

MEDIA & PUBLICATIONS

41% growth in social media audience

17 media releases
140 news stories

\$903,984 earned media exposure

174,175 YouTube views

ENGAGEMENT

26 Executive Divisional Committee meetings

205 Member Bulletins

6 Australian Automotive magazines

WOMEN IN AUTOMOTIVE

- 1,400 members, increase of 40% from 2019/20
- 12 eNewsletters
- 12 Member of the Month profiles
- Launched industry-first female apprenticeship program

APPRENTICESHIPS & TRAINING

167 BUSINESSES involved in the Fine Tuning Automotive Mental Health program

Managing 512 apprentices across Victoria and Tasmania

ADAPTED to changing workforce conditions by employing new digital communication channels to engage school leavers and their influencers

ROTATED apprentices within VACC membership to maintain continuity of employment during pandemic

VACC ACHIEVEMENTS

VACC has achieved the following over the past financial year

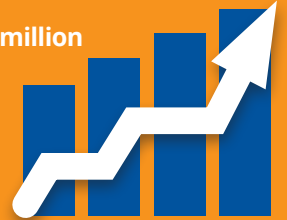
2020/21

MEMBERSHIP

- 4,947 member-businesses
- 4 new field staff
- Dedicated Business Development Manager
- Renewed retention and growth strategy

FINANCIALS

- Turnover increased to \$49 million
- Net assets increased 12%
- Improved financial stability for VACC
- Strong reserves in Special Capital Fund



COMMERCIAL  OurAuto[®]
smart reliable solutions

Achieved \$2.95 million income and refined service offering to align with customer demand and industry trends

TECHNICAL

2,700 SUBSCRIBERS
VACC MOTORTECH

30,000 CALLS

VACC
You're in good hands

GOVERNMENT & POLICY

Played integral role in ground-breaking legislation to mandate the provision of motor vehicle service and repair information to Australian automotive repairers

Produced nine submissions to government

Partnered with Environment Protection Authority Victoria to offer small business pilot program in lead up to new environmental laws

Assisted 320 members with making or defending VCAT claims

Instigated franchising code review, including investigation into the merit of a separate stand-alone code and options for mandatory binding arbitration

Established the vacc-carsales.com.au Dealer Advisory Board (DAB)

Answered in excess of 2,200 calls regarding business and consumer affairs

Advocated for better and more equitable COVID-19 business support packages

Introduced trade towing service, Tow Me VACC in response to member feedback

Secured consumer rebates for the purchase of Zero Emissions Vehicles

WORKPLACE RELATIONS

PRESENTED

Presented on behalf of members to both the OHS and Workers Compensation boards of WorkSafe Victoria

TAILORED

Delivered specialised/ tailored employment contracts, workplace policies, on-site training and OHS&E audits for members

SUPPORTED

Lodged formal written submissions supporting member interests to government on key aspects of the IR Omnibus Bill

REPRESENTED

Represented members before the Fair Work Commission in unfair dismissal and general protections claims – as well as in matters before the Federal Circuit Court

UPDATED

Published six *Workplace Update* newsletters and distributed 87 Bulletins

ANSWERED

Over 10,000 Industrial Relations and OHS calls answered

COLLABORATED

Worked closely with ACCI on matters including the Fair Work Commission's Annual Minimum Wage and Casual Terms Award Review 2021

SUCCEEDED

Obtained a number of COVID-19 related variations to the Vehicle Award, providing flexibilities to members ineligible for JobKeeper payment

RESEARCH & SUBMISSIONS



PUBLISHED the second edition of industry report, *Directions in Australia's Automotive Industry*



RESPONSE to Productivity Commission's inquiry into vulnerable supply chains



RESPONSE to draft Heavy Vehicle Safety Strategy consultation document



RESPONSE to Review of the Australian Financial Complaints Authority terms of reference



RESPONSE to the Productivity Commission's Right to Repair Issues



INSIGHTS on Infrastructure Victoria's draft 30-year Infrastructure Strategy



RESPONSE to draft legislation for Motor Vehicle Service and Repair Information Sharing Scheme



REVIEW of the Heavy Vehicle National Law



FEEDBACK on proposed changes to the Road Safety (Vehicles) Interim Regulations 2020



CREATED an online data dashboard to keep stakeholders informed of industry statistics and trends