

YOU SPOKE. WE LISTENED.

MEMBER PULSE CHECK - KEY FINDINGS

Thank you to all our member businesses who took the time to complete the short survey. The results from both NSW and ACT members show remarkably similar priorities.

WHAT MEMBERS TOLD US



81%

Operating Costs remain the biggest challenge

Rising insurance, wages, energy, rent, compliance and overheads are putting pressure on profitability.



52%

Finding and retaining skilled staff continues to hurt businesses

Attracting staff and apprentices remains one of the toughest challenges across NSW and the ACT.



Compliance is becoming more complex

Members report increasing pressure from regulation, licensing, workplace obligations and administrative burden.



Industry protection remains a major priority

Fair insurance practices, action on unlicensed repairers and support through industry change are top of mind.



Common themes across NSW & ACT

Cost pressures | Workforce shortages | Compliance burden | Industry fairness



ACT members also highlighted the need for stronger local government engagement and support on practical operational and regulatory issues.

YOUR FEEDBACK. OUR ACTION

HOW WE ARE RESPONDING IN 2026



1. Cost of Doing business

- Stronger advocacy on insurance premiums, energy, taxation, compliance and other business costs.
- Real member case studies to demonstrate the impact of rising costs.



2. Workforce & Skills

- More investment in apprenticeships and practical training pathways.
- Initiatives to attract, train and retain the skilled workforce our industry needs.



3. Government Advocacy

- Strong representation with government on key industry issues.
- Focused engagement on policies that reduce pressure on small businesses.



4. Compliance Support

- Practical guidance and resources to help members navigate changing obligations.
- Advocacy for simpler, fairer and more proportionate regulation.



5. Industry Protection

- Continued action against unlicensed operators and unfair practices.
- Supporting members through industry change, including the EV transition.

Member feedback strengthens our voice when advocating to governments, regulators and industry stakeholders, on the issues that matter most.

If you have anything further to share, contact your Area Manager or call (02) 9016 9000.

WE WILL KEEP LISTENING. WE WILL KEEP DELIVERING.



MOTOR TRADERS'
ASSOCIATION OF NSW

