

BULLETIN

Body Repair Division



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Dear Body Repair Division Member

My name is Kathy Zdravevski and I am the new VACC Industry Policy Advisor for the Body Repair Division and Towing Operators Division.

I come to VACC with a strong background in insurance and particularly in the areas of dispute resolution, settlements and litigation and claims consultation. I have been working in the automotive insurance industry for 15 years, and most recently as a Dispute Resolution Manager. I hold a Diploma in General Insurance (Senior Associate) with ANZIIF and I have a Bachelor of Business from Victoria University. Following my passion for the law, I received my Master of Laws – Juris Doctor from Monash University.

I look forward to sharing my legal and business skills and training with VACC members.

The Body Repair Industry is currently undergoing significant regulatory changes, both at a State and Federal level. VACC is working with key government departments to identify and respond to industry issues to gain positive outcomes for its members. VACC bulletins will keep you informed as required.

In addition, I understand, there are significant issues affecting the industry and the relationships and challenges with insurers. These issues are not new or foreign to me and I endeavor to work and advocate with key personnel and all members with a passion to make a difference on behalf of the Body Repair sector. Together we can achieve more for our industry than alone.

To assist me to understand your business needs and to better service the industry it is important that some vital information is captured on your VACC membership record. Therefore, please take this [link](#) to answer some questions of which answers will be kept in confidence.

Thank you for your cooperation. If you need further information, please call me on 03 9829 1142.

Kind regards

Kathy Zdravevski

Industry Policy Advisor – Industry Divisions

BRD, TOD

VACC

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