

7-8-92.

Electorate Office :
5/50 Robinson Street,
DANDENONG 3175
LEGISLATIVE ASSEMBLY
PARLIAMENT HOUSE
MELBOURNE, VIC. 3002
TELEPHONE: 651 8911



Tel. : 793 2000

DEPUTY SPEAKER
AND
CHAIRMAN OF COMMITTEES

Dear John,

Had another go in
Parliament recently.

Enclosed is the Ministers
response.

Good to see you having
a bash at entering
Local Government. Hope it
has given you the taste to
try again.

Best wishes.
Terry Hewitt.



Office of the Minister
500 Bourke Street, Melbourne 3000
GPO Box 5408 CC, Melbourne 3001
Fax No 670 4823
Telephone (03) 602 8451

Mr T R Norris, MP
Suite 5
50 - 54 Robinson Street
DANDENONG 3175

5 AUG 1992

Dear Mr Norris

**QUESTION WITHOUT NOTICE, 9 JUNE 1992
MOTOR VEHICLE REPAIRS**

I refer to your question without notice regarding the conduct of insurance companies in motor vehicle smash repairs.

The issues you raise are serious and complex and require thorough investigation. However, since the alleged conduct is likely to be national in character, it is my view that such an inquiry would be best conducted nationally. At the Federal level for example, there are Australian Design Rules for many vehicle components, however these Rules do not appear to be enforced and there are no important restrictions on imported vehicle parts.

I have written therefore to my federal colleague, the Hon Jeanette McHugh and the Insurance Council of Australia suggesting an investigation into the allegations.

With regard to the suggestion that a special court be established to deal solely with insurance claims, as a consumer I find some appeal in the idea. However, the cost of establishing and maintaining a court, makes the idea impracticable. Also, there are already various avenues for handling insurance related issues. Besides the ordinary court system, there are the Small Claims Tribunals which can hear matters up to \$5,000; the Insurance Council of Australia also has established an inquiry and complaints service through which a complaint can be investigated, conciliated and if necessary arbitrated.

Thank you for bringing these matters to my attention.

Yours sincerely

Theo Theophanous MLC
Minister for Consumer Affairs