Caravan Industry Association of Australia

National Accreditation Program

Accreditation Criteria – Suppliers

Caravan Industry Association of Australia

Updated 8 July 2026

National Industry Supplier Accreditation Program

The Industry Supplier Accreditation Program is about leadership and professionalism. The program will identify the leaders in the industry and recognise their professionalism in achieving benchmark performance levels in multiple areas of business operations such as, customer service, risk management and business planning.

It provides a framework for good business practice and encourages continuous review and improvement. It also provides an assurance to consumers and the industry that operators possess a commitment to quality and good customer service.

The decision whether to accept an application for acceptance into the Industry Supplier Accreditation Program, is at the sole discretion of Caravan Industry Association of Australia without need to give reasons.

Pre-requirements

Industry Supplier operators, applying for accredited status, must be able to confirm adherence to the following:

- Have been operating for over twelve (12) months under their existing ownership (and directorship if applicable) structure;
- The business is registered and has all appropriate licencing and/or permits to operate under local and/or state regulatory authorities.
- Must pay all relevant fees as set out within the accreditation program.
- Confirm that there are no outstanding debts due and payable to any affiliated body, within this state or interstate, or affiliated suppliers or contracts to the industry.

These requirements are in addition to the accreditation criteria set out below.

Acknowledgements

Accreditation under the Industry Supplier Accreditation Program will only be considered following an on-line assessment of a completed application which is deemed to satisfy the accreditation criteria. Those businesses accredited under Industry Supplier Accreditation Program will be subject to:

- Periodic accreditation assessments will be conducted both via business operator self-assessments via an online form and physical onsite visits by an authorised auditor.
- An annual renewal fee payable on the anniversary date of initial accreditation approval.
- An annual declaration is completed confirming the business operator’s continued compliance to the elements of the accreditation criteria

These requirements are in addition to the accreditation criteria set out below.

Criteria Elements (mandatory)

Section1:	Regulatory Compliance
Section 2:	Business Planning
Section 3:	Risk Management
Section 4:	Environmental Management
Section 5:	Human Resource Management
Section 6:	Customer Service/Sale of Product
Section 7:	Business Statements

Criteria Elements (Non-mandatory, best practice)

Section 8	Additional Desirable Business Practices

Section One – Regulatory Compliance

To operate a legitimate and lawful business certain licences, registrations or permits are fundamentally required by code, regulation or law – these may either be administered at a local, state or federal level.

#	Criteria	YES	NO	N/A
1.1	Evidence of compliance with the relevant government and statutory regulations, and the registrations, licences, or permits that are legally required for the conduct of business as a supplier These licences, insurances and certificates may include: ABN/Business Registration; Employee Work Cover; (This list is not exclusive and should be seen as a guide only).	YES	NO	N/A

Section Two – Business Plan A well-structured business plan provides a roadmap for your dealership, helping you understand where you are now, where you want to be and how to get there. Even if your business already has a plan, it should be reviewed regularly to reflect market changes, business priorities and long-term objectives.				
#	Criteria	YES	NO	N/A
2.1	There is evidence of a business plan for the business.	YES	NO	N/A

Section Three – Risk Management We live in a litigious society and it is important to manage business risk so that the assets of the organisation and that of those personally liable have an element of protection. This section deals with appropriate policies and procedures you have in place for your business operations to deal with minimising some of the risks your business may face, and to promote workplace health and safety so that your employees are provided a safe and lawful working environment.				
#	Criteria	YES	NO	N/A
3.1	Evidence (at a minimum) of a basic systematic & periodic risk assessment of the workplace has been carried out.	YES	NO	N/A
3.2	Evidence that an Emergency Evacuation plan is in place (in line with local emergency service requirements) and this is displayed prominently within your business and a Chief and Deputy Fire Warden has been nominated for the business.	YES	NO	N/A
3.3	Evidence that a documented process exists for reporting any incidents or injuries to an appropriate manager.	YES	NO	N/A
3.4	Evidence that reported incidents and injuries are investigated and, when appropriate, preventative actions implemented.	YES	NO	N/A
3.5	An appropriately stocked First Aid kit/cabinet is placed in a conveniently deemed area of the business with items regularly checked for expiry and/or replacement if used. It is recommended at a minimum, one staff member has a current First Aid qualification.	YES	NO	N/A
3.6	Safety Data Sheets (SDS) are current (updated at least every five years) and can be accessed by staff conveniently	YES	NO	N/A
3.7	Evidence all firefighting equipment is placed appropriately throughout the business and checked every six months per WorkSafe regulations.	YES	NO	N/A
3.8	Evidence of Test and Tag of workshop electrical tools and business appliances as per recommendations under AS/NZS 3760:2022	YES	NO	N/A
3.9	Evidence that there is a formal documented warranty policy and procedure in place	YES	NO	N/A
3.10	Evidence that a policy exists regarding credit management and the taking of new customers.	YES	NO	N/A
3.11	Evidence that a minimum of $20 million of public liability insurance cover is held and current.	YES	NO	N/A
3.12	Evidence can be shown that all vehicles owned by the business are insured.	YES	NO	N/A

Section Four – Environmental Management This section looks at the way you manage your workplace environment, how you can reduce overheads by conserving resources without reducing standards and your compliance with appropriate legislation.				
#	Criteria	YES	NO	N/A
4.1	Does your business employ environmentally sustainable practices, to maximise the effective use of resources and reduce the consumption of water and electricity?	YES	NO	N/A
4.2	Does your business have effective waste management procedures and recycling procedures (where applicable) in place?	YES	NO	N/A
4.3	Does your business have effective management procedures in place to dispose of hazardous waste and other notifiable substances?	YES	NO	N/A

Section Five – Human Resource Management One of any businesses most important assets is its employee base. While there is strict legislative parameters surrounding the employment of individuals, and an organisations obligation towards these employees, there are also good business practices which assist in managing the risk profile of any business.				
#	Criteria	YES	NO	N/A
5.1	Evidence of an induction program is in place for all new employees and details of induction is documented	YES	NO	N/A
5.2	Evidence of formal employee rostering & leave request processes are in place.	YES	NO	N/A
5.3	Evidence that all employees have a clear understanding of their areas of responsibility and what is expected of them (i.e. job descriptions have been produced for at least all permanent positions and/or measurable KPI's for their position).	YES	NO	N/A
5.4	Evidence that confidential files have been established for all employees – full time, casual, part time and contracted employees.	YES	NO	N/A
5.5	Evidence of training for all employees and that encouragement is provided to employees to pursue further industry courses where available and appropriate. Records of training are to be kept in employee's confidential personnel file.	YES	NO	N/A
5.6	Evidence of regular employee communications – with clear outcomes and responsibilities which emerge from these communications	YES	NO	N/A
5.7	Evidence of business practices or documentation which promote equal opportunity and anti-discrimination within the workplace and there are appropriate disciplinary procedures in place.	YES	NO	N/A
5.8	Evidence of business practices or documentation regarding bullying within the workplace	YES	NO	N/A
5.9	Evidence of business practices or documentation adhering to Fair Work and Unfair Dismissal legislation.	YES	NO	N/A
5.10	Evidence all your employees and contractors are registered and/or licensed under any appropriate state or federal regulatory or licencing framework.	YES	NO	N/A

Section Six – Customer Service/Sale of Product In any supplier business, documented policy and procedures related to sales conducted by your business are imperative. In an operating environment where the consumer is more informed, the commercial setting becomes fast paced and technologically advanced, and the legal and regulatory atmosphere becomes more complex, it is important that organisations have the necessary risk mitigation strategies to protect their ongoing sustainability. This includes an understanding of the obligations required of any organisation post the transfer of the sale proceeds.				
#	Criteria	YES	NO	N/A
6.1	Evidence of clear systems and guidelines are in place for the collecting and storing of customer information with adherence to the Privacy Act.	YES	NO	N/A
6.2	Stock and quality control management systems/procedures are evident	YES	NO	N/A
6.3	Evidence you have a documented procedure for taking customer orders including special requests.	YES	NO	N/A
6.4	Evidence of an understanding of your business obligations in relation to the Australian Consumer Law.	YES	NO	N/A
6.5	Evidence of after-sales service commitments are clearly stated and documented to the customer.	YES	NO	N/A
6.6	Evidence of a customer complaints handling procedure including: • Timely response to customer complaints; and • Keeping records of complaints and the subsequent resolution outcome.	YES	NO	N/A
6.7	Have an undertaking that product supplied to market is compliant to Australian Standards.	YES	NO	N/A
6.8	Supplier agrees to carry sufficient stock of obsolete product lines	YES	NO	N/A
6.9	Staff interacting with customers are dressed in attire that clearly identifies them as a representative of the business.	YES	NO	N/A
6.10	Employee job descriptions for customer-facing employees outline management expectations for a friendly, informative and professional interaction with customers and/or prospective customers, either face to face, over the phone or by digital communications.	YES	NO	N/A

Section Seven – Business Statements The following statements show a commitment to undertaking additional business practices and financial management in association with your obligations under law or through the accreditation program				
#	Criteria	YES	NO	N/A
7.1	You agree to tell the truth about your business and products in all advertising and promotion.	YES	NO	N/A
7.2	You have a policy regarding suppliers and the payment of supplier invoices.	YES	NO	N/A
7.3	You agree to abide by the National Employment Standards including remunerating all employees to at least the minimum rate provided by law or that relating to any applicable Award.	YES	NO	N/A
7.4	You agree to meet your statutory obligations with regard to employment taxation (including payroll tax), superannuation, worker's compensation, and business taxation (such as Business Activity Statements) in the mandated timeframes required.	YES	NO	N/A
7.5	You agree that no director, manager or other executive employee has been convicted of an indictable offence or an offence involving dishonesty within the last five years	YES	NO	N/A
7.6	You agree that no director or executive employee is currently an undischarged bankrupt	YES	NO	N/A
7.7	You agree that your organisation is not a 'declared organisation' within the meaning of the *Criminal Organisations Control Act 2010 (Vic)* or equivalent legislation in other jurisdictions	YES	NO	N/A

7.8	You agree to adhering to the provision of the Accreditation Licence Agreement which includes the display of the “Accreditation Key” in an appropriate manner, and that you must not misrepresent the “Accreditation Key” in any way which is contrary to the Accreditation Licence Agreement	YES	NO	N/A

Section Eight – Additional Desirable Business Practices

The following practices are not mandatory within the accreditation program but considered to be good industry business practice. They represent actions and standards that contribute to long-term business sustainability, industry leadership, and operational excellence.

#	Criteria	YES	NO	N/A
8.1	You are a member of your state caravanning or camping association and a contributor to the National Marketing & Advocacy Fund	YES	NO	N/A
8.2	A documented employee recruitment procedure is in place to ensure suitable persons are employed.	YES	NO	N/A
8.3	Regular and ongoing performance assessments are conducted with all permanent employees.	YES	NO	N/A
8.4	You have a plan for marketing your business. This can include aspects such as: • The identification of your key markets • The promotional strategies you use to market your product • The evaluation of all competition for the same product and similar products • Your consumer’s needs • Your participation in trade and/or relevant industry activities (NB: This should be included as part of your business planning documents)	YES	NO	N/A
8.5	You have standard operating procedures for the monthly reconciliation of your bank accounts and other key financial accounts	YES	NO	N/A
8.6	The workplace has an assigned Workplace Health & Safety officer who regularly inspects work areas and public access areas to ensure the early identification and removal of potential hazards.	YES	NO	N/A
8.7	In addition to the requirement of public liability insurance to $20,000,000, the business also has considered other insurance covers which may include but not limited to: • Business interruption insurance – covering loss of income and ongoing expenses should the business be forced to close due to an insured event, such as a fire. • Tax audit insurance – Covers cost associated with tax audits • Trade Credit Insurance – Covers financial losses when customers fail to pay for goods or services purchased on credit.	YES	NO	N/A
8.8	Management and or employees attend industry technical training events, conferences and or webinars as a means of continuously improving knowledge and skills.	YES	NO	N/A
8.9	External contractors who conduct work onsite are vetted by business management to ensure they have sufficient public liability cover.	YES	NO	N/A
8.10	Evidence of an Annual Insurance Audit (e.g., meeting minutes or a letter from your broker) confirming that "Sum Insured" values have been reviewed against current market prices.	YES	NO	N/A
8.11	At a minimum one staff member has a current first aid qualification.	YES	NO	N/A