



Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

INDUSTRY CONSULTATION ON DRAFT CODE TO OPEN IN EARLY MARCH

12 FEBRUARY 2025

A revised draft of the Motor Vehicle Insurance and Repair Industry Code of Conduct will be available for public consultation in early March 2025 with submissions encouraged from the motor vehicle insurance and repair industry, government stakeholders and interested parties.

Stakeholders can choose to make their submissions publicly via the website or confidentially by direct correspondence to the Motor Trades Association of Australia (MTAA) or the Insurance Council of Australia (ICA).

The consultation will commence from March and last eight weeks. All consultation materials will be made available on a dedicated website, including:

- A summary of the Code review
- The draft Code and explanatory memorandum
- Draft constitution and committee charter

Stakeholders will be asked to provide feedback on the draft Code, including specific operational questions identified as requiring further industry input.

MVIRI CAC Chair George Manos said the Committee was working hard to finalise the consultation platform.

“There has been a high level of interest about the consultation, and we want to make the process straightforward and streamlined for industry.”

“The MTAA and ICA will also lead targeted consultations with their members and other key stakeholders, ensuring diverse perspectives are heard,” Mr Manos said.

Steps towards creating an independent Code Administration Committee

In addition to consultation on the draft Code, the Committee is taking steps towards formal incorporation as an association.

“Dr Michael Schaper’s 2023 independent review of the Code called for the Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee to incorporate as a formal entity responsible for holding its assets, intellectual property and finances,” said Mr Manos.

“Following legal advice and consideration of the best interests of the industry, the MTAA, ICA and the MVIRI CAC have determined that incorporating as an independent association is an important first step towards its modernisation.”

Background

In December 2022, the Motor Vehicle Insurance and Repair Industry (MVIRI) Code Administration Committee (CAC) announced Dr Michael Schaper had been appointed to conduct an independent review of the MVIRI Code of Conduct (Code). In May 2023, the CAC formally received Dr Schaper’s final report.

The report provided 15 recommendations in response to the review’s terms of reference which focused on:

1. The effectiveness of dispute resolution processes under the Code
2. Awareness and accessibility of the Code
3. Compliance with the Code
4. Governance of the Code and the CAC
5. Other issues pertinent to the effective governance and operation of the Code

A range of stakeholders were consulted in the review process, including government bodies, regulators such as Small Business Commissioners, members of the CAC, as well as the insurance and repair industry.

Since its inception in 2006, the Code has undergone multiple reviews to ensure it remains fit-for-purpose, with the last review undertaken in 2017.

A copy of Dr Schaper’s report can be found on the Motor Vehicle Insurance and Repair Industry Code of Conduct website at www.abrcode.com.au/resource-centre as well as the MTAA website www.mtaa.com.au and the ICA website at www.insurancecouncil.com.au.

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