

BULLETIN

Body Repair Division



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New Code and tool kit for Body Repairers

Dear Member,

A new fairer Motor Vehicle Insurance and Repairers Code of Conduct came into effect on 1 May 2017, and VACC has developed a new national Internal Dispute Resolution (IDR) tool kit for members. The design of the tool kit with much contribution from members captures the range of insurer breaches and allows for the tracking of disputes, which in turn assists with further improvement and new industry strategies.

The new IDR tools directly link to the relevant clauses in the new Code and are now branded under the Australian Motor Body Repairer Association (AMBRA), rather than VACC which reinforces a national approach by all repairers to insurance companies.

This development is significant because it unifies the industry, creates consistency of approach in the IDRs and creates a single national body of evidence for the industry.

Members can now select a relevant IDR for their matter, and much of the information can be automatically generated, which makes it easier to lodge a complaint. To access the new Code and the relevant IDR, [use this link](#) or you can find the individual links below.

Members with legitimate complaints are encouraged to use the new IDRs, and any questions can be directed to Vanessa Gibson on (03) 9829 1212 or via email on vgibson@vacc.com.au

John Guest

Industry Policy & Division Leader

P: 03 9829 1142

M: 0418 329 527

E: jguest@vacc.com.au