



INDUSTRY WIDE SKILL SHORTAGES REACH CRITICAL LEVEL

URGENT ACTION NEEDED



INDUSTRY WORKING GROUP

Car Craft has convened a working group of industry participants in an effort to raise the level and quality of people coming into the industry. Numbers of apprenticeship starts have decreased steadily over past years to the point where it is now critical.

There is currently a major shortage of tradespeople and it will get substantially worse in the future.

Unfortunately, very few young people see panel beating and spray painting as a worthwhile trade.

To address the shortage there needs to be a focus on strategies to improve the intake of apprentices and to raise the profile of the body repair industry.

Car Craft believes we can demonstrate to students and careers officers that our members are hi-tech, innovative and modern businesses that offer an excellent career path for interested participants. To assist in this, the Engineering & Automotive Training Council

is currently producing a DVD that will be used to promote the industry.

Car Craft is represented on the Industry Working Group by Michael Wilkinson, Noelle Simons and Jason Hamling. There are also several influential body repair business operators and other key stakeholders, including:

Motor Trade Association of WA, Stephen Moir (CEO)

Motor Industry Training Association of WA, Alex Brown (CEO)

Institute of Automotive mechanical Engineers, Lyle Barrett (Operations Manager)

Engineering & Automotive Training Council, Mark Harper (Project Manager);

A number of solutions, both political and practical, have been identified and will be worked on during the coming year.

We look forward to the co-operation and continued participation of all the parties currently involved to assist in turning around these dire industry circumstances.

STAFF RECRUITMENT

In 2011 Car Craft will commence operating a recruitment division. Initially this will be a part time position and the aim is to centralise the Group's employment and human resources needs locally. This will be more efficient and cost effective for members.

Car Craft will also consider how best to centralise the sourcing of tradespeople from overseas, either by using the part time position to fill this need or by contracting a company currently operating in the skilled migration industry.

ALSO IN THIS EDITION:

A Year Of Achievements

Worksafe Industry Campaign

Annual Workshop Inspections

Welding Accreditation

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CHAIRMAN'S MESSAGE



Car Craft is now entering its 24th year of operation and it has been another successful year for the group. Membership now totals 37, with members throughout the Perth metropolitan area and beyond, including Mandurah, Toodyay and Collie.

We realise that 2010 was challenging for many who struggled in coming to terms with the amount of hail work needing to be done and a shortage of trade staff and vehicle parts.

Car Craft has and will continue to work on improving the standards within the panel and paint industry. This year we will run more developmental training courses for both tradesmen and panel shop owners. These will include succession planning, specialist vehicle repair training, business management seminars, benchmarking, first aid, customer service and more.

Since our annual workshop inspections, some Car Craft members may want to utilise our subsidised mentoring support available to assist in improving their business. If anyone is interested in taking advantage of this service which includes management and administrative assistance and mentoring or need more information, please contact Noelle Simons.

Remember that repairers, suppliers and insurers all need to work together to produce quality, profitable repairs and ensure that the customer is given top priority.

We foresee 2011 as a year of challenge for the industry. There will be changes to the way we do business, be it for better or worse. However, I believe that the industry is innovative, resilient and capable of rising to meet the challenges head on.

Car Craft wishes you all a profitable 2011.

*Michael Wilkinson
Chairman, Car Craft Group*

A YEAR OF ACHIEVEMENTS



The Car Craft Group Christmas function was held at the Sebel Hotel in Mandurah on 4th December 2010, giving our Chairman, Michael Wilkinson, an opportunity to summarise the Group's achievements for the year and congratulate members, directors and staff on a great result.

The group has a community focus and financially supports the following organisations:

- RAC Driving Centre in support of driver education and training;
- PMH Foundation – a combined donation by individual members and Car Craft corporate;
- Motor Industry Foundation – a cash donation as well as in kind contributions by members;
- Big Al's Poker Run – from 2011 Big Al will donate all proceeds to the Motor Industry Foundation;
- MWAS Ball – Major sponsor – raising funds to assist women affected by violence.
- WA Special Needs Christmas Party;

The Group has also focussed on industry training:

- I-Car – providing the Car Craft training facility;
- Member training in first aid, air conditioning licensing, customer service, benchmarking and succession planning;
- Presented Business Management Seminars to over 300 industry people;
- Thatchamnet subscriptions for all Car Craft members.
- New Generation Steel Course presented by Polytechnic West.

Other achievements include:

- Sponsored the MTA National Body Repair Division meeting held in Perth.
- Registration of the Car Craft trademark;
- Alinta Dual Fuel Deal – discounted gas and electricity for the members;
- Centralised recruitment for the group;
- Dean Taylor will be welcomed back to the Group to replicate the Car Craft model in Queensland;
- Green Stamp audits for all members to promote environmental awareness and compliance.

ANNUAL WORKSHOP INSPECTIONS



This year's Car Craft member inspections were conducted by an Independent Assessor, Mark Phipps, who closed his business several years ago.

The inspections covered the following criteria:

- Professional facade of the business;
- Customer service procedures;
- Equipment levels;
- Correct methods of repair being used;
- Workshop procedures; and
- Quality repair of vehicles.

Members received a detailed report confirming how their business rated complete with a list of observations and recommendations for improvement.

The Car Craft Directors will be assisting members with areas of concern.

CAR CRAFT AWARDS 2010

Car Craft congratulated and honoured the following businesses at the annual dinner in Mandurah:

**McCarthy Panel & Paint
Member of the Year**

**AMCAP Distribution Centre
Supplier of the Year**

**J&W Zarb
High Flyer Award**

A special award was made to Carl Francesca and Wayne Phipps to acknowledge their substantial contribution to the Body Repair Industry over the last two years. Together they have developed a Business Management Seminar and presented it to over 300 people in the industry in WA, South Australia and Queensland on behalf of both Car Craft and MTAWA. Their commitment is substantial in terms of both time and effort and there is no charge for their expertise – they do it for the good of the industry.

We trust that they will continue to find time to dedicate their resources and expertise to industry development in the forthcoming year.



Top left: Rod Williams from AMCAP Distribution Centre. Top right: Joe Zarb and Viv Ellis.
Bottom left: Lilly Innes, Leanne Smith, Gail West and Loretta Wesley.
Bottom right: Allan McCarthy from McCarthy Panel & Paint

NATIONAL AUTOBODY REPAIRER OF THE YEAR AWARDS

Earlier this year Ashley and Taren Jardine from Cockburn Car Craft won Panel & Paint's Best New Shop award for Western Australia. Then in December 2010 they were judged the best in Australia.

Car Craft congratulates Cockburn Car Craft – Best New Shop (Australia) – a very deserving winner.



Carl Francesca and Wayne Phipps

CAR CRAFT AT THE TRADE EXPO



Car Craft will have at display at the 2011 Collision Repair Expo being held in Melbourne on 12 to 14 May 2011.

The group will promote trade staff opportunities in WA, along with promoting the brand and a successful business model to the rest of the nation.

Car Craft is also looking at subsidising members interested in attending the Expo.

WORKSAFE INDUSTRY CAMPAIGN

As you may be aware Worksafe is currently targeting the smash repair industry. This should be seen as a good thing, especially considering that we are trying to improve the image and standards of our industry.

We are aware that improvement notices have been issued for:

- Spray Painter annual health check non-compliance;
- Air Receiver being licensed, but the licence was not being displayed on or near the unit;
- Appropriate safety signage not being displayed; and
- Not having two trained first aid staff on site.

Ensure that you comply with your legal requirements as an employer by speaking to Chris Macainsh at MTA on 9453 7941 or contact Worksafe WA on 9327 8777.



MODERN COLLISION REPAIRS

Modern Collision Repairs has been a valued Car Craft member for ten years and over the Christmas break Tony Giglietta and his staff moved their business to modern, purpose-built state of the art premises in Landsdale.

Modern Collision Repairs new contact details:

14 Dillington Pass, Landsdale WA 6077

Phone: 08 9302 4599

Fax: 08 9302 1780

Email: moderncr@iinet.net.au

WELDING ACCREDITATION

The increased use of high strength and ultra high strength steels in modern motor vehicles is one of the many challenges facing the smash repair industry.

To address this challenge Car Craft commissioned Polytechnic West, the largest vocational training provider in Western Australia, to present a Certificate III accredited welding course to train Car Craft members and their technicians in the identification, evaluation and repair of new age steels.

The problem encountered by repairers and estimators is that there is no visual difference in the high strength steels, but they must be treated differently. However sourcing information from vehicle manufacturers is not always easy.

In June this year Car Craft subscribed to Thatchamnet for all of its 37 members. Their website provides the repair process and technical information about the vehicles and the welding accreditation



ensures that the repair is carried out correctly. They complement each other.

The course consists of theoretical information and a practical component, which includes correct welding procedures, incorporating spot welding, surface tension transfer, MIG brazing

and structural and cosmetic repair procedures.

There are now 80 technicians in Western Australia who have a practical understanding of the new generation materials and processes for the safe structural repair of the modern vehicles.

PREFERRED SUPPLIER NETWORK:

4 x 4 and More
AAA Windscreens & Tinting
Aarons Auto Recyclers
Akzo Nobel
Allpike Peugeot Citroen
AMCAP
Audi Centre Perth
Auto Classic
Avanti Windscreens
Barbagallo Motors Osborne Park
Barbagallo Motors Cannington
Burswood Honda
Chellingworth Motors
Diesel Motors – Passenger & Trucks

Duncan Autos
Everlast Automotives
Giant Autos
Global Autocoat
Goodchild Enterprises
Grand Autos
Japanese Truck & Bus Spares
Japwreck
Joe Crisafio Kia
Joondalup Windscreens
Lexus of Perth
Lynford Welshpool
Mandurah Autos
Mazda Parts (WA)
Melville Euro
Melville Mitsubishi
Midland Isuzu Ute

Mitsubie Auto Recyclers
Natrad
Newtown Toyota
Northside Nissan
Osborne Park Volkswagen
Park Automotive
Parkside Towbars
Paterson Auto Group
Power Crank Batteries
Premier Motors
Purely Commercial Fiat
Quick Colour Print
Robayne Distributors
Rockingham Hyundai & Kia
S & S Industries
Subaru Parts (WA)
SunGard Superstores

Swan Auto
Total Autos
WA Hino & VW Commercial
Wangara Kia & Suzuki
Wangara Volkswagen
West Coast Automotive
Wild West Hyundai
Wurth Australia

CAR CRAFT CORPORATE BENEFITS

Telstra
Wesfarmers Federation Insurance



CAR CRAFT ACCIDENT REPAIR CENTRES

Thoroughly Professional, Professionally Thorough

Allens Vehicle Refinishers, Wangara
Avon Valley Smash Repairs, Toodyay
B&A Smash Repairs, Bayswater
Balcatta Panel & Paint, Balcatta
Bowra Panel & Paint, Osborne Park
Cockburn Car Craft, Bibra Lake
Combined Smash Repairs, Willetton
Dalcos Accident Repair Centre, Welshpool
Damage Control, Maddington
Duracraft Accident Repair Centre, Myaree
Gino's Panel & Paint, South Fremantle
Gino's P&P Rapid, South Fremantle
Hiltone Body Works, O'Connor

Ian Guppy & Co. Smash Repairs, Collie
Jandakot Accident Repair Centre, Jandakot
J&W Zarb Car Craft, Osborne Park
K&L Panel & Paint, Bayswater
Lombardi Bros, Bentley
Maddington Smash Repairs, Maddington
Malaga Auto Body Worx, Malaga
Mandurah Panel & Paint, Mandurah
Max Green & Company, Welshpool
McCarthy Panel & Paint, Claremont
Meltham Motors Smash Repairs, Maylands
Midland Smash Repairs, Midland
Mirage Panelbeaters & Spraypainters, Belmont

Modern Collision Repairs, Landsdale
Otto's Smash Repairs, Belmont
Peter Wilkinson & Co., Welshpool
Port Kennedy Car Craft, Port Kennedy
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, Wanneroo
Wayne Phipps Smash Repairs, Midland
West Perth Panel & Paint, West Perth
HEAD OFFICE, Welshpool