



Back Row – Tony Bava (MCRS Chairman), Noelle Simons, Peter Coupland & Wayne Phipps.
Front Row – Trevor Wise (MCRS Director), Rob Olsen (MCRS General Manager) & Darren Templeton.

WATCH THIS SPACE!



In a historic meeting held late in June 2015, Master Collision Repair Specialists in South Australia and Car Craft in Western Australia came to an agreement to join forces.

MCRS and its members have agreed to change their name and are in the process of making that change to become Car Craft South Australia (CCSA). This means that, along with members in WA and Queensland, the Car Craft numbers in the three States total around 80 businesses.

The WA & SA chairmen, Wayne Phipps & Tony Bava made a joint statement, saying that they are extremely proud to announce this important industry agreement. They believe the history built by Car Craft in WA and QLD and MCRS in SA proves the benefit of being part of a group.

The aim is to create and continue to grow a strong professional group of repairers across Australia with a focus on the

importance of providing quality repairs to consumers and bringing improved benefits to the group members through strength of numbers.

It is evident from the dynamic changes that are occurring in the industry that it has never been more important to be part of a united national industry support network which will give its members stability and confidence in the future.

The next few months will be very busy and exciting as there is much to be done to formulate the structure for a national network. Once all is in place an official launch will be held in South Australia to formalise the union.

ALSO IN THIS EDITION:

New General Manager for Car Craft

Queensland Industry update

New member in Queensland

Business Development Manager's role

AHG Dinner

Industry Forum

and more...

CAR CRAFT GROUP

NEW GENERAL MANAGER FOR CAR CRAFT



Noelle Simons will step down from the role of General Manager at the end of 2015 after close to nine years with the group. Peter McMahon will take over the reins after eight years with MTA South Australia

Peter will join Car Craft as it is poised to become a nationwide group of quality repairers.

"I am excited about this opportunity and look forward to continuing the excellent job achieved by Noelle." McMahon told Sam Street at Australasian Paint & Panel.

"The last eight years for me at MTA SA have been fantastic and I have enjoyed every minute working with great people dedicated to being there for the members, but the opportunity to lead a group such as Car Craft doesn't come along every day.

"The industry is facing great change and I believe organisations such as Car Craft are vital for independent repairers."

As well as his role as business development manager at MTA SA, McMahon has also been chairman of the Body Repair Industry Code Administration Committee.

"I have enjoyed being involved in the code's development and its recent external review and I am confident, that when released to the industry, it will pave the way for more open dealings between insurers and repairers."

Peter will be welcomed to the Car Craft family at their annual Christmas Dinner at Friends at the Hyatt on 21 November 2015.

Following are some great comments regarding the work Peter has done at MTA SA and for AMBRA;

To the board of Car Craft congratulations on Peter's appointment, it can only continue to enhance Noelle's great work over the last 8 years, giving your members a continuance of confidence in your growing brand. MTA SA and its divisions thank Peter for his dedication and contribution towards the betterment of our membership. Nationally Peter and his achievements as the Chairman of the CAC helped shape our MVIRI code into one that we all can be proud of. On behalf of the National body his presence and influence cannot be measured and so from all the AMBRA delegates we thank him also. Whilst I am sure the board at Car Craft will have him head down arse up for a while. I am confident we have not seen the last of Peter's contribution towards the National front, thanks and good fortune Peter!

Jeff Williams
Chairman Body Repair Division MTA SA
Chairman Australian Motor Body Repairers Association



NATIONAL ROADSHOW

Car Craft has just completed presentations in Melbourne, Canberra and Sydney in its push to become a national player. The aim of the roadshow is to identify a core group of likeminded quality repairers interested in setting up Car Craft in their state. Representatives from Queensland, South Australia & Western Australia were on hand to answer questions. Noelle Simons, Car Craft General Manager said "The roadshow has gone well, not huge numbers but good quality and they mostly seem to get it."

We hope to be able to make further announcements on our national expansion shortly...



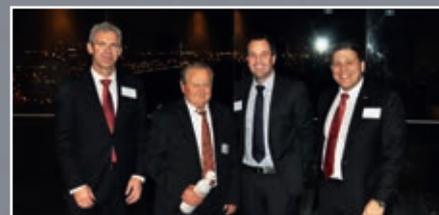
AHG DINNER

Automotive Holdings Group held their Car Craft Dinner at Frasers in Kings Park overlooking the Swan River and Perth CBD. This is an annual event whereby AHG acknowledges ongoing support of the Car Craft relationship.

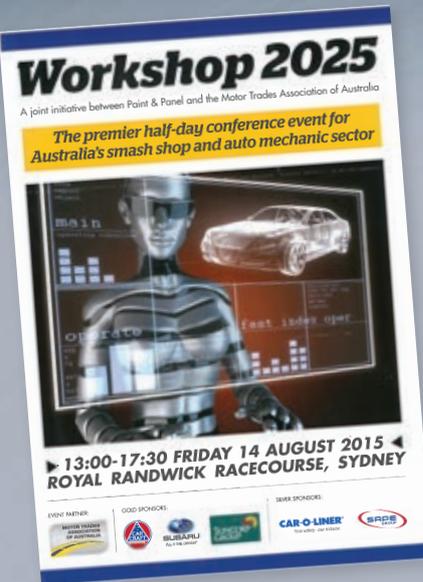
Craft Group General Manager, Noelle Simons said that "it was a great night and

as always we are extremely grateful for the amazing relationship we have created with AHG over the past 20 years".

Car Craft presented AHG's Best Parts Interpreter 2015 awards on the night to Bryan Pope (Melville Mitsubishi) and Ray Doyle (Lynford Welshpool). Congratulations to both Bryan and Ray.



(left) Geoff Bailey (AMCAP Executive General Manager), Chris Jack (AHG Parts Executive – WA Operations), Wayne Phipps, Noelle Simons & Tony Salerno (top right) John Lombardi accepting his bottle of Penfolds Grange from AHG (middle right) Ray Doyle (Lynfords Welshpool) (bottom right) Bryan Pope (Melville Mitsubishi)



WORKSHOP 2025 & INDUSTRY FORUM

Car Craft not only attended but also sponsored the Workshop 2025 event run by Paint & Panel magazine held at Royal Randwick Racecourse, Sydney on Friday 14 August 2015.

Car Craft Group BDM, Jason Hamling said that it was a great conference event that gave the industry an insight into current, future trends/technologies, but more so the need to ensure businesses are relevant in our current climate of insurance industry upheaval. Once lucrative revenue models are under siege, shift is happening and no organisation or brand is immune to extinction.

I will finish by leaving you with a quote from Jack Welch (former chairman and CEO of General Electric)...

“If the rate of change on the outside exceeds the rate of change on the inside, the end is near.”

– Jack Welch

NEW MEMBER IN QUEENSLAND

THE LATEST SIGNING IS MORAYFIELD SMASH REPAIRS

The business is a second generation family body repair shop run by Ryan & Ria Anderson. They are a dynamic young couple who took over the business from Ryan’s parents in 2009. They also operate a towing company, and have forged many great relationships with businesses and customers alike.

On joining Car Craft they made the comments that they wanted to be involved in a group that is interested in the future of the industry, and to be able to network with like-minded people.



QLD INDUSTRY UPDATE

Another financial year begins, and once again there is change within the industry.

Hail repairs have dominated since that never to be forgotten day, 27 November 2014 when lives and businesses were turned upside down.

Hopefully there is some upside to the mayhem and repairers have been able to see their businesses make a profit that can be reinvested to ensure sustainability and viability for the next phase of the cycle.

Insurers are yet again moving goalposts, and the body repair industry needs to step up in order to keep up.

RACQ is now coming to the end of their selected repairer process, with some now finalising Green Stamp audits in order to meet the deadlines for the AMBRA shop grading.

Car Craft’s Ben Chesterfield is working closely with these shops to have the audit process in place once the selected shops are ready. Car Craft can assist with the implementation of Green Stamp accreditation and the AMBRA grading system, so make contact with Ben on 0499 697 035 for assistance. This is available to all members, not just the RACQ selected.

With the WFI/COLES/IAG merger there are shops that will now have an opportunity that they didn’t have before, but on the down side shops will lose contracts they may have in place.

Allianz too is scaling down their network of repairers in order to improve efficiencies and make savings across their business model.

And then to top it all off, Suncorp is shutting down their assessment centres, and going back to the way they used to carry out assessments. All of this is further proof that the wheel is turning yet again, and if the industry is going to roll with these punches, it needs to be ready.

Car Craft Queensland has signed Morayfield Smash who joined the group on 1 July 2015. They are a welcome addition to the family and will be an important part of the development of that region.

And as Car Craft spreads its wings, a very successful meeting was held in Toowoomba to showcase the benefits of being part of the group to the repairers in the Darling Downs area.

BUSINESS DEVELOPMENT MANAGER’S ROLE

Car Craft operates a diverse range of businesses, including the parts buying group, plastic collection and re-cycling and distribution of consumables. This diversity has resulted in the WA BDM’s role being side tracked with the members’ interests taking second place to some extent.

Jason Hamling, who has been the Car Craft BDM for 6 years, will now refocus and concentrate on providing assistance and benefits, including sourcing extra fleet and insurance business. Members already have the benefit of a national waste management contract, national Telstra contracts and the

WA based Alinta electricity and gas contract; however there are more to be had.

In these changing times where there is enormous pressure and costs, it’s important to have a deeper understanding of the financial aspects of running a workshop, including using the hourly rate calculator, job costing, understanding staff ratios and comparing hours billed, etc. Jason is a whiz with figures and can make light work of such things, so it is expected that members will make good use of his skills.

Car Craft Queensland is also developing beneficial member arrangements along similar lines and can assist with business benefits in many areas.



Payment of Annual Leave on Termination

On 23 July 2015 the Full Court of the Federal Court handed down its much anticipated decision in Centennial Northern Mining Services Pty Ltd v Construction, Forestry, Mining and Energy Union (2015) FCAFC 100. **The decision means that employers are required to pay annual leave loading on termination.**

IMPLICATIONS FOR BUSINESS:

The MTA Industrial Relations Department advise that Members should pay employees annual leave loading on termination to avoid underpayment claims. MTA says that following this ruling, they remind that employees should be paid their accrued untaken annual leave at the rate they would have been paid had the leave actually been taken.

If you have any questions regarding this matter contact MTAWA Industrial Relations Manager Ron Ballucci on (08) 9233 9800.



Geoff Lalley, our driver, the face of Next Gen Recycling who regularly visits customers has just passed the milestone of 148,000 pieces of plastic. A great employee who looks after the truck as if it was his own.



INDUSTRY FORUM

Car Craft attended the Industry Forum run by David Newton-Ross held at Crowne Plaza, Sydney on Saturday 15 August 2015.

Car Craft Group BDM, Jason Hamling said that it was a shame that the audience was dominated by suppliers and insurers, when the event was put together to help smash repairers. The highlights were Jordan Hendler's inspiring run down on social media and the impact

it can have both positively and/or negatively on your business. Barry Dorn & Gary Wano (USA shop owners) understanding their market, spoke about the challenges the locals will face in the future.

These were two excellent and informative events and were successful in adding to the industry's knowledge in this changing world.



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CONGRATULATIONS!

Bloomfield Motor Group would like to congratulate Daniel at Duracraft Panel and Paint for winning our competition, a trip for 2 to Phuket, Thailand.
Special mention to Mandurah Panel and Paint for second prize of \$500 and the bonus prize of a signed Dean Cox football.

Thank you to everyone who supported and participated as it was a great success. Next month we will release the details of our next giveaway, **A TRIP FOR 2 FOR 5 NIGHTS IN NEW ZEALAND!**

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Thoroughly Professional, Professionally Thorough

WESTERN AUSTRALIA

Allens Vehicle Refinishers, Wangara
Aus Smash Repairs, Bassendean
Avon Valley Smash Repairs, Toodyay
Balcatta Panel & Paint, Balcatta
Bowra Panel & Paint, Osborne Park
Bunbury City Smash Repairs, Bunbury
Dalcos Accident Repair Centre, Welshpool
Damage Control Panel & Paint, Maddington
Duracraft Accident Repair Centre, Myaree
Greive Panel Beaters, Carlisle
Gino's Panel & Paint, South Fremantle
Gino's P&P Rapid, South Fremantle
Ian Guppy & Co. Smash Repairs, Collie
Jandakot Accident Repair Centre, Jandakot
J&W Zarb Car Craft, Osborne Park
Lombardi Bros, Bentley
Maddington Smash Repairs, Maddington

Mandurah Panel & Paint, Mandurah

Max Green & Co, Welshpool
McCarthy Panel & Paint, Claremont
Meltham Motors Accident Repair Centre, Maylands
Midland Smash Repairs, Midvale
Mirage Panelbeaters & Spraypainters, Belmont
Modern Collision Repairs, Landsdale
Otto's Smash Repairs, Belmont
Peter Wilkinson & Co., Welshpool
Rockingham Accident Repair Centre, Rockingham
Stokes & Renk Panel & Paint, O'Connor
T&R's Prestige Accident Repairs, Welshpool
Uneeda Tyre & Smash, Cannington
Wanneroo Smash Repairs, Wangara
Wayne Phipps Smash Repairs, Midland
West Perth Panel & Paint, West Perth
HEAD OFFICE, Welshpool

QUEENSLAND

B.C.M. Body Repairs, Moorooka
Bignell Panel Repairs, Yeerongpilly
City Auto Repair Service, Woolloongabba
Exclusive Auto Centre, Newstead
Grand Prix Panel & Paint, Virginia
Mangano Body Repairs, Woolloongabba
MBQ Autobody, Salisbury
Morayfield Smash Repairs, Morayfield
Platypus Creek Paint & Panel, Enoggera
Sommerville Smash Repairs, Nerang
Southern Autos Smash Repairs, Tweed Heads
Sureline Body Repairs, Archerfield
Toowong Milton Body Repairs, Milton
Wells Smash, Arundel
OFFICE, Milton