

VACC interpretation of 5km restriction from a consumer and business perspective

VACC members have been calling to seek advice on the 5km travel restriction zone announced by the Victorian State Government on 2 August 2020.

It is a confusing restriction and one that is difficult to apply to every instance. However, VACC will provide our interpretation for our members.

The consumer

If a consumer calls your business with a safety related issue you should arrange for your own dispatch or pick up process (e.g. tow truck, trailer etc.) to collect that vehicle from the consumer's residence or business.

It is vital that you do so under a strict COVID-19 Safe Plan criterion, using a contactless transaction process. VACC also recommends that if you use sub-contractors to collect the consumer's vehicle that they also have a COVID-19 Safe Plan in place. By doing this, it is VACC's interpretation that you will be following the intention of the Government's Stage 4 Restrictions.

However, in the event that a consumer does bring their vehicle to you, and will breach the 5km restriction as a result of a lack of suitable business and/or geographical impediment they may be able to leave that restricted area. This is validated by the Victorian Department of Health and Human Services (DHHS) who advise that:

"You can only travel up to 5km from your home. You should stay as close to your home as possible, for example shopping at the nearest supermarket. For some people the nearest goods and services will be more than 5km away. In this situation you may travel beyond 5km to the nearest provider".

Please refer your consumer to the DHHS website to see further information by taking [this link](#).

- I. this type of situation, and under the current Stay at [Home Directions No. 7](#) you should refer any consumers to the following statement *'if it is not reasonably practicable for a person to obtain the necessary goods and services from within the 5km zone, then this rule would not apply'*.

(See s 5, Part 1(AC)(B)(ii) of the Stay at Homes Directions No 7).

Case studies

- VACC interprets this to mean that if a consumer, for e.g., lived in Sunbury and needed their Audi to have a safety issue rectified, then they should go to the nearest Audi dealer. They should not drive past two or three different Audi dealers to provide this service. To drive past those Audi dealerships is not practicable. Industry should be cognisant of this.
- VACC interprets this to mean that if a consumer contacts you from outside their 5km zone and needed their vehicle repaired due to a safety related issue, then they should be seeking this service from the nearest service provider within their zone.

The business

Under a click and collect process emanating from an on-line order, a dealer can dispatch a tow truck (or other vehicle) to transport the vehicle to their dealership for the safety related work. This, VACC believes, will satisfy the retail on-line trading intention.

Of course, in all instances, all consumer transactions must be in line with your CVOID-19 Safe Plan.

VACC notes that other industry sectors are heavily promoting click and collect as the only option without providing consumers with guidance as to the 5km restriction zone. We do not support that manner of advertisement.

For more information regarding Stage 4 restrictions for Metropolitan Melbourne and Stage 3 restrictions for regional Victoria click [here](#).

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