



Caravan Industry
Association of Australia

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National Accreditation Program

Accreditation Criteria – Caravan and RV Service & Repairers



Caravan Industry Association of Australia

21 September 2026

National Service and Repairer Accreditation Program (SRAP)

Caravan Industry Association of Australia – Service and Repairer Accreditation Program fits with our goal to develop leadership and professionalism within the caravanning and camping industry.

Acceptance into this program is at the sole discretion of Caravan Industry Association of Australia and/or its authorised agents.

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

Pre-requirements

Service and Repairers applying for accredited status must be able to confirm adherence to the following:

- Operate out of a fixed business address;
- The majority of employed technicians must be full-time employees;
- Lead technician/s must have at a minimum a mechanical qualification or a Certificate III in Recreational Vehicle Service and Repair qualification;
- The business owner is committed to sign and execute an accreditation Licence agreement; and
- Must pay all relevant fees as set out within the accreditation program.
- Confirm that there are no outstanding debts due and payable to any affiliated body, within this state or interstate, or affiliated suppliers or contracts to the industry.

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

Acknowledgements

Accreditation under SRAP will only be considered following an on-site review against the criteria. Those businesses accredited under SRAP will be subject to:

- An on-site 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 SRAP; and
- Being accredited under SRAP 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 below.

Section One (a) – Regulatory Compliance

To meet accreditation standards, the Service and Repairer must demonstrate adherence to all relevant local, state and federal legislation. Evidence must be provided for all mandatory government registrations, licenses, and permits required to legally conduct your business.

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
1.1a	Australian Business Number (ABN).	YES	NO	N/A
1.2a	Business name registration (ASIC).	YES	NO	N/A
1.3a	Workshop licence (if applicable).	YES	NO	N/A
1.4a	Employ or access to a qualified gasfitter (if applicable).	YES	NO	N/A
1.5a	Employ or access to a qualified electrician (if applicable).	YES	NO	N/A
1.6a	Workers Compensation certificate of currency.	YES	NO	N/A
1.7a	Other licences, permits or registrations applicable to their business.	YES	NO	N/A

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	
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	

Section Two – Business Plan

A well-structured business plan provides a roadmap for your business, 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	
2.1	There is evidence of a business plan for the service and repairer business.	YES	NO	

Section Three – Workshop Equipment (minimum required)

This section outlines the workshop equipment your workshop must have as a minimum to be considered for accredited status.

#	Criteria	YES	NO	
3.1	Rated trolley jacks & stands.	YES	NO	
3.2	Hoist, with service history and log included tagging, or alternatively, a service pit.	YES	NO	
3.3	Access to a grease wash-down bay with appropriate drainage.	YES	NO	
3.4	Assorted hand tools.	YES	NO	
3.5	Assorted power tools.	YES	NO	
3.6	Hanging power outlets.	YES	NO	
3.7	Assorted battery powered tools with recorded regular safety inspections.	YES	NO	
3.8	Battery charging dock – isolated from flammable areas.	YES	NO	
3.9	Chemical liquids locker – with SDS records easily accessed.	YES	NO	
3.10	Flammable liquids locker – with HAZMAT placarding subject to quantities stored.	YES	NO	
3.11	Dry chemical and foam fire extinguishers placed appropriately within workshop together with signage.	YES	NO	
3.12	Material handling equipment pertaining to the workshop, together with safety inspection records, including: - Block and tackle - Forklift - Dollies and hand trucks	YES	NO	
3.13	Air compressor – with proof of registration of pressure vessel as required under WHS legislation.	YES	NO	
3.14	Ladders, trestles and scaffolding are all certified commercial grade (not domestic).	YES	NO	

Section Four – Risk Management

We live in a litigious society. It is important to manage business risk so that the assets of the organisation and those who are 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
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	N/A
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	N/A
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	N/A
4.4	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
4.5	Evidence of test and tag of workshop electrical tools and appliances as per recommendations under AS/NZS 3760:2022	YES	NO	N/A
4.6	Evidence all firefighting equipment is placed appropriately throughout the business and checked every six months as per WorkSafe regulations.	YES	NO	N/A
4.7	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
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	N/A
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	N/A
4.10	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
4.11	Evidence that a documented process exists for reporting any incidents or injuries to an appropriate manager.	YES	NO	N/A

4.12	Evidence that reported incidents and injuries are investigated and, when appropriate, preventative actions implemented.	YES	NO	N/A
4.13	Evidence that a minimum of \$20 million of public liability insurance cover is held and current.	YES	NO	N/A
4.14	Evidence that all vehicles owned by the business are insured.	YES	NO	N/A
Section Five – 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.				
#	Criteria	YES	NO	N/A
5.1	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
5.2	Evidence of business practices and/or documentation adhering to Fair Work and Unfair Dismissal legislation.	YES	NO	N/A
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	N/A
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	N/A
5.5	Evidence that confidential files have been established for all employees including full time, part time and contracted employees.	YES	NO	N/A
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	N/A
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	N/A
5.8	Evidence of formal employee rostering & leave request processes are in place.	YES	NO	N/A
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	N/A
5.10	Evidence of regular employee communication – with clear outcomes and responsibilities. These could include in-person toolbox meetings or newsletters.	YES	NO	N/A
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	N/A

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	N/A
Section Six – 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.				
#	Criteria	YES	NO	N/A
6.1	Staff interacting with customers are dressed in attire that clearly identifies them as a representative of the business.	YES	NO	N/A
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	N/A
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	N/A
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	N/A
6.5	Evidence of an understanding of your business obligations in relation to the Australian Consumer Law (ACL).	YES	NO	N/A
6.6	Evidence of after-service/repairs commitments are clearly stated and documented to the customer (repair/service guarantee/statement).	YES	NO	N/A
6.7	Evidence of a customer complaints handling procedure including: - Timely response to customer complaints; and - Keeping records of complaints and the subsequent resolution outcomes	YES	NO	N/A
Section Seven – 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.				
#	Criteria	YES	NO	N/A
7.1	Evidence of reducing energy consumption such as installation of solar, battery storage or use of LED lighting.	YES	NO	N/A
7.2	Recycling is evident of metals, tyres, batteries, plastics and packaging.	YES	NO	N/A
7.3	Proper disposal is evident of Hazardous Waste, composites, fibreglass and end of life appliances (e-waste).	YES	NO	N/A

Section Eight – 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.

#	Criteria	YES	NO	N/A
8.1	You agree to tell the truth about your business and products in all advertising and promotion.	YES	NO	N/A
8.2	You have a policy regarding suppliers and the payment of supplier invoices.	YES	NO	N/A
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	N/A
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	N/A
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	N/A
8.6	You agree that no director or executive employee is currently an undischarged bankrupt.	YES	NO	N/A
8.7	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
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 licensing agreement.	YES	NO	N/A

Section Nine – 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.

#	Criteria	YES	NO	N/A
9.1	You are a member of your state caravanning or camping association and a contributor to the National Marketing & Advocacy Fund.	YES	NO	N/A
9.2	All your employees have qualifications to a minimum of Certificate III.	YES	NO	N/A
9.3	A documented employee recruitment procedure is in place to ensure suitable persons are employed.	YES	NO	N/A
9.4	Regular and ongoing performance assessments are conducted with all permanent employees.	YES	NO	N/A

9.5	You have a plan for marketing your business. This can include aspects such as: - The identification of your key markets; - The promotional strategies you use to market your services; - The evaluation of other competition offering similar service and repair; and - Your consumer's needs (NB: This should be included as part of your business planning documents)	YES	NO	N/A
9.6	You have standard operating procedures for the monthly reconciliation of your bank accounts and other key financial accounts.	YES	NO	N/A
9.7	You have a policy or procedure relating to cash handling.	YES	NO	N/A
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	N/A
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	N/A
9.10	External contractors who conduct work onsite are vetted by dealership management to ensure they have sufficient public liability cover.	YES	NO	N/A
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	N/A
9.12	The business has also 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	N/A
9.13	In addition to the Workshop Equipment minimum requirement, the business has the following equipment: - Seamer - Folder - Guillotine - Table saw	YES	NO	N/A