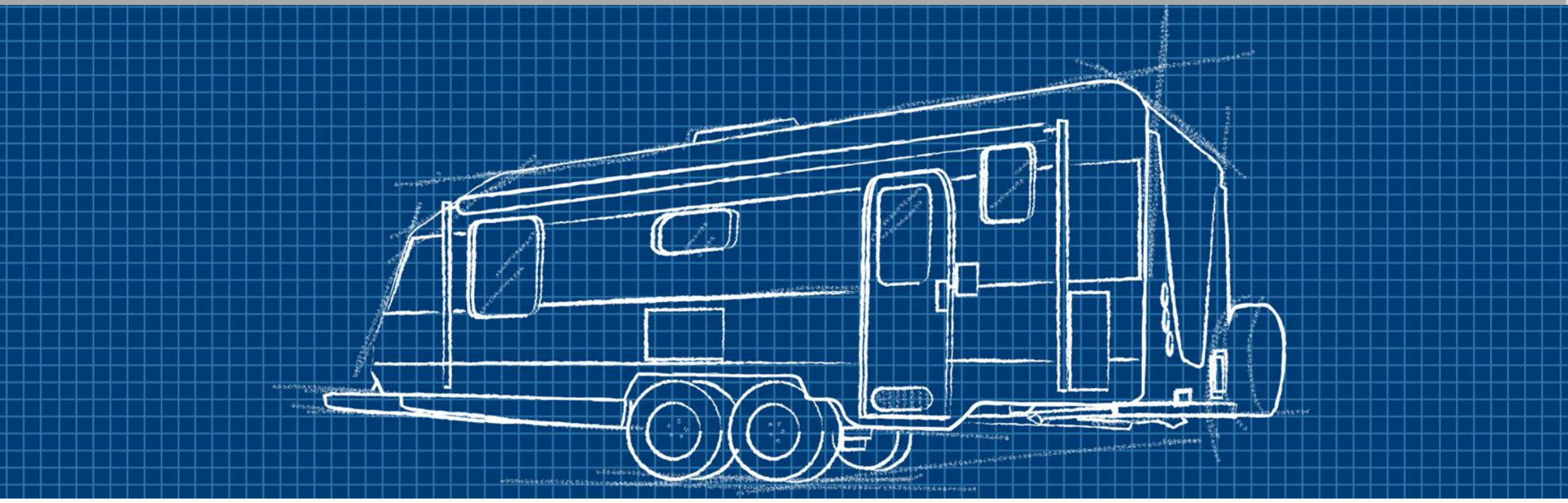
Retail Dealership Accreditation Program (RDAP) Workbook

2026

Your guide to becoming an accredited dealership in the Caravan Industry Association of Australia Retail Dealership Accreditation Program (RDAP)



Congratulations on taking the first steps to become an Accredited Retail Dealership!

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

As part of this commitment, the national **Retail Dealership Accreditation Program (RDAP)** exists to identify participating dealers as industry businesses committed to the best practices in business management, operational policy and procedures, sales and customer service.

Your decision to pursue accreditation is commendable and reflects your business acumen, the strength of your team, and your commitment to excellence. The processes and elements that have contributed to your success will be integral to your accreditation journey.

This workbook is designed to:

- Guide you through the accreditation process
- Help you gather the necessary evidence to meet the criteria
- Demonstrate why integrating accreditation standards into your operations is a smart business decision

Table of Contents

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 (shown below).

Eligibility Requirements

Retail Dealerships applying for accredited status in RDAP should be able to confirm adherence to the following:

- Operate out of a fixed business address
- Employ full-time onsite sales staff
- 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
- Confirm there are no outstanding debts due and payable to any affiliated body, 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.

Note: The decision whether to accept an application for acceptance into RDAP is at the sole discretion of Caravan Industry Association of Australia without need to give reasons.

Accreditation Criteria - Dealerships

After confirming eligibility, to become an accredited dealership, you must provide evidence that demonstrates your ability to meet or exceed the accreditation criteria outlined in this workbook.

Mandatory Dealership Criteria Elements

1. Regulatory Compliance
2. Business Planning
3. Risk Management
4. Human Resource Management
5. Sale of Product
6. Business Statements

Non-Mandatory (Best Practice) Dealership Elements

7. Additional Desirable Business Practices

Additional Accreditation Criteria – Dealerships with Service & Repair workshops

In addition to the criteria listed above, Dealerships with service & repair workshops on the same site will need to provide evidence the workshop meets criteria relevant to the workshop area of the business.

Mandatory Workshop Criteria Elements

1b. Australian Standards & Australian Design Rules (ADRs)

A. Workshop equipment

B1. Risk management (workshop)

C. Environmental management

Non-Mandatory (Best Practice) Workshop Elements

D. Additional desirable workshop practices

Workbook Instructions

For each item, mark Yes, No, or N/A depending on if you have the business element in place. Provide a reference so it can be easily identified at the time of the on-site audit or alternatively, create a repository and compile the relevant documentation into one place for review.

Section 1: Regulatory Compliance

1.1 To meet accreditation standards, the dealership must demonstrate adherence to all relevant legislation. Evidence must be provided for all mandatory government registrations, licenses, 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:

Criterion	Yes	No	Reference
1.1 Australian Business Number (ABN).	☐	☐	
1.2 Business Name Registration (ASIC).	☐	☐	
1.3 Dealers License - new or used (if applicable).	☐	☐	
1.4 Workshop License (if applicable).	☐	☐	
1.5 Employ or access to a qualified gasfitter (if applicable).	☐	☐	
1.6 Employ or access to a qualified electrician (if applicable).	☐	☐	
1.7 Workers Compensation certificate of currency.	☐	☐	
1.8 Other license permits or registrations applicable to their business.	☐	☐	

Note: Always check with your local, state, and federal authorities to ensure all necessary licences and permits are current and compliant with regulations specific to your location and operations.

Section 2: 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.

Why a Business Plan Matters

A business plan:

- Provides structure and clarity for daily operations and long-term strategy
- Helps manage risks and identify opportunities
- Acts as a reference tool to keep your dealership aligned with its goals
- Supports decision-making in areas such as competitor analysis, business ethics, and operational priorities

Key Elements to Include

When developing or updating your business plan, consider including:

1. **Plan Duration** - Outline the period the plan covers — typically 3–5 years. Remember, plans may need adjustment over time as circumstances change.
2. **Business History** - Note how long you have owned or managed the dealership.
3. **Unique Selling Proposition (USP)** - Identify what attracts customers to your dealership and what differentiates you from competitors.
4. **Short- and Long-Term Goals** - Define clear, measurable objectives for both the near and distant future.
5. **Internal and External Influences** - Consider factors that affect operations, including market trends, economic conditions, and internal business processes.
6. **Key Projects or Initiatives** - Document ongoing or planned projects, initiatives, or expansions.
7. **SWOT Analysis** - Identify Strengths, Weaknesses, Opportunities, and Threats to provide a clear picture of your business environment.
8. **Financial Projections** - Include expected revenue, expenditure, and profit forecasts over the term of the plan.

Criterion	Yes	No	Reference
2.1 There is evidence of a business plan for the dealership.	☐	☐	

Section 3: Risk Management

In today's litigious business environment, managing risk is essential to protect your assets, your employees, and anyone for whom you hold legal responsibility. A comprehensive risk assessment of all dealership operations must be conducted at least annually. For high-traffic or high-hazard departments, such as workshops or open-air display yards, assessments should occur more frequently (monthly or quarterly). The primary goal of this assessment is to implement physical or procedural controls to eliminate or reduce risk before it occurs. Key areas to focus on include:

1. **Movement of Caravans and RVs** - Safe handling procedures for manual movement of caravans by employees in addition to the use of tow vehicles both inside & outside the dealership complex. Consideration should be given to both employees as well as visitors walking through the dealership.
2. **Workshop, Sales, and Office Hazards** - Each area has unique, and sometimes shared risks such as trip hazards, poor lighting, or electrical issues. Routine inspections & assessments, including scheduled Test & Tagging of electrical equipment help prevent injuries and disruptions.
3. **Weather-Related Risks** - Developing "Pre-Event" and "Post-Event" protocols for severe weather (e.g., securing awnings before storms) to minimise physical harm and asset damage.
4. **Seasonal Conditions** - Changing seasons can bring issues like mould, moss, or slippery surfaces. Proactive maintenance reduces health and safety risks.
5. **Data and Record Loss** - Loss or corruption of electronic or physical records. Ensure reliable data backup and secure storage systems are in place.
6. **Supply chain** - Minimising the risk of sudden interruptions in product supply by ensuring formal distribution agreements are in place with RV manufacturers.

Why Regular Risk Assessments Matter

Consistent, well-documented risk assessments are the foundation of a safe and compliant workplace. Acting promptly on identified hazards protects your staff, customers, and assets — and provides evidence of due diligence.

Regulators such as WorkSafe and your accreditation assessor will request to review your most recent risk assessment records during audits or compliance checks. Maintaining accurate documentation demonstrates that your dealership takes its safety and legal responsibilities seriously.

Criterion	Yes	No	Reference
3.1 Evidence (at a minimum) of a basic systematic & periodic risk assessment of the workplace has been carried out at a minimum once a month.	☐	☐	
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).	☐	☐	
3.3 Evidence of test and tag of dealership electrical equipment and appliances as per recommendations under AS/NZS 3760:2022.	☐	☐	

3.4 – Emergency Evacuation Plan — Fire, Flood and other Natural Disasters

Every dealership must have a clear, well-communicated emergency evacuation plan to ensure the safety of all staff, customers, and visitors in the event of an emergency.

Your emergency evacuation plan should, at a minimum, include:

1. **Fire Wardens** – Nominate Chief and Deputy Fire Wardens and define their responsibilities during an evacuation. For example, who will coordinate the response, assist customers, or check designated areas.
2. **Emergency Contacts** - Maintain an up-to-date list of emergency service contacts, including local Fire Service, SES, Police, and Ambulance.
3. **Response Procedures** - Outline the specific actions required for different types of emergencies (e.g. fire, flood, chemical spill, or severe weather).
4. **Evacuation Map** - Include a clearly marked map of your dealership showing:
   - Fire extinguishers and fire hose locations
   - Exits and evacuation routes
   - Designated muster points

Note: The information above serves as a general guide. Your emergency evacuation plan must comply with local emergency service requirements and be tailored to your dealership's specific layout and risks. Contact your local SES or Fire Service for guidance to ensure your plan meets all current safety standards and best practices.

Criterion	Yes	No	Reference
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.	☐	☐	

3.5 – First Aid and Emergency Equipment

To support an effective incident response and ensure the safety of both staff and customers, your dealership must be equipped to handle emergencies before professional help arrives. Preparedness on-site is vital—when an emergency occurs, every minute counts.

A compliant emergency response setup should include the following elements:

1. **Fire Safety Systems & Maintenance** – All fire safety equipment including extinguishers, hoses, alarms, and emergency lighting, must be inspected and serviced regularly by a licensed professional. Maintaining these systems ensures full operational readiness and ensures your dealership remains compliant with fire safety regulations.
2. **First Aid Accessibility** – Ensure First Aid kits are fully stocked, clearly signed, and easily accessible in all key areas of the dealership, including the showroom and office. Your first aid kit should have a list which records the contents of your kit and outlines when supplies are needed to be renewed due to low supply.
3. **Chemical Safety & SDS Management** – For every hazardous chemical used or stored on-site (such as cleaners, oils or degreasers), a Safety Data Sheet (SDS) must be readily available. To remain compliant, these sheets must be updated at least every five years. SDS sheets must be conveniently located so that staff can access them instantly in the event of a spill or exposure.
4. **Automated External Defibrillators (AED)** – Consider installing a defibrillator (AED) in a central location. These devices are proven lifesavers during cardiac emergencies and provide an extra layer of protection for both your team and your visitors.
5. **Staff Awareness and Training** – Equipment and information are only effective if your team knows how to use them. Ensure all staff are aware of the locations of emergency equipment and SDS folders. Ideally, at least one staff member should be trained and have a valid First Aid certificate.

Criterion	Yes	No	Reference
3.5 Evidence all firefighting equipment is placed appropriately throughout the business and checked every six months per WorkSafe regulations.	☐	☐	
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.	☐	☐	

Criterion	Yes	No	Reference
3.7 Evidence that Safety Data Sheets (SDS) are current (updated at least every five years), can be accessed by staff conveniently.	☐	☐	

3.8 – Workplace Incident and Injury Reporting

Even in the safest workplaces, incidents and accidents can happen. Having a clear, consistent and documented reporting process ensures your dealership responds responsibly and meets its legal and ethical obligations while fostering a culture of continuous improvement.

A structured reporting system allows you to capture essential details, investigate effectively, and take action to prevent similar events in the future and should include the following elements:

1. **Incident Report Form –** All incidents, including near misses (events that didn't result in injury but had the potential to) should be reported by staff to an appropriate manager via a documented process. Make sure every report answers the key questions — what happened, who was involved, where, when, why, and how.
2. **Investigation & Preventative Actions –** All incidents must be investigated to establish the root cause of the incident and countermeasures considered to prevent the incident recurring in the future.
3. **Case Management & Tracking –** If an injury occurs, track the recovery process and the implementation of safety upgrades. Document milestones including return-to-work plans, medical clearance dates, and the specific deadlines for when preventative actions were completed.
4. **Accurate and Factual Records** - Treat the report as an objective record of facts. In the event of future legal or insurance proceedings, this documentation may serve as critical evidence.

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

3.10 – Insurance & Risk Protection

Effective risk management follows a hierarchy: first, we attempt to control a risk through process (see Section 3.1); where a risk remains too large to carry, we transfer the financial burden to an insurer. A dealership's insurance portfolio should be reviewed annually to ensure coverage limits reflect current market valuations and regulatory requirements.

Navigating Your Insurance Obligations

To help you manage these risks, the Retail Dealership Accreditation Program divides insurance requirements into three distinct categories:

1. Legally Mandatory

These policies are required by Australian law. Operating without them exposes the dealership and its directors to criminal prosecution and the revocation of your dealer's license.

- **Workers' Compensation (WorkCover):** A statutory requirement providing indemnity against claims for medical expenses and loss of wages resulting from workplace injuries.

Dealer Tip: Utilise a "Payroll Split" by classifying administrative staff separately from workshop technicians (typically under ANZSIC Code 39130) to optimise your premiums.

- **Compulsory Third Party (CTP):** All vehicles owned by the dealership must, at a minimum, have CTP insurance to protect other parties in the event of an accident. For the purposes of the accreditation program, full comprehensive insurance is expected.

2. Required for Accreditation

To satisfy the criteria of this program, dealers must demonstrate they hold the following essential industry covers:

- **Public Liability Insurance:** Your primary shield against claims of negligence from accidents on premises. The program requires an industry-standard minimum of $20 million in coverage.

3. Strategic Risk Management (Highly recommended)

While these policies are not strictly mandated for accreditation, it is highly recommended that dealers conduct an Annual Risk Assessment and Insurance Audit. This ensures your "Sum Insured" figures accurately reflect current market values, critical in a market where RV replacement costs can rise rapidly and helps determine if the following specialised covers are necessary:

- **Motor Trade Composite (Garage) Insurance:** Tailored cover required to protect Care, Custody & Control (customers' vans in your possession) and Road Risks (test drives and stock movements).
- **Tax Audit Insurance:** Covers the cost of professional fees (e.g. accountant, tax agent or lawyer) incurred during a government tax audit.
- **Business Interruption (BI):** If a disaster (like a fire or major storm) forces your dealership to close, BI replaces lost revenue and covers fixed costs. It should include Contingent BI, which protects you if an RV manufacturer suffers a disaster that halts your supply of new stock.
- **Cyber Liability Insurance:** Dealerships handle significant amounts of Personal Identifiable Information (PII) for finance applications and registrations. This insurance covers data breach rectification costs and legal defence in the event of a cyberattack.
- **Management Liability:** Protects the dealership and its directors against internal risks, including Employment Practices Liability (EPL) for unfair dismissal claims and Statutory Liability for fines associated with unintentional WHS or environmental breaches.
- **Commercial Property and Assets**: Covers the physical premises (showrooms and workshops) and specialised tools. If you lease your site, ensure this covers "Leasehold Improvements" like custom showroom fit outs that may not be covered by the landlord’s building insurance.

Criterion	Yes	No	Reference
3.10 Evidence that a minimum of $20 million of public liability insurance cover is held and current.	☐	☐	
3.11 Evidence that all vehicles owned by the business are insured.	☐	☐	

Section 4: Human Resource Management

Of all the assets a dealership owner or operator possesses, employees are the most valuable. While there are clear legal obligations surrounding employment and workplace conduct, effective human resource (HR) practices go beyond compliance — they help build a motivated, loyal, and high-performing team.

Implementing sound HR practices not only reduces business risk but also strengthens morale, enhances staff retention, and ensures your dealership remains compliant with all relevant legislation.

Criterion	Yes	No	Reference
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.	☐	☐	

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)

Criterion	Yes	No	Reference
4.2 Evidence of business practices and/or documentation adhering to Fair Work and Unfair Dismissal legislation.	☐	☐	
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.	☐	☐	
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.	☐	☐	
4.5 Evidence that confidential files have been established for all employees including full time, casual, part time and contracted employees.	☐	☐	
4.6 Evidence an induction program is in place for all new employees and details of induction completion is documented in employee files.	☐	☐	
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).	☐	☐	
4.8 Evidence of formal employee rostering & leave request processes are in place.	☐	☐	
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 employee's confidential personnel file.	☐	☐	
4.10 Evidence of regular employee communications — with clear outcomes and responsibilities. These could include in-person toolbox meetings or newsletters.	☐	☐	
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.	☐	☐	
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.	☐	☐	

Best Practice Tip: The Caravan Industry Association of Australia hosts an online Recreational Vehicle Salesperson Accreditation course that provides staff training on ADRs and ACL specifically tailored to the caravan industry.

Section 5: 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. This also includes a thorough understanding of your dealership's post-sale obligations after the transfer of sale proceeds.

Criterion	Yes	No	Reference
5.1 Staff interacting with customers are dressed in attire that clearly identifies them as a representative of the business.	☐	☐	
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.	☐	☐	
5.3 Evidence that clear systems and guidelines are in place for the collecting and storing of customer information with adherence to the Privacy Act.	☐	☐	
5.4 Evidence that privacy obligations are displayed on your dealer website and on sales documentation.	☐	☐	
5.5 Evidence you have a documented procedure for taking customer orders including special requests or modifications.	☐	☐	
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.	☐	☐	
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.	☐	☐	
5.8 Evidence that you have a documented procedure in reference to traded product.	☐	☐	
5.9 Evidence of an understanding of your business obligations in relation to the Australian Consumer Law (ACL).	☐	☐	
5.10 Evidence of a customer complaints handling procedure including: - timely response to customer complaints; and - 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?	☐	☐	

Criterion	Yes	No	Reference
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?			

Commitment to Best Practice

Transparency, professionalism, and a customer-first sales culture are the foundations of best practice in dealership operations. By embedding these principles into your policies and daily practices, your business strengthens its reputation, reduces risk, and builds lasting customer trust.

5.12 – Warranty Policy and Procedures

A clear, well-documented warranty policy is essential for maintaining customer trust, ensuring consistent service, and protecting your dealership from unnecessary disputes.

Your warranty procedures should clearly outline how warranty claims are identified, assessed, and resolved. This ensures that both customers and staff understand their rights and responsibilities throughout the process.

A Strong Warranty Policy should:

1. **Set Clear Customer Expectations** - Clearly explain what issues qualify for a warranty claim, the conditions that apply, and the steps customers should take when submitting a claim.
2. **Have Documented Procedures** - Clear and repeatable documented steps ensures claims are processed and reviewed efficiently.
3. **Support Staff Consistency and Confidence** - Ensure all staff handling warranty claims are trained and familiar with the process. This consistency helps maintain professionalism, reduces errors, and enhances the customer experience.

Best Practice Tip: Review your warranty policy regularly to ensure it remains compliant with Australian Consumer Law (ACL) and any manufacturer or supplier warranty obligations. Keeping documentation up to date helps protect your dealership and provides customers with confidence in your commitment to fair and transparent service.

Criterion	Yes	No	Reference
5.12 Evidence that after-sales service commitments are clearly stated and documented to the customer.	☐	☐	
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.	☐	☐	
5.14 Evidence that there is a formal documented warranty policy and procedure in place.	☐	☐	

Section 6: 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.

By upholding these principles, you contribute to a transparent, trustworthy, and compliant business environment that benefits customers, employees, and the broader industry.

Criterion	Yes	No	Reference
6.1 You agree to tell the truth about your business and products in all advertising and promotion.	☐	☐	
6.2 You have a policy regarding suppliers and the payment of supplier invoices.	☐	☐	
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.	☐	☐	
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.	☐	☐	
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.	☐	☐	
6.6 You agree that no director or executive employee is currently an undischarged bankrupt.	☐	☐	
6.7 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.	☐	☐	
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.	☐	☐	

Section 7: Additional Desirable Dealership Practices (Non-Mandatory)

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

Criterion	Yes	No	Reference
7.1 You are a member of your state caravanning or camping association and a contributor to the National Marketing & Advocacy Fund.	☐	☐	
7.2 All your employees have qualifications to a minimum of Certificate III.	☐	☐	
7.3 A documented employee recruitment procedure is in place to ensure suitable persons are employed.	☐	☐	
7.4 Regular and ongoing performance assessments are conducted with all permanent employees.	☐	☐	
7.5 You have a marketing plan for marketing your business. This can include aspects such as: - The identification of your key markets; - The promotional strategies you use to market your product; - The evaluation of all competition for the same product and similar products; and - Your consumer's needs (NB: This should be included as part of your business planning documents)	☐	☐	
7.6 You have standard operating procedures for the monthly reconciliation of your bank accounts and other key financial accounts.	☐	☐	
7.7 You have a policy or procedure relating to cash handling.	☐	☐	
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.	☐	☐	
7.9 The business has a defibrillator (AED) easily accessible on site, with staff trained in its use.	☐	☐	
7.10 Management and or employees attend industry technical training events, conferences and or webinars as a means of continuously improving knowledge and skills.	☐	☐	
7.11 External contractors who conduct work onsite are vetted by dealership management to ensure they have sufficient public liability cover.	☐	☐	
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.	☐	☐	

Criterion	Yes	No	Reference
7.13 The business has considered additional 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. - 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 the cost associated with tax audits. - Professional Indemnity Insurance if the business is a company.	☐	☐	
7.14 At a minimum one staff member has a current First Aid qualification.	☐	☐	
7.15 Evidence that there are formal distribution/supply agreements in place with manufacturers of new product held for sale.	☐	☐	
7.16 Evidence of agreements in place with manufacturers including terms for the handling of warranty claims, preferably in the form of signed contracts.	☐	☐	
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.	☐	☐	
7.18 Sales staff are accredited through the Caravan Industry Salesperson Accreditation Program (CISAP). More information: https://www.caravanindustry.com.au/accreditation/salesperson-accreditation/	☐	☐	
7.19 You have the following information: (1) Value of new stock to be held; (2) Value of used stock to be held; (3) What is the floorplan financed component; and (4) Which finance provider is providing the floorplan facility and what are the current limits.	☐	☐	
7.20 The dealership submits monthly sales data to help establish industry benchmarks at: https://caravanstats.com.au/rv-sales/	☐	☐	

Why This Matters

Implementing these additional business practices demonstrates your dealership's commitment to excellence, transparency, and continuous improvement — qualities that distinguish top-performing businesses in the Australian RV sector.

PART 2

Additional Criteria for Dealerships with workshops

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

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 and complying with mandatory legal requirements. Compliance ensures safety for users and helps uphold manufacturer warranties and consumer law requirements.

Criterion	Yes	No	Reference
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.	☐	☐	

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.

Criterion	Yes	No	Reference
A.1 Rated trolley jacks and stands.	☐	☐	
A.2 Hoist – with service history and log included tagging, or alternatively, a service pit.	☐	☐	
A.3 Access to a grease wash-down bay with appropriate drainage	☐	☐	
A.4 Assorted hand tools.	☐	☐	
A.5 Assorted power tools.	☐	☐	
A.6 Hanging power outlets.	☐	☐	
A.7 Assorted battery-powered tools with recorded regular safety inspections.	☐	☐	
A.8 Battery charging dock – isolated from flammable areas.	☐	☐	
A.9 Chemical liquids locker – with Safety Data Sheet (SDS) records easily accessible.	☐	☐	
A.10 Flammable liquids locker – with HAZMAT placarding subject to quantities stored.	☐	☐	
A.11 Dry chemical and foam fire extinguishers placed appropriately within the workshop, together with signage.	☐	☐	
A.12 Material handling equipment pertaining to the workshop, together with safety inspection records, including: - Block and tackle; - Forklift; - Dollies and hand trucks.	☐	☐	
A.13 Air compressor – with proof of registration of pressure vessel as required under WHS legislation.	☐	☐	
A.14 Ladders, trestles and scaffolding are all certified commercial grade (not domestic).	☐	☐	

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.

Criterion	Yes	No	Reference
B.1 An appropriately stocked First Aid kit/cabinet is placed in the workshop with items regularly checked for expiry and/or replacement if used and contents tracked in the first aid record book. At a minimum one staff member has a current first aid qualification.	☐	☐	

Your first aid kit should have a book 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).

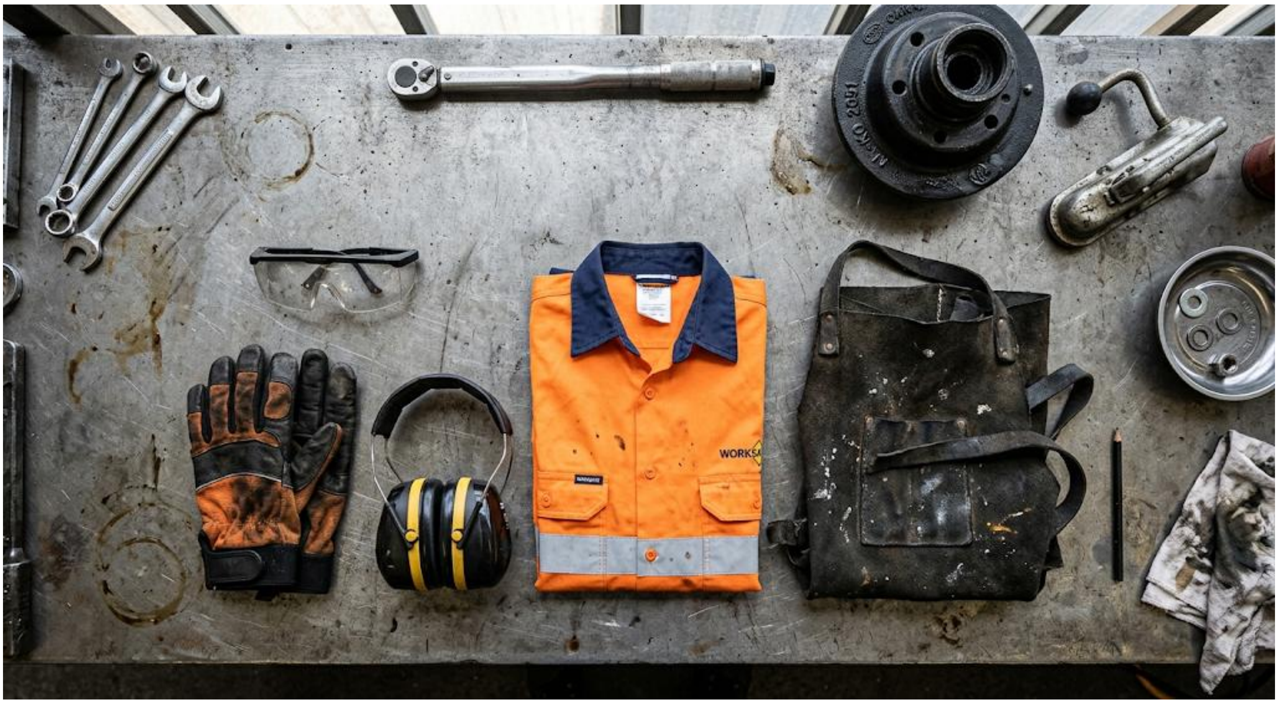
A staff member should be designated to regularly monitor the use of the first aid and replenish as needed.
To comply with our criteria, a minimum of one staff member needs to have a First Aid qualification. As per SafeWork Australia's code of practice, in a workshop environment, the minimum ratio for first-aid trained employees is 1:25. As a best practice, consider having more than one qualified first aider to cover when staff are on leave.

Criterion	Yes	No	Reference
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.	☐	☐	

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.

Criterion	Yes	No	Reference
B.3 Evidence of test and tag of workshop electrical tools and appliances as per recommendations under AS/NZS 3760:2022.	☐	☐	

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.



Criterion	Yes	No	Reference
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.	☐	☐	

Clear signage is evident to protect the general public from entering an area where 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.

Criterion	Yes	No	Reference
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.	☐	☐	

Appropriate training, licencing of operators and the evidence of standard operating procedures, all play a part in ensuring your business operations have complied with 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.

Workshop Section C – Environmental Management

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

Criterion	Yes	No	Reference
C.1 Evidence of reducing energy usage such as installation of solar, battery storage or use of LED lighting.	☐	☐	
C.2 Recycling is evident for metals, tyres, batteries, plastics and packaging.	☐	☐	
C.3 Proper disposal is evident of hazardous waste, composites, fibreglass and end-of-life appliances (e-waste).	☐	☐	

Workshop Section D – Additional desirable workshop 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.

Criterion	Yes	No	Reference
D.1 In addition to the minimum workshop equipment requirements above, the business has the following equipment: - Seamer - Folder - Guillotine - Table saw	☐	☐	

Conclusion

We hope this workbook has been a valuable resource in helping you gather the information and evidence needed to achieve dealership accreditation.

Your commitment to meeting these standards reflects not only your dedication to compliance but also your desire to deliver safe, ethical, and high-quality service to your customers.

If you have any questions about the accreditation program or the application process, please don't hesitate to contact our Compliance and Accreditation Managers:

Contact Information:

- **Email:** rdap@caravanindustry.com.au
- **Lachlan:** 0460 436 228
- **Mark:** 0404 719 563

Disclaimer

This publication has been carefully prepared, but it has been written in general terms and should be seen as broad guidance only. The publication cannot be relied upon to cover specific situations, and you should not act, or refrain from acting, upon the information contained therein without obtaining specific professional advice.

Caravan Industry Association of Australia
National Retail Dealership Accreditation Program (RDAP)
21 September 2026