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## **INDEPENDENT REVIEW RECOMMENDS IMPROVEMENTS TO THE MOTOR VEHICLE INSURANCE AND REPAIR INDUSTRY (MVIRI) CODE OF CONDUCT**

Dear Member

The Victorian Automotive Chamber of Commerce (VACC) welcomes 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.

A wake-up call for motorists and industry, recommendations to the independent review have called for a greater consumer focus and a major overhaul of the voluntary Code governing the motor vehicle insurance and repair industries.

Former Deputy Chairman of the Australian Competition & Consumer Commission Dr Schaper delivered his independent review of the Code, designed to strengthen and enhance transparent and co-operative relationships between smash repairers and insurance companies.

There is considerable work ahead of us, and the Motor Trades Association of Australia (MTAA) are committed to getting it right. Dr Schaper's review set's about to improve the Code across both the insurance and vehicle repair sectors and that is why the MTAA is supporting all 15 recommendations in full.

In December 2022, the Code Administration Committee (CAC) made up of equal representatives from the MTAA and Insurance Council of Australia (ICA) announced Dr Schaper was appointed to conduct an independent review of the Code.

Stephen Jenkins, Kathy Zdravevski and Kaes Cilllessen represent MTAA on the CAC. All three are well versed and prepared to work collaboratively with the ICA representatives on the CAC to see the recommendations implemented.

On behalf of the MTAA, I would like to thank Dr Schaper for delivering a thorough and balanced report.

Read [Dr Schaper's final report](#).

Read [MTAA media release](#).

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