

BULLETIN

Industry Divisions



Reference No: ARD-02-19

Date issued: 18/02/2019

Dear Members

You may have seen the Government's media release on Tuesday, 11 February that commits them to supporting appropriate commercial dealing and competition in the new car retail supply chain for the benefit of both small businesses and consumers. **This includes considering the design of a mandatory scheme for access to motor vehicle service and repair information.** The scheme would provide a level playing field in the sector and allow consumers to have their vehicles safely repaired by the repairer of their choice.

The Government released a consultation paper [1] to gauge the suitability of possible elements of a mandatory scheme for the sharing of motor vehicle service and repair information. They have also moved to establish a Service and Repair Information Sharing Advisory Committee. Subject to the outcome of consultation on these elements, the Government intends to implement a scheme in 2019. The design of the scheme includes further public consultation on the provisions to be included in the scheme.

The Automobile Repairers Division (ARD) along with the Automotive Electrical Division (AED) raised this issue of access to repair information over a decade ago in response to VACC member feedback that access to repair information was becoming a major issue. While it has been a long and arduous journey, VACC along with the Motor Trades Association of Australia (MTAA) have been working diligently behind the scenes to get to where we are today. VACC have invested countless hours and resources on this issue since 2008. VACC have met with various Ministers and Government Departments along the way and were influential in shaping Government Policy on this issue.

For a detailed list of events click [here](#).
See also [attached](#) a report from a VACC conference held in 2011.

VACC's frustration with the latest discussion paper calling for further consultation was voiced publicly this week by VACC CEO, Mr Gwilym in various media outlets following the release of the discussion paper. "VACC has been calling for a mandated code for a long time now. We will not be satisfied until it is a genuine mandated code: this means that there are explicit penalties if manufacturers fail in their obligations to share the information for which they are obliged." Mr Gwilym said. The time for consultation has long since expired and all sides of government need to get on with the job of make a mandated code a reality. VACC's CEO has been scathing of the Government's handling of this issue however is pleased that both sides Government have now committed to mandating a code for the sharing of vehicle repair information. Rest assured, VACC will not accept a weak code that gives vehicle manufacturers an out clause. You can view VACC's media release [here](#).

VACC wishes to thank all members who participated in surveys, provided evidence, and raised this issue with their local State/Federal Member of Parliament. I think it's safe to say we are only at the beginning of what will be a transformation of the service and repair industry into one that is a fair and level playing field for all.

[1] <https://treasury.gov.au/consultation/c2019-t358022/>

John Guest

Leader Industry Divisions and Policy

VACC

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

M: 0418 329 527 | **P:** 03 9829 1142 | **F:** 03 9820 3401 | **W:** vacc.com.au