

## Media Release

The Hon Fran Bailey, MP

10 November 2005

# PROGRESS TOWARDS SMASH REPAIR AND MOTOR VEHICLE INSURANCE INDUSTRY CODE OF CONDUCT

05/420

The Minister for Small Business and Tourism, Fran Bailey, today announced the appointment of Mary Urquhart as the chair of a new industry taskforce for the smash repair and motor vehicle insurance industries.

The taskforce will be responsible for implementing the Government's response to the Productivity Commission report which found that disputation between the two parties was serious enough to warrant the introduction of an industry code.

The taskforce comprises balanced representation from both the smash repair and motor vehicle insurance industries to ensure that those affected by the code have their say on its content. The taskforce will have six months to finalise the code of conduct.

"Ms Urquhart brings a range of expertise and skills which will ensure that industry participants contribute to the development of a code that works for the industry, and the Government is provided with quality, independent advice on the implementation of the new prescriptive voluntary code," Fran Bailey said.

Ms Urquhart has most recently held the position of Deputy President of the Victorian Civil and Administrative Tribunal, heading the Anti-Discrimination List in the Human Rights Division. She also has extensive expertise in the field of alternative dispute resolution.

The taskforce will address the key issues identified in the Government's response to the Productivity Commission report, such as:

- A transparent and independent external dispute resolution mechanism
- Full disclosure in preferred smash repairer arrangements
- Retention of preferred smash repair status upon the sale of a business
- Full disclosure in quoting for work and payment
- A fairer system of guarantees for repairers
- Up front disclosure on whether insurance policies provide choice of repairer

"The ultimate aim of the taskforce is to inject some much needed transparency for smash repairers," Fran Bailey said.

The first taskforce meeting is scheduled to take place on 14 November in Melbourne. Following is the full list of committee members.

## Smash Repair and Insurance Industry Taskforce

- Ms Mary Urquhart, Chair, Smash Repair and Insurance Industry Taskforce;
- Mr David Brown, Head of Claims and Assessing, Personal Insurance Division, Insurance Australia Group;
- Mr Michael Delaney, Executive Director, Motor Trades Association of Australia;
- Ms Maureen Joseph, National Manager, Strategic Development Repair Industry, AAMI;
- Mr Gunter Jurkschat, General Manager (Divisions and Membership), Victorian Automobile Chamber of Commerce;
- Mr Alan Mason, Executive Director, Insurance Council of Australia;
- Mr Mark Milliner, General Manager, Property Claims, Suncorp Metway;
- Mr Richard Nathan, Chairman Body Repair Division, Motor Traders' Association of New South Wales;
- Ms Sue Scanlan, Deputy Executive Director, Motor Trades Association of Australia;
- Mr Nicholas Scofield, General Manager, Corporate Affairs, Allianz Australia; and
- Mr David Weatherall, Chairman Motor Body Repairers Association, Motor Trades Association of Queensland and immediate past President of the Australian Motor Body Repairers Association (AMBRA).

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