

BULLETIN

Industry Divisions



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Dear member

VACC has received calls from distressed members who are now experiencing a sharp downturn in business following an announcement from the Premier regarding Stage 3 restrictions on Monday, 30 March 2020. The Victorian Premier, The Hon Daniel Andrews MP stated that there were only four reasons to leave your home:

- shopping for food and **supplies**;
- seeking medical care;
- for exercise and;
- for work or education.

The Premier added that these restrictions apply to gatherings of no more than two people **except** for members of your immediate household and for **work** and education.

A day earlier, the Prime Minister announced that indoor and public gatherings would be limited to two persons only. Exceptions to this limit include:

- Shopping for what you need – food and necessary **supplies**;
- **Work** and study if you can't work or learn remotely.

More recently, stay at home directions from the Deputy Chief Health Officer were posted on the Victorian Department of Health and Human Services website.

Reasons to Leave Premises

Clause 6 - Leaving premises to obtain necessary goods or services

- (1) A person may leave the premises to obtain:
 - (a) food or drink; or
 - (b) goods and services for health or medical purposes; or
 - (c) other necessary goods or services including, but **not limited to**, goods or services provided by:
 - (i) a financial institution;
 - (ii) a government body or government agency;
 - (iii) a post office;
 - (iv) a pharmacy;
 - (v) a hardware store;
 - (vi) a petrol station;
 - (vii) a pet store or veterinary clinic;
 - (viii) a retail facility that is not prohibited from operating by the Restricted Activity Directions.

You can view the full stay at home directions [here](#).

It is important to note, you can continue to remain open for business if that is your choice. People are still permitted to have their vehicle serviced or repaired; however, they should exercise the current social distancing rules. Workshops must also practice the 1.5-meter gap between workers with a 4 square meter average across a workspace unless it is necessary.

VACC encourages you to adopt a **contactless service** model during these times and promote this to your customers via any means available to you i.e. SMS messaging, email, social media. Contactless servicing includes but is not limited to the following:

- Pickup and delivery
- Key drop-off box facilities
- Contactless payment i.e. online banking or over the phone payment
- Emailing of invoices
- Repair orders can also be authorised via email etc.

It's also important our industry recognises our essential workers on the front line during this difficult time. Emergency workers, medical professionals, and those who are keeping our supermarkets open deserve priority service, why not offer them priority and more flexible hours to have their vehicles repaired or serviced.

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