

AAAA State Of The Industry 2024 Summary

October 2024



AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

fifth
quadrant

Key Insights



Workshop numbers continue to grow, in the last 5 years 3,300 new workshops have opened for a 12% industry growth rate



The aftermarket is responsible for the majority of both fleet and consumer servicing, underpinned by their strong relationships with customers



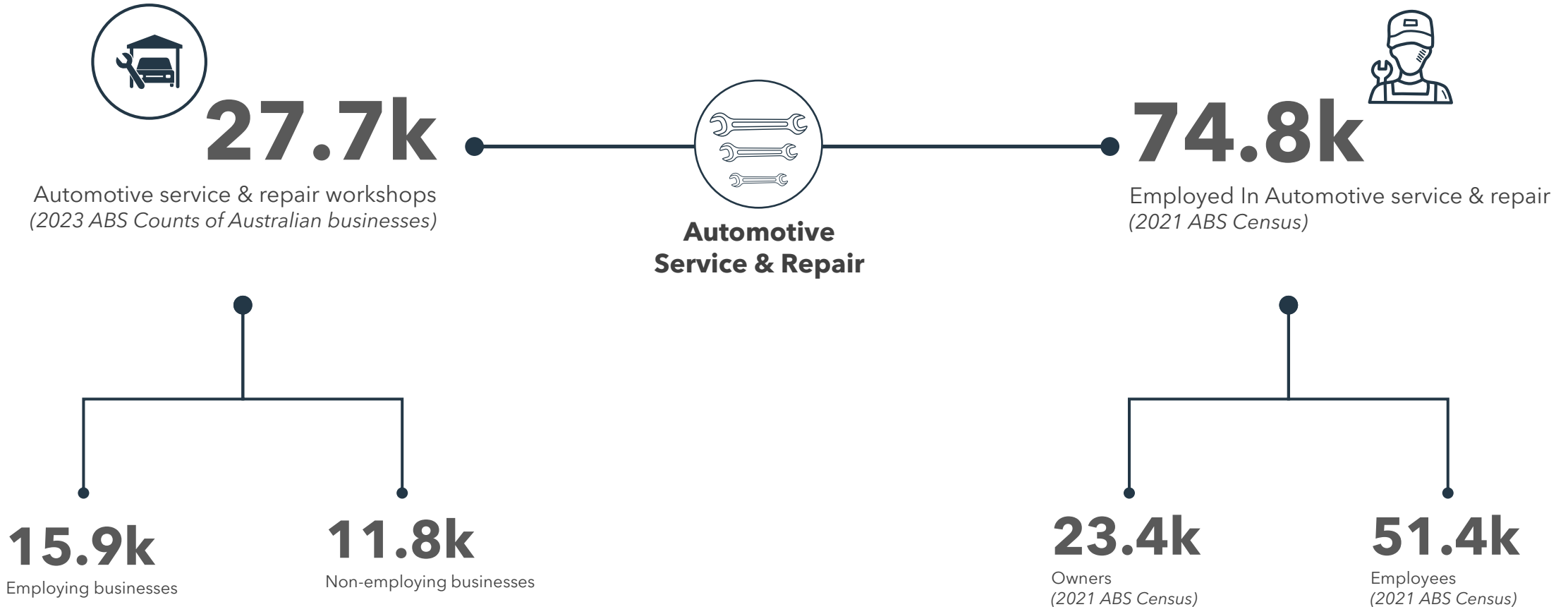
The forecasted demand for mechanics will reach 79k in 2030, with 32k of those roles to remain unfilled if the current shortages are not addressed



Workshop operators see the importance of investing in the latest diagnostic and service tools and technologies in order to be able to service the latest vehicles

Key Insights – Workshops & Employees

There are almost 28,000 aftermarket service and repair workshops in Australia, employing more than 50,000 technicians and support staff



Key Insights – Workshops & Employees

Despite this, research has quantified the current technician shortage at almost 28,000 qualified workers; this is predicted to exceed 30,000 by the end of the decade

Projected Qualified Technician Shortage

27.7k

Workshops in Australia

(2023 ABS Business Counts)

x

1

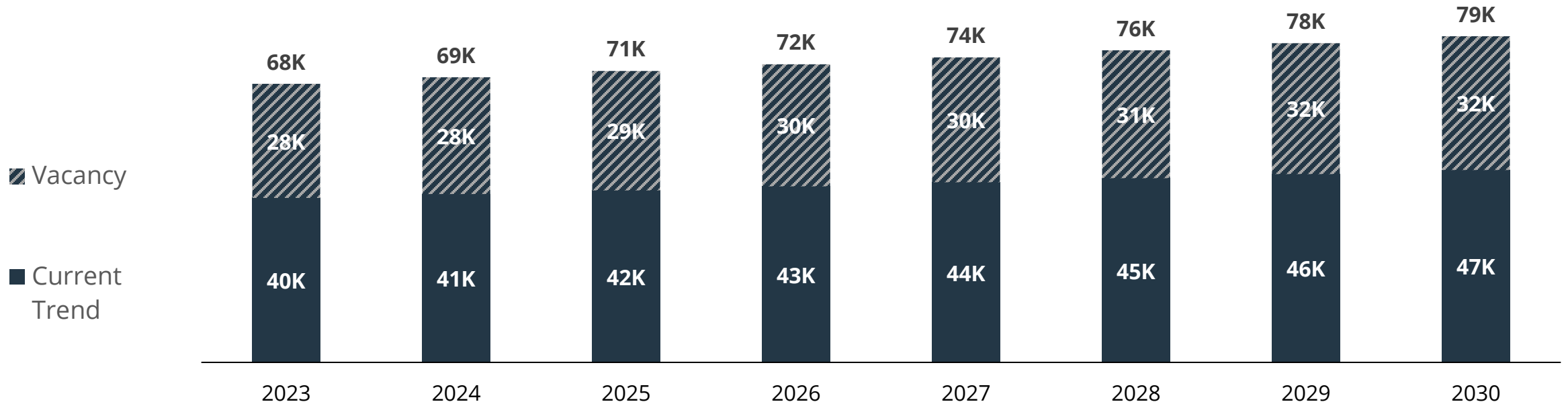
Avg. Qualified Tech Vacancies

(2023 AAAA Technician Salary Benchmarking)

=

27.7k

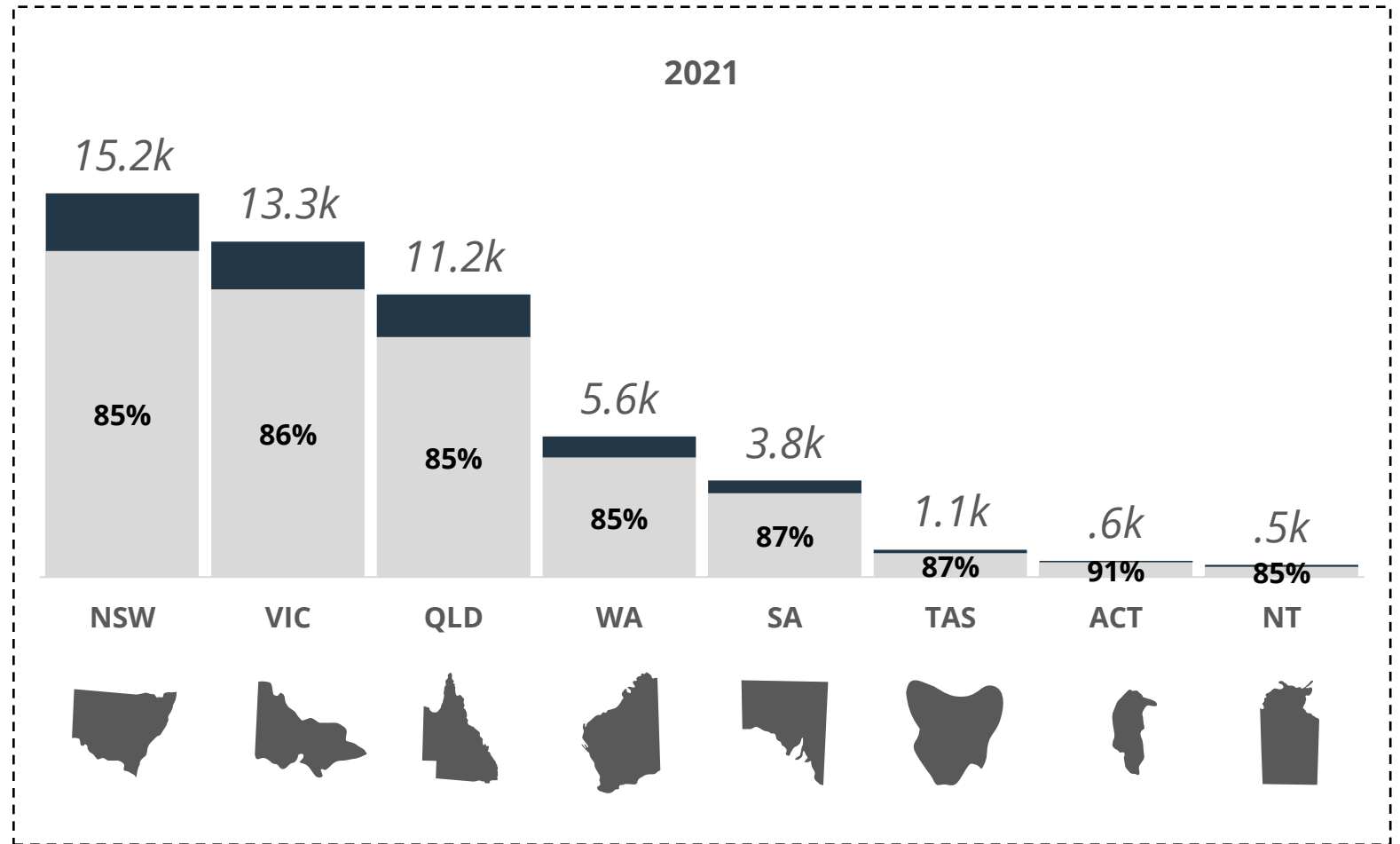
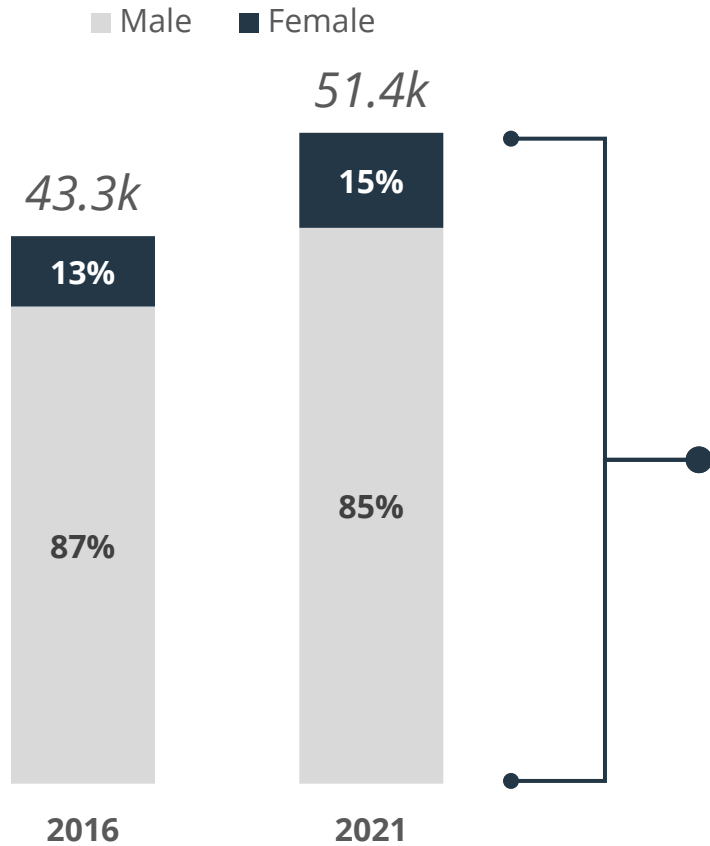
Qualified Tech Vacancies for
Aftermarket Workshops



Key Insights – Workshops & Employees

More positively, while the automotive service and repair industry is still overwhelmingly male, female numbers continue to increase; since 2016 they are up by about 2,000

Employees by Gender and State, within Automotive Service & Repair Workshops



Key Insights – Service & Repair

The 27,700 workshops are delivering around \$10bn of vehicle servicing and repair each year, supporting both consumer and fleet drivers



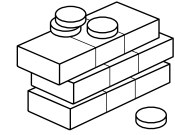
Number of Vehicles

19.7m

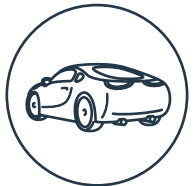
Passenger/LCVs in the Australian Car Parc

Annual Spend

\$10bn



Number of Services



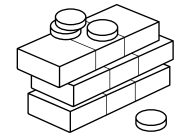
16m

Consumer Vehicles

28m

Consumer services p/year

\$7bn



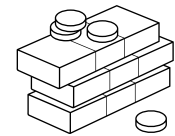
3.7m

Fleet vehicles

6m

Fleet services p/year

\$3bn

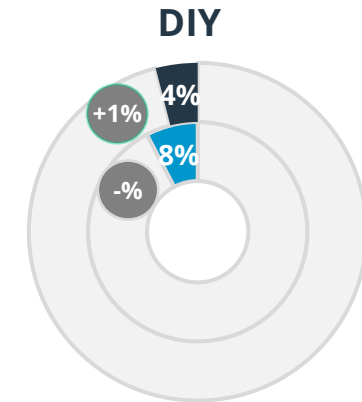
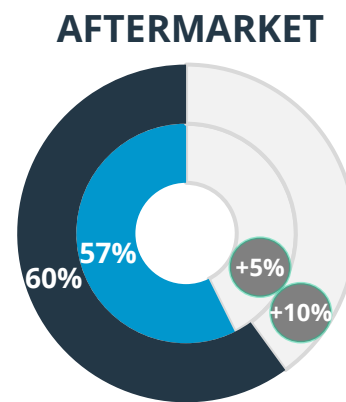
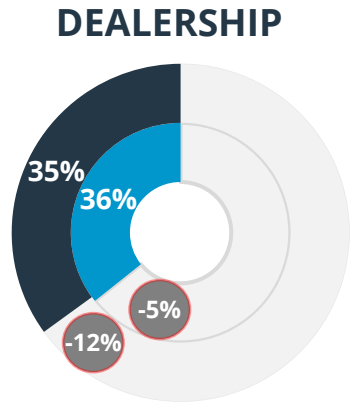


Key Insights – Service & Repair

The aftermarket owns the majority of this work across both consumer and fleet audiences

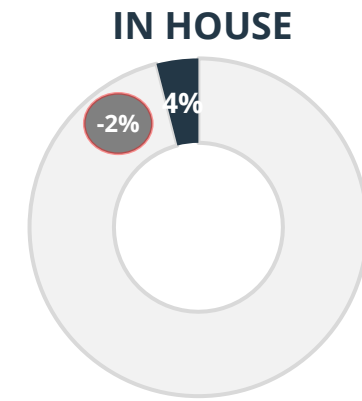
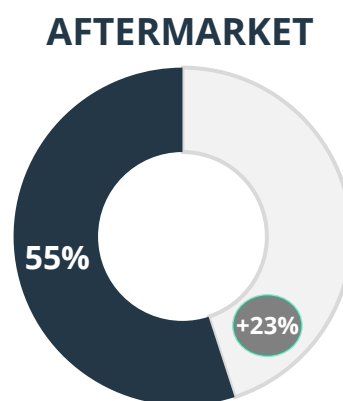
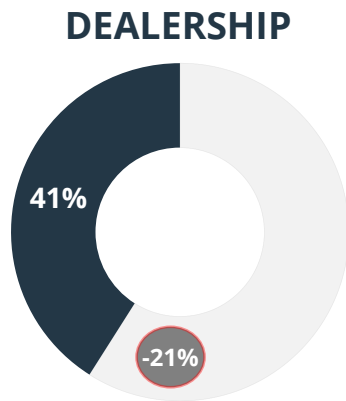
Consumer Share Of Services Vs. Revenue

● Share of consumer services
 ● Share of consumer revenue
 -% Change from 2021



Fleet Share Of Services

● Share of fleet services
 -% Change from 2021



Key Insights – Service & Repair

These relationships are underpinned by a level of trust in the capabilities and value being delivered by aftermarket workshops

Consumer Attitudes

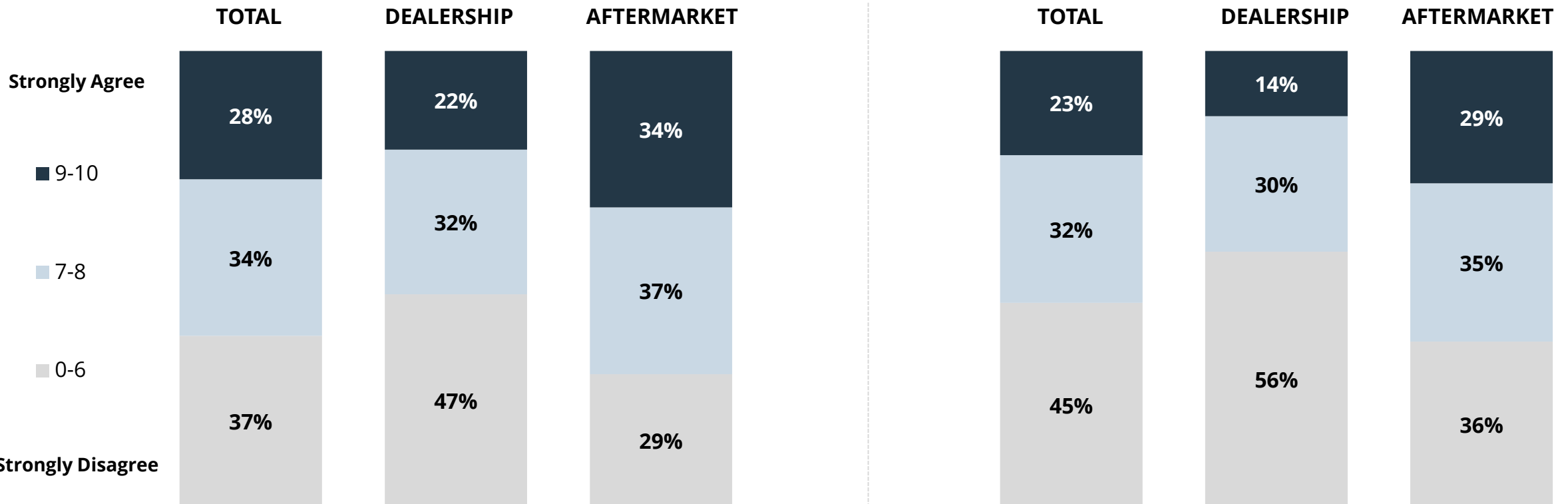
(2024 FQ Consumer Auto Survey)

**Amongst those who have had their vehicle serviced by a professional*

"To what extent do you agree or disagree with the following statements"

I trust my local mechanic

Local mechanics are cheaper than dealership workshops

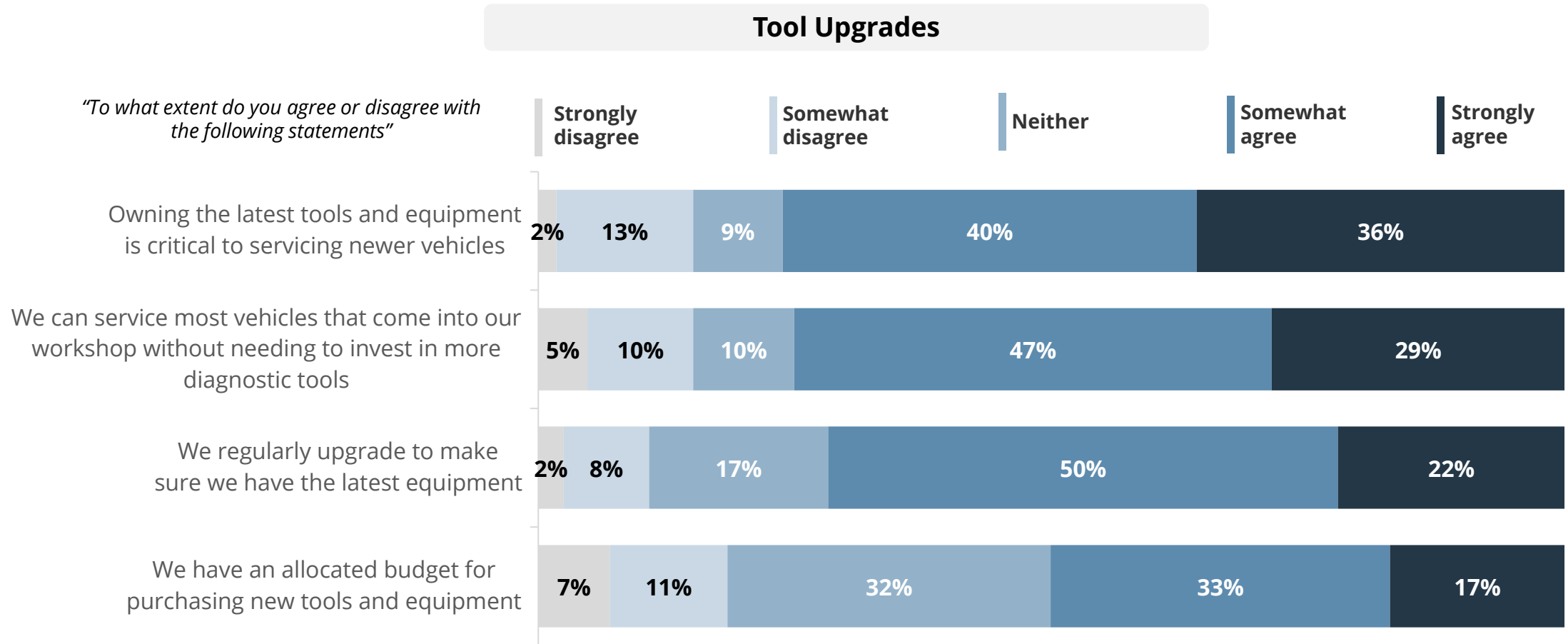


Key Insights - Technology Investment

With aftermarket workshops also investing in tools and equipment to ensure they can continue servicing the diverse vehicles coming onto their forecourt

Workshop Attitudes

(2023 AAAA Future Readiness Index Report)



- 1 workshops & employees
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- 5 car parc
- 6 technology investment
- 7 import & export
- 8 about AAAA & Fifth Quadrant

To provide a comprehensive and insightful update on the current state of the automotive aftermarket industry, offering valuable data and analysis on key market dynamics and trends to inform strategic decision-making and future planning for industry stakeholders.

THANK YOU

For further information about this research, please contact:

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The AAAA regularly commissions research on behalf of members to assess the health and trends within the broader automotive industry and various sectors within. The data gathered provides useful insights and powerful information for business growth and direction. The research also assists the AAAA in affecting regulatory change at a government level on behalf of the industry.

Members of the AAAA have free, unlimited and exclusive first access to our full research reports

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