



Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

PUBLIC CONSULTATION OPENS ON CODE OF CONDUCT

5 MARCH 2025

Businesses, individuals and organisations are invited to have their say on a new Motor Vehicle Insurance and Repair Industry Code of Conduct which opens for public consultation today.

The public consultation will run for a period of eight weeks until Tuesday 29 April 2025.

In response to an independent review of the Code by Dr Michael Schaper in 2023, the Code Administration Committee (CAC), consisting of representatives from the Insurance Council of Australia and the Motor Trades Association of Australia, has collaborated with industry stakeholders to develop a consultation draft for public comment.

The updated Code aims to improve clarity, fairness, and effectiveness in several critical areas, including:

- Sanctions and penalties
- Assessment and estimation times
- Methods of repair; and
- Dispute resolution processes.

In addition to the draft Code, the consultation makes available proposed changes to the governance structure of the Code and formalisation of the Code Administration Committee under an incorporated association.

CAC Chair George Manos said the committee is calling for a diverse range of stakeholder input.

“As a committee we have worked hard to get to this point. We want to hear from insurers and collision repairers, as well as from broader stakeholders, including government bodies across the country,” he said.

“To support stakeholders navigate the proposed new Code, the CAC has developed an explanatory memorandum. Whether through the website or targeted industry engagement, the CAC has worked on making the consultation accessible for all stakeholders.”

Mr Manos also acknowledged that some stakeholders may prefer to engage directly with industry bodies.

“We want everyone to have their say. As a committee we welcome public submissions, as well as direct or confidential engagement with the Insurance Council of Australia and the Motor Trades Association of Australia,” Mr Manos said.

Submissions can be made on the consultation website at www.mviricode.com.au or by email to codereview@mviricode.com.au.

Contact:

MVIRI CAC Chair George Manos

Email: George.Manos@iaq.com.au

Website: www.abrcode.com.au/contact-us