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## **Formation of the Victorian Automobile Dealers Association (VADA) Service Managers Group**

Members are advised of the formation of the Victorian Automobile Dealers Association (VADA) Service Managers Group.

### **Why is there the need to form such a group?**

At recent VADA Executive Committee meetings, Dealer Principals and owners of franchise dealerships agreed that VACC should do more to assist their Service Managers in their day-to-day roles. Participation in VADA Service Managers Group is the first step to assist in the upskilling of a franchise dealer service managers industry knowledge base as well as provide assistance in the direction of policy formation emanating from the VADA Executive Committee.

The group will also play a vital role in the development of sustainable industry strategy focused on how dealerships can attract, develop and retain auto apprentices and other key frontline staff. This will compliment work currently being undertaken by VACC and the VADA Executive Committee.

### **What is the purpose of the VADA Service Managers Group?**

An important purpose of the VADA Service Managers Group is to provide an avenue for franchise dealer service managers to connect with service managers of other brands and increase information and knowledge sharing.

By attending Service Managers will have a heightened awareness of their obligations to their employer and employees. Similarly, Service Managers may identify issues at a dealership level that are of industry concern and can use this forum to have VACC lobby for change. Importantly your service managers will attain a greater awareness of the dealership service departments regulatory obligations under various Federal and State Laws.

To this point the VACC Service Manager Group will have participation at various stages of representatives from VACC departments such as:

- Auto Apprentices
- Industrial Relations
- OHS&E
- Technical
- Industry Policy
- OurAuto

### **When and where will the VADA Service Managers Group meet?**

The VADA Service Managers Group will meet initially on a quarterly basis. The first meeting is scheduled to be held in May.

Meetings will be held at the new VACC House, 650 Victoria Street, North Melbourne. Members will have the option to attend meetings by video conferencing or in person.

**Who will facilitate the meetings?**

The VACC Training team will provide the secretariat for the VADA Service Managers Group and be the meeting facilitator.

**How can a franchise dealer service manager participate in the VADA Service Managers Group meetings?**

Service managers are encouraged to seek the necessary approval from their Dealer Principal to participate and should then email [mmckenna@vacc.com.au](mailto:mmckenna@vacc.com.au) to register their interest.

You are encouraged to nominate a person(s) from your dealership to participate.

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