

National Service & Repairs Accreditation Workbook



2026

Your guide to becoming an accredited caravan/RV Service & Repairs Workshop in the Caravan Industry Association of Australia National Accreditation Program



Congratulations on taking the first steps to become an Accredited Service & Repairs Business!

Deciding to take the first steps to become accredited should, in itself, be congratulated. Your business success demonstrates you have a great deal of business savvy, you have a good team around you, robust 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 service and repairs 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 service and repairs 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 service and repairs workshop, you will need to equip your workshop to at least a minimum standard, have documented policies and procedures relating to the efficient operations of your business and which conform to the accreditation criteria standards.

Program Outline

The Service & Repairs 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 remove 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 Service & Repairs 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 service and repairer, 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 of 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 and policies, complete this online form to enable us to provide you access to our Industry Portal.

Accreditation Criteria

To become an accredited service and repairs workshop, you will need to provide evidence that you can meet or exceed the accreditation criteria.

The accreditation criteria is made up of eight mandatory criteria elements and one non-mandatory criteria which is Additional Desirable Business Practices, which are aligned to best practice standards.

Criteria Elements (Mandatory)

- Section 1a: Regulatory Compliance
- Section 1b: Australian Standards and Australian Design Rules
- Section 2: Business Planning
- Section 3: Workshop Equipment
- Section 4: Risk Management
- Section 5: Human Resource Management
- Section 6: Customer Service
- Section 7: Environmental Management
- Section 8: 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 9: Additional Desirable Business Practices

Working Through the Eight 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 in this workbook, you can “mark off” whether you have the evidence required or whether you require to further improve your processes to cover the criteria.

Let's work through each of the sections.



Section 1a. 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?

To meet accreditation standards, the Service & Repairer must demonstrate adherence to all relevant local, state and federal legislation. Evidence must be provided for all mandatory government registrations, licences, and permits required 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 ☐
Workshop Licence (if applicable)	Yes ☐	No ☐	N/A ☐
Employ or access to a qualified gasfitter (if applicable)	Yes ☐	No ☐	N/A ☐
Employ or access to a qualified electrician (if applicable)	Yes ☐	No ☐	N/A ☐
Workers Compensation certificate of currency	Yes ☐	No ☐	N/A ☐
Other licences, permits or registrations applicable to their business.	Yes ☐	No ☐	N/A ☐

Additional Notes – Section 1a



Section 1b. Australian Standards and Australian Design Rules (ADRs)

Following Australian Design Rules (ADRs) and Australian Standards when servicing or repairing caravans is critical for ensuring road safety, complying with mandatory legal requirements, maintaining structural integrity, and protecting against costly failures due to harsh conditions. Compliance ensures safety for users and helps uphold manufacturer warranties and consumer law requirements.

As a requirement of becoming accredited, your business will need to show evidence you are working with the guidance of applicable Australian Standards and Australian Design Rules when conducting service and repairs.

What you will need to show

The requirements to meet this criteria section include:

Evidence can be shown where the workshop operations are utilising and adhering to any relevant Australian Standard and Australian Design Rules when completing all service and repair work on customer caravans, campers and RV's.	Yes ☐	No ☐	N/A ☐
At a minimum, your business can show evidence that you have access to AS/NZS 5601.2 – Gas Standard and AS/NZS 3001.2 – Electrical Standard and relevant ADRs are provided as evidence.	Yes ☐	No ☐	N/A ☐

Additional Notes – Section 1b



Section 2. Business Plan

Instigating best business practices within your business, 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 workshop 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 of time 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 for the future.
- 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:

My business has an updated business plan.	Yes ☐	No ☐
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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. Workshop Equipment

It is essential the engine room of your business, the workshop floor, is well equipped and has safety at its core. This section outlines the workshop equipment that must be evident on your workshop floor as a minimum to be considered for accredited status.

What you will need to have

The requirements to meet this criteria section include:

Rated trolley Jacks & Stands	Yes ☐	No ☐
Hoist – with service history and log included tagging, or alternatively, a service pit.	Yes ☐	No ☐
Access to a grease wash-down bay with appropriate drainage	Yes ☐	No ☐
Assorted Hand Tools	Yes ☐	No ☐
Assorted power tools	Yes ☐	No ☐
Hanging power outlets	Yes ☐	No ☐
Assorted battery powered tools with recorded regular safety inspections	Yes ☐	No ☐
Battery Charging Dock – isolated from flammable areas	Yes ☐	No ☐
Chemical liquids locker – with SDS records easily accessed	Yes ☐	No ☐
Flammable liquids locker – with HAZMAT placarding subject to quantities stored	Yes ☐	No ☐
Dry chemical and Foam fire extinguishers placed appropriately within workshop together with signage.	Yes ☐	No ☐
Material handling equipment pertaining to the workshop, together with safety inspection records, and would include: Block and Tackle Forklift Dollies and hand trucks	Yes ☐	No ☐
Air Compressor – with proof of registration of pressure vessel as required under WHS legislation	Yes ☐	No ☐
Ladders, Trestles and Scaffolding are all certified commercial grade (not domestic)	Yes ☐	No ☐

Additional Notes – Section 3



Section 4. 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 each of the criteria elements in this section and provides you with an explanation of what evidence you will need to provide and why this is needed:

4.1	Evidence (at a minimum) of a basic systematic & periodic risk assessment of the workplace has been carried out at a minimum once a month.	Yes ☐	No ☐
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At the very minimum, you should conduct at least a basic risk assessment of your business, from reception to the workshop to the customer areas such as the car park. Conducting these risk assessments regularly, acting on risks and hazards that have been identified in a timely fashion and recording the assessments and actions, ensures you, your assets, your staff and customers are all kept safe from damage and injury. These risk assessments will also be one of the first things an auditor will ask for should you ever have to be audited by government regulators such as Work Safe and will also be asked by our accreditation assessor.

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.

4.2	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 ☐
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You and your staff should have a clear understanding of how to respond should the need to evacuate your business premise eventuates.

You and your staff should know:

1. The responsibilities of each staff member in the event of an emergency evacuation and who takes charge (i.e. Chief or Deputy warden) should evacuation be necessary.
2. Emergency services contacts.
3. What actions are required to be performed dependant on the type of emergency (e.g. fire, flood, chemical spill etc).
4. A map of the business premise outlining the location of fire hoses and extinguishers and also the evacuation muster points.

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.

4.3	An appropriately stocked First Aid kit/cabinet is placed in the workshop with items regularly checked for expiry and/or replacement if used, and kit contents tracked using a list. At a minimum one staff member has a current First Aid qualification.	Yes ☐	No ☐
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Your first aid kit should include a list which records the contents of your kit and outlines when supplies are needed to be renewed due to low supply or when a product has passed its expiry date.

The first aid kit should be supplied with appropriate products which are relevant to the injury risks that have been assessed in your workplace (e.g. good supplies of bandages because of the risks of cuts and/or antiseptic creams or burns cream are examples that may be present).

Suggest a staff member is designated to regularly monitor the use of the first aid and replenish as needed.

To comply with our criteria, a minimum of one staff member needs to have a First Aid qualification. As per SafeWork Australia's code of practice, the recommended ratio for workplaces is 1:25. As a best practice, consider having more than one qualified first aider to cover when staff are on leave.

4.4	Protection equipment is evident and includes: - Eye Wash Station - Welding Screen - Guards and barriers around operating equipment - PPE which includes: goggles, hearing protection, gloves and welding aprons	Yes ☐	No ☐
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PPE and appropriate guards and barriers are paramount to ensuring the minimisation of injury. These, together with an eye wash station, will be checked as part of your accreditation assessments.

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

4.6	Evidence all firefighting equipment is placed appropriately throughout the business and checked every six months as per WorkSafe regulations.	Yes ☐	No ☐
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WorkSafe regulatory requirements state you need to have your firefighting equipment such as fire extinguishers, fire hoses and fire blankets, placed appropriately throughout the business and checked by a qualified contractor every six months. You will be asked to show that these checks are up to date.

4.7	Evidence that Safety Data Sheets (SDS) are current (updated at least every five years), which can be accessed by staff conveniently.	Yes ☐	No ☐
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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 your workshop) and must be easily accessed by employees. SDS are usually kept in a folder and in a prominent place within the workshop.

The PCBU 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.

4.8	Safety signage is evident and includes: - Clearly marked exit points - Customer "no entry signage" - Safety signage applicable to machinery use, both internal and external	Yes ☐	No ☐
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Clear signage is evident to protect the general public of entering into an area they may be unsafe, or to mark the safe exit points, but also as a warning for those using machinery. Remember, safety of everyone onsite should be at the forefront of everyone in the business.

4.9	Documented evidence of qualifications of personnel who operate machinery within and around the workshop, such as forklifts, hoists, jacks and stands. This may include: - Training records with sign off - Certificate or licensed staff - Standard Operating Procedures (SOPs) are evident for all equipment	Yes ☐	No ☐
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Appropriate training, licencing of operators and the evidence of standard operating procedures, all play a part in ensuring your business operations has complied to the requirements of regulatory requirements and the safe use of machinery and equipment. These types of evidence will be asked for when you are going through your assessment.

4.10	A traffic management plan is in effect which outlines safety procedures for the movement of plant equipment, caravans and RV's, cars and foot traffic (i.e. pedestrians).	Yes ☐	No ☐
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You will need documented procedures as to how you safely move plant and equipment, caravans and RV's around your premise. Knowledge is key and all staff should have the knowledge of this procedure and it may be supplemented by appropriate signage which directs vehicles and pedestrians around your site safely.

4.11	Evidence that a documented process exists for reporting any incidents or injuries to an appropriate manager.	Yes ☐	No ☐
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You have an incident and injury form which is used to record incidents and instructions as to who this is reported to and the following steps to take. The most common procedure is for the workshop supervisor/manager or WHS officer to investigate initially and if warranted moved up to HR, Head Office management or to the owner of the business.

4.12	Evidence that reported incidents and injuries are investigated and, when appropriate, preventative actions implemented.	Yes ☐	No ☐
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After receiving notification of an incident or injury, the appropriate manager will investigate, record what actions have been instigated to prevent future incidents and put in place appropriate training and/or communications to staff. These records will be evidence should the incident or injury result in further actions taken.

4.13	Evidence that a minimum of \$20 million of public liability insurance cover is held and current.	Yes ☐	No ☐
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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. An assessor will require to view your current insurance certificate.

4.14	Evidence that all vehicles owned by the business are insured.	Yes ☐	No ☐
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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.

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 obligation towards these employees, sound HR practices also assist in managing the risk profile of any business.

Implementing these good business practices assists employers in boosting morale, retaining valuable staff, as well as ensuring you are complying with your legislative responsibilities.

What you will need to show

The following information outlines each of the criteria elements in this section and provides you with an explanation of what evidence you will need to provide and why this is needed:

5.1	Evidence of a Workplace Health and Safety policy which meets your obligations to provide a safe workplace for your employees whilst ensuring a safe environment for customers.	Yes ☐	No ☐
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Your workplace health and safety policy document should state your commitment to providing a safe working environment for all employees, contractors and customers. This policy should, at the minimum, outline the following:

- Purpose of the policy
- Scope – (what/who the policy applies to)
- Your commitment to WHS as the PCBU (Person Conducting a Business or Undertaking)
- The roles and responsibilities of all staff and contractors, when onsite or acting on behalf of your business offsite, to WHS standards
- Statement how you mitigate risks and hazards in your business
- How you have prepared for emergency evacuations
- Training and consultation provided to staff and contractors regarding WHS
- Incident and injury reporting and investigation
- How often the policy is reviewed (minimum of annually should be adopted)

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.

5.2	Evidence of business practices and/or documentation adhering to Fair Work and Unfair Dismissal legislation.	Yes ☐	No ☐
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Your business has either, as part of your overall HR policy, or as a separate policy, a section which outlines how yourself, as the owner and managers within your business, adhere to the Fair Work Act 2009 and Unfair Dismissal Laws in Australia.

This policy outlines how you and your managers adhere to the Fair Work Act 2009 and the National Employment Standards, together with information related to employee rights in reference to disciplinary and/or dismissal actions.

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.

5.3	Evidence that the business has a policy in relation to equal opportunity, anti-discrimination and bullying in the workplace that reflects government legislation and this is available to all employees.	Yes ☐	No ☐
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Your business has either, as part of your overall HR policy, or as a separate policy, a section which outlines how the owner and managers within the business, adhere to government legislation related to equal opportunity, anti-discrimination and bullying in the workplace. Significant risks both financial and reputational may occur if business owners and operators are not familiar with their obligations.

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.

5.4	Evidence of a process to investigate complaints of discrimination or bullying promptly and confidentially according to the policy and procedures in place, including any disciplinary measures that may be appropriate.	Yes ☐	No ☐
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Your business has a process in place to investigate complaints of discrimination or bullying which includes the confidential recording of such complaints. The process you adopt aligns with your policy and outlines disciplinary measures that may in certain cases be applied. You will be asked to explain or show how the process is applied as part of the assessment process.

5.5	Evidence that confidential files have been established for all employees including full time, part time and contracted employees.	Yes ☐	No ☐
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A confidential file should be established for every person the business engages, whether they are full time, part time, casual or contracted. As a guide these files hold the signed employment agreement or contract, position description, tax and superannuation details, induction and training records, leave records, and any performance or disciplinary correspondence. Employee records contain personal information, so they should be stored securely, whether that is a locked cabinet or a restricted digital folder, with access limited to those who genuinely need it. You will be asked to explain how your files are structured and how access is controlled, not to hand over their contents.

5.6	Evidence an induction program is in place for all new employees and details of induction completion is documented in employee files.	Yes ☐	No ☐
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An induction gives a new employee the information they need to work safely and effectively from their first day. As a minimum it would usually cover a site tour, emergency and evacuation procedures, first aid arrangements, WHS responsibilities, the policies that apply to them, who they report to, and what is expected in their role. Using a standard induction checklist makes the process consistent and gives you the evidence at the same time, because the completed and signed checklist goes onto the employee's file.

5.7	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 ☐
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People perform better when they know what they are accountable for. A position description sets out the purpose of the role, who it reports to, the main duties, the qualifications or licences required, and any limits on authority. Where you use measurable KPIs, keep them few and meaningful, such as turnaround times, rework rates or customer feedback. Position descriptions should be produced for at least all permanent positions, acknowledged by the employee, kept on their file, and revisited whenever the role changes.

5.8	Evidence of formal employee rostering and leave request processes are in place.	Yes ☐	No ☐
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A documented rostering and leave process protects both the business and your employees. Rosters should be published far enough ahead for people to plan, and leave requests should be made and approved in a consistent way and in writing, so that entitlements under the National Employment Standards are tracked accurately and workshop capacity is not caught short. Whether you use a spreadsheet, a paper form or payroll software, the evidence is the same: the process is written down, it is applied consistently, and the records are retained.

5.9	Evidence of ongoing training opportunities 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 ☐
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Ongoing training keeps technical skills current as caravan and RV systems change, and it gives your team a clear path to develop. This criteria looks for evidence that training is planned rather than incidental. A simple training matrix showing what each employee currently holds and what they need next works well, together with active encouragement to pursue further industry courses where these are available and appropriate. Records of all training completed, including licences, tickets and short courses, are to be kept in the employee's confidential personnel file.

5.10	Evidence of regular employee communication – with clear outcomes and responsibilities. These could include in-person toolbox meetings or newsletters.	Yes ☐	No ☐
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Regular communication is what turns policies and procedures into everyday practice. Toolbox meetings, pre-start briefings and newsletters all qualify, provided they happen regularly and they produce something: an agenda or set of talking points, a record of who attended, and clear actions with an owner and a due date. Keeping a short written record of each meeting gives you the evidence for this criteria, and a useful trail if a safety or quality issue is reviewed later.

5.11	Evidence that external contractors register on arrival at the business with an employee, who will record date and time entered, why they are onsite and time contractor exits site.	Yes ☐	No ☐
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A contractor register tells you who is on your site at any given moment. At a minimum it records the contractor's name and company, the date and time they arrived, why they are onsite, who they are reporting to, and the time they leave. This matters most in an emergency, when the register is what allows you to account for everyone at the muster point set out in your evacuation plan (see 4.2). Arrival is also the natural point to confirm the contractor has completed a site induction and holds current insurance.

5.12	Evidence that all customer service and repair employees are aware of the Australian Design Rules (ADR) and how post-sale modifications can affect ADR compliance.	Yes ☐	No ☐
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Work carried out after a vehicle has been sold can affect its compliance. Adding, relocating or altering appliances, gas or electrical systems or storage, or anything that changes mass or weight distribution, may affect how the vehicle stands against the Australian Design Rules and applicable Australian Standards. Customer facing and workshop employees do not need to be ADR specialists, but they do need to recognise when a requested modification could have compliance implications and know to raise it before quoting or commencing work. Evidence can include induction and training content, toolbox meeting records, or a documented process for escalating these requests (see also Section 1b).

Additional Notes – Section 5



Section 6. Customer Service

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, prior, during and after the service or repair. 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.

What you will need to show

The requirements to meet this criteria section include:

6.1	Staff interacting with customers are dressed in attire that clearly identifies them as a representative of the business.	Yes ☐	No ☐
6.2	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 ☐
6.3	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 ☐
6.4	Evidence of how a customer is kept informed of service or repair issues found during service or repair, that have not already been discussed prior to work commencing and how the outcome is managed.	Yes ☐	No ☐
6.5	Evidence of an understanding of your business obligations in relation to the Australian Consumer Law (ACL).	Yes ☐	No ☐
6.6	Evidence of after-service/repairs commitments are clearly stated and documented to the customer (repair/service guarantee/statement).	Yes ☐	No ☐
6.7	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 ☐

Additional Notes – Section 6



Section 7. 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

The requirements to meet this criteria section include:

7.1	Evidence of reducing energy consumption such as installation of solar, battery storage or use of LED lighting.	Yes ☐	No ☐
7.2	Recycling is evident of metals, tyres, batteries, plastics and packaging.	Yes ☐	No ☐
7.3	Proper disposal is evident of hazardous waste, composites, fibreglass and end of life appliances (e-waste).	Yes ☐	No ☐

Additional Notes – Section 7



Section 8. 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:

8.1	You agree to tell the truth about your business and products in all advertising and promotion.	Yes ☐	No ☐
8.2	You have a policy regarding suppliers and the payment of supplier invoices.	Yes ☐	No ☐
8.3	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 ☐
8.4	You agree to meet your statutory obligations regarding employment taxation (including payroll tax), superannuation, workers compensation, and business taxation (such as Business Activity Statements) in the mandated timeframes required.	Yes ☐	No ☐
8.5	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 ☐
8.6	You agree that no director or executive employee is currently an undischarged bankrupt.	Yes ☐	No ☐
8.7	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 ☐
8.8	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 8



Section 9. Additional Desirable Business Practices (non-mandatory)

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.

What you should aspire to implement and practice

The requirements to meet this criteria are not mandatory for attaining accreditation but are seen as best practice and should be aspired to:

9.1	You are a member of your state caravanning or camping association and a contributor to the National Marketing & Advocacy Fund.	Yes ☐	No ☐
9.2	All your employees have qualifications to a minimum of Certificate III.	Yes ☐	No ☐
9.3	A documented employee recruitment procedure is in place to ensure suitable persons are employed.	Yes ☐	No ☐
9.4	Regular and ongoing performance assessments are conducted with all permanent employees.	Yes ☐	No ☐
9.5	You have a plan for marketing your business which can include: - The identification of your key markets - The promotional strategies you use to market your services - The evaluation of other competition offering similar service and repair, and - Your consumer's needs, and (This should be included as part of your business planning documents)	Yes ☐	No ☐
9.6	You have standard operating procedures for the monthly reconciliation of your bank accounts and other key financial accounts.	Yes ☐	No ☐
9.7	You have a policy or procedure relating to cash handling.	Yes ☐	No ☐
9.8	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 ☐
9.9	Management and/or employees attend industry technical training events, conferences and/or webinars as a means of continuously improving knowledge and skills.	Yes ☐	No ☐
9.10	External contractors who conduct work onsite are vetted by dealership management to ensure they have sufficient public liability cover.	Yes ☐	No ☐
9.11	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 ☐

9.12	The business also has considered other insurance covers which may include but not limited to: - Motor Trade composite (Garage) insurance – protecting against damage to customers’ vehicles whilst in your custody, care and/or control for repairs. - Business interruption insurance – covering loss of income and ongoing expenses should the workshop be forced to close due to an insured event, such as a fire. - Tax audit insurance – covers cost associated with tax audits. - Professional Indemnity insurance – covering directors and officers if the business is also a company.	Yes ☐	No ☐
9.13	In addition to the Workshop Equipment minimum requirement, the business has the following equipment: - Seamer - Folder - Guillotine - Table Saw	Yes ☐	No ☐

Additional Notes – Section 9

Conclusion

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

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.

Mark Shipton

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