

Symposium2019

delivers in Sydney

THE FIRST EVENT OF THE SPRING RACING CARNIVAL AT ROYAL RANDWICK WAS THE HORIZONS SYMPOSIUM, WHICH GOT UNDERWAY ON A BEAUTIFUL SPRING DAY ON SATURDAY 14TH SEPTEMBER.

Sponsors and delegates from all around the country gathered for the only Sydney-based collision repair event of 2019, hosted by John McCoy-Lancaster and Joe McFadries.

Headlining the morning session was keynote speaker James Goodwin, CEO ANCAP Safety, who outlined how the ANCAP (Australasian New Car Assessment Program) rating system works and how the death rate for road accidents in Australia has halved over 30 years as more and more safety features are built into our motor vehicles. For example, the impact of autonomous emergency braking (AEB) has been amazing, with an almost 40 percent reduction in rear-end crashes and a 27 percent reduction in fatalities.

Looking ahead, notwithstanding

the growing prevalence of autonomous technology, due to the average age of the car parc and the mix of vehicles on our roads, crashes will continue to happen in both the metropolitan and regional areas. The challenge for the collision repair industry will continue to be the skillset of the workforce and the growing need to understand the repair processes that these technologies will entail.

James' presentation was the precursor to the first discussion panel, where he was joined by Audi's Gareth Wright, Hyundai's Kevin Roberson and Hella Gutmann's Gordon Scott-Worthington to discuss the latest developments in OEM technology and the growing impact on the collision repair industry. The discussion centred on the technology behind the

connected car, the prevalence of OEM repair networks and access to repair information, and what they all mean to today's drivers and repairers. In addition, the panel discussed the question of what really constitutes a genuine part, and Gordon Scott-Worthington pointed out that Hella was indeed a Tier 1 supplier of genuine parts to most of the global OEMs.

The audience was given an overview from our major sponsor, Hyundai, as Kevin Roberson provided a compelling case for the use of genuine parts, approved repair procedures, and fully trained and accredited technicians. He also highlighted Hyundai's price matching policy against non-genuine parts and reinforced their commitment to the collision repair sector, their growing





ANCAP's James Goodwin.

marketing communication program with the National Collision Repairer and their strong and ongoing association with Capricorn.

Immediately after the lunch break, delegates were given a "reality check" by Tradiebot Industries' CEO Mario Dimovski, who outlined Tradiebot's journey, their latest developments in augmented reality and robotics and their place in the today's workshops. The presentation generated much discussion and it was clear that Mario really struck a chord with the younger generation.

The presentation referred to several examples of augmented reality



Maxine Colligan, Cameron Killen and Jack Parkinson.

in our daily lives and how it is already transforming other industries. Mario also showed several videos to illustrate Tradiebot's WorxAR technology, which led to the team getting everyone involved with their interactive display during the breaks. The key message was that our industry has an opportunity to embrace this technology, and it was clear that many got the message as the Tradiebot team was inundated with questions for the rest of the day.

Following Mario's technology-charged presentation, John McCoy-Lancaster introduced our Future

Leaders of the Industry panel: Fix Network's Jack Parkinson, Killen's Smash Repair's Cameron Killen, and, fresh from her bronze medal success at WorldSkills in Russia, AMA Group's Maxine Colligan. The panel members shared their views of the industry and provided a clear message to the rest of us, the current custodians, to "get off our backsides" and proactively market all the great things about our industry. We must accept that the next generation of technicians are wired differently and is looking to embrace new technologies. Do this, and we will attract the next generation



Hyundai's Kevin Roberson.



The Hyundai Kona EV.

of industry leaders. It was a truly inspiring discussion, full of passion, pride and enthusiasm.

As we moved into the final bend, Lifetime Achievement Award inductee, I-CAR Australia's CEO Mark Czvitkovits, presented an in-depth view of the development of electric and hybrid vehicles. Mark focused on the importance of understanding the complexities of the technology and how it affects the repair procedures. He highlighted the importance of deactivating the high voltage battery prior to working on the car, but reminded us that the battery itself is always live. He also reinforced the importance of following OEM procedures, wearing the correct PPE and having fully qualified technicians. Mark's message: anything less and you will get hurt!

And, to complete the racing references, a panel of industry stakeholders led us into the home straight with a multi-faceted

Selected comments

"It is fantastic to see repairers, manufacturers and parts suppliers all coming together to work on the future of the industry and look at the horizons that are years down the track, rather than just today."

Troy Johns, IAG.

"Very informative with lots of good information. I would have liked to have seen more repairers here – they are the ones that have missed out."

Murray Howell, Sherwin-Williams.

"It's been terrific – I've really enjoyed all the speakers, particularly the Future Leaders Forum. It's so refreshing to see the quality of the next generation coming through."

Anthony Borg, 3M.

"It's been a really good event. I really enjoyed both the ANCAP and Tradiebot presentations with lots of information that I hadn't heard before. Well done."

Michelle Morgan, Saint-Gobain.

"What great event. You've done well to bring everyone together and the keynote speakers have been sensational, giving their insights into what's happening in the industry."

Kevin Roberson, Hyundai.

discussion about the changing collision repair landscape. Mark Czvitkovits and Troy Johns returned to the stage and were joined by AMBRA Chairman Tod Sarina, Macarthur Prestige's Glenn O'Donnell representing AAPR, and Capricorn's National Panel Manager, Rob Mildenhall, who discussed the challenges presented by the MSOs who are disrupting the industry, the changing involvement of the major insurers, and the role of the manufacturers. The discussion inevitably turned to training and investment as the keys to ensure an independent body shop remains current and commercially viable, notwithstanding the MSOs' advantage in economies of scale.

Throughout the day, co-host of the Symposium, John McCoy-Lancaster excelled himself once again and showed why he is the "master of the mike" and why he is in so much demand at motor shows around the country. He really is the Car Guy!

We wrapped up the symposium

by recognising the support of our sponsors who really got behind the initiative, the speakers and panellists who contributed throughout the day, and the delegates who got involved in the discussions. As we always say, the world is changed by those who turn up, and last weekend was no exception.

We were really pleased to bring our event to Sydney and overwhelmed by the level of engagement, which continued as we networked into the evening.



Tradiebot's Mario Dimovski.



Gordon Scott-Worthington, Kevin Roberson, John McCoy-Lancaster, James Goodwin and Gareth Wright.



Troy Johns, Mark Czvitkovits, Tod Sarina, Joe, Rob Mildenhall and Glenn O'Donnell.

THE NATIONAL Collision Repairer SYMPOSIUM 2019

HORIZONS

Thank you!

We wish to acknowledge and thank the following industry-leading organisations for their sponsorship of "Horizons" Symposium 2019



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