



Insurance Commission
of Western Australia

Direct Line: 08 9264 3333

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Level 13, Forrest Centre
221 St Georges Terrace
PERTH WA 6000

GPO Box U 1908
PERTH WA 6845
Tel: (08) 9264 3333
Fax: (08) 9264 3966
icwa.wa.gov.au

Hon Jessica Shaw MLA
Chair
Economics and Industry Standing Committee
Parliament House
Harvest Terrace
WEST PERTH WA 6005

Dear Ms Shaw

INQUIRY INTO WA'S AUTOMOTIVE SMASH REPAIR INDUSTRY – ADDITIONAL INFORMATION

The Insurance Commission attended a public hearing on 19 September 2018 into WA's Automotive Smash Repair Industry. The committee requested additional information about the skill requirements and level of expertise of the panel of assessors contracted by the Insurance Commission.

The Insurance Commission ensures a high standard of professional expertise amongst Motor Vehicle Assessors Panel members by engaging in a rigorous procurement process. The purpose of the procurement process is to obtain suitably qualified motor assessor providers who are able to satisfy our requirements in the most cost effective manner and to provide value for money motor assessing services. Some of the qualitative requirements that form part of the selection criteria include suitability of proposed services, demonstrated capability and organisational capacity.

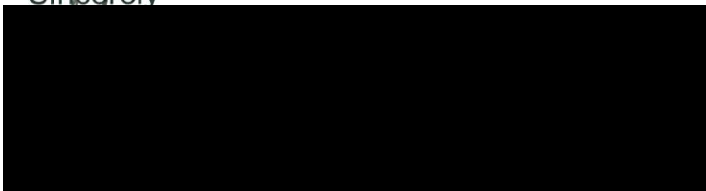
Panel firms are required to identify the industry experience of both the organisation and personnel as well as the qualifications of personnel involved in the delivery of services. This information forms a key component of the qualitative assessment during the procurement process.

The Insurance Commission's expected outcome of the procurement process is the establishment of a highly competent panel of motor vehicle assessors who will ethically conduct their services for the benefit of claims management. Panel members are expected to be able to regularly meet the Insurance Commission's high service delivery standards and demonstrate a commitment to excellent customer service.

At the time of appointment, all the current panel members demonstrated that they were experienced participants in the industry and all their service delivery personnel had relevant trade qualifications at a minimum. In addition, some of the personnel have further qualifications in Engineering and/or Assessing.

I hope this information satisfactorily answers your question. However, please do not hesitate to contact the Insurance Commission if you require further information on this submission.

Sincerely



Rick Howe
DEPUTY CHIEF EXECUTIVE