



Australian Automotive Service and Repair Authority Limited

“Your gateway to genuine service and repair information”

**Annual Report
2024**

Table of Contents

1. Chair's Report	3
2. Executive Officer's Report	4
3. Board of Directors	5
4. Scheme Advisor Functions	6
5. Data Providers' Responsibilities	7
6. Operations Report	8
7. Auditor's Declaration	10

Chair's Report

I joined the Board as Independent Chair in July 2024, and I am excited to work with the Board and Executive Officer Joe McFadries to continue to grow the operations and the membership base.

I would like to thank the recently retired and inaugural Executive Officer, Rodger Nardi, for all the work he did to get AASRA up and running, and for the work he did with the Board. Rodger's work to establish the business and our operational footprint enabled AASRA to get to the solid position that we now have from which to grow and strengthen. We wish Rodger all the best in the next phase of his life.

We welcome our new Executive Officer, Joe McFadries to AASRA after a comprehensive recruitment process, confident that he will work with members, partners, and our Subscriptions and Administration Officer, Natasha Moustakas, to deliver the growth the Board is seeking.

I would especially like to thank Natasha for all her work throughout the year, and in particular in welcoming Joe and ensuring our service standards continue to be met as he settles into the role.

Executive Officer's Report

Our second year as Scheme Advisor presented an opportunity to build on the foundations established during our inaugural year. The business settled into operational mode and focussed on delivering for our members, delivering for our OEM partners and of course delivering a sustainable business model.

We retained our membership numbers during the year, introduced our 1300 number to improve our service levels, and as members became increasingly familiar with our portal, the number of requests for assistance declined by 40 percent and the number of requests for missing information declined by 48 percent. Through the year we have seen a significant increase in the number of both electric vehicle and vehicle security professional membership upgrades.

Once again, our membership consists of mechanical workshops, auto electricians, collision repairers, modifiers, dismantlers, locksmiths, dealerships and registered training organisations.

We also retained all 31 participating brands and list an additional 19 non-participating brands, all of which are still required to provide a compliant Scheme Offer. We were able to focus on assisting our OEM partners to continually update their Scheme Offers to optimise the support they provide to our members.

During the year we were also able to assist our OEM partners to identify and rectify non-compliant Scheme Offers, although on 13 occasions a compliant Scheme Offer was not forthcoming. These matters were referred to the Australian Competition and Consumer Commission, as required of AASRA under its official appointment by Treasury, and by the MVIS Scheme legislation.

Commercially, the business delivered year-on-year growth of 26 percent, which, in conjunction with solid operational expense management, by year end the business was in a solid financial position which will enable us to develop and grow in the coming years.

Finally, I want to recognise the efforts of my predecessor, Rodger Nardi and our Subscriptions and Administration Officer, Natasha Moustakas, who were instrumental in delivering the service to our members and OEM partners, while ensuring the sustainability of the business.

Board of Directors

Independent Chair

Ian Stone (Appointed July 2024)

Non-Executive Director, Deep Blue Consulting Group.

Company Secretary

Stuart Charity

Chief Executive Officer, Australian Automotive Aftermarket Association (AAAA).

Public Officer

Brian Savage

Deputy Chief Executive Officer, Australian Automotive Dealer Association (AADA).

Director

Johnny Khoury

Industry Policy Advisor, Victorian Automotive Chamber of Commerce (VACC).

Director

Richard Delplace

Director of Emerging Technologies, Federal Chamber of Automotive Industries (FCAI).

Alternate Directors

Lesley Yates

Director of Government Relations and Advocacy, Australian Automotive Aftermarket Association (AAAA).

James Voortman

Chief Executive Officer, Australian Automotive Dealer Association (AADA).

Matthew Hobbs (Appointed July 2024)

Chief Executive Officer, Motor Trades Association of Australia (MTAA).

Tony Weber

Chief Executive Officer, Federal Chamber of Automotive Industries (FCAI).

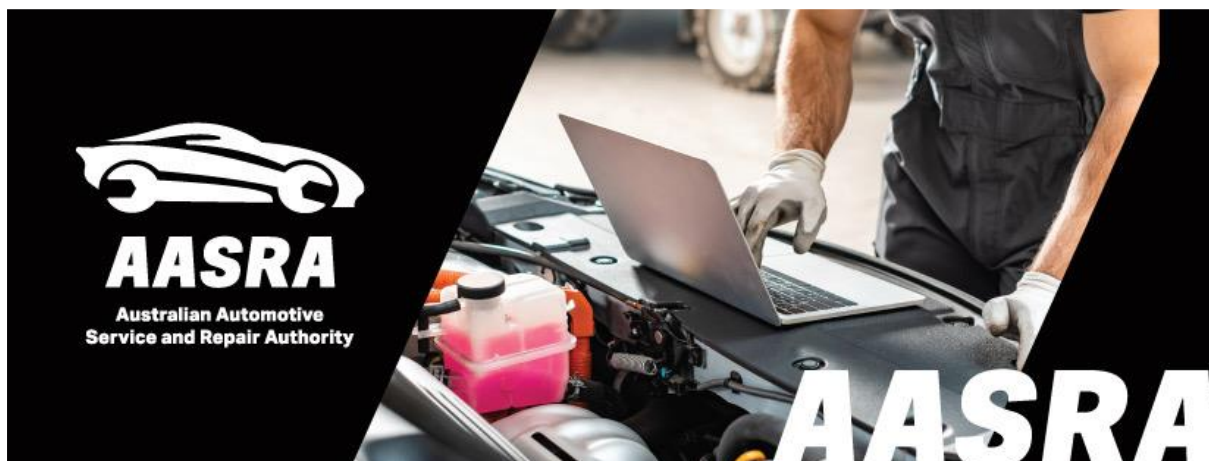
Scheme Advisor Functions

The Motor Vehicle Service and Repair Information Sharing Scheme Act 2021 came into effect on 1 July 2022.

Under this legislation, the role of the Scheme Advisor was established to oversee the day-to-day operations of the scheme. Comprised of members from four industry stakeholder groups, the Australian Automotive Service and Repair Authority (AASRA) was appointed by the Minister to fulfil the role and functions of the Scheme Advisor.

AASRA is the first point of contact for general information about the scheme. Its responsibilities include:

- nominating mediators or technical experts for the purposes of dispute resolution and receiving certificates from mediators about the outcome of the mediation of disputes
- collecting information about scheme offers, changes to scheme offers, and the terms and conditions of the supply of scheme information (including the price for supplying scheme information) from data providers
- reporting to the Minister on:
 - scheme prices, the terms and conditions of scheme offers, and the availability of scheme information
 - whether particular information is, or should be, scheme information
 - anything else relevant to the operation of the scheme
- reporting to the ACCC on systemic regulatory or enforcement issues relating to the scheme
- providing general advice about the operation of the scheme
- publishing annual reports on its website
- providing information online about the availability of scheme information and dispute resolution.

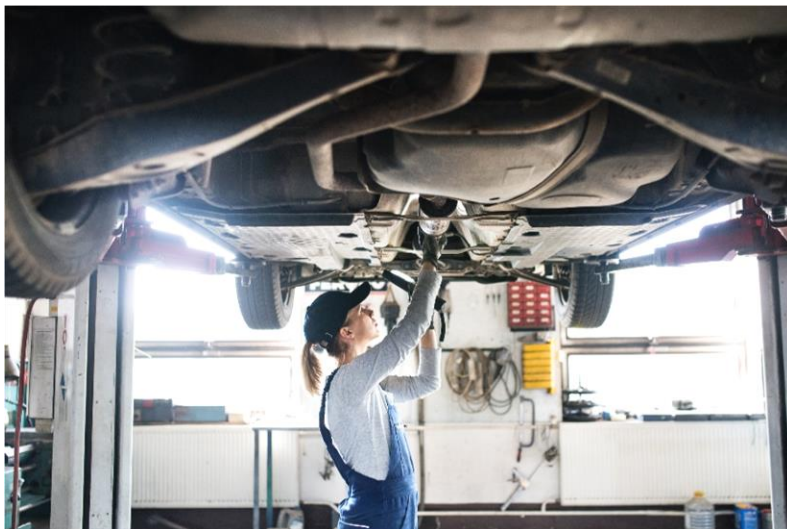


Data Providers Responsibilities

Under the scheme, all manufacturers and/or importers are required to notify AASRA of:

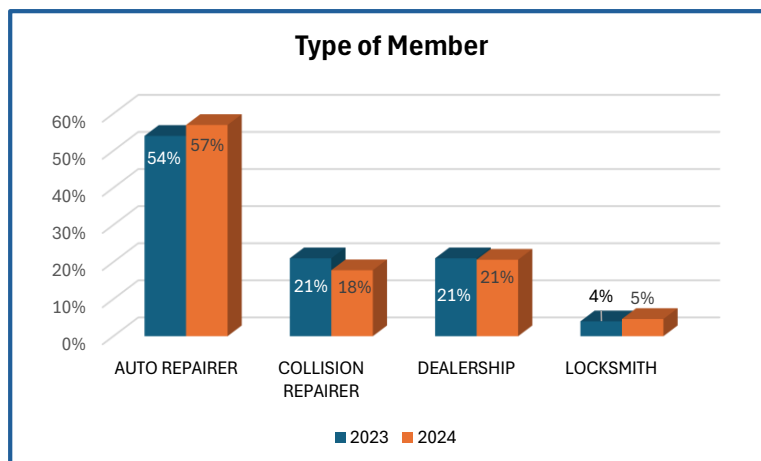
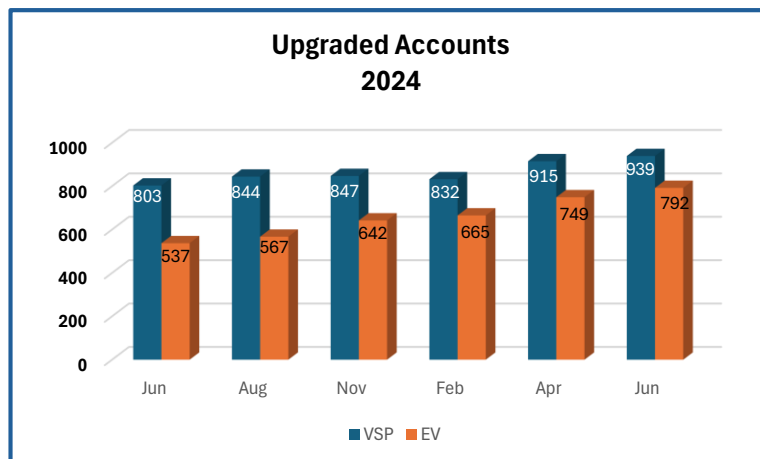
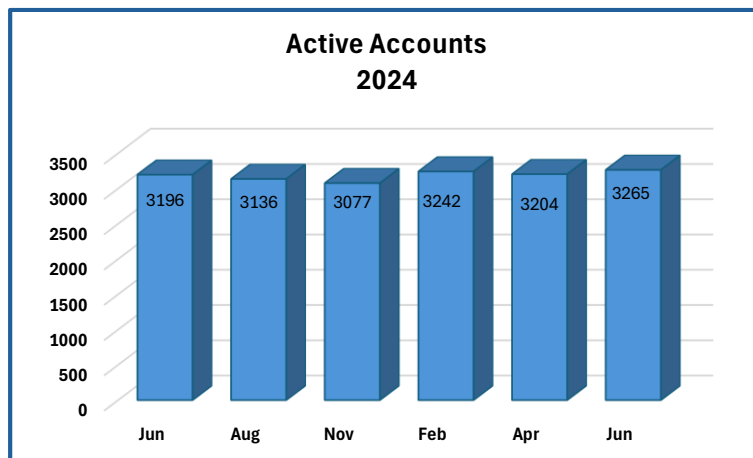
- An offer to supply service and repair information “scheme information” in the same form or manner in which it is provided to authorised repairers or if supply in that form is not practicable or accessible.
 - in an electronic form that is reasonably accessible to all Australian repairers and scheme Registered Training Organisations (RTOs).
- Supply must be made available at least by day / month / year.
- The offer must be made that does not exceed the fair market value of the information.

These offers must be published on AASRA’s webpage which can be accessed at <https://aasra.com.au>



Operations Report

Accounts



Active accounts appear to have stabilised at circa. 3,200 over the year, with a modest 2 percent growth since June 2023. However, upgraded accounts have grown significantly with EV-qualified accounts up 47 percent and VSP accounts up 17 percent. Recognising that 15 percent of all accounts have both EV and VSP approval, upgraded accounts represent almost half of all active accounts. There has also been minimal change in the mix of members.

Enquiries (tickets)



Missing Information Reports

Missing information reports are tagged to help track any potential systemic breaches.

Brand	Open	Resolved	Diagnostics	Total
Tesla		2		2
Mazda		6		6
MIR,BMW		4		4
Chrysler		1		1
Fiat		2		2
Ford		8		8
GM		2		2
GWM		3		3
Honda		2		2
Hyundai		3	1	4
Isuzu		4		4
Jaguar		1		1
Jeep		2		2
Kia		4		4
LDV			1	1
Lexus		1		1
Mercedes		6		6
Mitsubishi		2		2
Nissan		6	1	7
Peugeot		1		1
Porsche		2		2
Renault		2		2
Stellantis	1	4	1	6
Suzuki		1		1
Toyota		13	4	17
Volkswagen		1		1
Total	1	83	8	92

The 92 missing information reports represents 2.6 percent of all requests for assistance. Diagnostic hardware and software issues are identified as SAE-J2534 pass-thru as critical to reducing a workshop's hardware costs. There were no requests for mediation between a member and a data provider during the period.

Auditor's Declaration

The financial report of the Australian Automotive Service and Repair Authority Limited is in accordance with the Corporations Act 2001, including: (i) giving a true and fair view of the Company's financial position as at 30 June 2024 and of its performance for the year ended on that date; and (ii) complying with Australian Accounting Standards – Simplified Disclosures and the Corporations Regulations 2001.

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