

**MECHANICAL REPAIR
PROGRAM**

2018 AUTOCARE

**AUSTRALIA'S PREMIER
AUTOMOTIVE CONVENTION
FOR PARTS, SERVICE AND
REPAIR PROFESSIONALS.**

**INTERNATIONAL
CONVENTION
CENTRE SYDNEY**

**FRIDAY 4 –
SATURDAY 5
MAY 2018**

**Early bird
rates!**

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AN INITIATIVE OF



Friday 4 May 2018 - CONVENTION DAY 1

8:00am REGISTRATION

9:00am OFFICIAL OPENING

10:15am KEYNOTE 1

Competition in the Australian automotive industry

Rod Sims, Australian Competition & Consumer Commission

The ACCC has developed a strong interest in our sector over the past 24 months and has recently completed the most comprehensive review of competition and consumer issues ever undertaken in the new car retailing industry including independent workshop access to dealer level repair and service information. In this presentation ACCC Chairman Rod Sims will outline what the ACCC intends to do to ensure that the independent aftermarket can have confidence in a future in which consumers are able to exercise choice of repairer and parts, a future in which fair and open competition is monitored and enforced.



11:00am MORNING TEA

11:45am WORKSHOP 1 – Concurrent Sessions

OPTION 1

Understanding your customer

Richard Birks, Ron Klein & Simon Edwards; TKP

This presentation – based on a survey of 1,500 Australian car owners - will provide you with a complete understanding of your customer; how do they decide which workshop to visit, what factors are critical to customer satisfaction, perceived differences between independent and dealer workshops and lots more.

OPTION 2

Who is going to be fixing the cars of the future

Jonathon Sampson, AutoMate Training

Who is going to be fixing the cars of the future? What changes need to take place to overcome the current shortage of technicians?



1:00pm LUNCH

2:00pm KEYNOTE 2

Collaborate or evaporate – How to future proof your auto repair business by thinking BIG

Rachael Sheldrick, Workshop Whisperer

Do you wonder where your new customers will come from to ensure the survival of your auto repair business? Rachael shares tips on how to attract customers that don't even know you exist yet by leveraging the customer bases of businesses outside the Automotive Industry.



“Automotive Technology and Diagnostics”, an interesting combination

Jeff Smit, The Automotive Technician (TaT)

A close look at the process required to successfully and accurately determine the cause of a symptom. The modern motor car is vastly different to older vehicles, so the process and application of diagnostics has to be vastly different too.



3:30pm AFTERNOON TEA

4:00pm WORKSHOP 2 – Concurrent Sessions

OPTION 1

Life after R134a: Working with and profiting from next-generation vehicle air-conditioning refrigerants

Brett Meads, VASA

Automotive air-conditioning refrigerant R134a has been used for around 20 years now, but times are changing with at least two new gases now adopted by global car manufacturers. This seminar is your first step toward preparing and profiting from these changes.



OPTION 2

Digital tools for automotive service professionals

Scott Brown, International Automotive Technicians Network (iATN)

Maximise the use of your digital tools in order to bring a higher level of professionalism to your personal brand. Once you complete this session you'll be able to better leverage the power of your digital devices and access online resources like a pro!



Saturday 5 May 2018 - CONVENTION DAY 2

8:30am REGISTRATION

9:30am KEYNOTE 3

Supporting consumer choice of repairer and parts – A global scorecard

Aaron Lowe, Auto Care Association (USA)

Lesley Yates, Australian Automotive Aftermarket Association

Aftermarket parts producers, distributors and repairers have been working together globally to advocate for fair and open competition.

This session will provide a scorecard on the Global efforts to support consumer choice and fair competition in the Automotive Aftermarket.

Aaron and Lesley will provide an update of international achievements and host a discussion on the tactics that are currently employed to deny independents the right to repair and deny consumers the right to choose.



11:00am MORNING TEA

11:45am WORKSHOP 3 – Concurrent Sessions

OPTION 1

Driving business performance

Duncan Boyle, Automotive Wealth Creator

This presentation highlights the VITAL key business topics that owners need to embrace and implement day by day to “Rejuvenate” their business.

OPTION 2

Reading smoke signals

Clinton Brett, Diesel Help Australia

This presentation will focus on how to correctly diagnose these 3 smoke signals commonly misdiagnosed on a diesel. Learn techniques using a scan tool and your own senses to avoid replacing unnecessary and expensive components. Understand what data the fault code is reading and why.



1:00pm LUNCH

2:00pm KEYNOTE 4

Today's automotive diagnostician

Scott Brown, iATN

Scott Brown is an ASE Master Certified Automobile Technician with over three and a half decades of professional service industry experience. He also serves as company President of iATN which provides 83,000 automotive service professionals from 170 countries with various forums and rich content databases to expand their knowledge and skill sets.

Scott will share his observations, knowledge and tips on how automotive technicians and business owners can adapt and prosper in this technology driven, service orientated industry of the future.



3:00pm AFTERNOON TEA

3:30pm WORKSHOP 4 – Concurrent Sessions

OPTION 1

Surviving the tech shortage

Geoff Mutton, The Automotive Technician (TaT)

With over 27,000 jobs waiting to be filled, the focus of this session will be on practical tips on how to survive the technician shortage.

OPTION 2

Catalyst efficiency

Scott Thomas, SLT Enterprises

The main focus for this session will be the 3-way catalyst, as fitted to Gasoline engines including live case examples and tips on how to test and evaluate Catalyst Efficiency.



4:30pm CLOSING ADDRESS

Full program & speaker biographies available at autocare.org.au



AUTOCARE 2018

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AUTOCARE 2018

DISRUPTION, INNOVATION, REJUVENATION

AUTOCARE will feature a range of world class international speakers addressing the latest developments and trends across the constantly evolving automotive parts, service and repair sectors of the industry.

Early Bird Registration *(ending 15 March 2018)*

One day: \$110.00

Two days: \$200.00

Standard Registration

One day: \$135.00

Two days: \$240.00

Prices inc. GST

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