the industry Code of Conduct to address ongoing problems with insurance companies;
- an explanation of Collective Bargaining legislation and how it can assist the industry;
- an update on what the Division is doing to address concerns with repairable write-offs;
- a briefing on the new 'investment allowance' and how members can access it;
- a briefing on 'clarity in pricing' legislation; and
- details of the BRD industry quoting and business seminar.

Body Repair Industry Code

Members are encouraged to use the Motor Vehicle Insurance and Repair Industry Code of Conduct if they have disputes with insurance companies.

The Code, which has been in operation since 1 September 2006, is voluntary in all states and territories other than New South Wales, where it is mandatory. More than 2000 smash repairers and 23 insurance companies, representing most major participants in motor vehicle insurance, are signatories to the Code.

The Code Administration Committee (CAC) is made up of three appointees from the Motor Trades Association of Australia and

three appointees from the Insurance Council of Australia. The CAC is responsible for the administration, monitoring and promotion of the Code.

All members have received a copy of the Code and no doubt have read the content. One of its key principles is the provision of efficient, accessible and transparent dispute resolution to address disputes between individual repairers and insurers. There are two levels of independent dispute resolution (IDR) available under the Code. Where issues cannot be resolved between repairers and insurers at the local level the matter can be raised through the insurance company's internal dispute resolution process.

Disputes that cannot be resolved at this level can then be raised through the Code's external dispute resolution (EDR) process. The CAC has appointed LEADR Mediation to provide repairers and insurers nationally with an easily accessible and cost effective external resolution service.

This is an excerpt from the latest Annual Report put out by the CAC and is worthy of note:

"For the period 1st September 2007 to 31st August 2008 a total of 10 matters were raised through IDR nationally, across all signatory insurance companies. For the same period only 1 EDR dispute was raised and this was resolved to the satisfaction of both parties. These levels of dispute compare favourably with the disputes recorded during the first year of the Code's operation when 23 IDR and 2 EDR disputes were recorded.

While it is suggested by repairer representatives that there may be a reluctance on the part of some repairers to raise issues through the dispute resolution process due to concerns about repercussions (whether actual or perceived) from some insurance companies,

the low level of disputes can only lead the CAC to conclude that the vast majority of matters are being resolved at the local level between insurers and repairers."

It is important the CAC obtain an accurate understanding of what body repairers are experiencing in their interactions with insurance companies. However if members are reluctant to submit complaints via the dispute resolution mechanisms, it may be that an incorrect assessment is made by CAC of difficulties experienced. So members are encouraged to use the resolution mechanisms of the Code to address disputes.

The Division has produced a simple form that helps members to submit a concern. The form is available in the Members Only section of the MTA WA website.

New Times And Rates

The Division continues to closely monitor the New Times And Rates pilot program with SGIO. Several meetings have been held with the insurer to gain a clearer understanding of how NTAR works to benefit body repairers. Concerns with this still continue, however a final review will be conducted when the trial ends and reported back to members.

Members involved in the trial are encouraged to consider the MTA WA Confidentiality Agreement negotiated via Deloitte as it has been designed in the best interests of the repairer.

Paint Price Increases

In 2008, several Australian paint companies increased the price of their paint and refinishing products in response to an increase in world oil prices. Given that world oil prices have stabilised at a lower level, the MTAA on behalf of AMBRA has written to several paint companies. The letter can be viewed in the Members Only section of the MTA WA website.

CVIA

Commercial Vehicle Industry Association

Chairperson, **Barry Ward**
 Division Manager, **Graeme Sinden**



2009 Perth Truck & Trailer Show

With only a few weeks to go, the Truck Show organising committee is well into the final stages of preparation. We will soon be commencing the advertising campaign to raise community awareness and expect a great turnout over the three days of the show. This year, the show will be hosting the WA State WorldSkills Competition and Final for apprentices to test their skills against their peers, including refrigeration apprentices - a new category for the competition.

Annual General Meeting

For those who were unable to attend the Annual General Meeting of the CVIAWA held recently at MTA House, we would like to introduce your committee for 2009/2010:

- Barry Ward (Chairman) Scania Australia
- Dante Travaglini (Vice) Support Vehicles Australia
- Brian Vernon Waitons New & Used Trucks
- Graham Knox York Transport Equipment
- Terry Harwood Westrac Pty Ltd
- Russell Fletcher General Transport Equipment
- Roy Lombardi Howard Porter

- Graham Wilson TL Engineering
- Frank Johnston Major Motors
- Michael Johnson Jost Australia

The new Committee line-up has a wealth of experience and includes a wide variety of individuals from various sectors of the transport industry. We would like to remind members that monthly committee meetings are open for anyone to attend and contribute. Meetings are held at MTA House on the first Friday of each month at 7.30am. If you would like to come along, contact the Division Manager.

Gross Vehicle Mass (GVM) Reductions

A meeting was held recently to discuss GVM ratings with the Department for Planning and Infrastructure (DPI) and industry representatives from the manufacturing sector, including Major Motors, WA Hino and Skipper Trucks.

DPI advised the meeting that the acceptance of reduction of gross vehicle mass (GVM) ratings may be carried out provided the requirements of the National Code of Practice for Heavy Vehicle Modifications (VSB6) are adhered to. This VSB6 code applied to vehicles with a GVM over 4.5 tonnes and the process for reduction of GVM is outlined in the "S" section of the code.

VSB6 applies to modifications to heavy vehicles both before their first sale in Australia (new vehicles) and after their first sale in Australia (vehicles in service). However, there are restrictions:

- Under VSB6 Modification Code "S1", it is clearly stated that modifications are

not covered under the code where the GVM rating reduction is undertaken for the purpose of reducing the statutory charges applying to the vehicle at the manufacturer's GVM;

- Reducing a heavy vehicle GVM to 4.5 tonnes or less changes its category from a heavy to light commercial, therefore it is not covered under VSB6 and not acceptable to this jurisdiction; and
- Reducing a heavy vehicle GVM to a lower mass within the heavy vehicle category maintains the requirement for statutory charges for heavy vehicles and therefore may be acceptable. However approval in writing is required from the DPI's Vehicle Safety & Standards section before any alteration.

The Department's policy is that the reduction of heavy vehicle GVM to 4.5 tonnes or less and consequent changing of vehicle category is not acceptable. In addition, a reduction in GVM for the sole purpose of changing driver's licence category is also not acceptable in any instance.

While this outcome was not necessarily what the industry was hoping for, it did provide answers and clear guidelines for all to follow. The industry was of the opinion that each was on a level playing field and could by making adjustments to their ordering systems, for example, overcome any difficulties with stock levels.

If any member is experiencing issues with stock levels or if adopting this policy in the 'short term' is negatively impacting their business, the DPI is willing to work with the industry to overcome any issues.

Going forward, the CVIA Committee will continue working with the DPI to monitor the situation and address any issues that develop for members.

ERA

Engine Reconditioners Association

Chairperson, **Ashley Wilson**
 Division Manager, **Graeme Sinden**

ERA National Meeting Update

Congratulations to Division Chairman Ashley Wilson, who was re-elected as Chairman of the Engine Reconditioners Association of Australia at the ERAA Annual General Meeting held recently at the MTAA offices in Canberra.

Topics for discussion during the meeting included an update on the Auto-Specs program, continuing training and skills shortages in the industry and various government regulation matters.

Auto-Specs Update CD

Subscribers of the Auto-Specs software should have received the latest update CD, version 3.7.11, in the mail recently. Anyone wishing to subscribe to the ERAA's specialist engine reconditioning software should contact Jo Ogden (jogden@mtawa.com.au) for details.

AGM and Next Meeting Date

All engine reconditioning members are welcome to attend our bi-monthly meetings. Planned agenda items for the Monday 8 June

meeting included a brief AGM and an update on apprenticeships and traineeships by MTA Training and Recruitment Manager Kareena Waters.



4WDIA

4 Wheel Drive Industry Association

Chairperson, **Jessica Da Silva**
 Operational Support, **Julie Anaru-Johnson**

Not all gloom and doom

While some in the automotive industry are definitely doing it tough at the moment, many

seem to be weathering the "Global Economic Crisis" without a hitch. The 2009 Perth Caravan and Camping show held recently at

the Claremont Showgrounds was the perfect opportunity for our members to promote their businesses and sell as much product as possible.

On display were the latest in caravans, motor-homes, camper trailers and camping equipment. Eureka 4WD Training offered 4WD

recovery demonstrations showing the correct way to get both vehicle and camper trailer safely out of a messy situation.

The show was well attended by MTA members operating in this part of the industry with feedback indicating that overall it was a successful weekend with 'plenty of smiles and sales'.

'Off Road' 4WD?

So what is an 'Off Road Vehicle'? If you think it's the 4WD you see in your local shopping centre car park, then you are mistaken.

The definition of an off road vehicle is "a vehicle that's not registered to be driven on our roads", such as some motorbikes, quad bikes and beach buggies.

Access to our parks, camping grounds, forest tracks and beaches for genuine recreation should continue, however access is often denied because of a rogue few. It's that rogue few that we need to try and educate because if we don't track closures will continue and the responsible majority will suffer because of it. Eureka 4WD Training offers a range of driver training courses and is one of only a few nationally-recognized 4WD training organisations registered here in WA. Their training is based around environmentally friendly four wheel driving.



Contact Steve or Ray at Eureka 4WD Training for full course content and details.

A Cure for Stress

Do you suffer from 'Urban Overdose Syndrome', 'Fast Lane Phobia', 'Email Mania', or 'Ringtone Rage'? Well, the perfect cure has been found - the incredible new Outback Oil.

"Like us, if you are stressed, tired of all the doom and gloom and desperate for a break, consider a tag-a-long tour with Jeremy, Jan and the crew at Global Gypsies," said Jan Barrie from 4WDIA member Global Gypsies.

"Made up of fresh air, sunny skies and starlit nights and amazing WA scenery, a good dose of Outback Oil will have you feeling relaxed and rejuvenated in no time.

"Clients on a Global Gypsies tag-along-tour

drive their own or a hired 4WD and travel in convoy led by an expert guide. They explore remote areas accessible only by 4WD while in safe hands. Clients don't necessarily need previous off-road driving experience as 4WD tuition is part of the service."

This recent tongue-in-cheek announcement of a fictitious product - Outback Oil - was a clever and successful way for Global Gypsies to promote their tours in the media. While the product does not exist, the rest of the information about the company and their tours is true.

This year's expeditions include such spectacular destinations as the Canning Stock Route, Rudall River and Mt Augustus, the Kimberley and Bungle Bungles, and Holland Track. For full details, contact Jan or Jeremy at Global Gypsies.

For more information on Global Gypsies, see page 16 of this edition of Motor.

Meet our Members

We would like to highlight one of our 4WD members in each edition of Motor magazine. If you have an interesting story relating to your business or the products and services your business offers, contact Julie via email or phone. Please include photos so we know what you look like.

IVD Imported Vehicle Division

Chairperson, **Bryan Hubbard**
Division Manager, **Peter Fitzpatrick**

ACCC Monitoring Vehicle Brokers

The Australian Competition and Consumer Commission is monitoring brokers' advertisements for misleading and deceptive conduct following a meeting with the Imported Vehicle Division in Perth.

Three representatives from the IVD met with the Director and the Assistant Director of the ACCC to discuss misleading and deceptive behaviour by brokers in WA and other states in the imported used vehicle area.

The ACCC representatives were shown several examples of how imported vehicle brokers mislead consumers by placing vehicle prices on their websites that are well below the ultimate cost of the vehicle when fluctuations and currency are taken into account and customs duty and compliance costs are added to the final price.

The subsequent response from the ACCC advised that the Commission was now monitoring the representations made by brokers in their advertisements for possible breaches of Section 52 of the Trade Practices Act relating to misleading and deceptive conduct.

Removal of Registration Stickers

The IVD Committee has expressed concern about the State Government's decision to remove vehicle registration stickers because of risk and liability issues where mechanics might unknowingly test drive unregistered vehicles.

The committee noted that the Division Manager has written to the Premier pointing out some of the problems that the decision not to continue with registration stickers as part of the vehicle renewal process will cause the motor industry.

Finance Issues

There appears to be an ongoing problem with imported vehicle businesses obtaining sufficient finance for the successful operation of their businesses. The MTA is discussing this issue with a bank in the hope that special packages can be offered or, in the very least, adequate finance facilities can be provided to imported used vehicle dealerships.

Insurance Problems

A further meeting has been held with SGIO Motor Trades Insurance about problems with insurance coverage for imported vehicle businesses. It is intended to put a special case to these companies to ensure continuity of cover for imported vehicle dealerships.

We believe some misinformation about the availability of obtaining spare parts for imported used vehicles has led to difficulties with insurance cover. The IVD committee is adamant that there is no such problem and that insurance cover should be afforded to imported used vehicle dealerships in the same way as most other motor industry businesses.

Clarity in Pricing

Clarity in Pricing legislation, which came into effect on 25 May, will provide some certainty

for imported vehicle dealers in the advertised price of their vehicles and will help to remove some of the undesirable practises that have crept into the industry in providing a clear final price to customers.

Dealers will also welcome the advice that stamp duty does not need to be included in the final price of an imported used vehicle because that is a separate transaction between the customer and the State Government. This means that imported vehicles sold by dealers in Western Australia will be in the same position as private sales, which are not required to disclose the stamp duty amount.

Small Business Tax Concessions

While imported used vehicle dealers would have preferred tax concessions for acquiring new assets to also apply to used vehicles, they have welcomed the initiative because it enables them to acquire new equipment for their businesses using these substantial tax benefits.

Eastern States Dealers in WA

The IVD committee continues to monitor undesirable and illegal practises in the imported vehicle area and has established a link with the Department of Commerce's Motor Vehicle Branch, which investigates illegal dealing practises.

One of the concerns that has been raised with the committee is that dealers from other States and Territories continue to sell vehicles in Western Australia without holding the relevant WA dealer's licence. All cases where this is detected will be referred directly to the Motor Vehicle Branch for investigation.

LMVD

Licensed Motor Vehicle Dealers

Chairperson, **Grant (Frosty) Julian**
Division Manager, **Peter Fitzpatrick**

Vehicle Inspections

Some dealers have complained about time delays in having vehicles inspected and a lack of consistency in the way the Department for Planning and Infrastructure is applying regulations on vehicle licensing. There is also concern that department officers have different interpretations of their own regulations: there have been differences between one licence centre and another and between individual inspectors working within the same centre. Problems with waiting times for inspections appear to have returned at some centres, particularly those using the booking system where there are still queues even when dealers arrive at the appointed time. In some cases it has been taken three weeks to get an appointment.

These concerns have been taken up with department officials and correspondence will be initiated with the Minister.

Clarity in Pricing Legislation

The Clarity in Pricing legislation came into effect on 25 May 2009 and the ACCC booklet that outlines how single price advertising

should be applied by car dealerships has been referred to all LMVD members. It is not anticipated that there will be any problems with used car dealers adhering to these rules, particularly as the ACCC has clearly indicated that stamp duty need not be included in the final price of the vehicle because it involves a separate transaction with the relevant Government Department outside of the sale contract.

Statutory Warranties and Conditions

The Federal Government has announced a review of statutory warranties and conditions with the intention of aligning warranty arrangements for goods and services across Australia. The major difference between Western Australia and many other States is that WA dealers are required to provide warranties on air bags and secondary restraint systems. A submission will be made when the discussion paper is released.

Business Reviews for Dealers

The MTA has received a grant from AusIndustry to help motorcycle and used motor vehicle dealers reassess their businesses as a result of the current financial crisis. The assistance comes in the form of a Business Review, which is designed to help dealerships better focus on all aspects of their dealerships as a business entity. Initial reviews that

have been completed have been found to be extremely useful by dealers concerned. Any dealer wishing to be involved should contact Tanya Danswan or Marie Donato.

Backyard Dealing

Discussions are continuing with the Department of Commerce about timely intervention in prosecuting backyard dealers. The MTA has recently been advised that a significant backyard dealer in the Northern Suburbs is facing court to respond to allegations of backyard dealing over an extended period. All instances of backyard dealing with as much information as possible should be passed to Tanya Danswan for referral to the Department of Commerce for investigation.

Stamp Duty on Dealers' Vehicles

The MTA is in discussions with the Treasurer about amending the Duties Act 2008 to remove many of the detailed record keeping requirements associated with the stamp duty exemption on dealers' vehicles. The purpose of the review will be to examine ways in which all trading stock within dealerships will be exempt from stamp duty except for a specified usage of vehicles, such as long term loans to family and friends or to organisations other than recognised charities. A working group has been established to devise a strategy for implementing changes to existing policy.

RVID

Rental Vehicle Industry Division

Chairperson, **Ray Igloi**
Division Manager, **Peter Fitzpatrick**

ACCC Rental Industry Guidelines

The ACCC has produced a draft copy of guidelines called 'Rental Industry Guidance' which set out the obligations of rental companies under the Trade Practices Act.

The guidelines are a plain English explanation of the existing provisions of the Act and also cover the recent 'Clarity in Pricing' amendments. Copies of the questions will be sent to all members for comment.

There are several sub-sections with the guidelines that need to be carefully considered including price advertising, rental contracts, vehicle condition, vehicle damage and disputes about vehicle damage and repairs.

Clarity In Pricing

Members are being kept informed via Member Alert of the requirements of new Clarity in Pricing legislation, which requires all businesses to have a single final price to be paid by the consumer in all their advertising and promotional material. The Clarity in Pricing legislation came into effect on 25 May 2009 and all rental vehicle operators are required to adhere to these requirements. The penalties for any breaches under the Trade Practices Act can be quite severe.

The Clarity in Pricing legislation needs to be read in conjunction with the ACCC rental vehicle guidelines.

Airport Concession Fees

NRVA is considering concerns that have been raised over the level of airport concession fees being charged at airports to rental vehicle operators where the common fee is now all costs plus a percentage of the rental vehicle operator's turnover. Further thought will be given as to whether this constitutes overcharging and might be subject to challenge through the "declaration" process under the Airports Act 1996.

Leasing Arrangements

Federal Small Business Minister Craig Emerson has established a small business credit round table to consider issues associated with the provision of finance to small businesses against the background of the global financial crisis. Any rental vehicle company experiencing difficulty in obtaining credit or fleet finance should contact the MTA so that these concerns can be taken up at a national level.

Rental Vehicle Training

The MTA has recently obtained approval for a national recognised traineeship AUR30105 Certificate III in Automotive Administration (Rental Vehicles), and six trainees have already signed up under this package. Rental vehicle operators wishing to obtain the professional and financial benefits of having their staff trained to a nationally accredited training qualification should contact the MTA. All training will be conducted on-the-job to minimise disruption to workplaces.

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SUZUKI

SCVA

Small Charter Vehicle Association

Chairperson, **Stacy Pilkadaris**
Division Manager, **Marie Donato**

Industry Promotion

The committee has been looking at ways of increasing exposure for SCV members.

Bridal and Luxury Car Expos

A representative of eBridal Wedding Expo/Luxury Car Expo attended a meeting to inform the committee of opportunities available to SCV members. The show is scheduled for August 2009 and interested members are invited to contact the Division Manager.

Yellow Pages

The division is trying to negotiate a collective advertisement in Yellow Pages to reduce advertising costs for members. Given sufficient participation, a group advertisement is available with some restrictions. Members interested in participating should contact

Division Assistant Catherine Dostanic immediately on 9453 7903.

Online Industry Promotion

The division is putting together a marketing program that includes SCV Accreditation with a view to promoting SCV operators via several mediums. The aim is to keep any associated costs to a minimum and members will be advised in due course.

SCVA SA

The President of the Small Charter Vehicle Association in South Australia, Jeff Cotton, attended a meeting of the division. It was very informative and interesting to note the activities in South Australia and that many of the issues faced by operators in SA are similar to those in WA.

Passenger Services WA

A representative of Passenger Services WA was invited to a meeting to update the committee on any proposed changes to the current Omnibus the policy, dated November

2007. The committee was advised that policy is constantly reviewed to ensure it meets the needs of the industry and consumers. If not, then changes are proposed.

The Division has been assured that policy changes will not be made, as they have been in the past, without consultation with industry and the SCV Association.

Perth Airports

The WA Airport Corporation has maintained close consultation with the Division on the Perth Domestic upgrade. Suggestions made by the committee in 2008 in the initial stages included a dedicated lane for SCV and BCA operators. Some of these are being integrated into the upgrade.

A suggestion was also made for increased and allocated SCV parking, and a layover area similar to that available to taxis was suggested for the SCV industry.

Members are being kept up to date on activities at both the domestic and international airports impacting on SCV operators.

SSCSD

Service Station & Convenience Store Division

Chairperson, **Sanjeev Bajaj**
Division Manager, **Marie Donato**

Federal Award Modernisation

The committee has been working with MTA WA Industrial Relations Manager Rod Gifford to ensure adequate representation for the industry.

Mr Gifford attended a conference early in the year where he conveyed all of the industry's concerns. At this conference the Shop Distributive Employees Union proposed that service stations be covered by a retail award. Other unions objected to this.

If following the exposure document, due for release in late May, that submission is accepted there is still time to argue and put in further submissions, which the MTA WA will do.

Fuel Drive-Offs

The issue of drive-offs continues to be a problem for the industry. While the committee

has looked long and hard at options to address this ongoing problem, it has not been able to arrive at an easy or simple solution.

Many members are diligently forwarding information regarding drive-offs and are encouraged to continue to do so. This is crucial to compiling reliable data to be used in preparing strategies to lobby for change. Members unsure if the information they have is useful should contact the Division Manager.

Tobacco Amendment Bill

The committee is putting in a submission outlining the increased costs for service station operators to comply with the of the Tobacco Amendment Bill. The main area of concern is safety of staff and the lessened security in keeping an eye on the forecourt when staff have to move away to obtain stock.

Service Station Licences

The committee has identified an increasing number of multiple licences required by service station operators. The division is looking at the viability of consolidating some of the licences

to reduce unnecessary administration. A list of known licences required is available in the Members Only section of the MTA WA website. Members who have additional licences to add to the list are encouraged to forward the information to the Division Manager.

Grants for Underground Fuel Tanks

The division is developing a submission to present to the WA Government on introducing a state fuel levy to support a Service Station Industry Environment Fund.

The government has already put a levy on fuel vapour recovery which has been added to the price of fuel. There is also a levy on oil of 0.38c per litre, and it is anticipated that the fuel levy could be based along the same model as this.

Training

The committee in liaison with the MTA WA Training Department has worked to make available traineeships for service station operators. Members are encouraged to contact MTA WA Training Manager Kareena Waters to discuss their requirements.

WAFMD

Western Australian Farm Machinery Dealers Division

Chairperson, **Andrew Page**
Division Manager, **Graeme Sinden**

Industry Update

Farm Machinery sales year to date are very good. While sales are expected to improve over the next six months due in part to the 30% investment allowance, there may well be a slump in sales after this as new purchases would have been bought forward to take advantage of the allowance.

Commodity prices remain very good. The high price of fertilizers is also assisting in good machinery sales as farmers are choosing to explore more efficient farming methods. Feedback from members is positive with the

general consensus being that the economic downturn is not expected to affect the farming community to any real degree.

Larger operations have commenced dry seeding, mainly in canola and lupines. The seeding time for other crops, such as cereals, will depend on rain.

FIMDAA National Meeting

The Farm and Industrial Machinery Dealers Association of Australia met recently for their Annual General Meeting at MTAA House in Canberra. Topics of discussion included



Federal Government Assistance Payments, internet sales and sales of self-assembly farm machinery, Occupational Health and Safety standards, skills shortages and clarity in pricing changes.

WATDA

WA Tyre Dealers Association

Chairperson, **Craig Rainbird**
 Division Manager, **Marie Donato**

VS14 Review

Division committee members met with the department to provide tyre industry feedback on the second version of the National Code of Practice for Light Vehicle Construction and Modification (NCOP), which was published as VS14.

The version two draft documents, which were open for public comment until April 30, can be found at www.pharosalex.com.au, under the menu heading NCOP V2 Public Comment. More detailed information about the review is available in the 'Invitation to Comment' section and the major amendments in the second version are summarised in the 'Summary of Changes' section.

The major changes to Section LS include:

- Clause 2.6 has been added, advising that modifications to vehicles equipped with ESC are not permitted under Section LS modification codes.
- References to commercial vehicles have been replaced with goods vehicles.
- The allowable wheel track increase of all off-road four wheel drive vehicles and goods vehicles (MC, NA, NB ADR categories) has now been increased to no more than 50mm

beyond the maximum specified by the vehicle manufacturer.

- Codes LS7 and LS8 have been updated with more information added to content and checklists. However the amount of vehicle lift permitted has not been changed from the original version of the NCOP.

It is anticipated that this will be the final review for some time, and the Division will update the Tyre Chart once we receive confirmation.

Tyre Industry Training

The Division has been focused on helping members requiring traineeships in the two-year AUR31205 Certificate III Automotive Retail, Service and Repair (Tyre Fitting) and 12-month AUR20705 Certificate II in Automotive Mechanical (Tyre Fitting Light) courses.

Traineeships are available for workers of all ages and employers receive Federal and State incentives.

MTA WA Training and Recruitment has 22 tyre trainees in WA, and members have reported that they are pleased with the assistance, quality and level of service received from the MTA. Contact Training and Recruitment Manager Kareena Waters on 9453 7921 or kwaters@mtawa.com.au for more details and to see if your staff are eligible.

Tyre Product Stewardship Scheme

Many in the industry will be aware that this is an ongoing issue. While it has been a protracted process it is preferable that the scheme does not proceed without due diligence on its impact on the tyre industry. The Association has lobbied heavily to avoid a 'waste tyre levy' being placed on tyres and collected at point of retail because of the impost and burden on tyre retailers and because it would not capture all tyres that end up in the 'waste tyre cycle'.

Members' interests have been well represented on the Tyre Product Stewardship Scheme. State Tyre Divisions, working through the Australian Tyre Dealers and Retreaders Association and the Motor Trade Association of Australia, have provided comment and input in the process.

The Federal Department of Environment is finalising Terms of Reference for a Cost Benefit Analysis of the Tyre Product Stewardship Scheme (TPSS). Once that analysis has been conducted, the results will be amalgamated into the Regulatory Impact Statement (RIS). That impact statement will also include the findings of the State of the Market Study that was completed early in 2009 but is yet to be made public.

The Department estimates that it will be a few months before the cost benefit analysis and the study are included in the final RIS. Once the RIS is finalised, it is hoped the 'package' of documentation it represents will then

be submitted to the Environment Protection Heritage Council to make the required decisions concerning which levy benefit model (out of the five currently in the draft RIS) will be adopted for the operation of the TPSS.

The Department also recently received a draft business plan for the operation of the Product Responsibility Organisation, which will be largely responsible for the administration of the TPSS. That business plan will also form a part of the RIS.

MTA WA is concerned that the proposed TPSS has the potential to diminish the effectiveness of the Scheme or to divert it from its original fundamental rationale.

MTA considers that adopting the proposed compliance threshold could lead to exploitation of the Scheme's scope. While yet to be confirmed, it is proposed that no enforcement action would be taken where the 'levy' is not paid on tyres first entering the Australian market if the number of tyres is less than a regulated number. The MTAA has indicated to the Department that it would most likely not support the introduction of such an enforcement threshold because any threshold diminishes the possibility for the underlying philosophy of the TPSS to be upheld.

The Australian Tyre Dealers and Retreaders Association is of the view that a differentiated benefit schedule – which is the 'preferred' schedule of several stakeholders – could allow the market to be distorted in favour of certain participants and has little 'adaptive' capacity to market developments.

The Association remains concerned about the integrity of the proposed TPSS because the participants in the new motor vehicle market in Australia have not yet committed to the Scheme, which could see a quarter of all tyres (in EPU equivalents) entering the Australian market each year not being part of the TPSS. This raises questions about the arrangements that will be made for those tyres to ensure they are dealt with in an appropriate manner. The Association would prefer that it did not fall to the operation of the various state and territory National Environment Protection Measures for those tyres to be addressed at their end-of-life as this opens the way for an unworkable system likely to fail.

All these concerns have led to the Association seriously considering its status as a signatory to the proposed TPSS. ATDRA's preference is for a mandated national Scheme. In that context, the Association regards the proposed TPSS, even if its expressed concerns were directly addressed, as a compromise. Without the Association's concerns being addressed, MTAA could possibly regard the TPSS as a compromised Scheme.

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Echo Manual	from \$ 270
Falcon Auto	from \$ 395
Hilux Manual 2WD	from \$ 645
Hilux Auto 2WD	from \$ 440
Laser Manual	from \$ 550
Prado Manual with T/C	from \$ 990
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Rodeo Manual 2WD	from \$ 745
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