

# **TYPE 1 CHILD CAR RESTRAINT (CCR) FITTING SERVICE**

## **BUSINESS RULES FOR FITTERS IN WESTERN AUSTRALIA**

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## 1.0 Background

In Western Australia, transport related injuries are one of the leading causes of death and hospitalisation in children aged 0-14 years<sup>1</sup>. In Australia in 2020, 55 children under the age of 16 died as a result of a road crash<sup>2</sup>. In many instances these deaths may have been prevented by the correct purchase, installation and use of appropriate CCRs. The death rate (of children 0-14 due to road transport accidents) more than halved between 2009 and 2018 (1.7 per 100,000 to 0.7). The decline in road accident deaths is most noticeable among children aged 0–4, which has decreased by 68 per cent since 2009 (2.2 to 0.7)<sup>1</sup>.

### 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 CCRs in preventing death and injury,
- increase the ability of parents/guardians to choose CCRs that are appropriate for the age, height and weight of their child,
- provide avenues to ensure CCRs are installed correctly, and
- increase compliance of parents and children to CCR legislation.

This framework also identified the need to facilitate the training of qualified CCR fitters and develop a statewide network of qualified Fitters.

As a result, the Road Safety Council (RSC) in Western Australia made funding available to establish a Type 1 CCR Fitting Service, complementing 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 CCR checking and fitting services. The Western Australian Local Government Association's RoadWise Program is the coordinator/administrator for the Type 1 CCR Fitting Service.

In Western Australia, and throughout this document, Type 1 CCR Fitters are those who are approved to offer advice, instruction and consumer information to members of the public regarding the correct installation of CCRs and fitting or checking the fit of child restraints installed by members of the public. Type 1 CCR 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 CCR 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.

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<sup>1</sup> Australian Institute of Health and Welfare, *Australia's children*, 2020, <https://www.aihw.gov.au/>.

<sup>2</sup> National Road Safety Strategy, *Road deaths by age group*, <https://www.roadsafety.gov.au/performance/road-deaths-age-group>, October 2021.

## **1.2 Rationale**

These Business Rules have been developed for use by Type 1 CCR Fitters in Western Australia only.

### **1.2.1 Use of Appropriate Child Car Restraints**

Seatbelt and CCR use has been shown to be very effective in reducing deaths and serious injuries in a crash. Yet non-use of CCRs remains a major contributor to road trauma. While the prevalence of non-use of appropriate CCRs 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 CCRs 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 CCR 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 CCRs that are appropriately installed in vehicles.
- f) Increase the number of people appropriately trained in the correct fitment of CCRs 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 CCR Fitting.
- h) Promote the use of Type 1 CCR 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 CCR Fitting Services in Western Australia. These Rules are for use in conjunction with the *Type 1 CCR Fitting Manual* or its equivalent.

These Rules are intended for use by Type 1 CCR 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 CCR Fitting Service** is provided by a Type 1 CCR Fitter who is able to check or fit a CCR in a vehicle in Western Australia. They offer advice, instruction and consumer information to members of the public regarding the correct choice, installation and use of CCRs in Western Australia.

Type 1 CCR 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 CCR Fitters are required to refer these requests to Type 2 Fitters.

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

Type 1 CCR Fitters must be trained by a fully qualified trainer and assessor that holds the TAE40116 Certificate IV in Training and Assessment or equivalent. In addition they must also hold the 52862WA Type 1 CCR Fitting qualification or equivalent delivered via a RTO with the 52862WA qualification on their scope of delivery.

Type 2 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 CCR Fitters,
- an advisory telephone information line to provide information to the community about CCRs including the nearest location of a fitting service, and
- a website to provide information to the community about CCRs including the nearest location of a fitting service.

#### **3.2 Responsibilities of Registered Type 1 CCR Fitters**

Type 1 CCR 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 CCRs.
4. Correctly check and/or fit CCRs in vehicles in Western Australia.
5. Inspect CCRs in Western Australia and recommend whether they should be used.
6. Assess whether a vehicle requires an after-market vehicle modification. If a modification is required, the Type 1 CCR 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 CCR 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 CCR 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 CCR, 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 CCR legislation.
10. Comply with guidelines for use of the Type 1 Child Car Restraint Fitter Logo, see Appendix 5.

Non-compliance with the Business Rules may result in the removal of Type 1 CCR 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 CCR 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 CCR 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.

To register and be issued with a Type 1 CCR Fitter Identification Number (ID), participants must provide the trainer or training organisation with a copy of this Public Liability insurance document on the completion of training in order to obtain a Fitter's ID.

Please note that without a valid Fitter's ID, you will not be recognised as a qualified Type 1 CCR Fitter.

### **4.2 Relevant Legislation and Regulations**

Type 1 CCR 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 CCRs and seatbelts in vehicles,
- Common Law Duty of Care,
- *Occupational Safety and Health Act 1984 (WA)*,
  - *Section 19, 20 and 21*
- Australian Consumer Law,
  - Division 1 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),
- Australian Standards AS/NZS 1754, AS/NZS 4370 and AS/NZS 8005, and
- *Motor Vehicle Standards Act 1989* of the Commonwealth and the following Third Edition Australian Design Rules (3<sup>rd</sup> ADR) made under it:
  - 3<sup>rd</sup> ADR 34/00 – Child Restraint Anchorage and Child Restraint Anchor Fittings 2006.
  - 3<sup>rd</sup> ADR 34/01 Child Restraint Anchorages and Child Restraint Anchor Fittings 2005.
  - 3<sup>rd</sup> ADR 5/00 – Anchorages for Seat Belts and Child Restraints 2006.
  - 3<sup>rd</sup> ADR 5/01 – Anchorages for Seat Belts and Child Restraints 2006.
  - 3<sup>rd</sup> ADR 5/02 – Anchorages for Seatbelts 2006.

#### **4.2.1 Devices that do not have an applicable existing Australian Standard**

Currently there is no mandatory Australian Standard applicable for the use of buckle guards and similar devices. The AS/NZS8005 *Accessories for child restraints for use in motor vehicles* provides a Standard to which Type 1 CCR Fitters can refer for the use of, or advice on, accessories with CCRs. How this Standard should be used in relation to being a Type 1 CCR Fitter will be reinforced through relevant communications and materials.

WALGA RoadWise, in coordinating the Type 1 CCR Fitting Service, will neither explicitly endorse nor explicitly advise against the use of buckle guards and similar devices that have not been certified to the Standard AS/NZS8005.

This policy position remains and continues to be reinforced in communications and materials associated with the Type 1 CCR Fitting Services for accessories.

All Type 1 CCR Fitters are required to request parents/carers/guardians to remove a uncertified accessories before commencing a CCR check or fit or advising a client in relation to CCRs. The Type 1 CCR 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.

## **5.0 Making an application to become an authorised Type 1 Child Car Restraint Fitter**

Applicants wishing to become a Type 1 CCR 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 CCR Fitter are recognised and approved by their employer. 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 after completion of training to be eligible to become an authorised Type 1 CCR Fitter.

Applicants will have the option to give permission to disclose their contact details and those of their organisation for use on the CCRs website and/or the information line and agree to abide by these Business Rules. Fitters are to notify WALGA's RoadWise Program if there are any changes from their original application, for example their permission to disclose contact details, contact information or Public Liability status.

## **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 CCR Fitters upon successful completion of the Course in Type 1 CCR Fitting.

All participants receiving a Statement of Attainment or Certificates of Completion, must also receive a Fitter ID and offered a checking form or record. Fitter IDs and checking forms are to be obtained through WALGA's RoadWise Program.

### **6.2 Post Training Follow up**

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

- access to website information,
- access to the CCR 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 Regional Road Safety Advisor or other appropriate officers,
- when available, the opportunity to attend subsequent scheduled Type 1 CCR 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 CCR Fitters in WA are required to complete a checklist for each restraint fitted or checked in WA. An electronic form or paper based yellow copy is to be submitted to WALGA's RoadWise Program, unless otherwise agreed in writing with the Licensor or party licensed to act on its behalf.
- Type 1 CCR Fitters shall provide CCR fitting services to the members of the community or their organisation as per the training provided.



- Type 1 CCR Fitters shall provide CCR fitting services to members of the community or their organisation without prejudice.
- Type 1 CCR 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 CCR 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 the Complaint and Procedure Form about the standard of fitting of CCRs or about the service will be investigated by the WALGA RoadWise Program as the service administrator (see appendix 3). Please notify the service administrator (WALGA's RoadWise Program) of any reported incidences or feedback for information purposes.
- Type 1 CCR 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)
2. [www.rsc.wa.gov.au](http://www.rsc.wa.gov.au)
3. [www.kidsafewa.com.au](http://www.kidsafewa.com.au)
4. [www.sdera.wa.edu.au](http://www.sdera.wa.edu.au)
6. [www.rac.com.au](http://www.rac.com.au)
7. [www.transport.wa.gov.au](http://www.transport.wa.gov.au)
8. [www.childcarseats.com.au](http://www.childcarseats.com.au)

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



## 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 CCRs.

Under Australian law, all CCRs sold in Australia must meet strict requirements on the performance and construction of the CCR as outlined in AS/NZS 1754. The AS/NZS 1754 was developed to provide minimum design, construction and performance requirements for CCR 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/NZS8005:2020 *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 CCRs. The key principle behind this Standard was that accessories not degrade the protection offered by a CCR compared to when the CCR is used as it was originally certified under AS/NZS1754. Type 1 CCR 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

### **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 CCR. 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 include (but not limited to)**

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

**Types of Fitters**

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

Type 2 Fitter: supplies and installs aftermarket CCR anchorage points and specialised anchorage accessories to vehicles manufactured without CCR 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 (3<sup>rd</sup> ADR) made under it:
  - 3<sup>rd</sup> ADR 34/00 – Child Restraint Anchorage and Child Restraint Anchor Fittings 2006.
  - 3<sup>rd</sup> ADR 34/01 Child Restraint Anchorages and Child Restraint Anchor Fittings 2005.
  - 3<sup>rd</sup> ADR 5/00 – Anchorages for Seat Belts and Child Restraints 2006.
  - 3<sup>rd</sup> ADR 5/01 - Anchorages for Seat Belts and Child Restraints 2006.
  - 3<sup>rd</sup> ADR 5/02 – Anchorages for Seatbelts 2006.
- *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 – Type 1 CCR fitting program complaint and procedure form

# Type 1 Child Car Restraint Fitting Program Complaint and Procedure Form

All completed incident report forms should be sent to the attention of the Child Car Restraint Project Coordinator at [roadwise@walga.asn.au](mailto:roadwise@walga.asn.au).

**Complaint procedure:**

Incident report form submitted	Client, Type 1 Child Car Restraint Fitter or community member (Complainant) completes Incident Report Form and submits to the Child Car Restraint Project Coordinator (CCRPC) with any supporting documents at <a href="mailto:roadwise@walga.asn.au">roadwise@walga.asn.au</a> .
Form acknowledgement	CCRPC sends acknowledgement letter to Complainant.
Respondent contacted	CCRPC contacts the Type 1 Child Car Restraint Fitter or organisation/individual to whom the incident report refers (Respondent), to advise them of the report and process.
Investigation	CCRPC investigates the report, and obtains any additional information required from the Complainant or Respondent.
Decision process	Proposed actions are discussed to confirm and a determination made in consultation with two nominated representatives from the Child Car Restraint Industry Advisory Group (CCRIAG).
Outcome	The Respondent is advised of the course of action by the CCRPC.

**Incident and Contact Information**

Incident date(s): \_\_\_\_\_

Location/forum: \_\_\_\_\_

Complainant name: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Description of incident (please use additional paper if required):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please attach any supporting documents (tick items attached):**

Checking form     Photographs     Screen shots     Other – please state



## Appendix 4 – Type 1 Child Car Restraint Fitter Code of Conduct

### TYPE 1 CHILD CAR RESTRAINT FITTER CODE OF CONDUCT

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 document title ‘Type 1 child car restraint fitting program complaint and procedure Form’ and the process it outlines.
1.9 “WALGA Roadwise Contact details”	PO Box 1544, WEST PERTH WA 6872 <a href="mailto:roadwise@walga.asn.au">roadwise@walga.asn.au</a> 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 insurance 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.
- 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. As part of the complaint or incident resolution process, and where deemed appropriate, a Fitter may also be required to attend child car restraint refresher training.

## Appendix 5 - Guidelines for use of the Type 1 Child Car Restraint Fitter Logo

The **Type 1 Child Car Restraint Fitter logo (the logo)** as shown in *Figure 1* here and defined in this document, has been developed in consultation with the Child Car Restraint Industry Advisory Group in 2019, for use by authorised Type 1 Child Car Restraint Fitters in Western Australia.

Authorised Type 1 Child Car Restraint Fitters who are currently active and agree to these business rules are encouraged to apply to use the logo, to promote their child car restraint events and news relating to their child car restraint installation/inspection activities.

Approval for use is managed by WALGA's RoadWise and is subject to the following conditions.

### Application process and conditions of use:

1. Prior to use, an application must be submitted in writing to the WALGA RoadWise, Child Car Restraint Project Coordinator at [roadwise@walga.asn.au](mailto:roadwise@walga.asn.au) or PO Box 1544 West Perth WA 6872, detailing the following information:
  - 1.1. The name, address, contact person and an image of all branding material (logo) of the participating organisation.
  - 1.2. The name of any affiliate organisations.
  - 1.3. Specify how and where the Type 1 Child Car Restraint Fitter logo will be used (e.g. website, social media, marketing and promotional material, signage etc.)
2. Eligible applicants will be notified in writing by WALGA's RoadWise once approval is granted. All variations and file types of the logo will be supplied.
3. Once approved, the logo may be used in isolation or in conjunction with logo of the participating organisation, for child car restraint activities that are undertaken in accordance with the *Type 1 Child Car Restraint Fitting Service Business Rules* in Western Australia.
4. The logo should be applied:
  - 4.1. In colour, wherever possible, PMS 647C & PMS 647U.
  - 4.2. In proportion, when reducing or enlarging the size of the logo. The logo should never be compressed, stretched, angled or skewed.
5. Use of the logo may include, but not limited (as long as all intended uses are specified in the application) to, the following areas:
  - 5.1. Use on the participating organisation's website, the logo must include the following hyperlink [www.childcarrestraints.com.au](http://www.childcarrestraints.com.au).
  - 5.2. Use within the Type 1 Child Car Restraint Fitter's email signature, the logo must include the following hyperlink [www.childcarrestraints.com.au](http://www.childcarrestraints.com.au).



Figure 1: The Type 1 Child Car Restraint Fitter logo



Type 1 Child Car Restraint Fitting Service – Business Rules

- 5.3. Use on the Type 1 Child Car Restraint Fitter's Facebook page, the logo must include the following hyperlink [www.childcarrestraints.com.au](http://www.childcarrestraints.com.au).
- 5.4. Use in printed materials, published or displayed by the Type 1 Child Car Restraint Fitter or participating organisation, the following website; [www.childcarrestraints.com.au](http://www.childcarrestraints.com.au) must be referenced with the logo.
6. The logo must not be used in the following circumstances:
  - 6.1. when there is no longer a registered Type 1 Child Car Restraint Fitter with the organisation,
  - 6.2. when the Type 1 Child Car Restraint Fitter is no longer able to comply with the *Type 1 Child Car Restraint Fitting Business Rules* in WA, or
  - 6.3. upon written notification from WALGA's RoadWise.
7. Misuse of the logo will be deemed a breach of the *Type 1 Child Car Restraint Fitter Code of Conduct* and the *Type 1 Child Car Restraint Fitting Program Complaint and Procedure Form* process will be initiated.

For more information please contact WALGA RoadWise at [roadwise@walga.asn.au](mailto:roadwise@walga.asn.au) or telephone 1300 780 713.