



Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

CODE ADMINISTRATION COMMITTEE MAKES MAJOR STEPS IN REVIEW RESPONSE

24 JANUARY 2024

The Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct Committee (CAC) has made significant progress in response to the independent review conducted by Dr Michael Schaper.

The CAC has finalised a brief for a rewrite of the Code, in addition to formally seeking legal advice regarding governance options to external parties who will report back to the committee in early 2024.

“Dr Schaper’s review called for improvements to the Code which would see it simplified, while remaining legally rigorous. To this end, the CAC has sought input from external advisors.” MVIRI CAC Chair, Stephen Jenkins said.

“The review also called for the appointment of an independent chair and deputy chair, as well as clarifying the committee’s governance and voting.

“It is prudent the committee is informed with sound legal advice to ensure reform of the Code achieves the best possible outcomes for all industry participants.”

In response Dr Schaper’s recommendation and industry feedback to update the Code website, the committee is currently working on improvements to the user experience.

Since the report was formally received in May 2023, the CAC has met several times to progress the 15 recommendations provided by Dr Schaper.

Background

In December 2022, the CAC announced Dr Michael Schaper was appointed to conduct an independent review of the Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct and 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 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

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.

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.

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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