

Urgent advice

Revised service arrangements for vehicles that are in for urgent repairs

VACC has sought and received specific guidance from the Victorian Government with respect to unclear terms contained within the Stage 4 Restrictions that have been imposed on the automotive retail sector.

What is the issue?

Members of VACC Automotive retail workshops and franchise dealer sectors, and their clients, have been unsure as to what work can, and cannot, be completed during the Stage 4 restrictions that came into force on 2 August 2020.

What action has VACC taken?

The VACC CEO, Geoff Gwilym, wrote to the Victorian Premier on the 17 August and advised that VACC, as the peak automotive retail association in Victoria, considered that any vehicle that required essential and critical repairs to be undertaken should also be permitted to have a logbook service undertaken if the logbook service was due.

What was the logic behind the VACC view?

The logic behind the VACC view was that there was no additional risk to COVID exposure between the repairer and a member of the public should a logbook service be performed. This is because the vehicle is already in the workshop and the technician is already working on the vehicle.

What has been the Government response?

In response, VACC has been informed by the Victorian Government that:

Routine maintenance is not permitted, but where urgent vehicle repairs are being undertaken, other maintenance and servicing can also be completed at this time to keep the vehicle roadworthy. Product recalls or repairs are permitted as this relates to ensuring safety.

You can see the Government response by taking [this link](#).

What is VACC's interpretation of the Governments latest response?

VACC interprets the latest Victorian Government response to mean that:

- I. Any vehicle, be it from a Permitted Workplace or from a member of the public, that requires an urgent repair can also be serviced, at the same time. Other maintenance and service to keep the same vehicle 'roadworthy' is also permitted. The repairer needs to apply their interpretation and discretion based on the different situation that each vehicle presents.
- II. There is no change here for Licensed Vehicle Testers, they can still complete roadworthy inspections on any vehicle and undertake work to make the vehicle roadworthy following an inspection.
- III. A service can be completed where a vehicle is in a workshop for a recall.
- IV. Repair and maintenance of vehicles from Permitted Workplaces is still allowed and this includes servicing where it is essential and critical.
- V. These amendments are active from 25 August 2020.

Other

- VACC reminds its members that all other advice regarding work that is permitted under Stage 4 Restrictions still applies.
- VACC also urges its members to ensure that a COVID-19 Safe Plan has been activated and that all other COVID-19 social distancing and contactless points of business measures are adhered to.
- This updated advice also provides more clarity on the 5km travel criteria.

We will keep you informed if there are any further changes to the Victorian Governments COVID-19 business restrictions.

The link to other Stage 4 restrictions and Permitted Workplaces can be found [here](#).

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