



CAR CRAFT

ISSUE 21, 2015

CHRISTMAS PARTY



Basil Scagliotta



Wayne Phipps and Ian Janssen



Peter McMahon



Ashlea and Ryan, Bunbury

Car Craft held its annual Christmas event on 21st November and this year the celebration was extended to members from Queensland and South Australia to mark the entry of SA into the Car Craft family.

The event was held at Friends at the Hyatt and as always it was a fantastic event – amazing food, great company and Darren Reid and the Sole City Groove capped everything off with their energetic entertainment that had everyone — well nearly everyone — on the dance floor.

As always, there were awards to members, for outstanding performance during the year. The first award is voted by the suppliers for the Member of the Year. The suppliers are asked to consider six service and operational criteria in casting their vote. The second award is for the member that shows the most improvement and it goes to the member whose purchases

through the Preferred Supplier Network during the financial year had increased by the biggest percentage. The final award is for an industry friend from outside the Group and who Car Craft considers has contributed greatly to the industry in recent times.

The recipients were:

Most Improved Member:
Bunbury City Smash Repairs
(award accepted by Ryan Youngman)

Member of the Year:
Wayne Phipps Smash Repairs
(award accepted by Ian Janssen)

Industry Award:
Sam Street
(for her support and promotion of the Body Repair industry through Australasian Paint & Panel magazine, newsletter and website.)

Unfortunately Sam was unable to attend, but Wayne Phipps the event MC, made the announcement and acknowledged Sam's contribution.

The dinner also marked the imminent departure of Noelle Simons from the group and welcomed the incoming General Manager, Peter McMahon.



Noelle Simons and Wayne Phipps



CHAIRMAN'S CHRISTMAS & NEW YEAR MESSAGE

It's been another tough year and the challenging times continue for everyone involved in the industry. The only way to survive is to adapt to those challenges and Car Craft is finalising a Strategic Action Plan to take the business into the next era.

We have a welcome break over the Christmas and New Year period so the directors and I wish everyone health and happiness during that time and we look forward to working with members and our business partners and associates again during 2016.

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PLANNING FOR THE FUTURE

It was a big weekend all round for Car Craft. On the morning prior to the Christmas dinner at Friends Car Craft held a Strategic Planning meeting. This was attended by representatives from Car Craft Queensland, Car Craft South Australia, as well as the WA directors and staff.

Event facilitator Gary Collins, conducted the session and his experience resulted in the participants fleshing out a National Strategy which will define the way forward for Car Craft in a very dynamic environment. The following were summarised as the key issues that need to be addressed to become an effective national organisation:

- Development and growth in existing markets
- National expansion
- Standard operating procedures and service standards
- National partnerships and alliances

There is a long way to go and the plan is still in the discussion stage, but once formalised, the key for Car Craft is to define an action plan to identify what needs to be done and what is expected of all those involved to achieve successful outcomes from the changes to take place.

The industry environment offers opportunities for improvement and growth, expansion into new markets, partnerships and acquisitions and the establishment of standards, systems and processes that are required to underpin a national Car Craft.



The participants all left the meeting invigorated with a vision and looking forward to the future and the changes to come.



Gary Collins

NEW BEGINNINGS

On Sunday morning following the dinner, the inaugural meeting of the national group was held at WA's Car Craft offices. The new business includes Car Craft WA, Car Craft SA and Car Craft QLD. The new company is registered as Car Craft Holdings Pty Ltd, with the directors coming from the three States.

Initially it was a tired group of individuals that limped into the building, but once the meeting was underway, a coffee and the significance of the event roused everyone and they found new energy, the agenda items were addressed with passion and the meeting was successfully completed.

Car Craft set for National Launch

The Car Craft Group will launch its' National development platform in Adelaide on February 16th, 2016. To be held at the National Wine Centre of Australia, it is expected to attract around 250 guests coming from within the Industry and also include numerous politicians, media, fleet operators, OEM's, network suppliers, major insurers, corporates & insurance brokers.

"Currently with members in Western Australia, Queensland & South Australia, Car Craft is now the largest accident repair network in Australia and plans to expand numbers by at least a further 50 sites in Victoria & New South Wales within six months", said National Chairman Wayne Phipps.



Peter McMahon, Rob Olsen, Wayne Phipps, Tony Bava and Noelle Simons

NEW GROUP INSURANCE CONTRACT FOR CAR CRAFT

Car Craft was for a number of years an agent for Wesfarmers Insurance and the arrangement worked very well for members for most of that time, however the changes in the collision repair industry environment have resulted in Car Craft looking for more cost effective arrangements in all of their corporate contracts with suppliers and such was the case with insurance for members.

Business insurance cover is a huge cost for members so Car Craft requested tenders from a number of brokers, as well as WFI. In summary the criteria for those tendering was the importance of reciprocal business from the broker's clients and the need to reduce insurance costs and standardise the offer.

The directors selected the tender from Richard Thomlinson of IC Frith & Associates as the most complete and the one that will be the most beneficial for members.

IC Frith & Associates (WA) is an insurance brokerage offering a broad range of insurance products to support corporate, commercial, rural and retail clients. They are one of the largest privately owned insurance brokers in Western Australia and were named one of Australia's top 10 Insurance Brokerages in 2013 and 2014.

Richard Thomlinson joined IC Frith & Associates (WA) in 2001 as a Senior Account Executive with over 27 years of industry experience.



Is your business safe from a cyber-attack?

You wouldn't operate a business without insuring it against potential threats like fire; yet so many businesses don't have any protection against a Cyber Attack, akin to a Digital Fire.

Cyber-attacks have emerged as a serious threat for Australian businesses. The consequences of an attack can be severe, resulting in destruction of assets and reputational damage.

What would you do in the event that your data had been destroyed in a virus attack?

Cyber insurance can help organisations get back to business after a cyber-attack or a data breach, providing comprehensive cover for liability and expenses a business may incur arising out of unauthorised use of, or access to, physical and electronic data or software within an organisations computer network or business.

Cyber Risk insurance cover is one of the new additions to the Car Craft Group motor pack supplied by IC Frith & Associates; which is being rolled out to members over the next few months.



NEW MEMBER IN QLD



Northside Smash Repairs is the latest signing to the Car Craft family in Queensland and has an excellent reputation for providing high quality results. The business was established 1988 and then in 1994, Steve Davies, a young expat from New Zealand took the plunge and bought the small shop in the leafy suburb of Everton Hills.

Steve Davies is a hands-on Managing Director who personally oversees all aspects of the daily business operations, however he states that he couldn't do it without the support and assistance of his partner Leah, who plays a very active role in the business.

Over the last few years Steve has been very proactive within his business, and has completed a couple of diploma courses and built the business, and with its reputation for quality and trust has grown from 3 staff to 16 employed today.

Last year Steve and Leah, bought a second shop which trades under the same name in the neighbouring suburb of Stafford.

Northside Smash Repairs carries out a wide range of work from private to fleet and insurance and even manages to fit in some restoration work if time permits.

Steve is an avid mountain bike rider, and in his spare time he trains and competes in events which he says he gets a lot of enjoyment from.

On joining Car Craft Steve said that he wanted to be a part of a larger reputable organisation which will assist him in his drive to better the industry, yet still allow him to retain his independence.

CCQ is extremely happy to have them on board as the latest members of the Car Craft family and look forward to working with them as the business continues to grow.

STOP PRESS!

Congratulations to Dusty-lee Franchi from Stokes and Renk for winning the gold medal at the recent World Skills Competition, held in Melbourne. Dusty will now represent Australia at the World Skills in Dubai.

CCQ CHRISTMAS COCKTAIL PARTY



Car Craft Queensland held its end of year Function at The Plough Inn on Sat 5th December.

The Plough Inn is a 150 year old pub on the Brisbane River that was metres under water during the 2011 floods. CCQ had the upstairs balcony for the evening and the view over the Brisbane River was spectacular. It was terrific to see old and new members alike mingling, and enjoying the Christmas spirit.

A great night was had by all, and the rumour has it that there were a few sore heads the next morning.

It is good to be able to spend some time with our Car Craft family away from the day to day activities of this industry that we are all so passionate about.

SUPPLIER OF THE YEAR

The Car Craft suppliers' cocktail party was held at the Empire Bar in Redcliffe on the 8th December 2015. Each year Car Craft celebrates its relationships with the preferred supplier network and makes an award to the Supplier of the Year. The winner is chosen by the members who all address a selection criteria nominating their 1st, 2nd & 3rd choice.

This is the 15th year the perpetual award has made and for 10 of those years New Town Toyota has been voted the preferred Supplier of the Year – an outstanding achievement by Joe Zito, Phillip King and the team at New Town.

It is difficult for the smaller suppliers to match the dominance of the big brands in this award so Car Craft members also vote on the Outstanding Service Award and this year it went to Mazda Parts WA. Andrew Hadfield and his team have worked extremely hard over recent years to develop an excellent reputation for his company and the service it provides.

Car Craft congratulates both of the award recipients and their staff and thanks them for the excellent service provided during the year.



GOING FOR GOLD MCCARTHY PANEL & PAINT

McCarthy Panel & Paint is the first of Car Craft's member businesses to achieve the I-Car Gold Class standard. This follows several years of investment in upgrading and rebranding of the business by Allan McCarthy. As a result of this commitment, the first of their achievements was being accepted as an authorised Bentley repairer and now they have added have the prestigious I-Car Gold Class standard.

I-Car describes Gold Class the highest role-relevant training achievement recognized by the collision repair industry. It is estimated that only 10% of repair shops currently meet the rigorous Gold Class standard. The I-CAR Professional Development Program provides collision

repair and insurance businesses with a reliable training framework for acquiring Gold Class and maintaining the up-to-date knowledge and skills that contribute to proper repairs, improved business performance and risk reduction.



NEXT GENERATION & WA YOUNG GUNS

Car Craft's Jason Hamling and Darren Templeton have re-formed the WA 'Young Guns'.

Some of Car Craft's WA members are close to handing over the reins to their next generation. For this reason Car Craft recently held a meeting of the younger members of the group who have been given the title of the "Young Guns".

These members are seen as the succession plan for Car Craft as well as for the industry and it is important that their views are heard and they are exposed to the industry's bigger picture.

Darren Templeton, leading Young Gun and a director of Car Craft in WA said "The Car Craft board is interested in gaining valuable input from the younger generation within the group. Most have been working in the family business, so they have had exposure to the challenges their businesses are facing and it is interesting to note that they look at these challenges differently to their parents."

"Being part of a group allows repairers to openly discuss common challenges faced by all and look at possible outcomes that could be mutually beneficial for all parties".

Feedback from the Young Guns was positive and they will meet again in the New Year.

Darren also attended the Paint & Panel Next Generation meeting held in Melbourne on 27th November, along with Dale Wesley from Dalcos, Ryan Youngman from Bunbury and Paul Northcott from Maddington. Scott Bitters from Universal Panel & Paint also attended. All agreed the event was very worthwhile.

Darren was awarded the Best Large Shop WA by Paint & Panel magazine for 2015. He also delivered the Car Craft Industry Award to Sam Street, who was MC for the event. Darren & Sam are pictured to the right with their awards.



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CAR CRAFT ACCIDENT REPAIR CENTRES

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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
Northside Smash Repairs, Everton Hills
Platypus Creek Paint & Panel, Enoggera
Summit Collision Repairs, Salisbury
Sureline Body Repairs, Archerfield
Toowong Milton Body Repairs, Milton
Wells Smash, Arundel
HEAD OFFICE, Milton

SOUTH AUSTRALIA

Adelaide Motor Body Repairs, Newton
Alpine Crash Repairs, Klemzig
Andrew Pelham Crash Repairs, Port Lincoln
Australian Crash Repairs, Allenby Gardens
Cappa Motor Bodies, Naracoorte
Claridge Crash, Unley Park
Commercial Crash Repairs, Adelaide
Dynamic Paint n Panel, Stepney
Eblen Collision Repairs, Somerton Park
Fairway Crash Repairs, Hampstead Gardens
Ferguson Paint & Panel, Bordertown
Fleurieu Crash, Victor Harbor

Hanson Road Crash, Athol Park
Houghton Auto Body, Houghton
Kilburn Crash Repairs, Kilburn
L&M Paint & Panel, Woodville North
Maio Crash Repairs, Magill
Mid Coast Crash, Lonsdale
Monza Crash Repairs, Glynde
Moonta Crash Repairs, Moonta
MP Crash, Mt Pleasant
North East Crash Repairs, Klemzig
Plympton Crash Repairs, Camden park
Pope Crash Repairs, Beverley
Pullman Crash Repairs, Mt Barker
Roger Steen Crash Repairs, Glynde
Supreme Crash Repairs, Dudley Park
Wayne Marschall Crash Repairs, Nuriootpa
Welland Crash, Welland
Western Districts Motor Body Repairs, Camden Park
Willsmore Motor Body Repairs, Woodville
Wise Crash Repairs, Murray Bridge
Zimmerman & Thorpe Crash Repairs, Whyalla
HEAD OFFICE, Kent Town

WESTERN AUSTRALIA

Allens Vehicle Refinishers, Wangara
Aus Smash Repairs, Bayswater
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