

12 November 2014

Review of Maximum Towing Fees  
Independent Pricing and Regulatory Tribunal  
PO Box Q290  
QVB Post Office NSW 1230

Dear Sir/Madam

**REVIEW OF MAXIMUM TOWING FEES (LIGHT AND HEAVY VEHICLES) – DRAFT REPORT**

The Insurance Council of Australia (ICA) refers to the release of the Draft Report of the Independent Pricing and Regulatory Tribunal's (IPART) Review of Maximum Towing Fees (Light and Heavy Vehicles) on 14 October 2014. The customer experience of accident towing has significantly improved since the introduction of licensing and fee regulation and the ICA continues to strongly support effective regulation.

We very much appreciate the open consultation we have had with IPART throughout the review process. In particular we appreciate the information provided at the public Roundtable on 28 October 2014. Further, our member companies are considering the detail of the draft recommendations and may wish to provide IPART with more detailed feedback.

The ICA supports initiatives which will enhance the effectiveness of the regulation of tow truck businesses in NSW. We support in principle the draft recommendations in relation to the ongoing regulation of the tow truck industry. We welcome the balanced approach IPART has taken to reducing red tape, while maintaining or expanding important consumer protections.

In particular, the ICA welcomes the position of IPART that the regulated price for storage should apply in all cases where an accident vehicle is stored, regardless of where it is stored. This is a commonly exploited gap in the regulation that can significantly increase the cost of accident towing and repair.

If you have any questions or comments in relation to the above please do not hesitate to contact Vicki Mullen, General Manager, Consumer Relations & Market Development on (02) 9253 51220 or on [vmullen@insurancecouncil.com.au](mailto:vmullen@insurancecouncil.com.au).

Yours sincerely



Robert Whelan  
Executive Director & CEO