

# BULLETIN

## Body Repair Division



Reference No: Workshop-11-19

Date issued: 21/10/2019

### Free Business Essential Workshops for Body Repairers Dandenong / Melbourne

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.

VACC will continue to run the transformational workshops in November. 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.

**Don't miss out - register now!**

<b>Dandenong</b>
<b>Tuesday, 12 November 2019</b> <b>1pm – 2.30pm</b> Comfort Inn Dandenong 124-126 Princes Highway Dandenong Vic 3175

[Register Now](#)

<b>Melbourne</b>
<b>Wednesday, 6 November 2019</b> <b>6pm – 7.30pm</b> VACC House Level 7, 464 St Kilda Road Melbourne Vic 3004

[Register Now](#)

## Melbourne

**Wednesday, 20 November 2019**

**6pm – 7.30pm**

VACC House

Level 7, 464 St Kilda Road

Melbourne Vic 3004

[Register Now](#)

The workshops are free and are available to members and non-members. If you are not a VACC member you will need to inform us in your registration.

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**

**Leader Industry Divisions and Policy**

**VACC**

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