

BULLETIN

Commercial Vehicle Industry Association Commercial Vehicle Body Maker Association



Reference No: CVIA 02-18

Date issued: 22/02/2018

VACC Launches Approved Vehicle Examiners Issues Assist Portal

For some time the Commercial Vehicle Industry Association of Victoria (CVIAV) and Approved Vehicle Examiners Group (AVEG) has lobbied VicRoads to establish a VASS review process.

This review process will assist in the resolution of issues where industry participants are in disagreement with VicRoads or NHVR (and other regulators) regarding interpretation of engineering, structural integrity or rules as dictated by the VASS scheme.

What is VACC doing to support its CVIAV and AVEG members in pursuit of this review process?

To support its AVEG and CVIAV members VACC has also developed an online tool known as 'VACC AVE Issues Assist'. You can access VACC AVE Issues Assist [by taking this link](#).

VACC AVE Issues Assist is a free service to VACC members

What is the purpose of VACC AVE Issues Assist?

The purpose of AVE Issues Assist is to provide an efficient, low cost and effective pathway to dispute resolution services for members. It will provide evidence based arguments as to why the AVE is seeking a review of a decision taken by the Regulators.

It also has an added purpose of capturing all information involved in disputes that can be used for future industry advocacy.

How will VACC AVE Issues Assist work?

This tool will enable industry to advise key VACC and Regulator personnel of the nature of any industry/regulator disputes and gather important evidence to assist members in settlement of those disputes.

The tool will allow for VASS participants to create an online report that will initially act as an Internal Dispute Report (IDR). Once the IDR is received by VACC a consultation process will occur with the member, where the progression of the IDR to the relevant Regulator/s will be discussed. The IDR will be forwarded to key regulator personnel for review after this consultation.

Depending on the outcome of that review, VACC and the AVE can discuss what further action should be taken by the member in pursuit of reaching an amicable outcome.

Other information regarding VACC AVE Issues Assist.

VACC has invited VicRoads and the NHVR to review the tool. VACC is grateful for the feedback received from VicRoads and has incorporated that input into the tool.

It is paramount, that for effective use of the tool, any dispute lodged is supported with evidence. For too long industry has provided anecdotal or insufficient evidence in support of complaints. A comprehensive portfolio of evidence must support any claim.

Is AVE Assist legal advice?

It is important to note that VACC AVE Issues Assist it is **not legal advice**.
VACC is happy to meet with any AVE to discuss how VACC Issues Assist can support your business.
Please feel free to call me directly to discuss.

Regards



Michael McKenna MBA
Industry Policy Advisor

Industry Divisions
Industrial Relations, Policy and Engagement

VACC

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

P: 03 9829 1280 | **M:** 0418 822 939 | **F:** 03 9867 1795 | **W:** vacc.com.au