



ABN: 84 114 260 703

ACN: 114 260 703

Ph: 07 4941 7313

23 Bacon Street
Moranbah QLD 4774

Fax: 07 4941 7242

Moranbah Discount Tyres & Mechanical Pty Ltd



"Excellence In Service Business Awards"

Best in Trades Services Award and Best in Mining and Manufacturing Services Award
2009, 2011 and 2012

I would like to take this opportunity to thank the community of Moranbah for nominating Our Business in the "Excellence In Service Business Awards". We have been nominated in both categories for Best Trade Services and Best Mining and Manufacturing Services in 2009, 2011 and 2012 and won both sections. We have now been nominated again in both categories for 2013 and we are so appreciative that our continued hard work and community commitment has been recognised once again.

In 2013 and 2014 we were nominated for Telstra Regional Business Awards and Carolyn Fritz – Director – was nominated for Telstra Business Woman of the Year Award in 2012 and again in 2013 .

Moranbah Discount Tyres and Mechanical Pty Ltd is a highly motivated and driven family owned, local business. Over the past 9 years we have grown from 9 employees to 38 and expanded the business to accommodate the needs of the community. Both Jamie and I have been apart of the Moranbah Community for the past 30years. We have had several Staff members nominated/won the Service Star of the month award which emphasises our commitment in providing excellent customer service. All our staff reside in Moranbah and they are either locals or people that have come to us for employment and have since made Moranbah their home for themselves and their families.

We are proud to promote that we have an extensive light vehicle servicing process with the convenience of a ONE STOP SHOP for all auto electrical, mechanical and tyre requirements. Our goal is to provide a same day turn around service for all Mining companies, Contractor and Local customer vehicles with already a 97% compliance achieved. Safety is paramount to our business and we aim to support Industries best practices in Fatal Risk Protocols and Safety Standards. We are authorised repairers for Orix, Custom Fleet, Lease Plan, Fleet Care, Esanda, Fleet Australia and all other major leasing companies. We are also the authorized Compliance Inspection Station for BMA Coal Mines.



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Achievements for 2012/2013/2014 year:

- We have been nominated as a [Teir 1 outlet for BMA and Orix vehicles](#) – this enlists us to be their Main and Preferred Repairer for all their light vehicle repairs in Moranbah
- We have been approved as [VW Amarok Sub Agency Outlet](#) – we are able to carry out warranty work for Volkswagen and are the only authorized Agency in the Bowen Basin outside of Mackay and Emerald.
- We have just been approved as a [RepcO Authorised Service outlet](#) – we are backed by Repco and have access to all the resources and benefits of the Repco Authorised Service Team
- We have just recently become a [Holden Colorado Sub Agency Outlet](#)– we are able to carry out warranty work for Holdens and are the only outlet in the Bowen Basin other than Emerald and Mackay
- We are now the only Central Highlands, Bowen Basin Distributor of [Ironman 4x4](#) products
- We have also been approved as the only [Toyota Warranty Service Outlet](#) in Moranbah along with the only [Isuzu Service Outlet](#)
- We can do servicing for [ALL](#) Leasing Companies
- We have 22 [hoists](#) to carry out all types of vehicle services and repairs
- We are able to carry out first services for all makes and models without voiding warranty – so customers don't have to take their vehicle to Mackay or Emerald – but can get it done locally

MDTM has expanded over the past 12 months whereby we now have a Tyre Division on Mills Ave and the Mechanical/Auto Electrical on Bacon Street. We have taken this step simply because it enables us to provide quality service in all aspects of vehicle maintenance and to be able to support the growth of the township with their needs and to encourage local buying. We have also employed 2 Managers with over 40 years experience in Tyres and Mechanical so that customers are confident they are being looked after with the best possible knowledge and advice.

We support Moranbah State High School in assisting with the skills shortages and rising unemployment levels which we have recently all had to deal with over the past few years by employing School Based Trainees and Apprentices in Administration, Tyre Fitting, Auto Electrical and Mechanical. We also support and contribute the the “Get Set for Work Program” assisting with work placement for our under privileged youth for the past 7 years, supporting the School with Work Experience for years 11 and 12 and also the MAST Program giving Yr11 and 12 students the skills they need to enter the workforce. This year we have had 6 Work Experience Students work at our business from the High School. In 2013 we were the only workshop that was able to support the High School with work experience for both female and male students in their chosen careers. In 2013 we initiated Women, Wheels and Automobiles which is a program that we provide free of charge as a Community service which teaches Women what to do if they break down, how to change a Tyre, understand basic vehicle terminology, how to jump start a vehicle. We are also providing this information session to the High School for years 11 and 12 students.

Our Business has grown to include a large range of **Australian Made and Australian Owned** “True Blue Chemicals” which has an extensive range of Industrial, Housekeeping, Healthcare, Hospitality, Laundry and Floor



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care products. Once again supporting this great land of ours in keeping our money at home. We deliver chemicals free of charge and on same day delivery as the chemicals are requested and also supply freight free to show our support for local businesses.

Our Business now includes Auto Electrical, Mechanical, Tyres, and Chemicals.

Moranbah Discount Tyres and Mechanical Pty Ltd also provides the Best in opening hours in our Field, staying open longer and more often than other business alike to ours by opening at 7am – 6pm Monday to Friday and 8am – 1pm on Saturdays at the Tyre Division. We offer complimentary pick up and delivery of vehicles, complimentary car wash with every service and continually give free giveaways with every vehicle we wash which includes cakes of soap, stubby coolers, hats and various other memorabilia.

Our support to other local businesses is to be mentioned as we not only provide a service, we engage and support other business in the town – these businesses rely on us to provide them with work as well. In the past 12 months we have donated \$42,000 to local Charities, Sporting Facilities and Local Clubs. Some of these recipients have been Relay for life, Moranbah Early Learning Centre, Moranbah Rodeo, Moranbah State High School Awards Night, MTA Awards Night,

We have been the major sponsors for:

Daniel Morecombe – Dance For Daniel
Moranbah State Primary School – Great State Hall Ball
Moranbah East Primary School – Garden Party
2013 Variety Bash – Variety the Childrens Charity car 4744
Rock FM Association
CFMEU Rugby League Charity Match
Moranbah NRL Reunion Match and community fund raiser

In July 2013 we raised \$20,000 for CQ Air Rescue at our Car Show.

We have just recently purchased 4 houses in Moranbah to accommodate our employees as housing is becoming harder to find and secure – this ensures that we are eliminating any issues with attracting the right employees.

We thank the MTA and the Moranbah Community for this opportunity to be acknowledged for the hard work we have delivered.

Carolyn Fritz
Director - MDTM