

Bulletin

Victorian Automobile Dealers Association



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VADA Parts and Service Managers Group meeting (PSG) to discuss issues of the parts return emanating from the smash repair sector

Members of the Victorian Automobile Dealers Association (VADA) are advised that a meeting of the VADA Parts and Service Managers Group meeting (PSG) will take place on 9 May 10.30am-12.30pm at VACC House. A TEAMS link will also be made available for those who wish to participate.

About VADA Parts and Service Managers Group

The VADA Parts and Service Managers Group Managers was formed in October 2022. PSG meets on average three times annually and has participants drawn exclusively from the Victorian new car franchise dealer sector. Guests who have addressed the PSG in that period have been the ACCC, VicRoads, Victorian Department of Transport and the VACC Automotive Repair Division.

PSG deals with issues emanating exclusively from franchise dealer parts and service departments that relate interaction with the dealership customer base, government regulators, their franchisor with regard to warranty, times, and other procedural issues as well as development of systems to help create a more efficient processes. Other reissues relating in general terms to Australian Consumer Law, LVT issues, apprentice, and skills as well as LMCT facing scenarios are discussed.

Any policy outcomes are feed directly up to the VADA Executive Committee for their consideration and ratification.

PSG is Chaired by Richard Rayner from the Brighton Auto Group and VACC provides the secretariat.

Who should attend?

VADA members should encourage key personnel from their Parts and Service department to attend the meeting on 9 May.

[The agenda for Thursday 9 May](#)

Attending the PSG on 9 May will be VACC Body Repair Industry Policy Advisor Kathy Zdravevski who will advise the PSG on how to navigate the issues dealerships may be experiencing with the smash repair industry with reference to parts supply and returns.



Also attending will be AADA Deputy CEO Brian Savage who will provide an update to the PSG on dealer facing issues with the Australian Automotive Service & Repair Authority (AASRA).

Please advise who will be attending from your dealership by filling in the registration form [attached](#).

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Industry Policy Advisor