



# MTA NSW COVID-19 BUSINESS INFORMATION

## Can I visit an automotive service outlet?

**Yes.** The work that automotive trades conduct to keep vehicles operating safely is considered an essential service under current restriction measures in New South Wales. This allows motorists to have their vehicles maintained and also allows consumers to upgrade their vehicles if required.

## What can I expect when I visit the workshop?

In accordance with social distancing guidelines, staff will maintain a safe distance of at least 1.5 metres, and while they can't shake hands at the moment, customers will still receive a friendly smile and a wave. Outlets will also provide access to hand washing facilities or supply hand sanitiser for visitor use.

## Has anything else changed?

There have been precautionary changes made by our member businesses to minimise the risk of COVID-19 for customers and staff – our number one priority is to keep everyone safe. As well as adhering to social distancing guidelines, other measures members are taking include:

- Vehicle pick-up and delivery options
- Vehicle sanitation before and after work is carried out
- Contactless vehicle drop-off facilities
- More contactless payment options
- Electronic supply of quotes and invoicing
- Repair authorisation via email or SMS

## How can I find an MTA NSW member?

By placing your trust in an MTA NSW member to carryout work on your vehicle, or to guide you through the purchase of a new one, you can rest assured that all outlets are adhering to the safest hygiene guidelines and processes possible.

To find a member please visit: [www.mtansw.com.au/membership-and-benefits/find-a-member](http://www.mtansw.com.au/membership-and-benefits/find-a-member)

Call 1300 MTA NSW or visit [mtansw.com.au](http://mtansw.com.au)



MOTOR TRADERS'  
ASSOCIATION OF NSW



# MTA NSW COVID-19 BUSINESS INFORMATION

## Can I visit a dealership or automotive outlet?

**Yes.** The work that automotive trades conduct to keep vehicles operating safely is considered an essential service under current restriction measures in New South Wales. This allows motorists to have their vehicles maintained and also allows consumers to upgrade their vehicles if required.

## What can I expect when I visit a dealership or workshop?

In accordance with social distancing guidelines, staff will maintain a safe distance of at least 1.5 metres, and while they can't shake hands at the moment, customers will still receive a friendly smile and a wave. Outlets will also provide access to hand washing facilities or supply hand sanitiser for visitor use.

## Has anything else changed?

There have been precautionary changes made by our member businesses to minimise the risk of COVID-19 for customers and staff – our number one priority is to keep everyone safe. As well as adhering to social distancing guidelines, other measures members are taking include:

- Vehicle pick-up and delivery options
- Vehicle sanitation before and after work is carried out
- Contactless vehicle drop-off facilities
- More contactless payment options
- Electronic supply of quotes and invoicing
- Repair authorisation via email or SMS

## How can I find an MTA NSW member?

By placing your trust in an MTA NSW member to carryout work on your vehicle, or to guide you through the purchase of a new one, you can rest assured that all outlets are adhering to the safest hygiene guidelines and processes possible.

To find a member please visit: [www.mtansw.com.au/membership-and-benefits/find-a-member](http://www.mtansw.com.au/membership-and-benefits/find-a-member)

Call 1300 MTA NSW or visit [mtansw.com.au](http://mtansw.com.au)



MOTOR TRADERS'  
ASSOCIATION OF NSW