

# Bulletin

## Body Repair Division



Reference No. Tasmanian mandated Code of Practice/kz-9-22

Date: 13/09/2022

### **Announcement: The Tasmanian Motor Vehicle Insurance and Repair Industry to receive their own mandated Code of Practice**

Dear members

The Tasmanian Automotive Chamber of Commerce (TACC) is pleased to announce that The Honourable Elise Archer MP has formally requested the development and mandatory implementation of a code of practice specifically for the Tasmanian motor vehicle insurance and body repair industry.

In a recent letter by Minister Archer, TACC can report the Minister's concerns in relation to allegations of anti-competitive conduct by insurance companies engaging with motor vehicle repairers, and ongoing conflicts between insurance companies and smaller motor vehicle repairers.

Currently, commercial conduct in the industry is self-regulated by the voluntary Motor Vehicle Insurance and Repair Industry Code of Conduct. The voluntary code applies to all smash repairers and insurance companies that become signatories and is currently only mandated in New South Wales and South Australia. Nationally work continues to review the existing voluntary Code through the Code Administration Committee (CAC), notwithstanding Government's announcement in May 2022 for Treasury to examine whether existing regulatory settings effectively address concerns about commercial conduct in the motor vehicle insurance and smash repair industry.

In line with the requirements of the Australian Consumer Law (Tasmania) Act 2010 (the Act), the Minister considers that a mandatory code to regulate conduct in the Tasmanian motor vehicle repair industry is in the public interest. Before a code of practice is prescribed under section 37(1) of the Act, the Minister has invited the Tasmanian Chamber of Commerce and Industry (TCCI) to prepare, in consultation with TACC and other appropriate bodies or organisations, a draft code of practice.

As part of the development of this code of practice, TACC is engaging with TCCI and other stakeholders to ensure a code in Tasmania is specifically developed which is exclusive, fair, and representative of the Tasmanian industry requirements to ensure fairer competition.

TACC will participate in the first official meeting of relevant stakeholders which will be held in late October in Hobart. Prior to this meeting, TACC encourages and invites all members who would like to contribute their feedback in this area to please click on this [link](#) and email your interest. TACC will then be in contact with you upon receiving your email. Any feedback that your business provides will be anonymous.

TACC wishes to acknowledge that this announcement would not have been possible had it not been for the culmination of many years of heavy advocacy by Kate Presnell, Managing Director of [Kate Presnell Bodyworks](#). It is an historic moment for the repair and insurer industry in Tasmania, which will ideally pave the way for fairer engagement between business and insurers.

If you require further information, please contact Kathy Zdravevski or Bruce McIntosh.

Kind regards

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