

Consultation Opens for Revised Motor Vehicle Insurance and Repair Industry Code of Conduct

5/3/2025

The public is invited to provide input on the revised Motor Vehicle Insurance and Repair Industry Code of Conduct, now open for consultation. Stakeholders, including businesses and individuals, have eight weeks to submit feedback before the consultation period closes on 29 April 2025.

Developed in response to an independent review by Dr Michael Schaper in 2023, the Code Administration Committee (CAC) – comprising representatives from the Motor Trades Association of Australia (MTAA) and the Insurance Council of Australia (ICA) – has worked closely with industry stakeholders to refine the Code and ensure it meets the evolving needs of the sector.

The Australian Motor Body Repairers Association (AMBRA), a committee of the MTAA, has also played a key role in providing subject matter expertise throughout the review process.

The revised Code aims to enhance clarity, fairness, and effectiveness in several critical areas, including:

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

In addition to the updated Code, the consultation includes proposed changes to the governance structure and the formalisation of the CAC under an incorporated association.

MTAA CEO Matt Hobbs urged all industry stakeholders to take part in the consultation process.

“We are committed to engaging with all relevant stakeholders, including collision repairers, insurers, industry associations, and government bodies, to ensure the Code effectively addresses the concerns and priorities of those it impacts.”

“This consultation is a critical opportunity for stakeholders to provide direct input, voice their perspectives, and help shape the final version of the Code. We strongly encourage participation from across the sector, as the feedback received will play a crucial role in refining the Code before it is finalised and implemented,” he said.

To help stakeholders navigate the proposed Code, the CAC has developed an explanatory memorandum, available through the consultation website. The CAC is committed to ensuring that the consultation process is accessible and transparent, whether through online resources or targeted industry engagement.

How to provide feedback

MTAA encourages all repairers and industry stakeholders to submit their feedback before the final Code is expected to be implemented in January 2026, marking the biggest update since 2008.

Submit feedback via:

Consultation website: www.mviricode.com.au

Email: codereview@mviricode.com.au

Upcoming webinar

MTAA and AMBRA will host a webinar on the draft Code of Conduct on 13 March 2025.

To register, please see the event website [here](#).

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About MTAA

The Motor Trades Association of Australia (MTAA) is the peak body representing the interests of the automotive retail sector across the nation. Through proactive engagement, MTAA helps shape sound public policy on issues that affect the retail motor trades, small businesses and consumers.

MTAA's member associations include the Motor Traders' Association of New South Wales, the Victorian and Tasmanian Automobile Chamber of Commerce, the Motor Trade Association of South Australia and Northern Territory, the Motor Trade Association of Western Australia, and the Motor Trades Association of Queensland.

At the national level, MTAA acts as a unified voice, representing the interests of the automotive sector to the federal government and influencing key policy decisions. Its work includes identifying and addressing issues impacting the sector and advocating for the needs of automotive businesses through ongoing discussions with government.