

# BULLETIN

## Body Repair Division



Reference No: BRD18-16

Date issued: 13/9/16

### UPDATES to IDR Builders

Dear Member

The vehicle assessment timeliness breach IDR template is updated. It is now even easier to use.

- **Timeliness Breach (Current Industry Practice – Vehicle Assessment Delays)**  
Instructions – Once opened tag Clause 4.2 (a) (iv) in addition to including the repair, insurer and vehicle details.

If you require any additional instruction/help, please contact Vanessa Gibson 03 9829 1212 [vgibson@vacc.com.au](mailto:vgibson@vacc.com.au) and we will assist you to get started. Please note that through your involvement, VACC has developed a 'Fair Freight Estimates Breach' IDR template also appears on the list of templates below.

If an Insurer does not resolve your complaint favourably, please contact Vanessa and ask for the matching External Dispute Resolution (EDR) application form. VACC has also pre-built these applications forms which you can lodge with the Victorian Small Business Commission (VSBC) swiftly and without too much effort on your behalf.

The other Pre-built Internal Dispute Resolution (IDR) templates can be accessed by taking the relevant link below for members wanting to lodge a complaint with the Code Advisory Committee (CAC) and to get an unfair matter resolved:

- **Payment Breach – General**  
Instructions - Once opened tag the following clauses within the IDR Builder, Clause(s) 8.1 and/or 8.2; and/or 8.3.
- **Payments Breach – Failure to Pay Legitimate Storage Costs**  
Instructions - Once opened tag the following clauses within the IDR Builder, Clause(s) 4.2 (b) (iii) and Clause 4.2 (b) (iv).
- **Wheel or Rims - Repairer and Insurer Issue**  
Instructions - Once opened tag the following clauses within the IDR Builder, Clause 4.2 (b) (v).
- **Timeliness Breach (Authority to Repair Delays)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 9.3, 9.5 in addition to including the repair, insurer and vehicle details.
- **Failure to Pay for Preparation of Requested Estimate**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (a) (iv); 4.2 (b) (i) (ii) (iii) and Clause 8.1 in addition to including the repair, insurer and vehicle details
- **Payment Breach Unfair Cash Settling**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (a) (iv); 8.1 in addition to including the repair, insurer and vehicle details
- **Fair Repair Estimates & Authorisation Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (ii); 6.3 and 7.4 in addition to including the repair, insurer and vehicle details.

- **Paint Sheet Fair Estimates Breach**  
Instructions - Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (ii); 6.3, in addition to including the repair, insurer and vehicle details.
- **Fair Freight Estimates Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i); Clause 6.3 and 9.2 (a) (b) in addition to including the repair, insurer and vehicle details.
- **Second Competitive Estimate Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i) (ii); 6.1 (a), 6.2 (a) (b) 6.3 in addition to including the repair, insurer and vehicle details.
- **Parts Policy Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i) and 9.2 (a) (b) in addition to including the repair, insurer and vehicle details.
- **Unsafe or Unroadworthy Vehicle Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (v) in addition to including the repair, insurer and vehicle details.
- **Vehicle Removal Breach**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (iv) in addition to including the repair, insurer and vehicle details.

Regards

**John Guest**

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Industrial Relations, Policy & Engagement

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