



Code Administration Committee

Annual Report (January to December) 2024

The Motor Vehicle Insurance and Repair Industry Code of Conduct (the Code) has been in effect since September 1, 2006. While the Code is voluntary in most states and territories within the Commonwealth of Australia, it is mandatory for industry participants in New South Wales and South Australia, where it is legislated.

The Code Administration Committee (CAC) consists of three appointees from the Motor Trades Association of Australia (MTAA Ltd) and three appointees from the Insurance Council of Australia (ICA). Pursuant to Clause 13.2 of the Code, the CAC is responsible for administering, monitoring, ensuring compliance with, and promoting the Code. This report is prepared in accordance with Clause 13.2(c) of the Code.

1. Meetings

Representatives of the ICA

- Mr Peter Hartman – Allianz Insurance
- Mr Brett Wallace – Suncorp Insurance; and
- Mr George Manos – Insurance Australia Group (Chairman)

Representatives of MTAA Ltd

- Ms Kathy Zdraveski – VACC
- Mr Kaes Cillessen – MTA SA
- Mr Stephen Jenkins – MTA NSW

The CAC continued its dual function throughout 2024. The CAC was responsible for the overall administration of the Code. In addition, the CAC progressed the recommendations that were provided through Dr Michael Schaper's statutory review of the Code which was completed in 2023.

The CAC met on normal CAC matters on the following dates:

1. Friday 15th March 2024
2. Wednesday 17th April 2024
3. Thursday 18th July 2024
4. Tuesday 29th October 2024
5. Tuesday 3rd December 2024 (am)

The CAC met on specific Code related matters on the following dates, either in person or via Microsoft Teams:

1. Thursday 18th January 2024

2. Friday 9th February 2024
3. Friday 16th February 2024
4. Thursday 28th March 2024
5. Friday 16th August 2024
6. Monday 2nd September 2024
7. Tuesday 3rd December 2024 (pm)

Various issues were discussed by the CAC during the reporting period which included:

- Statutory review of the Code, incorporation of the CAC and Website development.
- South Australia's Small Business Commissioners reporting requirements including communication with all state regulators.
- The management of Code Approved Assessors.
- The development of Industry FAQs to assist the management of IDR's.
- Progressing the review of the MVIRI Code.

2. Review of Motor Vehicle and Repair Industry Code of Conduct

The CAC has been actively addressing the recommendations from Dr. Michael Schaper's 2023 review of the MVIRI Code of Conduct. MST Lawyers were appointed mid-year to redraft the Code, incorporating the CAC's feedback and considering the 15 recommendations proposed by Dr. Schaper.

Since receiving the initial draft from MST Lawyers, the CAC has met regularly to negotiate and refine the draft, ensuring it is practical and addresses industry concerns. The draft Code will be released for broader industry consultation in April 2025.

Additionally, with the decision to restructure the CAC as an Incorporated Association, McCabes Lawyers were appointed to guide this transition and draft the proposed CAC Constitution. The CAC has reviewed a preliminary version of this document and provided feedback. This draft will also be released for broader industry consultation in April 2025.

Dispute Resolution under the Code

In respect to the notifications of lodgement of internal dispute resolutions (IDR) through the website of the CAC, in total (501) IDRs were lodged. These are broken down into the following states:

- Victoria – 413
- New South Wales – 48
- Queensland – 22
- South Australia – 14
- Northern Territory – 4
- Western Australia – Nil
- Tasmania – Nil

In accordance with Clause 12 of the Code, a total of 33 External Dispute Resolution (EDR) matters were reported to the CAC during the reporting period. Of these, two matters advanced to mediation. One was resolved successfully through the mediation process, while the other did not result in a resolution.

Summary of Compliance of Industry with Code in 2024

The CAC is required under Clause 13.2 to report on Insurer and repairer compliance with the Code. Whilst the CAC has no data on which it can specify accurate compliance with Industry participants, the CAC is aware that ongoing education is required surrounding how the Code applies to Industry participants and the mechanisms available under the Code to facilitate co-operation, transparency and compliance with the Principles of the Code.

Further work on this education will be undertaken as part of the implementation of the recommendations within the report of Dr Schaper.

Dated 31 July 2025



George Manos
Code Administration Committee - Chairman