

**Submission
No 41**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Mr Todd Mcsorley

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SHERWOOD SMASH REPAIRS

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The Committee Manager
Select Committee on the Motor Vehicle Repair Industry
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Dr Mr Barilaro,

As someone who has spent his entire working life in the smash repairs business I thought I might share my views on the current state of the Motor Vehicle Repair Industry. I currently own and operate a medium size shop in Western Sydney that employs 17 people. We are in our 14th year of business and have seen many young apprentices turn into excellent tradesmen over the years. All this is only possible with a strong relationship with the insurance companies. We have had a close working relationship with the Suncorp group for 14 years that has been mutually beneficial.

Consumers these days are a lot more demanding and knowledgeable. They expect high quality repairs along with a short turn around time. Panel shops must keep up to date not only with the latest equipment but also with staff training. This is why it is very important that vehicle manufacturers make their data and vehicle specifications on all new models readily available to the smash repair industry. Providing us with all the information needed to repair all vehicles correctly.

As repair methods and new technology in vehicles change, panel shops must also invest in new up to date equipment. This is why it's very important to have a formal agreement with a work provider such as an insurance company. This gives us the confidence to invest in new equipment and staff training. It's very important that businesses that do invest in the industry are able to continue to partner with work providers to protect their businesses as well as offering quality repairs to all customer vehicles.

Thank you for giving me the opportunity to submit my views and if I can be of any assistance please don't hesitate to contact me.

Yours truly

Todd Mcsorley
Owner
Sherwood Smash Repairs

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