

## VACC request for advanced dealership opening under Victoria's Roadmap

Over the past 7 days VACC has received an increase in communications from dealer members with regards to what condition Victorian dealerships may be permitted to open under the provisions advised in [Victoria's Roadmap: Delivering the National Plan](#) that was rolled out by Premier Andrews on 19 September 2021.

### What is the realistic date for a restricted re-opening?

Whilst VACC notes that the indicative date of 26 October is still on schedule to allow dealers to trade in an outdoor setting (plus contactless click and collect/delivery), members should be aware of action taken by VACC to have dealerships being immediately permitted to interact with consumers in a similar way to real estate agents.

### What action has VACC taken on behalf of its member dealers?

In a bid to have dealerships granted an exemption and be permitted to open ahead of the indicative 26 October date, VACC has written to the Victorian Government seeking an exemption that is in line with real estate operators' exemption that came into effect from 18 September, that will allow for Victorian new and used vehicle retailing under the State Government's COVID Roadmap.

### What is VACC's plan to Government to allow for such an exemption?

VACC has advised the Government that members of this sector can provide a higher level of COVID-19 safe measures. Dealers are routinely practicing higher levels than those prescribed and will continue to operate to those levels as required.

VACC has proposed the advanced level of COVID Safe protocols for the consideration of Government that add reinforced layers of COVID Safe protections for consumers and dealership staff.

### For a consumer visiting a dealership

- All dealership visits to be strictly *by appointment only*. Consumer details will be recorded at the dealership via digital QR method only.
- **Consumers receive a text message and/or email communication prior to their visit** outlining what to expect when they visit the dealership.
- **Walk-in consumer interaction will be strictly forbidden** during the restricted activity exemption period.
- **No consumer amenities will be available during this period.** This includes the closure of coffee lounges and toilets; and the removal of newspapers, magazines or any other shared materials that can be accessed by the public.
- **Showrooms closed to consumer traffic.** Vehicles in forecourts to be locked, and protocols introduced for moving and viewing.

### **For a consumer interacting with dealer trading stock**

- Any vehicle inspection will be conducted in an outdoor setting.
- Any vehicle delivery will be conducted in an outdoor setting.
- Test drives will be unaccompanied.
- Test drive vehicles will be fully sanitised pre, and post, test drive.
- Regular cleaning and disinfecting of vehicles that have come into contact with customers and/or staff.

### **Proposed customer schedule: Vehicle dealerships Lockdown 6, Victoria**

Under a controlled consumer appointment schedule, data provided by a sample of dealer members, VACC modelling provided to Government estimates the maximum number of customers who would visit a dealership would be 48 or less per week.<sup>[1]</sup>

The table below provides a suggested timetable for dealership appointments per week.

Time Allocations	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10am – 10.30am	1	1	1	1	1	1
10.45am – 11.15am	1	1	1	1	1	1
11.30am – 12.00pm	1	1	1	1	1	1
12.15pm – 12.45pm	1	1	1	1	1	1
1.00pm – 1.30pm	1	1	1	1	1	1
1.45pm – 2.15pm	1	1	1	1	1	1
2.30pm – 3.00pm	1	1	1	1	1	1
3.15pm – 3.45pm	1	1	1	1	1	1
<b>Total Customers</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

The proposed criteria presented above are supplementary to the measures already in place as part of a dealership's COVID Safe Plan.

### **What other action will VACC take ahead of the indicative 26 October date?**

VACC is awaiting a response from the Government with respect to an exemption that would allow a reopening under the advanced level of COVID-19 Safe measures.

In the event the exemption is not granted VACC will enter into dialogue with the Government to obtain clear guidance on how dealerships can operate under the [Victoria's Roadmap: Delivering the National Plan](#), added to this is the authorization for dealers to conduct test drives from 26 October.

### **Other**

VACC has advised the Government that the current automotive retail situation is dire. This is validated by member responses to VACC's Government Assistance Survey. The survey data has been reviewed and using industry modelling reflects that over 7,500 jobs are predicted to be lost to automotive retail by 31 October 2021.

VACC has respectfully sought the government's urgent intervention to assist our sector.

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[\[1\]](#) VACC member survey during stage 4 Lockdown 3 2020.