National Industry Supplier Accreditation Workbook

2026

Your guide to becoming an accredited Industry Supplier in the Caravan Industry Association of Australia National Accreditation Program

Congratulations on taking the first steps to become an Accredited Industry Supplier!

Deciding to become accredited should be congratulated. Your business success demonstrates you have a great deal of business savvy, you have a good team around you, good business practices and you all work hard to continuously improve and move on to greater rewards.

The elements of your success and the processes you already have in place will play a part in the accreditation application process.

This workbook is to help guide you along the way, assist in gathering the required evidence to meet criteria and explain why implementing the elements of accreditation into your business operations makes good business sense!

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Introduction

Caravan Industry Association of Australia is committed to lead and champion a safe, compliant and sustainable caravanning and camping industry.

As part of this commitment, they have developed a comprehensive national industry supplier accreditation program, which will identify those who participate, as industry businesses committed to the best practices in business management, operational policy and procedures and customer service.

To become an accredited industry supplier, you will need to have documented policies and procedures relating to the efficient operations of your business and which conform to the accreditation criteria standards.

Program Outline

The Industry Supplier Accreditation Program has the following characteristics:

- A single level program, based on self-assessment supplemented by an on-site assessment by an independent assessor within a three-year accreditation period.
- Subject to an annual renewal.
- Self-funded by the caravan industry.
- Managed by the industry at national level.
- Incorporates and adheres, at an absolute minimum, to the national standards established by Caravan Industry Association of Australia, which issues the national Accreditation "key" logo.
- Consistent with the principle of continuous improvement, the national program will be reviewed regularly.

Management of the Program

The program is managed by Caravan Industry Association of Australia and overseen by Caravan Industry Association of Australia's National Board. The board is made up of representatives across the whole of industry who are successful leaders and well regarded within the industry.

Caravan Industry Association of Australia will:

- Act as the issuing authority for accreditation certificates.
- Ensure the assessment and annual renewal of accreditation status.
- Maintain a national register of accredited operators.
- Conduct appeals and removes accreditation status.
- Review and improve the accreditation program.
- Report performance of the program to the Caravan Industry Association of Australia National Board.

The running of the Industry Supplier Accreditation Program is the responsibility of the Accreditation Programs Manager – Mark Shipton.

If you have any questions related to the program or the application process, please contact Mark on:

Phone: 0404 719 563

Email: marks@caravanindustry.com.au

Where and How to Start the Process

First things first. To let us know of your intentions to become accredited, please complete the Register of Interest online form.

To really get the most out of the process of becoming an accredited industry supplier, try to involve as many of your staff as possible. Your staff will be able to provide aspects of their roles that will be greatly beneficial to you as the owner/manager when formulating the necessary evidence needed to comply with the accreditation criteria.

Here is an opportunity for you to pull your team together and lift their performance. They may have good suggestions on how best to implement the program's requirements, so give them a chance to have their say and gain ownership of the process.

Of course, there will be documentation you will need to show as evidence that you comply with the accreditation criteria, and should you need some assistance with business templates to get a process documented, we may be able to assist with a selection of templates you can download and utilise.

Getting Organised

Having an organised approach to accreditation will be a big help. The best way to get started is to establish a file to hold all the required documentation. This file will be the framework for the program and may be requested by the assessor visiting your business.

The next thing to do is a gap analysis – working out where you comply with the requirements and where further effort is needed to reach compliance standard. Again, involve your team in assessing current standards against the requirements.

Depending on the size of your business, consider establishing a project team with the task of meeting regularly to review progress and keep all others informed on what is happening.

To access a range of business process templates, policies and to begin the online application, complete this online form to enable us to provide you access to our Industry Portal.

Accreditation Criteria

To become an accredited industry supplier, you will need to provide evidence that you can meet or exceed the accreditation criteria.

The accreditation criteria are made up of seven mandatory criteria elements and one non-mandatory – Additional Desirable Business Practices.

Criteria Elements (Mandatory)

Section 1: 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)

Refer to the Accreditation Criteria for details of these non-mandatory but best practice business practices.

Section 8 Additional Desirable Business Practices

Working Through the Seven Mandatory Criteria Elements

The following parts of the workbook will assist you in understanding what type of evidence is required to comply with each section of the accreditation criteria elements.

As you work through the sections of the accreditation criteria, you may not have the necessary evidence to cover the requirements. For example, you may not have an actual product which you sell (rather a service), so therefore don't need to comply with an Australian Standard. In this case, when you are completing your online application, you will be able to select "not applicable" and give a reason why.

Let's work through each of the sections.

Section 1. Regulatory Compliance

This section relates to all the licences and permits that you must have to operate your business and to comply with local, state and federal codes and legislation.

Can you produce evidence of compliance with the relevant government and statutory regulations, and the licences, permits or industry sector standards that enable you to legally conduct your business?

What licences and certificates you will need to show

At a minimum, the following items will be required to operate legally and safely. This list is not exhaustive and should be used as a guide.

Australian Business Number (ABN)	Yes ☐	No ☐	N/A ☐
Business name registration (ASIC)	Yes ☐	No ☐	N/A ☐
Workers Compensation certificate of currency	Yes ☐	No ☐	N/A ☐
Other licence, permits or registrations applicable to their business.	Yes ☐	No ☐	N/A ☐

(This list is not exhaustive and should be seen as a guide only.)

You will be asked to show, documentation or photo evidence of any licences or certificates required to run your business.

Additional Notes – Section 1

Section 2. – Business Plan

Instigating best business practices throughout your business operations, would highlight the need to understand where you are at present, where you wish to get to, and the path between the two.

In addition, items such as competitor analysis, business ethics or motivations are important considerations to manage how the business operates and undertakes its activities.

If you don't already have a business plan, or it has been quite a while since your last business plan, now is the time to take a good hard look at where you currently are in your business, where you would like to be, and how you are going to get there!

Having a business plan provides structure and defines business management objectives. It becomes a reference tool to keep the business operations on track and reminds you, the owner/operator, of the bigger picture and the steps needed to achieve your goals. When used properly and consulted regularly, it can help measure and manage your priority areas of focus.

As an example, it is recommended that your business plan outlines information relating to your business such as:

- Period the business plan will operate. Generally, it's common to have a plan that spans a 3–5 year period at a maximum. Life can change very quickly so you need to be aware that plans will most definitely need to change or at least be tweaked over the course of the plan term.
- How long you have managed/owned the business.
- What attracts people to your business? Is there a point of difference? Unique Selling Proposition (USP).
- What are your short and long term goals.
- What influences (inside and outside the business) affect the on-going operations of the business.
- Any key projects or initiatives that may be currently underway or are planned.
- Strengths, Weaknesses, Opportunities and Threats (SWOT Analysis).
- Your financial projections, both expenditure and expected revenue for the term of the business plan.

What you will need to show

It is a requirement of our accreditation program that you can provide evidence of a business plan:

2.1	My business has an updated business plan.	Yes ☐	No ☐

Resource available: We can supply a template, available on our accreditation portal page that can assist you if you do not have this already in place.

Additional Notes – Section 2

Section 3. – Risk Management

We live in a litigious society, and it is important to manage business risk so that your assets and the people you are personally liable for, 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.

If you require help, Risk Management templates can be downloaded from our accreditation portal page.

What you will need to show

The following information outlines in this section areas of the criteria which you will be asked to provide evidence at assessment and an explanation of what evidence you will need to provide and why this is needed:

3.1	At the minimum, you can show evidence (records) of a documented basic systematic and periodic risk assessment of the workplace has been carried out at least once a month.	Yes ☐	No ☐

At the very minimum, you should conduct a thorough risk assessment of your entire business operations every 12 months. We recommend either monthly, quarterly or six-monthly assessments be conducted.

Conducting, actioning and recording regular risk assessments, ensures you, your assets, your staff and your customers are all kept safe from damage and injury.

Government regulators such as Work Safe will ask for these if you are ever audited.

You will be asked to show documentation or photo evidence of how these assessments are recorded at your business when being assessed by an auditor.

Resource available: We can supply a template or recommend digital options on our accreditation portal page that can assist you if you do not have this already in place.

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 ☐

Your business should have a plan to evacuate all staff and visitors in the event an emergency occurs. This plan, at a minimum, should outline:

1. The responsibilities of each staff member in the event of an emergency evacuation.
2. Emergency services contacts.
3. What actions are required to be performed dependant on the type of emergency (i.e. an emergency evacuation due to bushfire can be very different to an evacuation due to flooding or cyclone).
4. A map of the business outlining the location of fire hoses and extinguishers and the evacuation muster points.

Please note: the above is only a guide. Your emergency evacuation plan should first and foremost, be in line with the requirements of your local emergency service authorities. Contacting your local SES or Fire Service is recommended to ensure you are appropriately prepared.

You will be asked to show evidence of emergency evacuation maps displayed at your business when being assessed by an auditor.

Resource available: We can supply a template, available on our accreditation portal page that can assist you if you do not have this already in place.

3.3	Evidence that a documented process exists for reporting any incidents or injuries to an appropriate manager and reported incidents and injuries are investigated and when appropriate, preventative actions implemented.	Yes ☐	No ☐

Incidents and accidents do and will happen in your business. To ensure you are acting responsibly you must have a recording process for when these incidents occur.

When an incident, accident, injury or near miss occurs you will need to gather information to investigate effectively.

An incident and injury report form should be a part of your WHS administration tools:

1. Ensure that all essential questions (what, where, when, why, and how) are covered in the incident report.
2. Record not only the people who were injured and what caused the accident to happen but also include details such as people who witnessed and reported the incident or those who will investigate.
3. The form is a record of the facts and is very important should future litigation be instigated by persons injured.

You will be asked to show documentation of an incident and injury form when being assessed by an auditor.

Resource available: We can supply a template, available on our accreditation portal page that can assist you if you do not have this already in place.

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 that one staff member has a current First Aid qualification.	Yes ☐	No ☐

At a minimum, your business should have at least one appropriately stocked first aid kit. It is highly recommended to have a first aid kit in areas of your business where persons may be injured such as:

1. Workshop areas
2. Kitchens
3. Work vehicles

Another very effective piece of first aid which is now very commonplace within places of business, is an Automated External Defibrillator (AED or Defib). If your business does not have a defib it is highly recommended to install one as it is a proven lifesaver. Remember, minutes count and ambulance services may not be within a couple of minutes of your business.

Having a defib onsite can and has saved lives in the past. Please consider purchasing one if you don't currently have one.

You will be asked to show evidence of an appropriately stocked first aid kit when being assessed by an auditor.

3.6	Safety Data Sheets (SDS) are current (updated at least every five years) and can be accessed by staff conveniently.	Yes ☐	No ☐

SDS (Safety Data Sheets) are required for any chemicals which are used as part of your commercial enterprise (e.g. chemicals that are used within a work area of your business) and must be easily accessed by employees. SDS are usually kept in a folder and in a prominent place.

The PCBU (person conducting a business or undertaking) has an obligation under WHS legislation to ensure the SDS are kept up to date, ensuring the date of issue or date of revision is no older than 5 years.

You will be asked to show documentation of SDS which is compliant with WHS regulations.

3.7	Fire extinguishers, fire hoses and fire blankets are all placed appropriately throughout the business together with evidence of Fire Fighting equipment checks every six months as per WorkSafe regulations.	Yes ☐	No ☐

WorkSafe regulatory requirements state you need to have your firefighting equipment such as fire extinguishers, fire hoses and fire blankets, checked by a qualified contractor every six months.

You will be asked to show that these checks are up to date.

3.8	Evidence of Test and Tag of workshop electrical tools and business appliances as per recommendations under AS/NZS 3760:2022.	Yes ☐	No ☐

Frequent use of electrical equipment causes wear and tear that may cause electrical shock if periodic checks are not done. AS/NZS 3760:2022 requirements are in place to protect your employees from these risks.

You will be required to show the test and tagging of your electrical equipment.

3.9	Evidence of a formal documented warranty policy and procedure is in place.	Yes ☐	No ☐

Providing a warranty or guarantee to consumers for your products and services and a well organised process of implementing the warranty or guarantee, all go towards building trust and goodwill with the businesses and consumers you do business with.

You will be required to show your warranty policy and process when being assessed by an auditor.

3.10	Evidence that a policy exists regarding credit management and the taking of new customers.	Yes ☐	No ☐

A credit management process protects cash flow and prevents bad debt. For small businesses, this is the difference between survival and bankruptcy. When taking on new customers, this process ensures you evaluate their financial reliability before extending trade credit, stopping financial losses before they occur.

You will be required to show your credit management policy/process when being assessed by an auditor.

3.11	Evidence that a minimum of $20 million of public liability insurance cover is held and current.	Yes ☐	No ☐

You will be asked to show evidence that your business has at the minimum $20 million of public liability cover. Protection of you and your business from litigation is an important risk mitigation aspect all businesses need to take into account.

You will be required to show your liability insurance certificate when being assessed by an auditor.

3.12 Evidence can be shown that all vehicles owned by the business are insured.	Yes ☐	No ☐

Substantial financial risks can be averted with appropriate insurance cover on vehicles belonging to your business, especially if multiple drivers use your vehicles at different times. Current insurance certificates for any vehicle owned by the business will need to be shown as evidence.

You will be required to show your car insurance certificate when being assessed by an auditor.

Additional Notes – Section 3

Section 4 – Environmental Management

This section looks at the ways your business reduces its environmental impact by reducing energy and water usage, recycling processes and legal and appropriate disposal of hazardous waste.

What you will need to show and why

Some of the practices that are now commonplace within the community and many businesses are simple actions that can have a positive impact on the environment.

4.1	Does your business employ environmentally sustainable practices, to maximise the effective use of resources and reduce the consumption of water and electricity? Examples could include the implementation of solar panels, solar lighting, water saving taps, use of bore water and rain tanks, and converting lighting to energy efficient LED.	Yes ☐	No ☐
4.2	Does your business have effective waste management procedures and recycling procedures in place for plastics and packaging?	Yes ☐	No ☐
4.3	Does your business have effective management procedures in place to dispose of hazardous and e-waste or other notifiable substances, such as fuels, oils, poisons?	Yes ☐	No ☐

You will be asked to show evidence of the initiatives you have implemented to alleviate your environmental impact, during your assessment.

Additional Notes – Section 4

Section 5 – Human Resource Management

One of any business's most important assets is its employee base.

While there are strict legislative parameters surrounding the employment of individuals, and an organisation's obligations towards these employees, there are also good business practices which assist in managing the risk profile of any business.

Implementing these good business practices assists employers in boosting morale, retaining valuable staff (probably one of the most important resources a business operator can have in the current economic climate), as well as ensuring you are complying with your legislative responsibilities.

What you will need to show and why

Your HR management requirements to comply with the accreditation criteria are outlined below:

5.1	Evidence of an induction program is in place for all new employees and details of induction is documented.	Yes ☐	No ☐
5.2	Evidence of business practices or documentation for the management, roster and training of employees (and contractors where appropriate) covering operations and customer service.	Yes ☐	No ☐
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 KPIs for their position).	Yes ☐	No ☐
5.4	Evidence that confidential files have been established for all employees – full time, casual, part time and contracted employees.	Yes ☐	No ☐
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 ☐
5.6	Evidence of regular employee communications – with clear outcomes and responsibilities which emerge from these communications.	Yes ☐	No ☐
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 ☐
5.8	Evidence of business practices or documentation regarding bullying within the workplace.	Yes ☐	No ☐

5.9	Evidence of business practices or documentation adhering to Fair Work and Unfair Dismissal legislation.	Yes ☐	No ☐
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 ☐

These very important practices are vital for you as a business operator to instigate to ensure you are upholding your legal obligations under federal legislation but also to ensure you are creating a harmonious, productive and safe working environment for everyone under your employment.

Your HR policy will need to align with the relevant government legislation which includes the Fair Work Act 2009, National Employment Standards and WHS Act 2011 (and the state variants). It is recommended you seek legal advice to ensure you are compliant.

Additional Notes – Section 5

Section 6. Customer Service/Sale of Product

In this section we are looking at how you interact with your customers and how your customers are provided with the information that they must have when purchasing or dealing with your business.

Just as important, is how you and your staff interact and convey information and provide the necessary service to ensure the consumer has a positive experience.

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.

What you will need to show

What you need to have in place to comply with the requirements of the accreditation criteria is outlined below:

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 ☐
6.2	Stock and quality control management systems/procedures are evident.	Yes ☐	No ☐
6.3	Evidence you have a documented procedure for taking customer orders including special requests.	Yes ☐	No ☐
6.4	Evidence of an understanding of your business obligations in relation to the Australian Consumer Law.	Yes ☐	No ☐
6.5	Evidence of after-sales service commitments are clearly stated and documented to the customer.	Yes ☐	No ☐
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 ☐
6.7	Have an undertaking that product supplied to market is compliant to Australian Standards.	Yes ☐	No ☐
6.8	Supplier agrees to carry sufficient stock of obsolete product lines.	Yes ☐	No ☐

Additional Notes – Section 6

Section 7. Business Statements

The following statements demonstrate your business's commitment to responsible business conduct, ethical practice, and sound financial management, in line with your legal obligations and the requirements of the accreditation program.

What you will need to agree to

The requirements to meet this criteria section include:

7.1	You agree to tell the truth about your business and products in all advertising and promotion.	Yes ☐	No ☐
7.2	You have a policy regarding suppliers and the payment of supplier invoices.	Yes ☐	No ☐
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 ☐
7.4	You agree to meet your statutory obligations with regard to employment taxation (including payroll tax), superannuation, workers compensation, and business taxation (such as Business Activity Statements) in the mandated timeframes required.	Yes ☐	No ☐
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 ☐
7.6	You agree that no director or executive employee is currently an undischarged bankrupt.	Yes ☐	No ☐
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 ☐
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 manner contrary to the licencing agreement.	Yes ☐	No ☐

Additional Notes – Section 7

Conclusion

We hope this workbook has proved to be useful in your process of gathering the necessary information and evidence to become an accredited industry supplier.

Remember, if you have any questions related to the program or the application process, please contact our Accreditation Programs Manager – Mark Shipton. Mark is more than happy to chat with you and provide advice that can assist with your accreditation application.

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