



Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

INDEPENDENT REVIEW RECOMMENDS IMPROVEMENTS TO THE MOTOR VEHICLE INSURANCE AND REPAIR INDUSTRY CODE OF CONDUCT

10 May 2023

The Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct Committee (CAC) has received Dr Michael Schaper's final report on the independent review of the Motor Vehicle Insurance and Repair Industry Code of Conduct (the Code).

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

1. The effectiveness of dispute resolution processes under the MVIRI 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

Dr Schaper said the review has also highlighted the importance of the motor vehicle insurance and repair industry to the broader community.

"A thorough review of the code is important because we are in a time of significant change. The Code is mandatory in New South Wales and South Australia, and a review of the Code by the Tasmanian Government is underway."

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

The CAC will now work with its membership bodies to review Dr Schaper's recommendations.

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

Motor vehicle repairs are the largest single insurance claim for Australian consumers, with 1.76 million smash claims in the 2020-21 financial year alone.

In December 2022, the CAC announced Dr Schaper was appointed to conduct an independent review of the Code.

The MVIRI Code Administration Committee acknowledges and thanks Dr Schaper for his work in delivering the review.

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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