

Motor Vehicle Repairers

Key Points

Once a motor vehicle claim is lodged, assessed and approved for repairs by RiskCover the agency is required to seek their own motor vehicle repairer.

The repairer is subject to approval from RiskCover's assessor, however RiskCover does not allocate or nominate repairers.

The agency is to obtain a repair or estimate from a [Motor Trade Association of Western Australia](#) (MTAWA) approved repairer of their choosing. Under no circumstances does RiskCover recommend a repairer to a client/agency or third party.

The assessor is required to authorise and assess the vehicle and repairs, as well as the final invoice. The assessor must ensure that the repairer is licensed in accordance with the relevant legislation, has suitable expertise equipment and workshop premises to conduct the repair in a timely, safe and secure manner.

It is incumbent upon each individual agency to follow Government procurement practices. Agencies should not solely utilise the services of the same repairer, but should distribute the work fairly.

A recent audit has shown that the majority of repair work has been distributed between two repairers. This does not meet procurement practices and as RiskCover has no influence on the decision to choose a particular repairer we are asking agencies to be mindful and share the work accordingly.

For further information refer to [RiskCover's Fact Sheet](#).

- **Claimants are required to seek their own motor vehicle repairers.**
- **RiskCover does not allocate or nominate repairers.**
- **Agencies should follow Government procurement practices.**



Address

Postal Address

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