



Australian Automotive Service and Repair Authority Limited

“Your gateway to genuine service and repair information”

**Annual Report
2025**

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1. Chair's Report

The period of this Report covers my first full 12 months in the role as Chair of AASRA. The Board along with Executive Officer Joe McFadries, has focused on the necessary changes to ensure a solid financial position in order to deliver services to our members, partners and meet our obligations under the MVIS scheme legislation. This has also enabled AASRA to make several operational changes, as outlined below in the Executive Officer's Report, to continue to improve the services we deliver.

During the year we also provided a full report to the Department of Treasury on the performance of AASRA against the agreed performance objectives for the initial period of our appointment as Scheme Advisor, which ended on 30 June 2025. We are also very pleased to report that we have agreed on the performance objectives and extension of our role as Scheme Advisor until 30 June 2027.

The AASRA Board also provided our views on the MVIS Scheme to the review undertaken by the Department of Treasury, along with many other industry stakeholders. This is an important process to ensure the MVIS Scheme meets the objectives it was established to deliver but also accommodates the changes we are seeing in the Australian market.

I would like to thank each of my fellow Directors for the level of expertise they each bring, and the dedication they have to the delivery of AASRA's objectives and obligations under the MVIS Scheme legislation. They each do the best for AASRA whilst also having significant roles for their respective employers.

Finally, I would like to express my congratulations and thanks to Executive Officer Joe McFadries and Subscriptions and Administrative Officer Natasha Moustakas for the work they do to deliver the services to our members and partners.

1. Stone

Ian Stone
Chair

2. Executive Officer's Report

In our third year as scheme advisor, we have made significant strides towards a more balanced approach to our role. We continue to focus on supporting our subscribers in navigating the challenges and complexity of the diverse data providers' information systems, as well as developing more productive relationships with the data providers, particularly our participating brands.

In a challenging and competitive environment, we have maintained our subscriber numbers, through a combination of:

- (i) greater focus on communication with the introduction of our monthly e-newsletter;
- (ii) a wholesale refresh of AASRA's marketing collateral and;
- (iii) a significant investment in brand awareness through a targeted multi-channel promotional campaign.

Service levels continue to improve with requests for assistance (tickets raised) reducing by 17 percent and missing information reports reducing by 6 percent. This follows reductions of 40 percent and 47 percent respectively in the previous financial year. In addition, reflecting the changing shape of the car parc, we saw a further 27 percent increase in the number of electric vehicle membership upgrades and modest 5 percent increase in vehicle security professional membership upgrades.

Once again, our membership consists of predominately mechanical repairers (reflecting the size of this sector), automotive workshops, auto electricians, collision repairers, modifiers, dismantlers, locksmiths, dealerships and registered training organisations.

Reflecting the attractiveness of the AASRA value proposition, during the year we added a further 3 participating brands, welcoming Deepal, Geely and Omoda-Jacoo to the network, increasing the total participating brands to 35. In addition we added 2 new non participating data providers increasing the total non-participating data provider to 25, all of whom are also required to publish a compliant scheme offer on the AASRA website.

Fundamental to the initiative to develop more productive working relationships with all data providers was the proactive approach to assisting them to maintain and update their scheme offers and improve access to scheme information that in turn supports the independent repairers. In addition, we now have open dialogue with four of the major data aggregators, who also play a key role in the industry.

As part of the more collaborative approach, we were also able to assist data providers to identify and rectify non-compliant scheme offers on several occasions. However, on 2 occasions alleged non-compliant scheme offers were referred to the Australian Competition and Consumer Commission, as required by the MVIS scheme legislation and the requirements of AASRA's appointment as scheme advisor by the Dept. of Treasury. One of these matters resulted in a satisfactory resolution, while the other continues to be a work in progress.

Commercially, we continued to deliver operational improvements across the business, including:

- (i) optimising the data providers' fee structures;

- (ii) maintaining the independent repairers' fee structures;
- (iii) maintaining the information system licence fees;
- (iv) implementing solid operational expense management and;
- (v) further developing the management reporting systems and processes.

Collectively, these actions delivered a modest cash surplus, which as a not-for-profit entity will be reinvested into the business, and at year end the business was in a stronger financial position, which in turn will enable us to develop and grow in the coming years.

AASRA's inaugural ministerial appointment as scheme advisor concluded on 30 June 2025 and the Dept. of Treasury signed off on AASRA delivering on its performance objectives. In preparation for the future, AASRA agreed a new set of performance criteria with the Dept. of Treasury, signed a new memorandum of understanding with the Australian Competition and Consumer Commission, and was subsequently reappointed as scheme advisor until 30 June 2027.

In conclusion, I want to recognise the efforts of our Subscriptions and Administration Officer, Natasha Moustakas, who has been, and continues to be, instrumental in delivering exceptional service and value to the independent repairers and data providers. This is a key component of ensuring the sustainability of the business. Finally, I also want to thank the AASRA board for its support and guidance during my first year, particularly our chairman Ian Stone, as I came to grips with the challenges and idiosyncrasies of the role of scheme advisor.

J. A. McFadries

Joe McFadries
Executive Officer

3. The AASRA Board

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

Manager, Industry Policy, Victorian Automotive Chamber of Commerce (VACC),
representing the Motor Trades Association of Australia (MTAA).

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).

Tony Weber

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

4. 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 Adviser 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 Adviser.

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

- 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.
- providing general advice about the operation of the scheme.
- providing information online about the availability of scheme information.
- 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
- nominating mediators or technical experts for the purposes of dispute resolution
- receiving certificates from independent mediators about the outcome of the mediated disputes
- reporting to the ACCC on systemic regulatory or enforcement issues relating to the scheme
- publishing annual reports on its website



5. Data Providers Responsibilities

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

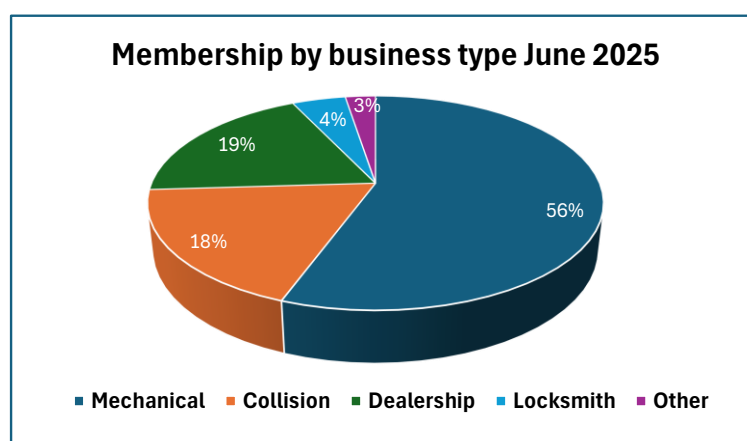
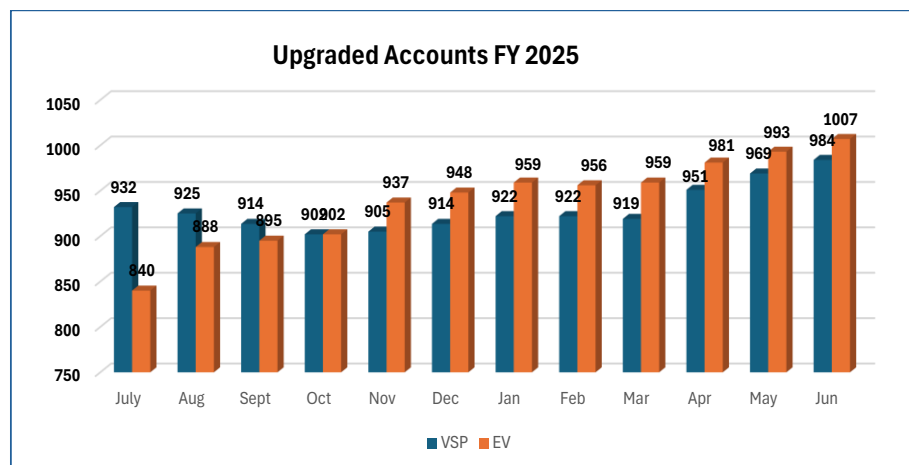
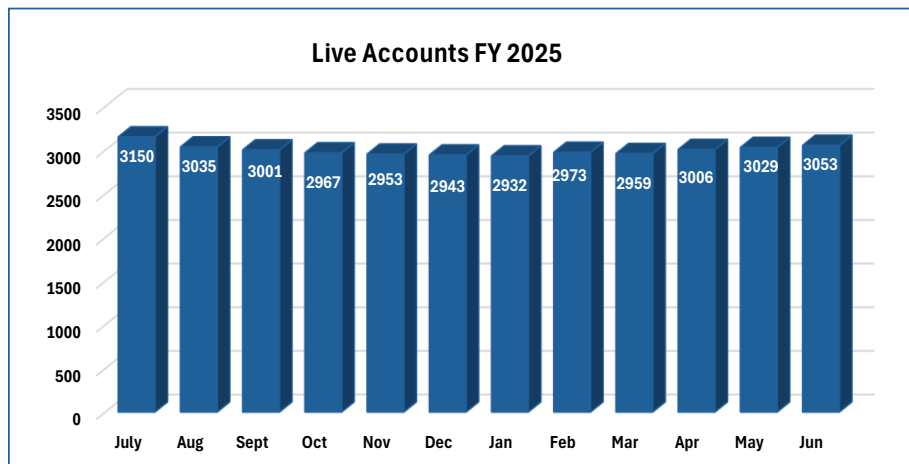
- An offer to supply service and repair information “scheme information” in the same form or manner in which it is provided to authorised repairers or if supply in that form is not practicable or accessible.
 - in an electronic form that is reasonably accessible to all Australian repairers and scheme 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 for the information.
- The terms and conditions of supply of scheme information.

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



6. Operations Report

Accounts



Active accounts have stabilised at circa. 3,000 over the year, with minimal growth since June 2024. However, upgraded accounts have grown significantly with EV-qualified accounts up 27 percent and VSP accounts up 5 percent. Recognising that 16 percent of all accounts have both EV and VSP approval, upgraded accounts represent 49 percent of all active accounts. There has also been minimal change in the mix of members.

Enquiries (tickets)



Missing Information Reports

Missing information reports are flagged to assist in tracking potential systemic breaches.

Brand	Open	Resolved	Diagnostics	Total
Audi		3		3
BMW	1	1		2
BYD	1	8		9
Ford		5		5
GM		3	1	3
GWM	2	2		4
Honda		1		1
Hyundai		9		9
Isuzu		2	2	2
Jac		1		1
Jeep		2		2
Kia		2		2
LDV		3		3
Mahindra		2		2
Mazda		6	1	6
Mitsubishi		1		1
Nissan	1	7		8
Renault		1		1
Subaru		2		2
Tesla		1		1
Toyota		12		12
Volkswagen		5		5
Volvo		2		2
Total	5	81	4	86

The 86 missing information reports lodged during the year represent 2.4 percent of all tickets raised, in line with the 2.6 percent in the previous year. Diagnostic issues are identified as critical to improving a workshop's accessibility to hardware and software required to complete a safe and proper repair.

Once again, there were no requests for mediation between a member and a data provider during the period.

7. Directors' Declaration

In the directors' opinion:

- (i) The financial statements and notes of the Australian Automotive Service and Repair Authority Limited comply with the Corporations Act 2002, the Australian Accounting Standards – Simplified Disclosures, the Corporation regulations 2001 and other mandatory professional reporting requirements;
- (ii) The financial statements and notes give a true and fair view of the company's financial position as at 30 June 2025 and its performance for the financial year ended on that date;
- (iii) There are reasonable grounds to believe the company will be able to pay its debts as and when they become due and payable.

S. Charity

Stuart Charity
Company Secretary

8. Auditor's Declaration

As lead auditor for the audit of the financial report of Australian Automotive Service Repair Authority Limited for the year ended 30 June 2025, I declare that to the best of my knowledge and belief, there have been:

- (iv) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- (v) no contraventions of any applicable code of professional conduct in relation to the audit.



M L Port
Partner
DFK Kidsons Partnership
Chartered Accountants Melbourne