



Caravan Industry
Association of Australia

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National Accreditation Program

Accreditation Criteria – Retail Dealerships



Caravan Industry Association of Australia

21 September 2026

National Retail Dealership Accreditation Program (RDAP)

Caravan Industry Association of Australia's **National Retail Dealership Accreditation Program (RDAP)** supports the organisation's goal of developing leadership and professionalism within the caravanning and camping industry. The program is designed specifically for retail dealership operations and sets out the standards that accredited dealerships are expected to meet and maintain.

Introduction of Approved Workshop Criteria

Caravan Industry Association of Australia has introduced the **Service and Repair Accreditation Program (SRAP)**. From 10 August 2026, the relevant criteria from SRAP have been added to the RDAP criteria so any dealership that operates a workshop on the same site as their dealership must comply with all criteria set out in this document, including the additional workshop-specific criteria items. For those businesses, workshop specific criteria will form part of the standard accreditation assessment. Once accredited, those dealerships with workshops will carry the "Dealer with Approved Workshop" Accreditation Key (as below).



Existing RDAP Businesses pre-10 August 2026

Existing RDAP dealerships may choose to include their onsite workshop under accreditation at any time. To do so, the dealership must meet the additional workshop-specific criteria set out in this document - the annual fees for these RDAP Businesses will be grandfathered at the current rate until the RDAP businesses 2028 payment cycle. Once the criteria have been met, those dealerships with workshops will carry the "Dealer with Approved Workshop" Accreditation Key.

Existing RDAP accredited dealerships that choose not to add their workshop are under no obligation to do so. Their dealership accreditation will continue its current terms and will remain unaffected.

Pre-requirements

Retail dealerships applying for accredited status in RDAP will be required to confirm adherence to the following:

- Operate out of a fixed business address;
- Employ full-time onsite salespersons;
- Have caravan (including camper trailers, tent trailers, pop-tops, 5th Wheelers and similar) and motorhome sales comprising a significant component of business being conducted within the dealership;
- The stock holding owned and/or under floor plan (or some other financial arrangement) must exceed the stock held on consignment;
- Have a commitment to sign and execute a Licence Agreement;
- Undertake to pay all relevant fees as set out within RDAP; and

- 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.

Dealerships with a Service and Repair workshop applying for accreditation must additionally confirm that:

- The service and repair workshop operates out of a fixed business address on the same site as the dealership;
- The majority of employed service and repair technicians are full-time employees; and
- The lead technician/s hold, at a minimum, a mechanical qualification or a Certificate III in Recreational Vehicle Service and Repair.

The decision whether or not to accept an application for accreditation is at the sole discretion of Caravan Industry Association of Australia without need to give reasons.

Acknowledgements

Retail dealerships applying for accredited status in RDAP acknowledge that:

- RDAP applies to the retail sale of goods component of the dealership.
- Where a dealership also has a Service and Repair workshop onsite, the workshop-specific criteria set out in this document will apply to that component of the business;
- Accreditation under RDAP will only be considered following an onsite review against the criteria. Those businesses accredited under RDAP will be subject to an onsite review at a minimum of every twelve (12) months as a condition of remaining accredited within the program;
- For the purposes of entrance fees and annual fees, businesses currently subject to any state association probationary period will not be eligible for the state association pricing discount under RDAP; and
- Being accredited under RDAP does not automatically entitle access to member discounts on space charges at consumer shows, nor does it guarantee show space or preferential treatment when it comes to the allocation of show space.

These requirements are in addition to the accreditation criteria set out on the following pages.

Section One – Regulatory Compliance

To meet accreditation standards, the dealership 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 business as a caravan dealer. 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.

#	Criteria	YES	NO	N/A
1.1	Australian Business Number (ABN).	YES	NO	N/A
1.2	Business name registration (ASIC).	YES	NO	N/A
1.3	Dealers' licences – new or used (if applicable).	YES	NO	N/A
1.4	Workshop licence (if applicable).	YES	NO	N/A
1.5	Employ or access to a qualified gasfitter (if applicable).	YES	NO	N/A
1.6	Employ or access to a qualified electrician (if applicable).	YES	NO	N/A
1.7	Workers compensation certificate of currency.	YES	NO	N/A
1.8	Other licences, permits or registrations applicable to their business.	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 dealership.	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 and periodic risk assessment of the workplace has been carried out at a minimum once a month.	YES	NO	N/A
3.2	A traffic management plan is in effect which outlines safety procedures for the movement of plant equipment, caravans and RVs, cars and foot traffic (i.e. pedestrians).	YES	NO	N/A
3.3	Evidence of test and tag of dealership electrical equipment and appliances as per recommendations under AS/NZS 3760:2022.	YES	NO	N/A
3.4	An emergency evacuation plan is in place (in line with local emergency service requirements) and this is displayed prominently within the dealership and a Chief and Deputy Fire Warden has been nominated for the business.	YES	NO	N/A

3.5	Evidence all firefighting equipment is placed appropriately throughout the business and checked every six months per WorkSafe regulations.	YES	NO	N/A
3.6	An appropriately stocked first aid kit/cabinet is placed in the dealership with items regularly checked for expiry and/or replacement if used and kit contents tracked using a list.	YES	NO	N/A
3.7	Evidence that Safety Data Sheets (SDS) are current (updated at least every five years) and can be accessed by staff conveniently.	YES	NO	N/A
3.8	Evidence that a documented process exists for reporting any incidents or injuries to an appropriate manager.	YES	NO	N/A
3.9	Evidence that reported incidents and injuries are investigated and, when appropriate, preventative actions implemented.	YES	NO	N/A
3.10	Evidence that a minimum of \$20 million of public liability insurance cover is held and current.	YES	NO	N/A
3.11	Evidence that all vehicles owned by the business are insured.	YES	NO	N/A

Section Four – 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 those employees, sound HR practices also assist in managing the risk profile of any business.

#	Criteria	YES	NO	N/A
4.1	Evidence of a Workplace Health and Safety (WHS) policy which meets your obligations to provide a safe workplace for your employees whilst ensuring a safe environment for customers.	YES	NO	N/A
4.2	Evidence of business practices and/or documentation adhering to Fair Work and Unfair Dismissal legislation.	YES	NO	N/A
4.3	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	N/A
4.4	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	N/A
4.5	Evidence that confidential files have been established for all employees including full-time, casual, part-time and contracted employees.	YES	NO	N/A
4.6	Evidence an induction program is in place for all new employees and details of induction completion is documented in employee files.	YES	NO	N/A
4.7	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	N/A
4.8	Evidence of formal employee rostering & leave request processes are in place.	YES	NO	N/A

4.9	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 the employee's confidential personnel file.	YES	NO	N/A
4.10	Evidence of regular employee communication – with clear outcomes and responsibilities. These could include in-person toolbox meetings or newsletters.	YES	NO	N/A
4.11	Evidence that external contractors register on arrival at the dealership with an employee, who will record; date and time entered, why they are onsite and time contractor exits site.	YES	NO	N/A
4.12	Evidence that all sales and customer service employees are aware of the Australian Design Rules (ADR) and how post-sale modifications can affect ADR compliance.	YES	NO	N/A

Section Five – Customer Service / Sale of Product

In any retail dealership, having documented sales policies and procedures is essential. Today's consumers are more informed than ever, technology is evolving rapidly, and the regulatory environment continues to grow more complex. To operate successfully and sustainably, your dealership must have strong risk mitigation strategies and clear processes in place to protect both the business and its customers – before, during, and after each sale.

#	Criteria	YES	NO	N/A
5.1	Staff interacting with customers are dressed in attire that clearly identifies them as a representative of the business.	YES	NO	N/A
5.2	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	N/A
5.3	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	N/A
5.4	Evidence that privacy obligations are displayed on your dealer website and on sales documentation.	YES	NO	N/A
5.5	Evidence you have a documented procedure for taking customer orders including special requests or modifications.	YES	NO	N/A
5.6	Evidence of the use of a formal contract of sales document and it complies with all consumer law requirements and the requirements of applicable states and territories, clearly outlining the terms and conditions of purchase.	YES	NO	N/A
5.7	Evidence of a documented handover policy and procedure ensuring customers receive instructions on how to use the vehicle including safe hookup and loading procedures.	YES	NO	N/A
5.8	Evidence that you have a documented procedure in reference to traded product.	YES	NO	N/A
5.9	Evidence of an understanding of your business obligations in relation to the Australian Consumer Law (ACL).	YES	NO	N/A
5.10	Evidence of a customer complaints handling procedure including: - Timely response to customer complaints; and	YES	NO	N/A

	- Keeping records of complaints and the subsequent resolution outcome.			
5.11	Do you sell on consignment? If YES, evidence that you provide a Consignment Agreement that legally protects the owner of the caravan/RV whilst it is in your care. If YES, evidence that the agreement includes details of both parties, the agreed price and a process to ensure the disbursement of funds upon completion of the sale.	YES	NO	N/A
5.12	Evidence of after-sales service commitments are clearly stated and documented to the customer.	YES	NO	N/A
5.13	Evidence of an in-house service and/or repair facility or a contracted service agent to deal with customer warranty or after-sales issues.	YES	NO	N/A
5.14	Evidence that a formal, documented warranty policy and procedure is in place.	YES	NO	N/A

Section Six – Business Statements

The following statements demonstrate your dealership'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.

#	Criteria	YES	NO	N/A
6.1	You agree to tell the truth about your business and products in all advertising and promotion.	YES	NO	N/A
6.2	You have a policy regarding suppliers and the payment of supplier invoices.	YES	NO	N/A
6.3	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
6.4	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	N/A
6.5	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
6.6	You agree that no director or executive employee is currently an undischarged bankrupt.	YES	NO	N/A
6.7	You agree that your organisation is not a 'declared organisation' within the meaning of the <i>Criminal Organisations Control Act 2010 (Vic)</i> or equivalent legislation in other jurisdictions.	YES	NO	N/A
6.8	You agree to adhere to the provisions 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 reference to non-RVMAP manufactured product to the consumer.	YES	NO	N/A

Section Seven – Additional Desirable Dealership Practices (Non-Mandatory)

The following practices are not mandatory within the accreditation program but are 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
7.1	You are a member of your state caravanning or camping association and a contributor to the National Marketing and Advocacy Fund.	YES	NO	N/A
7.2	All your employees have qualifications to a minimum of Certificate III.	YES	NO	N/A
7.3	A documented employee recruitment procedure is in place to ensure suitable persons are employed.	YES	NO	N/A
7.4	Regular and ongoing performance assessments are conducted with all permanent employees.	YES	NO	N/A
7.5	You have a marketing plan for 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; and - Your consumer's needs (NB: This should be included as part of your business planning documents)	YES	NO	N/A
7.6	You have standard operating procedures for the monthly reconciliation of your bank accounts and other key financial accounts.	YES	NO	N/A
7.7	You have a policy or procedure relating to cash handling.	YES	NO	N/A
7.8	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	N/A
7.9	The business has a defibrillator (AED) easily accessible on site, with staff trained in its use.	YES	NO	N/A
7.10	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
7.11	External contractors who conduct work onsite are vetted by dealership management to ensure they have sufficient public liability cover.	YES	NO	N/A
7.12	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 stock prices.	YES	NO	N/A
7.13	The business has also considered other insurance covers which may include but not be limited to: - Motor trade composite (garage) insurance - protecting against damage to customers' vehicles whilst in your custody, care and/or control. - Business interruption insurance - covering loss of income and ongoing expenses should the dealership 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 if the business is a company.	YES	NO	N/A
7.14	At a minimum one staff member has a current first aid qualification.	YES	NO	N/A

7.15	Evidence that there are formal distribution/supply agreements in place with manufacturers of new product held for sale.	YES	NO	N/A
7.16	Evidence of agreements in place with manufacturers including terms for the handling of warranty claims, preferably in the form of signed contracts.	YES	NO	N/A
7.17	When an order is placed by a customer, you take a maximum of 10% as a deposit on a standard build and a maximum deposit of 20% on custom builds.	YES	NO	N/A
7.18	Sales staff are accredited through the Caravan Industry Salesperson Accreditation Program (CISAP). More information: https://www.caravanindustry.com.au/accreditation/salesperson-accreditation/	YES	NO	N/A
7.19	You have the following information: - Value of new stock to be held; - Value of used stock to be held; - What is the floorplan-financed component; and - Which finance provider is providing the floorplan facility and what are the current limits.	YES	NO	N/A
7.20	The dealership submits monthly sales data to help establish industry benchmarks at: https://caravanstats.com.au/rv-sales/	YES	NO	N/A

Additional Criteria for Dealerships with Workshops

The following criteria apply specifically to the dealerships onsite workshop. They are in addition to the RDAP criteria above and must be satisfied by dealerships seeking accreditation.

Section One (b) – Australian Standards and Australian Design Rules (ADRs)

A requirement of becoming accredited, businesses will need to show evidence they are working with the guidance of applicable Australian Standards and Australian Design Rules when conducting service and repairs.

#	Criteria	YES	NO	N/A
1.1b	Evidence can be shown the workshop operations are utilising and adhering to any relevant Australian Standard and Australian Design Rules (ADR) when completing all service and repair work on customer caravans, campers and RVs. At a minimum, evidence the business can show they 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

Workshop Section A – Workshop Equipment (Minimum Required)

The following equipment items represent the minimum standard required for a compliant service and repair workshop. All equipment must be maintained in a serviceable condition and subject to relevant inspection and tagging requirements.

#	Criteria	YES	NO	
A.1	Rated trolley jacks and stands.	YES	NO	

A.2	Hoist – with service history and log included tagging, or alternatively, a service pit.	YES	NO	
A.3	Access to a grease wash-down bay with appropriate drainage	YES	NO	
A.4	Assorted hand tools.	YES	NO	
A.5	Assorted power tools.	YES	NO	
A.6	Hanging power outlets.	YES	NO	
A.7	Assorted battery-powered tools with recorded regular safety inspections.	YES	NO	
A.8	Battery charging dock – isolated from flammable areas.	YES	NO	
A.9	Chemical liquids locker – with Safety Data Sheet (SDS) records easily accessible.	YES	NO	
A.10	Flammable liquids locker – with HAZMAT placarding subject to quantities stored.	YES	NO	
A.11	Dry chemical and foam fire extinguishers placed appropriately within the workshop, together with signage.	YES	NO	
A.12	Material handling equipment pertaining to the workshop, together with safety inspection records, including: - Block and tackle; - Forklift; - Dollies and hand trucks.	YES	NO	
A.13	Air compressor – with proof of registration of pressure vessel as required under WHS legislation.	YES	NO	
A.14	Ladders, trestles and scaffolding are all certified commercial grade (not domestic).	YES	NO	

Workshop Section B – Risk Management (Workshop-Specific)

The following risk management criteria apply specifically to workshop operations and are in addition to the Risk Management criteria set out in Section Three above.

#	Criteria	YES	NO	N/A
B.1	An appropriately stocked first aid kit/cabinet is placed in the workshop with items regularly checked for expiry and/or replacement and contents tracked in the first aid record book. At a minimum one staff member has a current first aid qualification.	YES	NO	N/A
B.2	Protection equipment is evident and includes: - Eye wash station - Welding screen - Guards and barriers around operating equipment - PPE including goggles, hearing protection, gloves and welding aprons.	YES	NO	N/A
B.3	Evidence of test and tag of workshop electrical tools and appliances as per recommendations under AS/NZS 3760:2022.	YES	NO	N/A
B.4	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	N/A

B.5	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; and - Standard Operating Procedures (SOPs) for all equipment.	YES	NO	N/A
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Workshop Section C – Environmental Management

The following environmental management criteria apply to workshop operations.

#	Criteria	YES	NO	N/A
C.1	Evidence of reducing energy usage such as installation of solar, battery storage or use of LED lighting.	YES	NO	N/A
C.2	Recycling is evident for metals, tyres, batteries, plastics and packaging.	YES	NO	N/A
C.3	Proper disposal is evident of hazardous waste, composites, fibreglass and end-of-life appliances (e-waste).	YES	NO	N/A

Workshop Section D – Additional Desirable Workshop Practices (Non-mandatory)

The following practices are not mandatory but are considered to be good workshop practice.

#	Criteria	YES	NO	N/A
D.1	In addition to the minimum workshop equipment requirements above, the business has the following equipment: - Seamer - Folder - Guillotine - Table saw	YES	NO	N/A