TYPE 1 CHILD CAR RESTRAINT
FITTING SERVICE

BUSINESS RULES FOR FITTERS
IN WESTERN AUSTRALIA
# TABLE OF CONTENTS

1.0 Background.................................................................................................................................................3
1.1 Child Car Restraint Initiatives in Western Australia......................................................................................3
1.2 Rationale.........................................................................................................................................................4
   1.2.1 Restraint Use.............................................................................................................................................4
2.0 Introduction......................................................................................................................................................4
   2.1 Aim of the Type 1 Child Car Restraint Fitting Service..................................................................................4
   2.1.1 Objectives of the Type 1 Child Car Restraint Fitting Service.................................................................4
   2.2 Purpose of Type 1 Child Car Restraint Fitting Service Business Rules for Fitters in Western Australia..........................................................................................................................4
3.0 Scope of the Type 1 Child Car Restraint Fitting Service.................................................................................5
   3.1 Services to be offered by the Registered Fitter.............................................................................................5
   3.1.1 Components of the Type 1 Child Car Restraint Fitting Service..............................................................5
   3.2 Responsibilities of Registered Type 1 Fitters.................................................................................................5
4.0 Obligation of the Type 1 Child Car Restraint Fitting Service Providers.........................................................6
   4.1 Public Liability Insurance Requirements....................................................................................................6
   4.2 Relevant Legislation and Regulations..........................................................................................................6
       4.2.1 Devices that do not have an applicable existing Australian Standard................................................7
5.0 Making an application to become an authorised Type 1 Child Car Restraint Fitter......................................7
6.0 Training of Type 1 Child Car Restraint Fitters.................................................................................................8
   6.1 Issue of Certificate and Fitter ID number in WA..........................................................................................8
   6.2 Post Training Follow up................................................................................................................................8
7.0 Terms and Conditions for Child Car Restraint Fitting Services........................................................................8
Appendix 1 – Approval procedures chart for fitting child car restraints for Type 1 Fitters.....................................10
Appendix 2 - Definitions and Interpretations.......................................................................................................11
Appendix 3 – Incident Report Procedure............................................................................................................13
Appendix 4 – Incident Report Form.....................................................................................................................14
Appendix 5 - Type 1 Child Car Restraint Fitter Code of Conduct .......................................................................15
1.0 Background

In Western Australia, transport related injury is the leading cause of death and the second most frequent cause of hospitalisation in children aged 0-14 years (Department of Health, Western Australia, 2010).

Every year in Western Australia around 35 children under the age of seven are killed or seriously injured when the vehicle they were travelling in is involved in a crash. On average, 16 per cent of them will not have been in an appropriate child car restraint. In many instances these deaths may have been prevented by the correct purchase, installation and use of appropriate child car restraints. These statistics are based on 10 years of crash data to the end of 2013.

1.1 Child Car Restraint Initiatives in Western Australia

In 1999, the Child Car Restraint Sub-Committee of the Road Safety Council of Western Australia’s Occupant Safety Taskforce developed the document Child Car Restraints in Western Australia: A Framework for Action. This framework recognises that agencies must work together to:

- increase community knowledge of the effectiveness of appropriate child car restraints in preventing death and injury;
- increase the ability of parents/guardians to choose restraints that are appropriate for the age, height and weight of their child;
- provide avenues to ensure child car restraints are installed correctly; and
- increase compliance of parents and children to child car restraint legislation.

This framework also identified the need to facilitate the training of qualified child car restraint fitters and develop a state-wide network of qualified Fitters.

As a result, the Road Safety Council (RSC) in Western Australia made funding available to establish a Type 1 Child Car Restraint Fitting Service, complimenting the existing Type 2 Fitting Service through Department of Transport for Western Australia. This involved the development and coordination in Western Australia of a sustainable community program aimed at ensuring state-wide access to child car restraint checking and fitting services. The Western Australian Local Government Association’s RoadWise Program is the co-ordinator/administrator for the Type 1 Child Car Restraint Fitting Service.

In Western Australia, and throughout this document, Type 1 Child Car Restraint Fitters are those who are approved to offer advice, instruction and consumer information to members of the public regarding the correct installation of child car restraints and fitting or checking the fit of child restraints installed by members of the public. Type 1 Fitters may fasten the tether hook and anchor bolt to the anchorage point, but they cannot modify the vehicle in any way.

A Type 2 Fitter in WA, and throughout this document, refers to a Fitter who supplies and installs after-market child car restraint anchorage points and specialised anchorage accessories such as “vertical posts”, “anchorage bars” and “universal frames”, which involve the modification of the vehicle. Type 2 Fitters are able to check child restraint anchorage points and accessories installed by others.
1.2 Rationale
These Business Rules have been developed for use by Type 1 Child Car Restraint Fitters in Western Australia only.

1.2.1 Restraint Use
Every year in Western Australia around 35 children aged six years old and younger are killed or seriously injured when the vehicle they were travelling in is involved in a crash. On average, 16% of them will not have been in an appropriate child car restraint.

Seat belt and child car restraint use has been shown to be very effective in reducing deaths and serious injuries in a crash. Yet non-use of restraints remains a major contributor to road trauma. While the prevalence of non-use of restraints is greater in regional and remote areas, the large urban population means that the actual number of people travelling unrestrained is similar in regional and remote areas as it is in metropolitan areas.

2.0 Introduction

2.1 Aim of the Type 1 Child Car Restraint Fitting Service
The aim of this project is to contribute to a reduction in death and serious injury of children between birth and seven years of age in Western Australia as a result of being unrestrained or inappropriately restrained in a motor vehicle. This will be achieved by providing an accessible, sustainable and quality Type 1 checking and fitting service for child car restraints throughout the state.

2.1.1 Objectives of the Type 1 Child Car Restraint Fitting Service
   a) Increase the awareness of the need to appropriately restrain every child every trip.
   b) Increase the awareness of the availability of child car restraint fitting services.
   c) Increase the awareness of laws requiring children up to seven years to be appropriately restrained.
   d) Increase the proportion of children who are appropriately restrained (according to their size and age) in vehicles.
   e) Increase the proportion of child car restraints that are appropriately installed in vehicles.
   f) Increase the number of people appropriately trained in the correct fitment of child car restraints to ensure the long term sustainability of the service.
   g) Promote the uptake by Registered Training Organisations (RTO's) in the delivery of two units of competency for the Course in Type 1 Child Car Restraint Fitting.
   h) Promote the use of Type 1 Child Car Restraint Fitters.

2.2 Purpose of Type 1 Child Car Restraint Fitting Service Business Rules for Fitters in Western Australia
These Rules contain requirements, instructions and procedures for the implementation and operation of Type 1 Child Car Restraint Fitting Services in Western Australia. These Rules are for use in conjunction with the Type 1 Child Car Restraint Fitting Manual or its equivalent.

These Rules are intended for use by Type 1 Fitters in Western Australia only, although occasional reference to Type 2 Fitters will be made where appropriate. These Business
Rules have been adapted from the original Business Rules developed by Stanbal Consulting (2005).

3.0 Scope of the Type 1 Child Car Restraint Fitting Service

3.1 Services to be offered by the Registered Fitter
A Type 1 Child Car Restraint Fitting Service is provided by a Type 1 Fitter who is able to check or fit a child car restraint in a vehicle in Western Australia. They offer advice, instruction and consumer information to members of the public regarding the correct installation and use of child car restraints in Western Australia.

Type 1 Fitters may hook the top tether strap to the anchorage bolt and install the anchor bolt to the anchorage point but they cannot modify a vehicle in any way. Type 1 Fitters are required to refer these requests to Type 2 Fitters.

The Type 1 Fitting Service may be ongoing and offered through a business, organisation or agency (can be a mobile service).

Type 1 Fitters must be trained by either a Lead Trainer or a Registered Training Organisation (RTO), and be deemed competent in the two units of competency (WAORS1001A Provide information and advice on correct child car restraint use and WAORS1002A Install child car restraints (Type 1 Fitter)) or the equivalent non-accredited version.

Type 2 Child Car Restraint Fitting Stations are authorised by the Vehicle Safety and Standards Branch of the WA Department of Transport.

3.1.1 Components of the Type 1 Child Car Restraint Fitting Service
- technical support and advice for Fitters;
- a central Service administrator who will maintain a database of trained Type 1 Fitters;
- an advisory telephone information line to provide information to the community about child car restraints including the nearest location of a fitting service; and
- a website to provide information to the community about child car restraints including the nearest location of a fitting service.

3.2 Responsibilities of Registered Type 1 Fitters
Type 1 Fitters are responsible for doing the following, they must:

1. Read a copy of the Business Rules for Fitters in Western Australia and sign to confirm they have read and understood these Business Rules and accept the conditions contained therein prior to attending the course.
2. Comply with the Business Rules for Fitters in Western Australia.
3. Provide appropriate advice, instruction and consumer information regarding the correct installation and use of child car restraints.
4. Correctly check and/or fit child car restraints in vehicles in Western Australia.
5. Inspect child car restraints in Western Australia and recommend whether they should be used (i.e. comply with the Australian Standard and as recommended are less than 10 years old).
6. Assess whether a vehicle requires an after-market vehicle modification. If a modification is required, the Type 1 Fitter must refer the client to a Type 2 Fitter or the Department of Transport (DOT) Vehicle Safety and Standards Branch (telephone 13 11 56).
7. Referral will need to occur when:
   - no appropriate child car restraint anchorage point can be found in the vehicle;
   - the anchorage points have been damaged, tampered with or are unusable; and
   - after-market anchorage points have been installed but the vehicle owner is unable to present the modification permit, certificate or plate.

8. Advise when cargo barriers are required in vehicles such as station wagons and vans:
   - Type 1 Fitters can refer the client to a supplier of such equipment and the customer can have the installation performed by their own mechanic or agent. If there is any risk that the installation of a barrier may compromise the safety or functionality of the child car restraint, the client should be advised to have it checked by a Type 2 Fitter. A modification permit or approved modification plate must be issued and appropriately attached to the vehicle.

9. Be up to date on current child car restraint legislation.

Non-compliance with the Business Rules may result in the removal of Type 1 Fitter status, as determined by the Service administrator.

4.0 Obligation of the Type 1 Child Car Restraint Fitting Service Providers

4.1 Public Liability Insurance Requirements
To participate in the Type 1 Child Car Restraint Fitting Service, employers and sole traders are required to have a minimum of $10 million public liability insurance.

As an employee, individuals are covered by the public liability of their agency or organisation. Employees should ensure that their activities as a Type 1 Fitter are recognised and approved by their employer and that their agency or organisation has a minimum of $10 million public liability insurance.

Volunteers wishing to participate in the program, who are not aligned to an agency or organisation, should seek alignment to an agency or organisation that has a minimum of $10 million public liability insurance. Otherwise they must attain a minimum of $10 million public liability insurance to participate in the program.

All participants must provide the Trainer or Training organisation with a copy of this public liability insurance document prior to the commencement of training.

4.2 Relevant Legislation and Regulations
Type 1 Fitters need to be familiar with the most recent versions of the relevant legislation and regulations that apply to:
   - their obligations to clients;
   - the use of restraints and seatbelts in vehicles; and
   - Common Law Duty of Care
   - Occupational Safety and Health Act 1984 (WA)
     - Section 19, 20 and 21
   - Australian Consumer Law
     - Division1 section 34 and 37, Subdivision B section 60 and 61
   - Competition and Consumer Act 2010
   - Fair Trading Act 2010 (WA)
     - Chapter 3 and Chapter 4 clause 156
   - Road Traffic Act 1974 (WA) and relevant regulations made under it, including Road Traffic Code 2000 (WA), Road Traffic (Vehicle Standards) Rules 2002 (WA) and
Road Traffic (Vehicle Standards) Regulations 2002 (or applicable state versions); and
- Australian Standards AS/NZS 1754, AS/NZS 4370 and AS/NZS 8005
- Motor Vehicle Standards Act 1989 of the Commonwealth and the following Third Edition Australian Design Rules (3rd ADR) made under it:

4.2.1 Devices that do not have an applicable existing Australian Standard
Currently there is no Australian Standard applicable for the use of buckle guards and similar devices.

WALGA’s RoadWise Program, in coordinating the Type 1 Child Car Restraint Fitting Service, will neither explicitly endorse nor explicitly advise against the use of buckle guards and similar devices.

All Type 1 Child Car Restraint Fitters are required to request parents/carers/guardians to remove a buckle guard or similar device before commencing a child car restraint check or fit or advising a client in relation to child car restraints. The Type 1 Fitters should not provide the customer with any specific or direct advice in relation to the use and safety efficacy of these products. This could be seen as either an endorsement (if the advice is favourable and helpful) or a repudiation (if the advice is negative towards the product) of the products.

This policy position remains and continues to be reinforced in communications and materials associated with the Type 1 Child Car Restraint Fitting Services until such time as an applicable and appropriate Australian Standard has been developed and implemented to cater for buckle guards and similar devices.

The release in 2013 of AS/NZS8005 Accessories for child restraints for use in motor vehicles provides a Standard to which Type 1 Fitters can refer for the use of, or advice on, accessories with child car restraints. How this Standard should be used in relation to being a Type 1 Fitter will be reinforced through relevant communications and materials.

5.0 Making an application to become an authorised Type 1 Child Car Restraint Fitter
Applicants wishing to become a Type 1 Fitter in Western Australia are required to complete the Registration Form provided by an authorised Registered Training Organisation or the Registration Form Type 1 Child Car Restraints Fitters Course and return to the relevant Trainer/or Lead Trainer.

Employers and sole traders are required to have a minimum of $10 million public liability insurance. As an employee, individuals are covered by the public liability of their agency or organisation. Employees should ensure that their activities as a Type 1 Fitter are recognised and approved by their employer and are required to ensure their employer signs the registration form. Volunteers wishing to participate in the program, who are not aligned with
an organisation or agency should seek to align with an organisation or agency that has a minimum of $10 million public liability, or attain a minimum of $10 million public liability insurance. All participants must provide the Trainer or Training organisation with a copy of this public Liability insurance document prior to the commencement of training.

Applicants will have the option to give permission to disclose their contact details and those of their organisation for use on the child car restraints website and/or the information line and agree to abide by these Business Rules.

6.0 Training of Type 1 Child Car Restraint Fitters

6.1 Issue of Certificate and Fitter ID number in WA

The Registered Training Organisation will issue a Statement of Attainment to participants who successfully complete the accredited course. Alternatively, a Certificate of Completion will be issued by WALGA’s RoadWise Program on behalf of a Lead Trainer, to Type 1 Child Car Restraint Fitters upon successful completion of the Course in Type 1 Child Car Restraint Fitting (non-accredited).

All participants receiving a Statement of Attainment or Certificates of Completion, must also receive a Fitter ID and offered a Checking Book. Fitter IDs and Checking Books are to be obtained through WALGA’s RoadWise Program.

6.2 Post Training Follow up

Relevant contact details of all Type 1 Child Car Restraint Fitters will be recorded in a database to enable post training follow up. A range of opportunities for Type 1 Child Car Restraint Fitters to maintain and develop their skills will be provided. These include:

- access to website information;
- access to the child car restraint information line;
- attendance if requested at the moderation and validation forums;
- fitter updates;
- advice and support available via WALGA’s RoadWise Program and other appropriately experienced and skilled practitioners;
- voluntary exchange of contact details between Fitters to enable informal networking opportunities;
- post training follow up through WALGA’s RoadWise Road Safety Advisor or other appropriate officers;
- when available, the opportunity to attend subsequent scheduled Type 1 Child Car Restraint Fitter training courses as a refresher; and
- participating in checking stations in the region to increase experience.

7.0 Terms and Conditions for Child Car Restraint Fitting Services

- Type 1 Child Car Restraint Fitters in WA are required to complete a checklist for each restraint fitted or checked in WA and return the yellow copy to WALGA’s RoadWise Program, unless otherwise agreed in writing with the Licensor or party licensed to act its behalf Type 1 Child Car Restraint Fitters shall provide restraint fitting services to the members of the community or their organisation as per the training provided.
- Type 1 Child Car Restraint Fitters shall provide restraint fitting services to members of the community or their organisation without prejudice.
- Type 1 Child Car Restraint Fitters will have the option for their contact details to be provided to the public by WALGA’s RoadWise Program and by other agencies promoting child car safety. Type 1 Fitters who no longer wish their details to be made public must make a request in writing to WALGA’s RoadWise Program.
- Complaints submitted via an Incident Report Form about the standard of fitting of child car restraints or about the service will be investigated by the WALGA RoadWise Program as the service administrator (see appendix for Incident Report Procedure and Incident Report Form). Please notify the service administrator (WALGA’s RoadWise Program) of any reported incidences or feedback for information purposes.
- Type 1 Child Car Restraint Fitters are to notify the WALGA RoadWise Program if they charge a fee for providing this service. Charges and prices are requested to be kept at a minimum and the website will denote if a fee is to be charged.

Child Car Restraint Websites
1. [www.roadwise.asn.au](http://www.roadwise.asn.au)
4. [www.sdera.wa.edu.au](http://www.sdera.wa.edu.au)


Appendix 1 – Approval procedures chart for fitting child car restraints for Type 1 Fitters

Refer to vehicle owner's guide to locate anchorage points

Are there anchorage points?

If aftermarket, is there a plate or modification certificate?
- Yes
- No

Proceed to checking restraint

Refer to Type 2 Fitter

Is the restraint more than 10 years old?
- Yes
- No

Notify client that it is recommended they purchase a restraint under 10 years old

Has the restraint been in a serious crash or show signs of stress or deterioration?
- Yes
- No

Ask the client for the restraint instructions
- (If the instructions are missing and you have concerns about the restraint do not fit it)

Does the restraint comply with Australian Standards?
- Yes
- No

Does the restraint comply with Australian Standards?
- Yes
- No

Install the restraint and then ask the client to remove the restraint and reinstall it
- (using the Child Car Restraint Fitting Service Checklist)

Disseminate information brochures

If anchorage modification has been performed, keep a record of the modification permit issued

Quiz and reinforce instruction

Provide relevant advice to client

Terminate check

Appendix 1 – Approval procedures chart for fitting child car restraints for Type 1 Fitters

Date revised: 19 March 2015  Page 10 of 16
Appendix 2 - Definitions and Interpretations

For the purpose of this document, the definitions below apply:

Australian Design Rules (ADRs)
ADRs means the Australian Design Rules for construction and performance standards prescribed for all new vehicles under the Motor Vehicle Standards Act 1989 (MVS ACT).

Australian Standards
Australian Standards AS/NZS 1754, AS/NZS 4370 and AS/NZS 8005 are relevant to the installation and used of child car restraints.

Under Australian law, all child car restraints sold in Australia must meet strict requirements on the performance and construction of the restraint as outlined in AS/NZS 1754. The AS/NZS 1754 was developed to provide minimum design, construction and performance requirements for child car restraint systems in order to promote the provision of a high level of protection for children travelling in motor vehicles. The standard specifies requirements for restraining devices for child occupants of passenger cars (and other types of vehicles) and their derivatives, such as devices intended, when properly selected, installed and correctly adjusted to reduce the risk of bodily injury in a vehicle impact.

The AS/NZS8005:2013 Accessories for child car restraints for use in motor vehicles provides a framework for assessing the safety of add-on items designed to be used with child car restraints. The key principle behind this Standard was that accessories not degrade the protection offered by a child car restraint compared to when the restraint is used as it was originally certified under AS/NZS1754. Type 1 Fitters can only fit accessories that meet Australian Standards, including:

- Anchor fitting kits
- Seatbelt extenders
- Covers and padding
- Cross chest devices
- Gated buckle, locking clips or 3 bar slide
- Top tether extension strap
- Sash locating Strap
- Buckle covers
- Cargo barriers

A restraint that has been approved by the standards will carry the mark of the Australian Standards
Type 1 Child Car Restraint Fitting Service – Business Rules

Child Car Restraint
These include baby capsules, child seats, booster seats and child harnesses.

Child Car Restraint Anchorage Points
That part of a vehicle which is required under the Australian Design Rules to be provided for the upper tethering of an Australian Standards child car restraint. The anchorage point is the point at which the restraining forces from the anchorage component are transferred to the vehicle structure.

Anchorage attachment systems approved for use by the Australian Standard
- Keyhole attachment (superseded)
- Hook attachment
- Integrated D ring attachment (provided by vehicle manufacturer)
- ISOFix integrated attachment points

Aftermarket anchorage systems
- Child restraint anchorage bar (CRAB)
- Universal Frame
- Vertical Post
- Dual Cab anchorages

Types of Fitters
Type 1 Fitter: Installs child car restraints into vehicles with existing anchor points and offers advice, instruction and consumer information to members of the public regarding the correct installation of child car restraints. They may also check the fitment of child car restraints installed by members of the public.

Type 2 Fitter: supplies and installs aftermarket child car restraint anchorage points and specialised anchorage accessories to vehicles manufactured without child car restraint anchor points.

Legal requirements
- Common Law Duty of Care
- Road Traffic Act 1974 (WA) and relevant regulations made under it, including Road Traffic Code 2000 (WA), Road Traffic (Vehicle Standards) Rules 2002 (WA) and Road Traffic (Vehicle Standards) Regulations 2002
- Motor Vehicle Standards Act 1989 of the Commonwealth and the following Third Edition Australian Design Rules (3rd ADR) made under it:
- Occupational Safety & Health Act 1984 (WA)
- Australian Consumer Law
- Competition and Consumer Act 2010
- Fair Trading Act 2010 (WA)
- Australian Standards AS/NZS 1754, AS/NZS 4370 and AS/NZS 8005
Appendix 3 – Incident Report Procedure

Incident Report Procedure

Incident Report is Received

- Client to complete incident report form and return to the Child Car Restraint Coordinator

Child Car Restraint Coordinator to contact service provider and forward a copy of the report to the fitter/fitter’s organisation.

Fitter has opportunity to respond and discuss the incident. Support offered from Coordinator (e.g. retraining)

Course of action determined and documented by service provider or fitter

Second Incident Report Received

- As per first incident but requiring written correspondence from coordinator to fitter and written reply from fitter to coordinator

Third Incident Report Received

- Fitter will be removed from website and trained fitter list until retraining and assessment has been undertaken
Appendix 4 – Incident Report Form

**Incident Report Form**

*Incident date:*  
*Incident location:*

*Vehicle registration number:*  
*Restraint type*

*Name:*

*Address:*

*Contact number:*

*Description of incident:*

*These fields must be completed*

(Please forward copy of “Fitting Service Checklist” and any other relevant information e.g. photos to the RoadWise Program by post to: Western Australian Local Government Association, PO Box 1544, West Perth WA 6872 or by Fax: 9321 8378 or email to childrestrains@roadwise.asn.au).

Investigation:  
Office use only

Acknowledgement/Action:

Recommendations:

Fitter’s Signature:

Coordinator’s Signature:
Appendix 5 – Type 1 Child Car Restraint Fitter Code of Conduct

TYPE 1 CHILD CAR RESTRAINT FITTER
CODE OF CONDUCT - 2017

This code of conduct has been introduced to promote the highest ethical and professional standards amongst all Type 1 Child Car Restraint Fitters in Western Australia. This Code should be read and followed in conjunction with the Type 1 Child Car Restraint Business Rules.

The broad application of standard in this code is designed to promote a culture of accountability, support client confidence and to foster high levels of customer service.

The Code provides standards for Type 1 Child Car Restraint Fitters in relation to the conduct of their duties and responsibilities and provides guidance for professional conduct and integrity which is expected of all Type 1 Child Car Restraint Fitters.

1.0 Interpretation:

1.1 “Fitters” means trained and registered Type 1 Child Car Restraint Fitters.

1.2 “Network” means all trained and active Type 1 Child Car Restraint Fitters in Western Australia, who are registered with the Type 1 Child Car Restraint Fitting Service Program which is coordinated by WALGA RoadWise.

1.3 “Checklists” means Type 1 Child Car Restraint Fitting Service Checklists which are issued through the Type 1 Child Car Restraint Fitting Service Program.

1.4 “Business Rules” means the current version of the Type 1 Child Car Restraint Fitting Service Business Rules for Fitters in Western Australia.

1.5 “Client” means any person who is provided with information, advice, inspection or installation services by a Fitter.

1.6 “Services” means any information, advice, inspection or installation provided as a Fitter.

1.7 “The Program” means the Type 1 Child Car Restraint Fitting Service, the coordinating body WALGA RoadWise, the licensor the Road Safety Commission and associated Registered Training Organisations.

1.8 “Incident procedure” means the documents title ‘Incident Report Form’ and ‘Incident Report Procedure” and the process they outline.

1.9 “WALGA Roadwise Contact details” PO Box 1544, WEST PERTH WA 6872
roadwise@walga.asn.au
Child car restraint fitting information line: 1300 780 713
2.0 Business Rules
Fitters must, at all times, comply with:
2.1 All applicable legislation and regulations in relation to child car restraints and their installation, inspection, client information and advice,
2.2 Maintain a minimum of $10 million public liability whilst providing a service as a Fitter. Fitters uncertain about the application or interpretation of any legal requirements should refer the matter to WALGA’s RoadWise who if necessary will seek advice from the most appropriate agency.

3.0 Personal Behaviour
Fitters will:
3.1 Act with integrity in a professional and ethical manner;
3.2 Act fairly and impartially showing respect, courtesy, and honesty for clients and colleagues;
3.3 Act in good faith, using care and diligence in accordance with the training, information and advice provided by the Program;
3.4 Not misrepresent the Program;
3.5 Provide client services that are positive and enabling;
3.6 Not harass, bully or discriminate against colleagues, clients or members of the public; and
3.7 Contribute to a harmonious, safe and productive Network.

4.0 Communications
The Fitter will not make or engage in any false, misleading or damaging communication. This applies to the Network or the wider community, and includes, but is not limited to:
4.1 Checklists;
4.2 Media;
4.3 Social media;
4.4 Electronic communication;
4.5 Verbal communications; and
4.6 Other forms of communication, correspondence or documentation.

Fitters may apply for permission in writing from WALGA RoadWise to use branding, logos, stationery, supplies and equipment associated with the Program. Fitters will comply with the style guidelines and all other conditions relating to the above.

Breaches of the Code
An incident procedure has been developed to objectively and fairly assess and address all incidents, including: breaches, concerns, complaints and conflicts. All incidents are to be referred to WALGA’s RoadWise, and will be addressed using the incident procedure.