

BULLETIN

Body Repair Division



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Additional Workshop in August

Free Business Essential Workshops for Body Repairers

Recent code determinations and consumer access to AFCA (Australian Financial Complaints Authority) has changed the car insurance and collision repair business relations for the better. There is no going back from here.

A mind shift has not yet occurred amongst some car insurers.

Most non VACC repairers are also unaware of the changes.

The presentation will inform members and non-members of current day good practice.

Topics to be covered will include:

1. Code registration.
2. Consumer awareness and their access to AFCA.
3. The best way to resolve pre repair authority and post repair authority disputes.

Enroll now to participate in this 90 minute workshop to be held on **Wednesday, 21 August 2019** at VACC, Level 7, 464 St Kilda Road, Melbourne from 6-7.30pm sharp.

To secure your place



The workshop is free, but you will need to inform us in your enrolment whether you are a member or non-member. The small business/consumer advocacy improvements achieved since 15 October 2018 are immense and great news for VACC small business collision repairers. Non-members can join on the night but there will be no pressure to do so. This is an "education" program.

John Guest

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