

BULLETIN

Body Repair Division



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QBE to expand smash repairer network

Dear BRD member

QBE will expand its accredited smash repairer network following its launch in Sydney, Melbourne, Brisbane and Canberra at the start of last month.

The company is calling on body repair businesses to express interest in the first stage of a process to extend the network to locations in metropolitan and regional Australia.

“The comprehensive tender process is based on a repairer’s ability to provide repairs to passenger and light commercial vehicles as well as their ability to support all QBE’s distribution partners,” stated Jon Fox, QBE Executive General Manager.

In NSW, the network is set to be extended to Newcastle, Wollongong and the Central Coast, while interest is being sought from repairers in the Victorian regional cities of Bendigo and Ballarat.

Other locations targeted are Albury-Wodonga, the Gold Coast, Sunshine Coast, Toowoomba, Adelaide, Mount Gambier, Hobart and Darwin.

Suppliers must register their interest by Friday and submissions will be accepted from 13 to 27 October 2017. The new panel is expected to be in place by 1 March 2017.

QBE will finalise the review of its accredited smash repairer ASR network in remaining rural locations next year.

This may be great news if you are awarded a contract.

VACC however, recommends each repairer does their homework before you sign on the dotted line for any partner agreement offered by any insurer.

A good place to start is to check the Australian Government’s Business website explaining the need for ‘understanding contracts’.

This information on this site is important for any business considering signing a standard form contract issued by another business or if you are considering the preparation of one for your business to engage another as an independent contractor.

Check every word the insurer writes in the contract handed to you. Make sure the work you believe you will receive by agreeing to the contract is specified. For Example in terms of volume (number of vehicles to be prepared per week/per month); compensation (realistic times, realistic rates per hour, materials, paint, consumables, towing, storage, sublet repairs) and when in conflict with the Motor Vehicle Insurance & Repair Code of Conduct, the Code shall prevail) etc.

If you are offered a principal and independent relationship contract from any insurer, and there are no guarantees of work volume, negotiate to have minimum volumes included. New unfair contract laws mean the standard form contract is yours too, and a ‘take it or leave it’ stance by one party exerting undue pressure over another is prohibited. Also, seek the advice of a qualified and competent contracts lawyer before signing.

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