

CRA MEMBER BENEFITS



BUSINESS INFORMATION

MEMBERSHIP LIAISON OFFICER

An annual visit that provides advice and help with best practice.

VEHICLE MANUFACTURER NETWORKS

Holden, Hyundai, Suzuki and Mazda authorised repairer networks - applies to CRA Structural Repair Centres only. For Panelbeating & Spraypainting category members, Hyundai Repairer - authorised for minor repairs.

QA PROGRAMME

A web based quality assurance system specifically designed for our industry.

VEHICLE REPAIR REFERENCE MANUAL

The purpose of this document (VRRM) is to describe the LTNZ's requirements to our repairers and also cover the requirements for repairs.

DISPUTES

We provide a mediation service between repairers and customers.

WEBSITE

This site promotes our industry. Has the ability to locate all members shops with a link to individual members company websites if available, lists the benefits of belonging to the CRA, lists all upcoming industry events, source of helpful forms, documents and information.

PROMOTIONAL MATERIAL

We have a large range of promotional material to help shops advertise their businesses eg. Flags, seat covers, signage, glove box folders.

PANELTALK

We produce a trade magazine specifically for our industry. 'PanelTalk' is published six times a year and covers local and international news and technology within the industry.

STRUCTURAL REPAIR CODE OF PRACTICE

This code of practice has been developed by mutual agreement by the following stakeholders – Insurance Council NZ, NZ Transport Agency, Collision Repair Association, Motor Trade Association, Motor Industry Association, Repair Certifiers Association. This initiative was created as a result of the NZTA's VSAG (Vehicle Safety Advisory Group) and their concerns over the safety of in-service structural repairs.

CRA GUARANTEE LTD

This scheme is exclusive to CRA members and for a nominal annual fee members can offer their customers the added security of our Guarantee.

BUSINESS INFORMATION (cont'd)

APPRENTICESHIPS

We can help you with your apprenticeship training. We have continual contact with MITO and can also offer assistance with assessments.

SPONSORED APPRENTICESHIPS

Members can apply for this scholarship (1 Panel and 1 Paint awarded per year). We will fund the apprenticeship fees and progress mentoring for the duration of the apprenticeship up to 4 years

LOBBYING

National level lobbying is undertaken with Insurance Companies, work providers, government agencies and training providers.

DIARY / WALL PLANNER

We provide these free of charge to all members annually.

FACEBOOK

CRA has a Facebook page, take a look at it and also share it with your family and friends so we can raise the awareness of CRA within the public - www.facebook.com/nzcollisionrepairassociation/

RELATIONSHIP BUILDING

Relationships with industry suppliers and manufacturers is maintained ensuring we are kept continually up to date with all new developments. This is communicated to members through our trade magazine 'PanelTalk'.

THE APPROVED 2005 GUIDELINES FOR THE AUTOMOTIVE REFINISHING INDUSTRY (revised 2011)

Provided to all members to assist in protecting the safety and health of personnel involved in automotive refinishing.

BUSINESS NETWORKING / SOCIAL

ANNUAL CONFERENCE

Provides a high calibre of speakers (local and overseas) and includes presentations on industry, business generic and entertaining/motivational topics.

ROADSHOWS

Brought to the regions (3 times per year) providing educational information.

LOCAL EVENTS

Various events are held including golf days, fishing tournaments, bowling nights, estimating evenings and trade displays.

TEMPLATES

HOURLY RATE CALCULATION

We can help you improve your business systems, a template is available for you to calculate your hourly rate. Free of charge help is available if required.

HEALTH & SAFETY PROGRAMME

This online programme has been specifically designed for our members. It is easy to access and use with plenty of helpful forms and templates.

EMPLOYMENT AGREEMENT

Available for purchase an Employment Agreement template which includes any on-going updates.

ENVIRONMENTAL MANAGEMENT PLAN

This template has been prepared to assist each company in specifically fulfilling their obligation under the Resource Management Act (RMA) and the Hazardous Substances and New Organisms Act (HSNO).

CUSTOMER SURVEY

We have developed an online customer survey which can be tailor-made for your business.

VEHICLE PRE-DELIVERY FORM

VEHICLE PRE-INSPECTION FORM

RELIEF VEHICLE (COURTESY CAR) AGREEMENT

BUYING PRIVILEGES

BUYING GROUP

Free membership to a buying group offering excellent discounts from many different suppliers.

TRAINING

I-CAR NZ training courses, offering members 15% discount on all courses.

FIRST AID

Discounted training courses and first aid kit supplies.

INSURANCE

Nationwide Insurance Scheme tailored for the Collision Repair Industry.

COMPLIANCE

Hazardous area compliance services.

MYSTERY SHOPPER

Benchmark your customer service standards through Mystery Shopper.

WAGES

Discounted web based payroll services.

STAFF HEALTH CHECKS

Special offer for hearing, lung function and vision checks. Pre-employment and also employment exit health checks can be offered.

LEGAL ADVICE

Free 30 minutes of legal advice for an employment matter.

ACCOMMODATION

Discounted accommodation in Auckland and Wellington.

FUDGE

Various options and flavours available for treat size or gift boxes.

EFTPOS

Options available through a leading supplier.

AVOIDING BAD DEBTS

Debt collection services.

FINANCE

A quick and easy alternative for your customers that will keep your business moving.

HEALTH INSURANCE

Discounted plans through a major health insurer.