



# Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

## UPDATE ON INDUSTRY CONSULTATION ON DRAFT CODE

**10 DECEMBER 2024**

The insurance and collision repair industries will be consulted on a draft update to the Motor Vehicle Insurance and Repair Industry Code of Conduct (the Code), which is expected to be released in early 2025.

The updated Code, drafted by MST Lawyers in response to Dr Michael Schaper's independent review of the Code, with guidance from the Code of Conduct Administration Committee (CAC), will seek industry feedback on the draft, with accompanying questions from the CAC.

CAC Chair George Manos said the release of the draft for consultation follows substantial feedback during the process to date, and discussion by the CAC.

"As a committee, our goal was to have a draft document out to industry this year. While we are very close to finalising it, we have recognised the importance of carefully working through each element of the code to closer align both sides."

"This process of negotiation has taken time and ensures that the consultation draft is both workable and takes steps to address industry's concerns" Mr Manos said.

"The CAC has met regularly since receiving the first draft of the updated Code from MST Lawyers, which included an agreement to seek input from the Australian Motor Body Repairers Association (AMBRA)."

"The CAC is now in a position to provide its feedback to MST Lawyers to enable broader industry consultation."

"This will include the opportunity for Insurance Council of Australia (ICA) and Motor Trades Association of Australia (MTAA) members to review the draft, alongside explanatory notes on the proposed updates."

Noting a strong level of interest across both industries, Mr Manos thanked the insurance and collision repair industries for their support during this process.

"The CAC have been working hard to provide the draft Code for broader industry consultation, and we look forward to receiving feedback on this important document in the near future."

## **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](http://www.abrcode.com.au/resource-centre) as well as the MTAA website [www.mtaa.com.au](http://www.mtaa.com.au) and the ICA website at [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au).

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