You have responsibilities under the:

- Fair Trading (Motor Vehicle Repair Industry) Act 2010
- Traders (Licensing) Act 2016
- Work Health and Safety Act 2011
- Environment Protection Act 1997

If you are unsure of your obligations, contact Access Canberra on 13 22 81 for advice or visit act.gov.au/motorvehiclerepairers
Safety

Safety is important in any workshop

Practice safety procedures and be aware of:

> slips, trips and falls
> vehicles falling from hoists
> tyres exploding during inflation
> being hit by a passing vehicle while doing roadside work
> long term effects of breathing asbestos fibres or fumes from solvents or paints.

Licensing

Your licensing obligations

1. If you have a business as a motor vehicle repairer you must be licensed, even if this business is run from home.

2. If your business name, address or other details on the licence change, you must tell Access Canberra within 7 days of the changes.

Australian Consumer Law

Under Australian Consumer Law, customers may be entitled to a refund if:

> repairers have not fixed the defect/s
> due care has not been observed
> an appropriate level of skill was not used when conducting repairs
> damage was caused to a vehicle while carrying out repairs.