



Motor Vehicle Service and Repair Information Sharing Scheme – Industry Partnership

The Government is committed to ensuring that we have a competitive automotive sector and a level playing field for all participants – independent repairers, consumers, affiliated dealers and vehicle manufacturers. This objective is why the Government is partnering with industry to deliver market-based solutions to work alongside the Mandatory Motor Vehicle Service and Repair Information Sharing Scheme (the Scheme). This will ensure accessing information and compliance with the Scheme is as easy as possible for all participants.

THE SCHEME

The Scheme aims to promote competition between Australian motor vehicle repairers and enable consumers to get their vehicle serviced by a repairer of their choice. It does so by:

- mandating access to motor vehicle diagnostic, service and repair information to all repairers and registered training organisations (RTOs) on fair and reasonable commercial terms;
- protecting information related to safety and security to ensure the safety and security of consumers, information users and the general public; and
- providing for the resolution of disputes about the Scheme.

To assist with this, the Scheme establishes a Scheme Adviser role to support its day-to-day operation. The Scheme Adviser will be equipped with crucial information on the operation of the Scheme including information from data providers on what service and repair information is offered and on what terms information has been supplied. It will also have formal functions to support the Scheme including:

- nominating mediators or technical experts to assist with dispute resolution;
- reporting to the Minister and scheme regulator (the Australian Competition and Consumer Commission);
- publishing annual reports; and
- providing information online about the availability of scheme information.

Industry cooperation is crucial for success

The Government has worked closely with the five industry organisations that are signatories to the current voluntary arrangements to design a Scheme that is practical for all users. These organisations are the Australian Automobile Association, the Australian Automotive Aftermarket Association, the Australian Automotive Dealer Association, the Federal Chamber of Automotive Industries, and the Motor Trades Association of Australia.

These organisations have written to the government advising their intention to establish a joint industry-led organisation to support the Scheme's operation.

It is the Government's intention to confer the Scheme Adviser role on this joint organisation once it is established. This will help ensure manufacturers, repairers, RTOs and consumers have an active voice in helping to operationalise the Scheme.

AN INDUSTRY-LED APPROACH

The five industry organisations have shown leadership in working towards market-based solutions to support compliance with the Scheme and the provision of scheme information through a proposed joint industry-led organisation.

Based on successful arrangements for the United States' National Automotive Service Task Force, industry has indicated this joint organisation will work on behalf of both data providers and repairers to facilitate the sharing of service and repair information. They expect this to include:

- establishing an online portal to enable data providers to share scheme information to repairers and RTOs;
- Administering a process by which repairers and RTOs can receive scheme information, including a requirement to meet specified criteria for access to safety and security information;
- raising awareness and educating stakeholders about the Scheme; and
- providing technical advice to Government on differing aspects of the Scheme's operation.

Online Gateway to Scheme Information - Use & Eligibility

It is anticipated that the online portal will be used as a gateway by independent repairers and RTOs to access various types of service and repair information and to verify they meet the criteria to access safety and security under the Scheme.

The portal will allow repairers to access information from numerous data providers who choose to use this platform. The use of the online portal will be voluntary. Data Providers, including car manufacturers, have the choice of developing individual processes but leveraging this system may reduce the upfront operational costs as it reduces the need to develop individual systems. The portal could act as a gateway for repairers and RTO's to access manufacturers existing platforms. Additionally, it will limit requiring repairers and RTOs to separately verify they meet the criteria to access safety and security information to numerous data providers.

It is important to note, that data providers will remain responsible for compliance with the Scheme. As such, they will need to work closely with the Scheme Adviser and operators of the portal they choose to share information with, to ensure their obligations are met.

The Government expects this industry-led approach will facilitate access to scheme information in an easy and efficient manner and play a key role in supporting the day-to-day operations of the Scheme. It will also complement the role of the ACCC who will enforce the Scheme.

INDUSTRY GRANT

In 2020, the Government announced it will provide a one-off \$250,000 grant to assist with the development of online resources and processes to assist in enabling repairers to access service and repair information. This funding may be used for establishing an online portal to facilitate access to information by independent repairers and RTOs, along with other online communication activities.

The joint industry-led organisation will be invited to apply for the grant once the organisation is established. The Government will release grant guidelines and invite the industry organisation to apply for the grant in due course.

For further information contact: RepairInfo@TREASURY.GOV.AU