

BULLETIN

Industry Divisions



Reference No: Essential services/jk-07-20

Date issued: 07/07/2020

Dear Member

VACC has received several calls and emails from members regarding customers being instructed that purchasing a vehicle or having their own vehicle serviced or repaired is not essential. There has also been reports of automotive business owners being told that they are not permitted to open particularly those located in the restricted post code areas.

VACC has again raised these concerns with the office of the Minister of Police, The Hon Lisa Neville MP. The following advice was provided by the Minister office:

In addition, police officers are not meant to be stopping people from travelling for work or restricting trade of businesses that can and should remain open as long as they are maintaining density quotients and physical distancing.

Accordingly, the Office of the Minister for Police has provided VACC's correspondence to the Chief Commissioner's office to ensure it informs the ongoing messaging to police members during this time.

VACC is correct in that the automotive trade is not being prohibited from work or opening, so staff can work, and customers engage as appropriate and consistent with the CHO requirements around density quotients and physical distancing.

We understand it's a delicate situation for law enforcement officers who are doing their best to keep our communities safe and we urge you to be patient when dealing with difficult situations.

VACC is here to help!

The Ministers Office has requested VACC members provide specific instances where police have not conformed to the guidance as stated. This will allow for the Ministers Office to identify where the message is to be reinforced. VACC has agreed to this.

Register your complaint



There is some confusion regarding the use of the term 'essential' being replaced with the word 'necessary' in Government media and advice on COVID-19. For e.g. As the stay at home order says you cannot travel out of your lock down suburbs to get your hair cut as hairdressing is restricted. Automotive is not restricted hence the term necessary.

This is inconsistent with the notes in clause 6 of the stay at home orders. It is VACC's interpretation that as long as you are travelling out or into a lock down postcode to conduct business with a NON restricted retail facility there is no impediment on that activity.

Click [here](#) for more information on Restricted Activity Directions (Restricted Postcodes).

VACC would also like to remind members of some of the common and practical steps you should be enforcing in your business:

- Continue to set an example and monitor social distancing (1.5m).
- Display the maximum number of occupants allowed in an enclosed area using the 4 square meter rule, for more information on this [click here](#).
- Floor markings / decals to guide customers on where to stand, particularly around areas where people often line up, such as reception desks [click here](#) for print out.
- Avoiding physical greetings such as shaking hands with staff or customers
- Consulting with workers on personal hygiene measures such as [hand washing](#) and [covering coughs / sneezes](#).
- Providing hand sanitisers to staff and customers.
- Cleaning frequently touched surfaces daily (tables, door handles, keyboards, car keys etc).
- Cleaning all customer vehicles inside prior to and after service including external handles.
- Keeping COVID19 posters displayed throughout the business as reminders to staff and customers (VACC have previously provided).
- Consulting regularly with employees to remind them to remain diligent when dealing with customers.
- Communicating to staff the expectation to stay home if they feel unwell with any cold or flu like symptoms [click here for COVID19 Health Questionnaire](#).
- Adopting a contactless service model such as pickup and delivery, key drop-off box facilities, contactless repair authorisations and payments.

Geoff Gwilym
Chief Executive Officer