



National Motor Vehicle
Theft Reduction
Council

Stakeholder Views

7th Review of the NMVTRC

August 2020

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Nexus Research Pty Ltd

Informing Australia
on vehicle crime.

Report outline

Date	August 2020
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Title	Stakeholder Views (7 th Review of the National Motor Vehicle Theft Reduction Council)
Address	National Motor Vehicle Theft Reduction Council Suite 1, 50-52 Howard Street North Melbourne Victoria 3051
Email	info@carsafe.com.au
Type of report	Research Paper
Objectives	To catalogue stakeholders' perceptions of the NMVTRC's performance
TRC program	Triennial organisational review
Key milestones	Completed stakeholder element of NMVTRC's triennial review
Abstract	<p>The NMVTRC's term is subject to programmed triennial reviews with the current term ending in mid-2021. Under the terms of the current inter-government/insurance industry agreement, the NMVTRC is required to present an evaluation of its operations to State and Territory Ministers and the Insurance Council of Australia by the end of 2020.</p> <p>This research was conducted to document stakeholders' perceptions of the NMVTRC's performance, as well as providing reasoning behind the stakeholders' support for the extension or dissolution of the NMVTRC.</p> <p>The current research reinforces past findings, highlights the high regard in which stakeholders hold the NMVTRC and represents some of the best performance outcomes in several areas in a decade of reviews. The report found that stakeholders–</p> <ul style="list-style-type: none">(a) Identify the NMVTRC as having thorough knowledge of the issues surrounding motor vehicle theft and investigating ways to resolve them.(b) Value the performance of the NMVTRC in coordinating the development and progress of the reforms/programs; and involving stakeholders in the consultation.(c) Are appreciative of the information generated and disseminated by the NMVTRC, for the benefit of all stakeholders.(d) Believe there is still more work to be done. Motor vehicle theft is continually changing and without identifying and new modify the theft methods and effective countermeasures, prevention would not be possible.
Purpose	To document stakeholders' perceptions of the NMVTRC's performance and assist in guiding recommendations for its future operation
Key words	Review, evaluation, stakeholders, survey, performance

Summary

Background

The National Motor Vehicle Theft Reduction Council (NMVTRC) is a joint initiative of all Australian governments and the insurance industry to facilitate the implementation of strategic responses to combat vehicle theft in Australia. Established in 1999 the NMVTRC comprises representatives of the insurance industry, justice agencies, the automotive industry and trades, motoring associations and transport agencies.

The NMVTRC's term is subject to programmed triennial reviews. Its current term ends in mid-2021. Under the terms of the current inter-government/insurance industry agreement, the NMVTRC is required to present an evaluation of its operations to State and Territory Ministers and the Insurance Council of Australia by the end of 2020.

This research was conducted to document stakeholders' perceptions of the NMVTRC's performance, as well as providing reasoning behind the stakeholders' support for the extension or dissolution of the NMVTRC. Where possible the results of this research have been compared with the results of the 2017 survey in order to measure change or consistency.

Conclusions

The current research reinforces past findings and highlights the high regard in which stakeholders hold the NMVTRC. There are positive levels of awareness of the reforms, programs, publications and statistical services produced by the NMVTRC and strong support for them to continue. A high percentage of stakeholders (88%) are in favour of extending the NMVTRC's activities beyond 2021.

Overall, stakeholders–

- Identify the NMVTRC as having thorough knowledge of the issues surrounding motor vehicle theft and investigating ways to resolve them.
- Value the performance of the NMVTRC in coordinating the development and progress of the reforms/programs; and involving stakeholders in the consultation.
- Are appreciative of the information generated and disseminated by the NMVTRC, for the benefit of all stakeholders.
- Believe there is still more work to be done. Motor vehicle theft is continually changing and without identifying new theft methods and effective countermeasures, prevention would not be possible.

Stakeholder views this year represent some of the NMVTRC's best performance outcomes of the past decade for consultation with stakeholders, views on the importance of NMVTRC reforms, dissemination of information and the quality of the NMVTRC's publications and statistical services.

Recommendations

While this report does not aim to make recommendations as such, the documented suggestions and recommendations from stakeholders may offer the NMVTRC some valuable guidance for its future operations.

These findings, combined with other research and analysis conducted by the NMVTRC, will form part of the framework on which the NMVTRC's recommendations about its future are based.

Acknowledgements

Nexus Research and the NMVTRC thank those 43 Senior Managers from stakeholder organisations who took the time to participate in the study.

A full list of respondents is contained in Appendix A.

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1. Introduction

1.1 Background

The National Motor Vehicle Theft Reduction Council (NMVTRC) is a joint initiative of all Australian governments and the insurance industry to facilitate the implementation of strategic responses to combat vehicle theft in Australia.

Established in 1999 the NMVTRC comprises representatives of the insurance industry, justice agencies, the automotive industry and trades, motoring associations and transport agencies.

The NMVTRC's term is subject to programmed triennial reviews. Its current term ends in mid-2021. Under the terms of the current inter-government/insurance industry agreement, the NMVTRC is required to present an evaluation of its operations to State and Territory Ministers and the Insurance Council of Australia by the end of 2020.

The 2020 Review is being undertaken in three discrete elements as follows:

- a) A study to quantify the economic and social benefits (*the benefits element*) of the NMVTRC's theft reform activities to date – to be undertaken by a suitably qualified consultant with extensive experience in cost benefit analysis. The resulting report will estimate the total benefits and costs of the reform process since FY2016, which aligns the review period with the NMVTRC's performance indicator time series.
- b) A survey of stakeholders' perceptions of the NMVTRC's performance in meeting its objectives and support for dissolution or extension of the NMVTRC (*the stakeholder element*) – to be undertaken by a market research consultant with appropriate experience.
- c) Following receipt of reports on the preceding elements, a set of recommendations formulated by the Council itself on whether the NMVTRC should be wound up or extended (*the NMVTRC element*). In the case of extension, this would include recommendations on the charter and form of the organisation.

This report deals solely with the survey conducted for *the stakeholder element*.

1.2 Survey Objectives

The objectives of the survey were to document stakeholders' perceptions of the NMVTRC's performance in meeting its objectives and their support for its dissolution or extension. Senior Managers of the NMVTRC's stakeholder organisations were interviewed to determine their views on the:

- NMVTRC's performance in program co-ordination and consultation;
- Value of the NMVTRC's resources (publications, public education materials and statistical services);
- NMVTRC's level of influence on reform;
- Profile of vehicle theft as an issue that is attributable to the NMVTRC; and
- Dissolution or extension of the NMVTRC (and the reasons for that view).

The reported outcomes will form a critical part of the NMVTRC's recommendations to its funding bodies.

1.3 Method

A total of 43 in-depth telephone interviews were conducted from 10 to 27 July 2020 with Senior Managers of the NMVTRC's stakeholder organisations. Kerry Waddell, Director of Nexus Research, conducted all interviews to ensure consistency in the interviewing and reporting. Multiple efforts were made (via telephone and email) to accommodate all stakeholders in order for their feedback to be generated.

The respondents were selected from a range of locations and industries to ensure both geographical and sectoral balance as outlined in the following tables:

Q2. Stakeholder Location

Year (Sample)	2017 (33)	2020 (43)
NSW	6	9
QLD	8	8
SA	4	8
VIC	4	5
WA	2	4
TAS	2	4
NT	4	2
ACT	3	3

Q3. Stakeholder Industry

Year (Sample)	2017 (33)	2020 (43)
Insurance	10	11
Police	1	7
Transport	7	6
Motor Trades	5	5
Manufacturers	3	2
Other	7	12

Ten more interviews were conducted this year, when compared with the 2017 survey. The sample profile had high representation in New South Wales (9 stakeholders), Queensland and South Australia (both 8) this year. The industry profile was predominantly stakeholders in “other” categories (12), insurance (11) and police (7), the latter having increased on the 2017 survey.

Stakeholders were willing to participate in the interview and the 2020 survey achieved a high response rate – of the 47 stakeholders provided, 43 were successfully interviewed, 2 refused due to role changes and 2 were unavailable during the interview period.

On average, each in-depth interview took 20 minutes to complete and consisted primarily of open-ended responses. A copy of the questionnaire utilised in the survey is included at the end of this document – see Appendix B.

While the quantified results form the basis of this report, the verbatim comments collected from open-ended questions endorsed and supported the quantitative measures. Where verbatim comments have been included in this report, they are referenced on the basis of the industry groupings as outlined in the table above.

A supplementary report of all the verbatim comments and detailed tables was provided to the NMVTRC in addition to this report.

2. Detailed Findings

2.1 Contact with the NMVTRC

Respondents regularly had contact with the NMVTRC via email and/or telephone, often where advice or information was delivered or sought. Further respondents had contact through distribution of the Council's newsletters, publications, statistics and reports; as well as access to the CARSAFE website.

Initial phone calls, emails, when quarterly theft statistics come out, I work with Geoff to prepare those messages, to help disseminate the information, I'll phone Geoff for confirmation, expertise and support for consumer messaging (Other)

Telephone, email directly to Geoff, long term relationship, presentations in Brisbane from the Council, State intelligence body of work (Police)

On distribution list for publications, newsletters, invitations to strategic planning session and we have one person on the Council (Other)

Regular basis Theft Torque, statistics and magazine, particular project correspondence, annual strategic planning review (Motor Trades)

The annual strategic planning review/session/forum/conference was a principal source of contact with the Council, while some stakeholders also received face-to-face meetings or an annual visit, which had been understandably restricted this year during the Corona virus pandemic.

Strategic planning meeting, once a year, publication newsletters during the year (Insurance)

Face to face meetings, email contact, via the website, newsletters etc (Insurance)

Some respondents mentioned interactions via joint initiatives or working groups, for programs organised by the NMVTRC or where the Stakeholder sought advice from the Council on specific reforms such as: the registration & licensing working group, written off heavy vehicle reform, motor vehicle standards act, investigating compliance labels and tracking devices; and Synergy.

Regular contact through registration taskforce, focussing on vehicle theft, or we email Geoff. We attend forums and meetings of the NMVTRC (Transport)

Policy matters relating to written off vehicle registers, yearly strategy planning meetings, newsletters (Transport)

Emails, newsletters, conferences, some of the written off vehicle legislation is involved with us (Insurance)

Part of the stakeholder engagement group, various meetings during the year, we're linked in with all their publications and emails (Police)

Particular respondents mentioned having known the Council or Geoff for a number of years, meeting or working with him when involved on committees, Boards or task forces such as the: IAATI, ICA Committee and Austroads R&L, or having met at a conference that they both attended.

Longstanding relationship with the Council for many years, attend meetings in Victoria, regular correspondence from the Council (Motor Trades)

Long term involvement with stakeholders to speak about trends and issues, providing public information as a result of their information and the work that they do (Insurance)

Attended their forums, receive their literature, attend IAATI forums where the Council attends (Insurance)

They come to our annual conferences, they have been sponsors of reports on vehicle theft strategies, one of our Board members is part of the CARS project, I get updates from him (Other)

2.2 Overall Views of the NMVTRC

When asked for their thoughts about the NMVTRC and in particular what is done well, respondents mentioned the following:

- Collecting, generating, distributing and sharing reliable statistical information, identifying trends to do with motor vehicle theft amongst stakeholders and the States.

Compile very good statistical data across all states, identify areas and strategies to reduce MVT, provide community engagement (Police)

They hold and collect useful data for the economy, insurance companies, police as well, reliable statistical data (Insurance)

Information sharing very well, circulating the information, consulting for strategic planning, reasonably effective at analysing trends and strategies to counteract the trends (Other)

- Consulting and engaging stakeholders such as Police, Motor Trades, Industry and Government; gathering experts in the field to discuss issues dealing with vehicle theft. Coordinating well with stakeholders and amongst the States, communicating trends, articulating challenges; and keeping everyone informed.

They work with government, police services and manufacturers, talking and using strategies, networking across a broad spectrum of the industry and insurance, aiding risk reduction (Insurance)

They provide a service bringing all the different aspects of the industry together, gives us all a forum to get together and discuss issues, table their concerns and understand different perspectives (Other)

They've been supporters of the diversion program to support theft reduction, good advocate with government, proactive in support financially, really helpful, well networked with police and insurance, without NMVTRC it wouldn't all come together, they play a critical role in it (Other)

- The NMVTRC are focused on all aspects of motor vehicle theft, communicating trends, providing information about their activities, aiming to reduce and heightening awareness of motor vehicle theft amongst the community.

They provide an overview of what's occurring in MVT, stealing parts, coordination across states and territories, information on trends in theft via their resources (Police)

They do a good job trying to communicate their activities, understanding the wide nature of vehicle theft, opportunistic through to professional (Insurance)

Communication, from an administrative point of view, they follow up, communication to the community excellent, marketing of the key messages around the topic which they do effectively (Other)

- Preparing National strategies, ensuring consistency between the states and providing a centralised point/view for motor vehicle theft.

The only National agency that is able to focus on the issue of MVT and develop strategies that address the issues, support and assist the police departments to address MVT in their jurisdictions, bringing all stakeholders together for a National focus of MVT (Motor Trades)

Has a very important role in ensuring consistency across the nation, work across all jurisdictions, to be effective you need to operate across boundaries and ensure inconsistencies are eliminated, Council has been very good at identifying those situations, public information they provide is quite good (Other)

- Having great knowledge of the issues surrounding motor vehicle theft and investigating ways to resolve them. Developing policies and potential solutions/strategies to reduce motor vehicle theft.

Things they do really well, research and evidence-based policy, engagement with jurisdictions and police forces, to reduce vehicle theft that is ongoing (Transport)

They have a proven track record in delivering initiatives that drive down vehicle theft and crime, young offenders' programs, behavioural aspect that drives theft, they have a holistic view also, good at engaging with government and industry to deliver on those programs (Transport)

They have one objective to reduce MVT and they do that well, maintain the focus, very specific what its charter is, name descriptive of what they do, keeps this issue on the page (Motor Trades)

2.3 Observations and Improvements

More than one quarter of the respondents could not think of any areas in which the NMVTRC could improve. However, the following suggestions were offered:

- More communication, engagement and regular contact (not just annually) with an expanded range of stakeholders.

Communication with the stakeholders, taking into consideration the varied viewpoints of all states, tend to report things that are more generalised, too generalised at times (Police)

Long time between communications sometimes, periodically communications, more regular information, intelligence, sharing information with people on the ground can be really helpful, sense of what is working elsewhere (Other)

Genuine stakeholder engagement. Increased partnering with an expanded circle of stakeholders to achieve greater reach with community education/engagement activities and calls-to-action (Other)

- More awareness, visibility and promotion of the NMVTRC amongst the wider community, information about what they are doing and what they produce.

Generate awareness of the NMVTRC, what it is and what it does, more brand recognition improvement in WA, raise the profile of the statistics and what they generate, MVT not that prominent in the area (Police)

Making a greater awareness of what they do in relation to programs to reduce vehicle theft, totally unknown amongst general public in the NT (Insurance)

Communication with the broader community, a lot of people would not know what it entails, more awareness and education (Police)

- While more operational issues were addressed by individuals in the Insurance industry around the following:

Opportunity to expand into data collection for police, from a reactive consolidation of data, vehicles within postcodes, identifying or forecasting for premium increases, recycled cars involved in collisions and organised crime - opportunity to do more with the data (Insurance)

More constantly looking at data, how can I use that in my business to identify more suspected activity that might prevent theft, lobbying for more security or reducing theft, trends identified for opportunistic fraud. Transponders to steal high end vehicles, misinformation in this area, what are people thinking across the industry? (Insurance)

More specific measurements of activities undertaken, interaction with young offenders, crime prevention and education, measuring the success of the programs (Insurance)

Could have more truck statistics, more activity around plant and equipment theft, especially during COVID, people are struggling, and things are being stolen (Insurance)

- A few respondents mentioned continuing with the current focus, acknowledging that there can always be improvement, albeit being realistic about the issues with limited funding, staff and resources.

Each of the areas focused on are important, and they need to continue to develop their strategies, supportive of reform in the recycling sector, greater government intervention to reduce the impact of undesirable elements of the industry (Motor Trades)

As long as you have the funds you can do whatever you want, support the Synergy program, young offender issues, more advertising of NMVTRC amongst the general public (Other)

Really enjoy working with them, would like to be able to see mass media marketing activity if the budget allowed, TV and outdoor campaigns, I would like to see more (Other)

3. Reforms and Programs

3.1 Awareness of Reforms/Programs

Spontaneous awareness of NMVTRC reforms or programs this survey was highest for the Young offender programs, with 63 per cent of respondents aware, significantly above the 45 per cent recorded in 2017. Further, around one third of respondents were spontaneously aware of New damage assessment criteria for heavy written-off vehicles and *Car Security Begins at Home* this year; with any other reform/program noted spontaneously by 12 per cent or fewer respondents. Stakeholders indicated awareness of many reforms/programs, albeit not specifically by the titles provided.

When prompted with names of the reforms/programs, 95 per cent of respondents were aware of the Young offender programs and 91 per cent of *Car Security Begins at Home*, followed by Better management of ELVs (79 per cent), Personal Property Securities Register (74 per cent) and Low cost vehicle tracking technology (70 per cent). The Comprehensive Auto-theft Research System, Secure compliance labels and New damage assessment criteria for heavy written-off vehicles all generated awareness from around two thirds of the total sample.

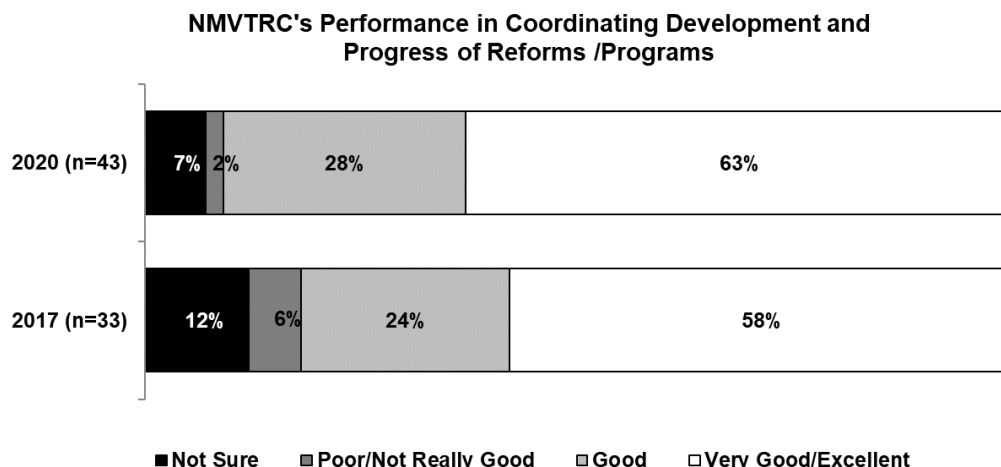
Results were mostly comparable with the 2017 findings, with a significant increase in total awareness noted for Better management of ELVs this year.

Q 8/9. Familiarity with NMVTRC Reforms/Programs

Year (Sample)	2017 (33)		2020 (43)	
	Spontane-ous	Total Aware	Spontane-ous	Total Aware
Young Offender Programs (Synergy, Choose a ride)	45%	88%	63%	95%
<i>Car Security Begins at Home</i>	6%	91%	33%	91%
Better management of ELVs		30%		79%
Personal Property Securities Registers (PPSR)		73%	2%	74%
Low cost vehicle tracking technology	3%	76%		70%
Comprehensive Auto-theft Research Syst. (CARS)	6%	79%	2%	67%
Secure Compliance Labels		67%		67%
New damage assessment criteria for (heavy in 2020) written-off vehicles	15%	91%	35%	65%
Operation Bounce Back (OBB)	3%	42%	12%	53%
Vehicle Crime Managers Network	3%	30%		44%
Full ELV management scheme	6%	64%		40%
Vehicle Information Request System (VIRS)	3%	39%		35%
Expert systems for law enforcement		15%		30%
Australia's most wanted		39%		23%
None by Name	12%	-	5%	-

3.2 Co-ordinating Development and Progress

When asked to rate the NMVTRC's performance in coordinating the development and progress of the reforms/programs, 91 per cent rated the NMVTRC's performance positively – good, very good or excellent, above the 82 per cent recorded in 2017.



Q.10a How would you rate the NMVTRC's performance in coordinating the development and progress of the reforms/programs?

Overall, respondents felt the NMVTRC's performance in coordinating the development and progress of the reforms/programs had been successful because of:

- Consistent involvement in the reforms and delivery over time, being able to meet their objectives and having an impact on reducing motor vehicle theft.

They're consistently involved in it, giving the insight as well, they lead in those areas (Insurance)

Schemes have been in operation for some time, meeting their objectives and delivering on them (Transport)

Seen the work that they do and been a part of the consultation, over a long period of time. A lot of money saved, and cars prevented from being stolen (Insurance)

- Being able to organise a vast range of stakeholders, their engagement and consultation with the stakeholders, keeping them involved and well informed.

I think they do a very good job of pulling together a wide range of stakeholders in a broad group of industries (Other)

I think they are extremely professional in what they do, communication is clear and concise, and they engage well with stakeholders (Other)

They include all the stakeholders, keep us informed, give us the background. At the meetings, present us with progress and they request our input and listen (Motor Trades)

- The NMVTRC's commitment to and coordination of the reforms, specifically any involvement with government and the outcomes being achieved from the reforms in reducing motor vehicle theft.

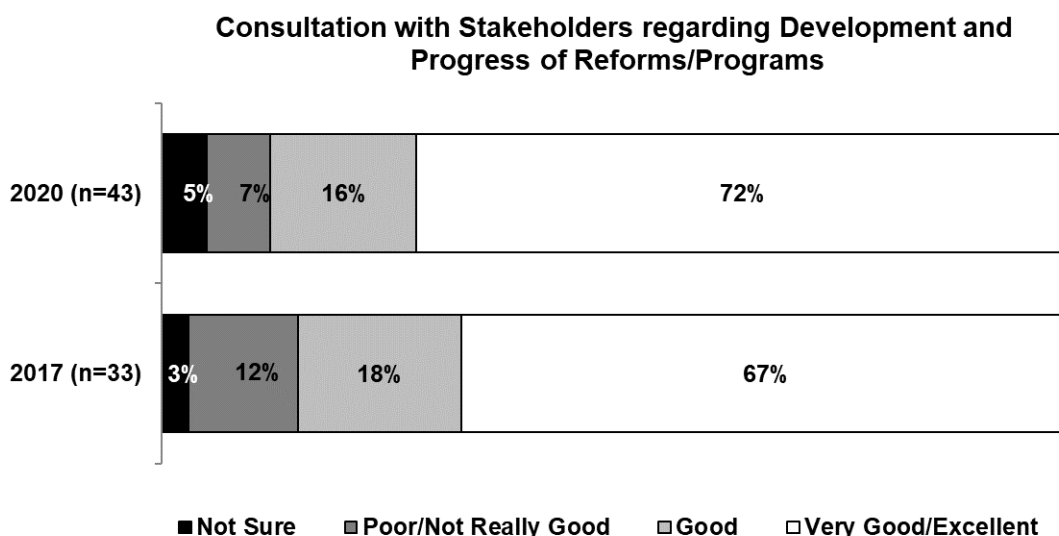
Because they're operating in a difficult environment and they're only engaged in those fields. With police and government agencies, they continue to make progress over time (Motor Trades)

With Synergy they have been excellent, due to their commitment providing ongoing support. Lobbying government for funding and their contribution to the cause, very committed and engaged (Other)

Because they do have an impact, try to lobby states, educate delegates who attend their forums, bringing salvage dealers into a regular forum - all on a limited budget (Insurance)

3.3 Consulting Stakeholders

88 per cent of respondents rated the NMVTRC's performance in consulting stakeholders regarding the development and progress of the reforms or programs positively; this compared with 85 per cent in 2017, with 72 per cent this survey rating the performance as being very good or excellent.



Q.11a How would you rate the NMVTRC's performance in consulting stakeholders regarding the development and progress of these reforms/programs?

Reasons why respondents believed the NMVTRC's performance in consulting stakeholders regarding the development and progress of the reforms/programs had been successful was due to:

- NMVTRC's communication with stakeholders about the reforms, bringing them together for consultation, feedback, improvement and generally keeping stakeholders informed.

Natural born communications, attention to detail and timing is great, no one is left out of the loop, they are well connected (Other)

Do a good job of talking to people about the strategy and how it could be improved; and keeping people informed of the progress (Other)

They always consult with us directly, we can always have a discussion, always open to our thoughts and activities (Transport)

- Requesting contribution into the reforms, consulting widely and frequently with stakeholders.

The Council consult very widely, ask us about things, wide network for consultation and then target where necessary (Transport)

Anything I've been involved with there has been consultation and engagement, good collaboration with jurisdictions and generally for a good outcome (Transport)

- Convening forums, distributing information and working with stakeholders in the planning and implementation of the reforms.

Put things out, they've had forums and engaged stakeholders for information and their contribution (Insurance)

They have a significant focus on their stakeholders, they look for opportunities to work with them in planning and implementation (Motor Trades)

Because of extensive efforts in the planning, preparation, submission and feedback with all the stakeholders (Police)

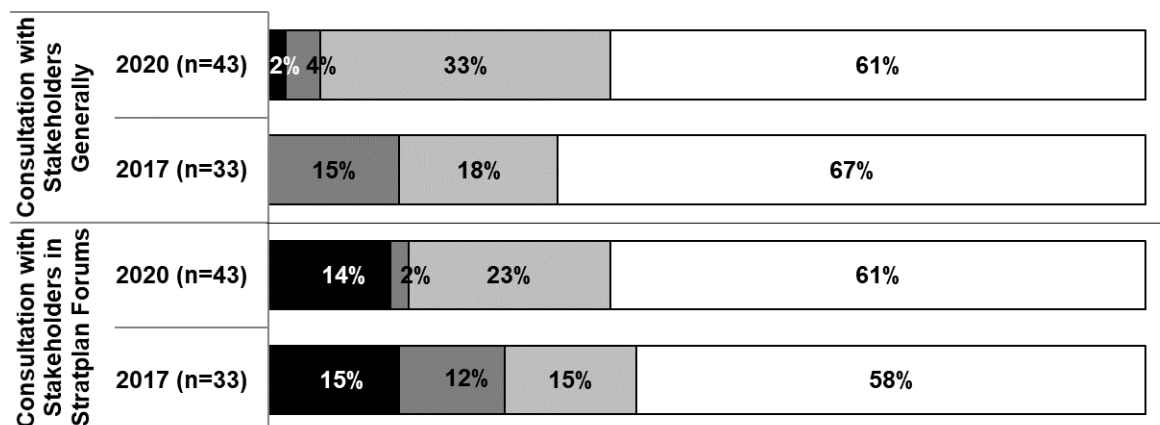
4. Consultation and Dissemination

4.1 General Consultation

Ninety-four per cent of respondents rated the NMVTRC's general consultation with stakeholders positively; this was above the 85 per cent recorded in 2017.

Similarly, 84 per cent of respondents rated the NMVTRC's consultation with stakeholders in the review of its strategic plan positively, which was above the 73 per cent recorded in 2017.

Consultation with Stakeholders



■ Not Sure ■ Poor/Not Really Good ■ Good □ Very Good/Excellent

Q.12 How would you rate the NMVTRC's consultation with stakeholders generally?

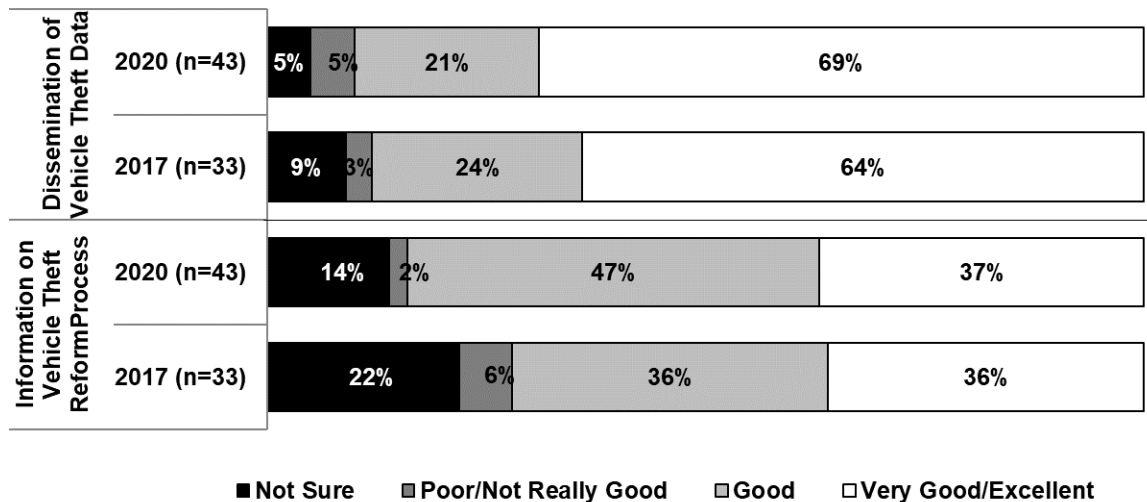
Q.13 How would you rate the NMVTRC's consultation with stakeholders in the review of its strategic plan (the StratPlan forums)?

4.2 Dissemination of Information

Ninety per cent of respondents rated the NMVTRC's dissemination of vehicle theft data positively, a similar level to the 88 per cent recorded in 2017.

Eighty-four per cent of respondents rated the NMVTRC's information on the vehicle theft reform process positively, above the 72 per cent recorded in 2017.

Dissemination of Information



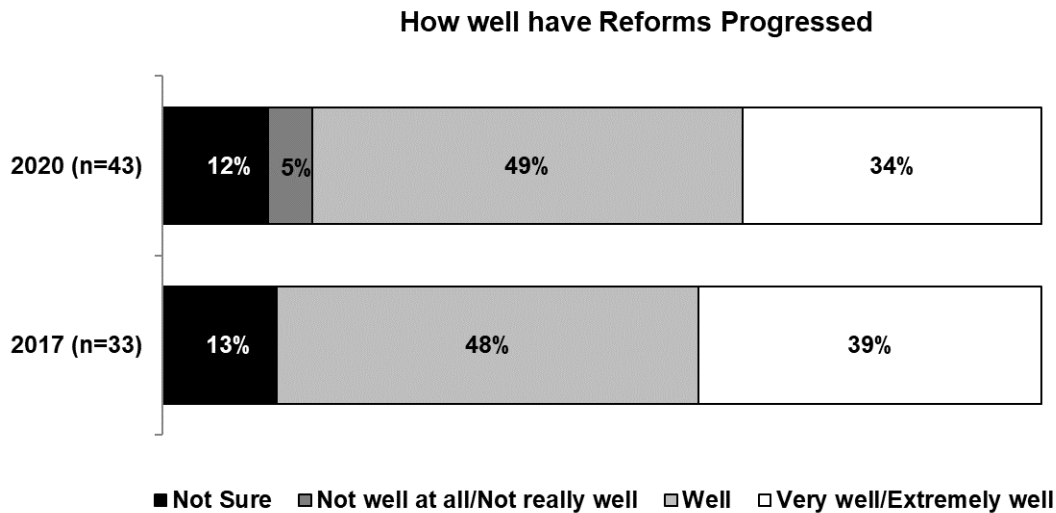
Q.14 How would you rate the NMVTRC's dissemination of vehicle theft data?

Q.15 How would you rate the NMVTRC's information on the vehicle theft reform process?

5. Impact on Reforms/Programs

5.1 Progress and Contribution

When asked to consider the reforms previously discussed and thinking about the NMVTRC's influence on reforms to do with vehicle theft, 83 per cent of respondents rated how well the reforms had progressed positively, a similar level to the 87 per cent recorded in 2017.



Q.16 Considering the reforms just discussed and thinking about the NMVTRC's influence on reforms to do with vehicle theft, how well have these reforms progressed?

The NMVTRC was considered to be fundamental, the leader, main driver and influencer of the reforms/programs. The progress of the reforms/programs was contributed highly to the Council, respondents noting their focus, contribution and commitment.

There has still been an increase in vehicle theft, different reasoning, the Council are the main drivers for the reforms, the lead in engaging with relevant stakeholders to get support and drive reform (Transport)

Some respondents noted the involvement of other stakeholders as well as the Council in the progress of the reforms.

Some reforms have individual law enforcement bodies leading or running it. The scrap metal industry act started in NSW, it was done here before moving interstate (Police)

Questionable whether it is the Council's initiatives or the vehicle security measures, someone needs to be a National voice and theirs is positive and strong (Other)

Difficulties aren't with Council. Council does its side very well, it's a matter of jurisdictions putting it into place (Transport)

While other respondents felt that the reforms/programs would not have progressed without the NMVTRC's involvement.

Excellent, the reforms wouldn't progress without the Council (Motor Trades)

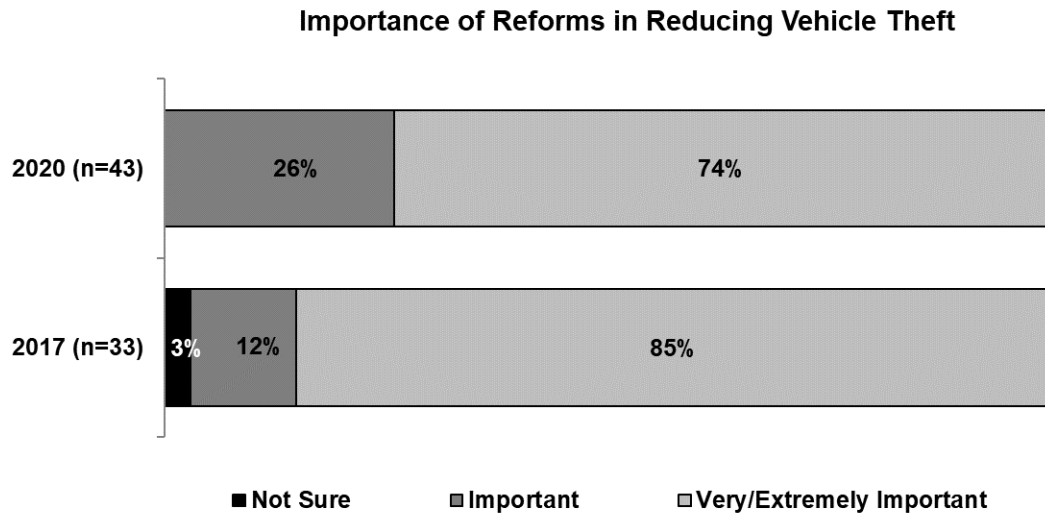
To a great extent. If there wasn't a focussed body to drive the change, it would be left to the people in insurance and they have enough on their plates (Insurance)

Without the Council there would be a lot of regional specific things happening and nothing happening Nationally (Manufacturers)

Wouldn't progress very well without the Council, Council is instrumental in bringing it all back on track, the quality of implementation of the various reforms (Other)

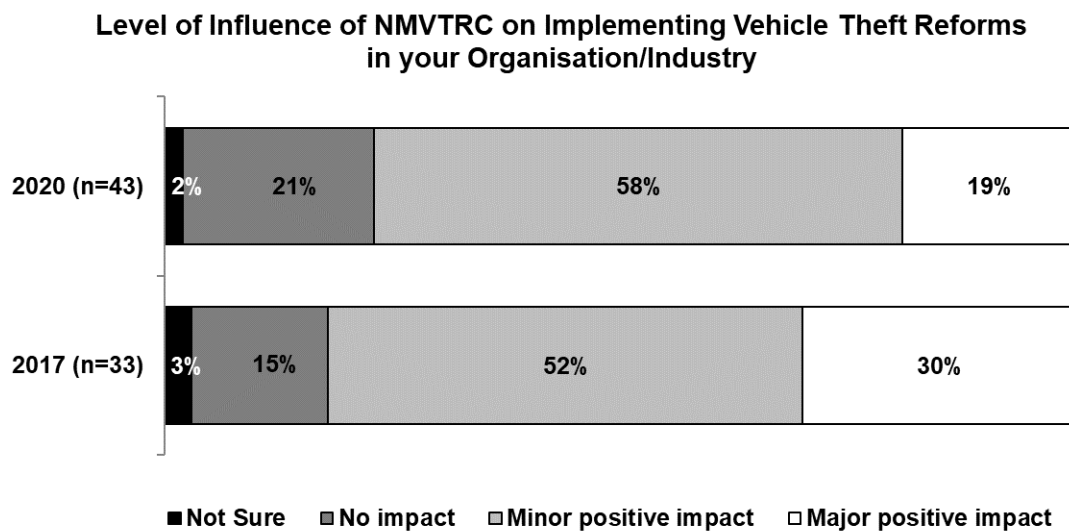
5.2 Importance and NMVTRC Impact

All respondents rated the importance of the reforms in reducing vehicle theft as being important, (74 per cent very or extremely important), this compared with 97 per cent recorded in 2017, albeit with the very or extremely important percentage somewhat higher in the prior survey.



Q.18 How would you rate the importance of these reforms in reducing vehicle theft?

Seventy-seven per cent of respondents thought the level of influence or impact the NMVTRC had on the implementation (or progress towards implementation) of vehicle theft reforms in their organisation and industry was positive, just below the 82 per cent recorded in 2017, with 58 per cent this survey indicating a minor positive impact and 19 per cent a major positive impact.



Q.20 What level of influence or impact does the NMVTRC have on the implementation (or progress towards implementation) of vehicle theft reforms in your organisation and industry?

5.3 Possible Reforms to Consider

When asked what other reforms the NMVTRC should be promoting to reduce vehicle theft, stakeholders realised that there was currently a number of reforms already in progress. Suggestions however included:

- Progressing reforms around profit-motivated theft, rebirthing, border force control, heavy written off vehicles and the impact of technology.

In terms of profit-motivated theft, continue to make it difficult for separated parts to be sold and stolen vehicles to be exported (Motor Trades)

Nationwide approach in the profit-motivated area, to make it more difficult for thieves to rebirth vehicles or parts, how do we best intercept joy riders stealing keys? Purposeful contribution with young people in that space (Insurance)

Rebirthing of motor vehicles, sale of illegal vehicles or other parts used for rebirthing (Police)

Professional market is supplying trade in parts and this should be expanded as a problem. Understanding the professionalism of car theft to obtain parts for the repair of a vehicle that may be the subject of an insurance claim (Insurance)

Border force control, what is coming in and going out, dob in a car thief day - National day of action (Police)

Stolen plant and equipment reform, push forward on the National heavy vehicle written off vehicles (Insurance)

Trying to close the gaps we know exist, new areas are being created as technology of vehicles is shifting, they need to be responsive to new and emerging risks (Insurance)

Technology is potentially aiding vehicle theft, a contributing factor - cyber security increasing, more automation in vehicles (Transport)

- Continuing with current reforms/programs, perhaps dispersing them further into other States or encouraging changes with vehicle manufacturers.

Not sure, the strategic plan covers a whole range of reforms. Better engagement with WA police highlighting what police can do about MVT, vehicles being stolen by organised groups, more regular meetings with the jurisdictions (Police)

More of the same that they're doing now, newer vehicles are more difficult to steal, focus on older model cars to help reduce overall vehicle theft (Police)

Touching on all aspects at the moment from a preventative and society changing measure, put more pressure on the vehicle manufacturers for a higher level of security (Other)

- More promotion of vehicle theft prevention amongst the general community.

Safety with keys at home, public education about where vehicles are parked (Motor Trades)

They already promote tracking, putting pressure on manufacturers to have it built in, vehicles tracked from the moment they're sold, education to the public, promote new behaviours and the impact of technology (Insurance)

6. Resources and Publications

6.1 Awareness of Publications and Statistical Services

All except 3 respondents were aware of at least one of the publications or statistical services produced by the NMVTRC.

Spontaneous awareness was highest for the CARS statistics database (65 per cent), followed by the publications Theft Torque, Theft Watch and Theft Matters (56 per cent); with one third of respondents spontaneously aware of the CAR-SAFE website, Strategic Plan and Annual Report.

When prompted with names of the publications or statistical services, 95 per cent were aware of the CAR-SAFE website, followed by the Strategic Plan and Annual Report (91 per cent), Theft Torque, Theft Watch and Theft Matters (88 per cent) and the CARS statistics database (86 per cent).

Awareness levels for the NMVTRC publications and statistical services were similar to the 2017 survey, with a significant increase in total awareness noted for the CAR-SAFE website this year.

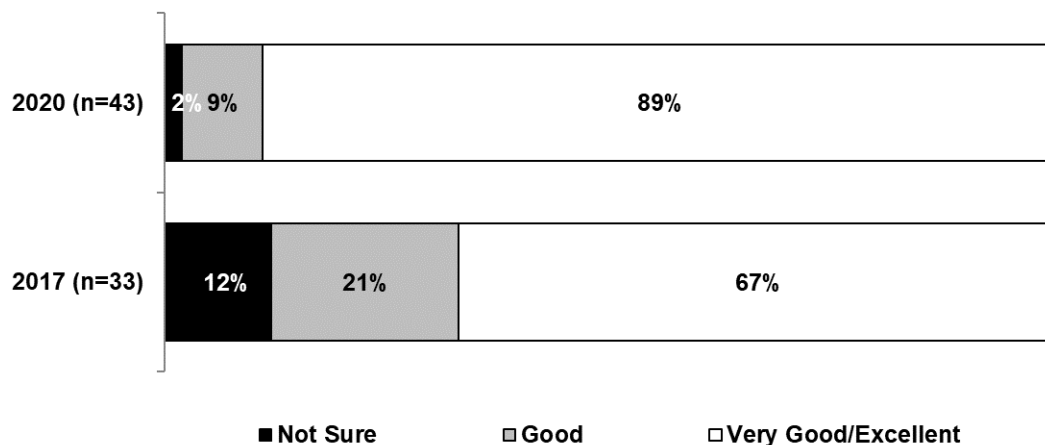
Q 21/22. Awareness of NMVTRC Publications/Statistical Services

Year (Sample)	2017 (33)		2020 (43)	
	Spontaneous	Total Aware	Spontaneous	Total Aware
CARSAFE Website	27%	79%	33%	95%
Strategic Plan and Annual Report	36%	94%	33%	91%
Theft Torque, Theft Watch and Theft Matters	58%	88%	56%	88%
CARS statistics database	42%	73%	65%	86%
Public education brochures and posters		55%	9%	67%
Project-specific reports		67%	5%	56%
Local Communities Guide		6%		9%
None by Name	12%	6%	7%	9%

6.2 Quality and Usefulness

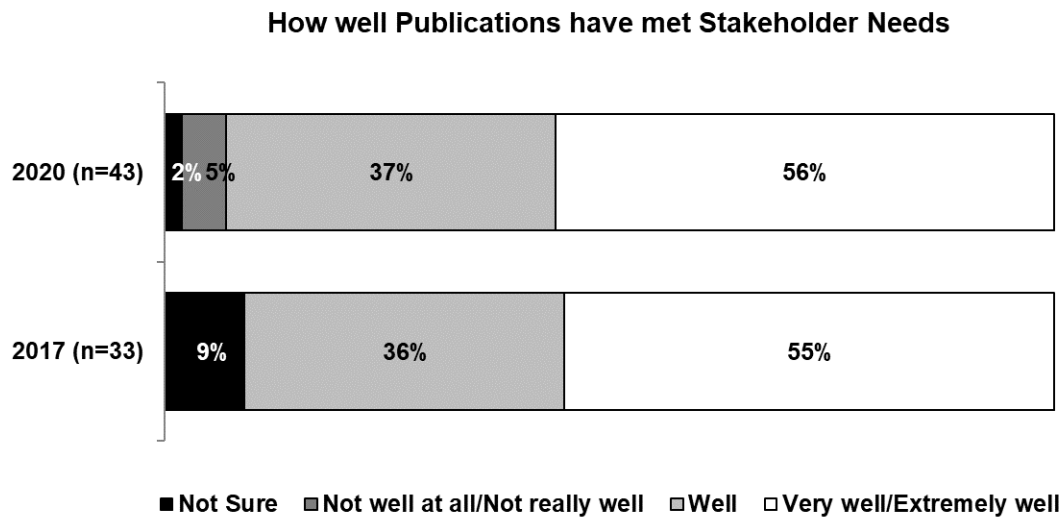
Ninety-eight of respondents rated the quality overall of the NMVTRC's publications and statistical services positively, above the 88 per cent recorded in 2017, with 89 per cent rating them very good or excellent this year.

Quality of NMVTRC Publications and Statistical Services



Q.23 How would you rate the quality overall of these publications and statistical services?

This survey, when asked how well the publications and statistical services meet their needs, 93 per cent of respondents rated the publications and statistical services positively, similar to the 91 per cent recorded in 2017, with 56 per cent this survey indicating that the services meet their needs very or extremely well.



Q.24a How well do the publications and statistical services meet your needs?

Respondents indicated that the following NMVTRC publications and statistical services worked well for them, or in their organisation/industry:

- The statistics, being able to access the CARS database (interactively) and the CAR-SAFE website were the information used most frequently by stakeholders.

Statistics database, looking at the trends, briefings and papers that we submit around MVT and around our pursuits to stop offenders who are generally in stolen cars (Police)

Statistics database, trends in line with what we're experiencing ourselves, certain vehicles at high risk are built into modelling and the location where theft is occurring (Insurance)

Cars database for different vehicle categories, advertising and printed brochures for distribution (Police)

Have used the statistical information for local resources, pass it onto the media section for reporting, I refer to the Council materials when educating the public (Other)

- The printed materials and regular reporting in the newsletters Theft Torque, Theft Watch and Theft Matters tended to be used more by stakeholders for community activity.

Campaign work talking to the broader community, brochures, pamphlets, the issue is distribution, it needs to go further (Other)

Statistics more than anything else and community education information brochures in our operational areas (Transport)

Newsletters and statistics data base, both are used to a good level (Insurance)

Newsletters - use those regularly for a quick update and to digest the information (Other)

- While the Project specific reports, Strategic Plan and Annual Report, were referenced by fewer stakeholders.

Use the statistics and annual report mostly to validate what we're seeing in our business, identifying the trends which can help in our direction (Insurance)

Strategic report and subject specific papers, Council provides a high level of nature in the reports, they're good quality (Transport)

6.3 Suggested Improvements

When asked what could be improved about the NMVTRC publications and statistical services, the majority of respondents (21) indicated “nothing” or they had no suggestions, 7 stakeholders thought that the publications and statistical services were fine as they are and 15 stakeholders offered improvements including more detail or information, particularly provided in regional/localised areas or received from police or insurers.

More localised would be of more interest, more targeted with local information, would generate more engagement (Insurance)

Media look for regional breakdowns, is there any capacity for larger regional centre statistics? (Other)

Limited segments, a range of information is limited in the publication, not all jurisdictions are represented (Transport)

More information on the website about how the data is extracted and what it means, differences between police and the NMVTRC - inclusions, exclusions, more explanation (Police)

More of an insurance slant, light on from an insurance fraud perspective - secondary focus is what I'm more interested in (Insurance)

If more police departments came on hand and provided their data, it would be better data. A massive amount of work to do with various departments (Other)

Producing information that could be circulated more widely for awareness in the community. Use in local newspaper, social media, making thieves aware that something is happening (Motor Trades)

In terms of the NMVTRC providing other publications or statistical services to support theft reduction, the majority of respondents (27) indicated “nothing” or they had no suggestions, further 3 stakeholders commented on the publications and statistical services positively and 13 stakeholders offered suggestions on what could be provided to support theft reduction, with particular interest noted in exported cars or parts, opportunistic crime and the use of technology.

Respondents' individual suggestions included:

They're limited to what information they can get from police, need external support to do more research, export of motor vehicles or parts that are stolen (Police)

Anything that is able to assist in monitoring the export of stolen cars or the sale of separated parts from stolen cars (Motor Trades)

More data around opportunistic crimes, stolen and recovered vehicles, draw industry data for recovered vehicles. This would be useful for the industry to respond to (Insurance)

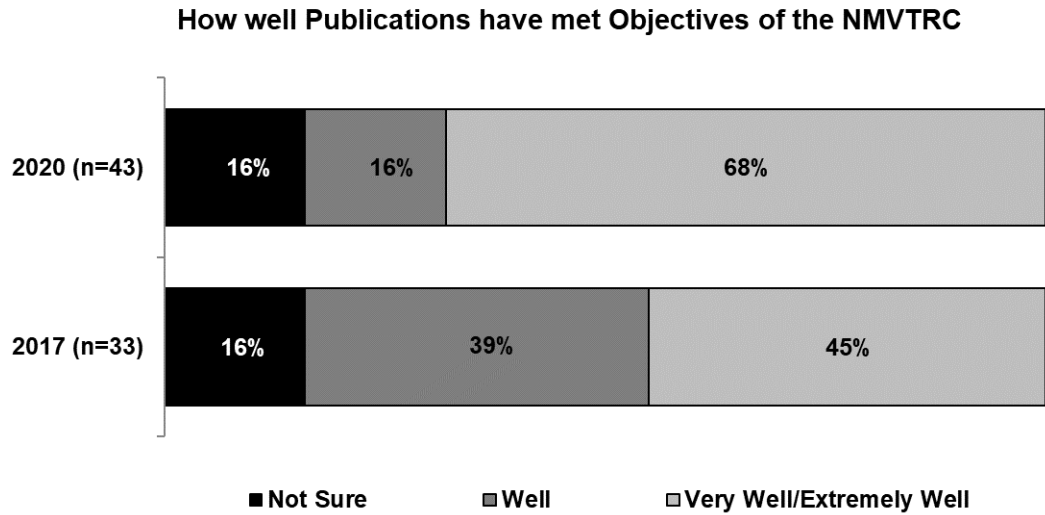
What Insurers could be providing to the NMVTRC - where stolen cars are being used for repairs, to test that hypothesis (Insurance)

Information on transponders, identify trends within certain areas on a National basis (Insurance)

We're working on a warehouse of all information regarding vehicles and licensing, work towards a National database with NMVTRC and Austroads (Transport)

6.4 Meeting the Objectives

When asked how well the publications and statistical services have met the objectives of the NMVTRC, 84 per cent of respondents answered positively, the same level as recorded in 2017, with 68 per cent this survey indicating that the publications and statistical services met the objectives of the NMVTRC very well or extremely well.



Q.27 How well have the publications and statistical services met the objectives of the NMVTRC?

7. Profile of Vehicle Theft as an Issue

7.1 General Public and the Media

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 67 per cent of respondents think that the profile of vehicle theft has changed amongst the public and the media, below the 79 per cent recorded in 2017; while 28 per cent did not think that the profile of vehicle theft had changed this survey.

Public and Media		
Year (Sample)	2017 (33)	2020 (43)
Yes	79%	67%
No	12%	28%
Not Sure	9%	5%

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst the public and the media, respondents mentioned:

- Reforms or programs generated by the Council such as *Car Security Begins at Home*, *Operation Bounce Back*, *Synergy* and the work done on immobilisers.

Vehicle theft has dropped, car security begins at home, informing people to lock their cars (Transport)

The program on keeping keys secure has increased awareness by the Council amongst the public (Motor Trades)

Car Security Begins at Home, Operation Bounce Back, people in the local area were aware of it. It raised the level of the issue in the community members' minds (Other)

Immobilisation with local government, Bounce Back to let people know the risks possible, more lately keys in houses (Motor Trades)

- Information presented on the radio, at media conferences or via advertising campaigns, communication strategies and press releases.

Various communication strategies over the years, publications and films on different aspects of motor vehicle theft (Transport)

Supporting and enforcing theft to the individual insurers, messaging on the radio, getting information on car theft out to the general public (Insurance)

People are still relatively ambivalent about their cars because they're insured. They have done media campaigns, brochures, public information on the website (Police)

- Distribution of information via the NMVTRC website, branded educational materials and brochures, project specific documents and generating awareness of key issues through distribution of information to Insurance and Motoring group members.

Always be careful with your car, NMVTRC have been involved with the general public in providing materials, brochures and posters (Insurance)

Increased public awareness generated through motoring groups, their magazines, blogs etc. (Other)

7.2 Amongst Stakeholders

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 77 per cent of respondents think that the profile of vehicle theft has changed amongst Stakeholders, just below the 82 per cent recorded in 2017. This survey, 14 per cent of respondents did not think that the profile of vehicle theft had changed amongst Stakeholders.

Stakeholders		
Year (Sample)	2017 (33)	2020 (43)
Yes	82%	77%
No	3%	14%
Not Sure	15%	9%

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst stakeholders, respondents mentioned:

- Generating a broad range of stakeholders, engaging and consulting with them on reforms and providing a forum for the sharing of information or strategic planning.

Try to get all stakeholders involved, government agencies, recyclers, scrap metal industries, to spread the word, you need the Council to do that (Insurance)

Bringing stakeholders together, providing information that can be distributed amongst their organisations (Motor Trades)

A lot of the hard yards have been done, engagement, consultation and the review of the strategic plan (Other)

- The organisation of meetings and conferences to discuss key issues or by attending relevant meetings/conferences.

Conferences and meetings, the impact that the programs are having and the statistical data showing it's having an impact (Other)

Going to meetings and reading publications have raised the issue, statistics released in the media to reduce theft (Police)

We come together twice a year, they provide the statistical data, facts and figures (Motor Trades)

Regular meetings and providing the statistical data base to enable the stakeholders to engage with them (Police)

- Availability of the statistics database, reporting and distributing data/information via their publications and newsletters.

Within the insurance companies, we use the statistics, and this makes us think about it in a different way than what we would if they didn't exist (Insurance)

Seeing hot spots and certain vehicles sought after, providing the data and recommendations around that data (Insurance)

Development and delivery of reforms/programs specifically to reduce motor vehicle theft.

Raised the profile with government and other stakeholders, and identified the link between vehicle theft and other crime (Transport)

Written off vehicle reforms resulted in a reduction in theft, that shifted a couple of times. Different programs conducted in each state (Insurance)

7.3 Police Services

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 42 per cent of respondents think that the profile of vehicle theft has changed amongst police services, below the 52 per cent recorded in 2017. This survey, 51 per cent of respondents were uncertain about the profile of vehicle theft having changed amongst police services.

Stakeholders		
Year (Sample)	2017 (33)	2020 (43)
Yes	52%	42%
No	12%	7%
Not Sure	36%	51%

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst police services, respondents mentioned:

- Communication, engagement and networking with police.

Overall engagement, good relationship with Geoff, proactively engaged with them (Insurance)

Very good connection with Council and the police, they work very closely and are appreciative of what the Council does (Other)

- Involving police and working together on specific programs and initiatives involved with motor vehicle theft.

Parts of the police service yes. They work with major crime squads in NSW, the scrap metal act that was brought in, has had a direct impact on police (Other)

Young offenders' program with police, tracking devices on vehicles in Perth, working with police on those projects (Insurance)

They work with police and run targeted programs for different operations, I think they work closely with police (Transport)

- Sharing statistics/information with police and inviting them to attend meetings and strategic planning sessions organised by the NMVTRC.

More the statistical information and highlighting particular trends, they have helped police to put together task forces (Motor Trades)

The police are providing the Council with data to action, they're approaching them all the time (Other)

Council works with the police, they are involved at the strategy sessions (Insurance)

Amongst those unsure whether or not the profile of vehicle theft had changed, there was an indication that its importance had perhaps lessened amongst police services.

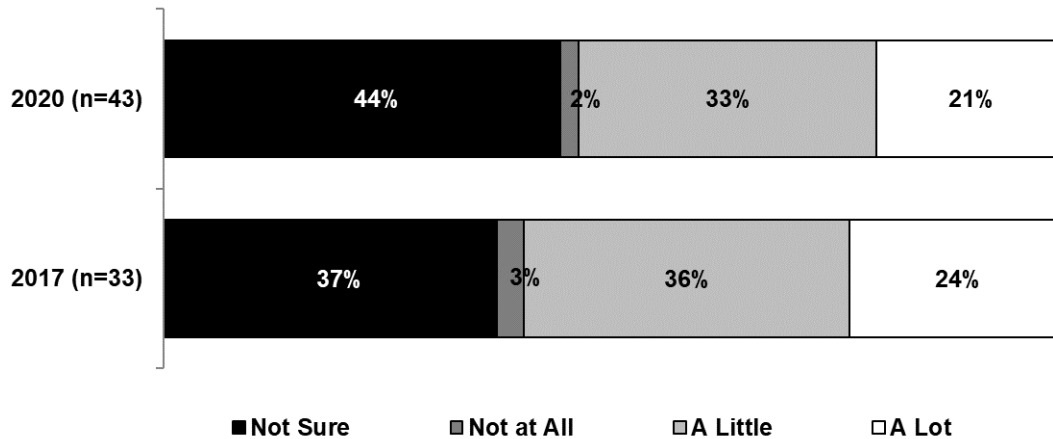
It has gone backwards, Victoria has reduced investigators, SA has no body, WA shut down their unit,

Queensland police withdrew from involvement and expanded their unit, ACT, Tasmania and the NT has no body

. Always someone different now attending the meetings (Police)

Fifty-four per cent of respondents felt that the profile of vehicle theft had lifted a little (33 per cent) or a lot (21 per cent) among police since the inception of the NMVTRC, fewer than the 60 per cent recorded in 2017. Forty-four per cent of respondents this survey were uncertain about the extent the profile of vehicle theft had lifted among police, some suggesting that the question should be asked of police.

Extent Profile of Vehicle Theft has been Lifted amongst Police



Q.32 To what extent do you think the profile of vehicle theft has lifted among police since the inception of the NMVTRC?

7.4 Other Methods to Lift the Profile

When asked in what other ways the NMVTRC could lift the profile of vehicle theft as an issue, respondents mentioned the following:

- More advertising and promotion of the NMVTRC to the general public, perhaps via social media and highlighting theft prevention and the impact of theft.

Advertising is the main thing, digital, social media amongst younger people, they are a challenging audience to reach (Other)

More advertising, if they had the money to spend, showing the impact on people who have experienced theft (Motor Trades)

TV is a strong medium, local news, current affairs to educate and change people's behaviour, and get their points across (Insurance)

Generate a better public profile, provide more of a presence in the general public, shock them with the statistics (Insurance)

Need to look at prevention with the public, more work with the public in education and awareness (Insurance)

- More contact with a breadth of Stakeholders to generate awareness amongst a wider audience and create more opportunities to raise the profile of vehicle theft.

At State level, motoring clubs have a strong linkage with state based media, breakfast TV always want a National perspective, the ABC are often less inclined to work with commercial operators (Other)

Dealing with people engaged in the relevant industries, something more newsworthy to the general public, look for instances or case studies dealing with vehicle theft (Other)

Need to engage more senior government officials, other areas than Police, transport and regulated authorities, repair industry is massive they need to regulate that (Police)

More engagement with stakeholders in smaller states and targeted towards what's happening in those states (Insurance)

Linking the Council's publications with the WA police website, statistics available online, with Dept of Transport, having the information available to a wider audience, especially where car theft is above average. (Police)

- More lobbying with Government to influence key political figures and generate awareness of the NMVTRC and its reforms.

It's about influencing key political figures to get a message out at state and federal levels. Council could have more of a profile at those levels (Other)

Media, but this is costly, more through lobbying Government, have the Ministers talk about it, or other agencies, police, transport etc (Insurance)

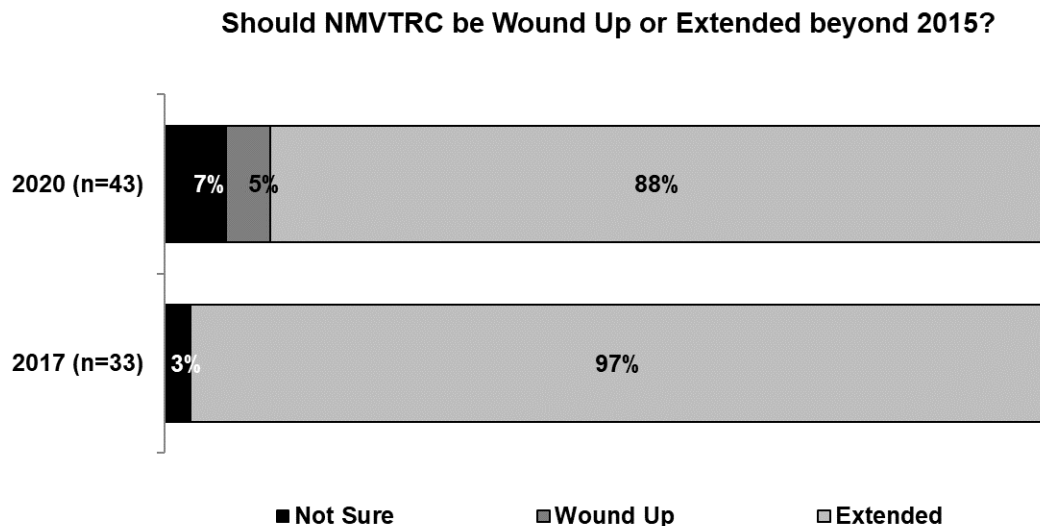
Communication of social and economic costs, generate attention amongst the government agencies (Transport)

On the front of newspapers. Council could be better supported if they were backed up by the court system and judges with sentencing. Reach out to the Victorian attorney general, they could improve their branding by questioning the sentencing regime in Victoria (Motor Trades)

8. Support for Dissolution or Extension

Respondents were advised: "As you may know the NMVTRC is under review and this interview is part of the review process. The process will provide recommendations to its funding bodies on whether the NMVTRC should be wound up or extended".

Overall, 88 per cent of respondents considered that the NMVTRC should be extended beyond 2021, below the 97 per cent recorded in 2017, while 5 per cent (2 respondents) suggested that the Council should be wound-up and 7 per cent (3 respondents) were undecided this survey.



Q.33a In your mind, should the NMVTRC be wound up or extended beyond 2018?

8.1 Reasons for Dissolution

The vast majority of respondents were in favour of extending the NMVTRC beyond 2021, the main reasons for their decision included:

- The fact that there is still unfinished business for the Council to continue and complete, in particular some of the important reforms and initiatives currently in progress.

There are a number of things that they still need to achieve, the scrap metal reform, other unfinished business, profit motivated theft, exported cars stripped for their parts, a lot of work needs to be done on what's happening there (Police)

I want to see the written off heavy vehicle register properly implemented, this will need to happen beyond 2021, data collection needs to continue long term, what you can't measure you can't manage. Engagement with technological changes/activities which are significant, need to be dealt with and focused on (Other)

So that the programs and impact that they have can continue, changing lives of young people that would otherwise be doing crime and in prison. Can give these people a new lease on life to a constructive passion, without the Council this would not be happening. Vehicle theft is reducing, and we can change lives for the better (Other)

Value contributions from the written off vehicle forum, multiple benefits from the collaboration with Austroads and the NMVTRC - data set, safety aspects with high risk offenders, opportunities there that are big challenges in the future for joint projects (Transport)

- If the NMVTRC was not extended, issues of vehicle theft may not be considered, certainly not on a National basis, generating a void in the marketplace.

We would be taking a step backwards with the National agenda if they didn't exist, it would be a great loss to law enforcement and the community if we couldn't discuss these issues together (Police)

Because without the Council some of the issues of vehicle theft are unlikely to be considered, certainly wouldn't be considered on a National coordinated basis (Transport)

No other National agency can focus on the issue of export of stolen cars and sales of recycled parts, it can promote legislative change dealing with those two issues (Motor Trades)

- Stakeholders mentioned that the Council provided an excellent service with the provision of statistics, marketing materials, information and resources, information that would certainly be missed if the Council could not produce it.

There are resources that our organisation would miss, the marketing materials, the messaging and the statistics that we do get, to spread that word out to our members. We trust the information and share it with our community (Other)

They are effective in what they do, provide data and insights that otherwise would not be provided, all this impacts the community (Insurance)

A lot of valuable data and information they're providing, also part of the network and the leaders of information when it comes to theft. With COVID, next year could result in a larger spike of theft, it's an easy way to make money for younger people, not the time to lapse, more of a precaution, education, more funding to get the message across properly (Insurance)

- The NMVTRC brings everyone together, it provides a vital consultation and coordination function, representing a united voice with and for the stakeholders.

Without a body like this to focus and bring a broad group of stakeholders together, the issue would not be owned by anybody which I think is really important. Different industries together, proactive benefits to the community would fall away, which would be a shame for the community, research supported data would drop away (Other)

We need the voice and the coordination of these agencies, because without them vehicle crime will go up. In WA we don't have dedicated police and the Council make them aware of what's going on (Insurance)

- There is still more for the Council to do, how theft occurs is changing and theft rates would possibly increase without the NMVTRC in the future.

Still considerable work to be done in driving down vehicle theft, increases in heavy vehicles, they've shown good leadership in the past in being able to achieve reform (Transport)

Had success in reducing theft, new changes in how theft occurs, we need a group specifically focused on car theft, the focus would be lost without the Council (Insurance)

They have a role to play, you need to have a presence, work done on programs that benefit the community, maintaining where we are, we don't want car theft going up (Insurance)

I do believe if it does get wound up the progress made in awareness and solutions will be lost, criminals will find new ways to steal, there won't be a Council watching that and looking for solutions. Done a lot of hard work to get motor vehicle theft at a low rate, as times change, they need to keep watching in this space. (Motor Trades)

8.2 In the Future

Ninety-five per cent of respondents thought that there was more for the NMVTRC to do to reduce vehicle theft in Australia, just below the 100 per cent recorded in 2017.

More to Do?

Year (Sample)	2017 (33)	2020 (43)
Yes	100%	95%
No	-	5%

When asked what they would like to see done to reduce vehicle theft in Australia, respondents mentioned that while vehicles are being stolen there is always more to be done and suggested:

- Continuing with current Council reforms and expanding further into issues including profit-motivated theft, the export market for motor vehicles, spare parts identification, non-registered vehicles, vehicle tracking, vehicle titling and new theft technologies,

Building on what they have done already, resourced for only a short campaign, essential for longer term, lobbying with state and federal government for more traction (Other)

Would like their strategic authorities to continue, more work on vehicle tracking, vehicle theft and other crime, youth justice and stealing of vehicles by young people, unemployment and links to vehicle theft (Transport)

Need to focus on offender behaviour, continued work with various legislative bodies to make it difficult for professionals to prosper in the areas of parts and stolen vehicles (Insurance)

Review of the success of the written off vehicle register, comparison of NSW to the rest of the country, end of life of motor vehicles, needs to advance in that area, vehicles not registered, statutory written off vehicles, start of life to end of life, the size of the export market in relation to motor vehicle parts for scrap (Police)

Always more things to be done, strategy with end of life vehicles, continue with the spare parts identification program (Transport)

Work on profit-motivated theft and the avenues for disposals. Also try and engage better with federal agencies - border force, more work needs to be done there, we need to get the data to work on the problems, all about resources and being targeted to do it (Police)

They have many things that still have to happen, inspection of containers and freight to prevent exporting of parts and materials, educating the community regarding the theft of keys (Motor Trades)

Vehicle titling, an ownership bill so we know who owns the car, clear ownership (Motor Trades)

Continue with automated vehicle theft technology, cyber security risks, working with police and insurers to identify the behavioural trends contributing to stolen vehicles (Transport)

Focusing on technologies that are available, ability to unlock and start car with an electronic box - sophisticated groups, targeting higher end vehicles (Motor Trades)

- Generating greater awareness in the community, reasons why it is happening and preventing vehicle theft via advertising, public education campaigns and social media.

More of a push with manufacturers for vehicle tracking. Community promotion, educate people to change attitudes, locking cars, hiding keys etc. Parts and repairs, vehicles being shipped overseas, sophisticated gangs which the public need to know about (Insurance)

Always new ways we can address crime, keep on top of it - prime time advertising of the issue, raise the profile with insurance companies in their role (Police)

Communication and awareness, broader back story to just having your car stolen, reasons why - parts or joy riding, people to take better security measure to not have the problem (Police)

That's a moving target, again it comes back to funding and what that allows you to do, more active advertising on key security, and preventing violence, education of the public (Other)

- More involvement/consultation with key stakeholders, police, insurance, State agencies, manufacturers and the community.

Always more to do, state and national forums for law enforcement and key stakeholders to come together to workshop possible solutions (Police)

The NMVTRC could engage directly with key stakeholders that are willing to partner on community and/or industry engagement, and crime prevention reporting campaigns (Other)

- Keeping abreast of market changes, being responsive to current trends in the crime environment and identifying positive solutions.

Ongoing basis, it's a marathon not a sprint, what does the future of theft look like, data theft from the vehicle impacting people, being able to track someone facing domestic violence, many uses for the data, how the car is being used and where it's going (Insurance)

Their task doesn't have an end date, theft changes along with society, the Council has to be one step ahead of the thieves. Police nature is not to engage in prevention and awareness messages which the Council provides, that additional layer of service (Other)

Keeping on top of trends and technology and how we can keep on improving, someone needs to be doing the research, investigate and keep discussing it with stakeholders (Other)

It is a problem that will always be with us, have the right programs to ensure it doesn't escalate, build on the innovations and learnings, always new crimes and we need to have longevity for an ongoing issue. Looking at the root causes of issues and identifying positive solutions to that, proactive and early intervention response. Council is a key driver, and it would be far more expensive trying to do it without them (Other)

Appendix A – Participating Executives

State	Name		Organisation	Sector
VIC	David	Nolan	Auto Recyclers' Association of Australia	Motor trades
	Mick	McKenna	VACC	Motor trades
	Tracee	Piper	VicRoads	Transport
	Greg	Forbes	Heavy Vehicle Industry Association	Other
NSW	Bambi	Gordon	Neighbourhood Watch	Other
	Hiep	Bui	Subaru Australia	Manufacturer
	Steven	Maronese	QBE Australia	Insurance
	Pablo	Alvarez	Pickles Auctions	Other
	Ben	Carblis	Mission Australia	Other
	Cheryl	Richey	Transport for NSW	Transport
	Con	Galea	NSW Police	Police
	Dave	Cooper	Comminsure	Insurance
	Daniel	Sammy	GT Insurance	Insurance
	Tony	Ellitt	City of Lake Macquarie	Other
QLD	Steve	Spalding	RACQ (Motoring)	Other
	David	Bobbermen	Austroads	Transport
	Richard	Gibson	National Transport Insurance	Insurance
	Denis	Flora	RACQ Insurance	Insurance
	Russell	Mills	Youi	Insurance
	Paul	Murray	A&G	Insurance
	Janelle	Andrews	Queensland Police	Police
	Lawrence	Wray	Department of Youth Justice	Other
	Mark	Kraulis	U-pullit Auto Recycling	Motor trades
	James	Tol	Mitsubishi Motors	Manufacturer
SA	Denise	Gray	South Australia Police	Police
	Genene	Bageas	Australian Financial Security Authority	Other
	Sharon	Hanlon	Crime Stoppers SA	Other
	Mark	Pollard	International Assoc of Auto Theft Investigators	Other
	Sarah	Clark	Department of Planning, Transport and Infrastructure	Transport
	Shaun	Ryan	RAA Insurance	Insurance
	Wayne	Stieger	RAC Insurance	Insurance
	Marie	Donato	Motor Trades Association of WA	Motor trades
	Mark	Ridley	WA Police	Police
	David	Barrows	Sims Metal Management	Other
TAS	Jeremy	Gleeson	Department of State Growth	Transport
	Annette	Magnuson	RACT Insurance	Insurance
	Gary	Williams	Tasmania Police	Police
NT	Malcolm	Little	Tasmanian Automobile Chamber of Commerce	Motor trades
	Margaret	Pratten	TIO Insurance	Insurance
ACT	Rob	Jordan	Northern Territory Police	Police
	Craig	Newland	Australian Automobile Association	Other
	Rod	Paule	Justice and Community Safety Directorate	Transport
	Michael	Chew	ACT City Policing	Police

Appendix B – The Questionnaire

NMVTRC Stakeholder Survey – July 2020

Introduction:

Hello, my name is and I'm calling from Nexus Research on behalf of the National Motor Vehicle Theft Reduction Council.

May I please speak with (NAME FROM LIST?)

You should have recently received an email from the NMVTRC's Chief Executive, Geoff Hughes outlining an important survey amongst its key stakeholders. Your feedback and opinions are very important in the review of the NMVTRC's activities.

The survey will take 20-30 minutes. All answers will be kept confidential and only used for research purposes. Is now a convenient time to conduct the interview or would you prefer I make an appointment to speak to you at another time?

Continue 1
 Make appointment 2
 Refused 3

1. ID NUMBER (RECORD FROM SAMPLE)

2. State (RECORD FROM SAMPLE)

VIC 1
 NSW 2
 TAS 3
 SA 4
 WA 5
 NT 6
 QLD 7
 ACT 8

3. Industry (RECORD FROM SAMPLE)

Police 1
 Insurance 2
 Transport 3
 Manufacturers 4
 Motor Trades 5
 Other 6

Background

4. To begin, please tell me how your role relates to vehicle theft?

5. And how do you come into contact with the NMVTRC (letter, forums, meetings etc.)

6. What are your thoughts about the NMVTRC? What do they do well?

7. And, in what areas do you think they could improve?

Process of Reform (Program Coordination and Consultation)

8. Which NMVTRC reforms/programs are you familiar with? DO NOT READ

9. And, are you familiar with any of the following reforms/programs? READ THOSE NOT MENTIONED

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found.)

Better Management of ELVs

Modernising regulatory regimes banning cash payments,

better sanctions, closing loopholes 1..... 1

Full ELV management scheme 2..... 2

Refining the Management of Written-Off Vehicles

New damage assessment criteria for heavy written-off vehicles 3..... 3

Public Education Programs

Young Offender programs (Synergy, Choose a ride)..... 4..... 4

Operation Bounce Back (OBB) 5..... 5

Australia's Most wanted..... 6..... 6

Car Security begins at Home 7..... 7

Technology

Secure compliance labels 8..... 8

Low cost vehicle tracking technology 9..... 9

Police Response

Vehicle Crime Managers' Network..... 10..... 10

Better Data

Comprehensive Auto-theft Research System (CARS) 11..... 11

Expert systems for law enforcement 12..... 12

Personal Property Securities Registers (PPSR) 13..... 13

Vehicle information Request System (VIRS) 14..... 14

Other (specify)..... 15

None of these..... 99..... 99

Would you please write down the following scale from 1 to 5 where 1=poor, 2=not really good, 3=good, 4=very good and 5=excellent. This scale will be used throughout the questionnaire.

10. Using that scale from 1 to 5 where 1=poor and 5=excellent, how would you rate the NMVTRC's performance in coordinating the development and progress of the reforms/programs? Why is that?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

11. And, how would you rate the NMVTRC's performance in consulting stakeholders regarding the development and progress of these reforms/programs? Why is that?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

12. Using that same scale from 1 to 5, where 1=poor and 5=excellent, how would you rate the NMVTRC's consultation with stakeholders generally?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

13. How would you rate the NMVTRC's consultation with stakeholders in the review of its strategic plan (the StratPlan forums)?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

14. How would you rate the NMVTRC's dissemination of vehicle theft data?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

15. How would you rate the NMVTRC's information on the vehicle theft reform process?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

Influence on Reforms

16. Considering the reforms just discussed and thinking about the NMVTRC's influence on reforms to do with vehicle theft, how well have these reforms progressed?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

17. To what extent do you attribute the progress of these reforms to the NMVTRC?

18. How would you rate the importance of these reforms in reducing vehicle theft?

<i>Not important at all</i>	<i>Not really important</i>	<i>Important</i>	<i>Very important</i>	<i>Extremely important</i>	<i>Not sure</i>
1	2	3	4	5	9

19. What other reforms should the NMVTRC be promoting to reduce vehicle theft?

20. What level of influence or impact does the NMVTRC have on the implementation (or progress towards implementation) of vehicle theft reforms in your organisation and industry?

- A Negative Impact 1
- No Impact 2
- Minor Positive Impact or 3
- Major Positive Impact 4

Resources and Publications

21. Now thinking about NMVTRC publications and statistical services; which ones are you aware of?

DO NOT READ

22. And which of the following are you aware of? READ THOSE NOT MENTIONED

(Error! Reference source not found.)(Error! Reference source not found.)

CARSAFE Website.....	1.....	1
CARS statistics database.....	2.....	2
Theft Torque, Theft Watch & Theft Matters.....	3.....	3
Strategic Plan and Annual Report.....	4.....	4
Local Communities Guide.....	5.....	5
Public education brochures and posters.....	6.....	6
Project-specific reports	7.....	7
Other (specify).....	8	
None of these.....	9.....	9

23. Using a scale from 1=poor to 5=excellent, how would you rate the quality overall of these publications and statistical services?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

24. How well do the publications and statistical services meet your needs? What works well?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

25. What could be improved?

26. What other publications or statistical services could the NMVTRC provide to support theft reduction?

27. How well have the publications and statistical services met the objectives of the NMVTRC?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

Profile

28. Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; in your mind, has the profile of vehicle theft changed amongst the public and the media since NMVTRC's inception? Yes/No

What has the NMVTRC done to lift the profile?

29. Has the profile of vehicle theft changed amongst stakeholders since the NMVTRC's inception? Yes/No

What has the NMVTRC done to lift the profile?

30. Has the profile of vehicle theft changed amongst police services since the NMVTRC's inception? Yes/No

What has the NMVTRC done to lift the profile?

31. In what other ways could the NMVTRC lift the profile of vehicle theft as an issue?

32. To what extent do you think the profile of vehicle theft has lifted among police since the inception of the NMVTRC?
READ OUT

Not at all.....1
A little.....2
A lot.....3

Support of Dissolution or Extension

33. As you may know the NMVTRC is under review and this interview is part of the review process. The process will provide recommendations to its funding bodies on whether the NMVTRC should be wound up or extended. In your mind, should the NMVTRC be wound up or extended beyond 2021?

Wound Up 1
 Extended..... 2
 Undecided 3

Why do you say that?

34. Is there more for the NMVTRC to do to reduce vehicle theft in Australia? Yes/No What would you like to see done?

Thank you for your assistance with this survey.

Please be assured that this survey is being carried out in compliance with the Australian Market and Social Research Society's Privacy Act; and any information you provide will only be used for research purposes.

Just to remind you, I'm calling from Nexus Research, if you have any queries, you can call our office on 03 9842 7177 or the AMSRS free survey line on 1300 364 830.

RECORD NAME & TELEPHONE NUMBER (FROM SAMPLE):

I declare that the information obtained is true and correct and I have obeyed the AMSRS Code of Marketing and Social Research Practice

Appendix C – Detailed Tables

Q. 2: Location of Stakeholder - State

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wounded/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
VIC	5 12%	5 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	2 40%	2 17%	5 13%	0 0%
NSW	9 21%	0 0%	9 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 14%	3 27%	1 17%	1 50%	0 0%	3 25%	9 24%	0 0%
TAS	4 9%	0 0%	0 0%	4 100%	0 0%	0 0%	0 0%	0 0%	0 0%	1 14%	1 9%	1 17%	0 0%	1 20%	0 0%	3 8%	1 20%
SA	8 19%	0 0%	0 0%	0 0%	8 100%	0 0%	0 0%	0 0%	0 0%	1 14%	1 9%	1 17%	1 50%	1 20%	3 25%	6 16%	2 40%
WA	4 9%	0 0%	0 0%	0 0%	0 0%	4 100%	0 0%	0 0%	0 0%	1 14%	1 9%	0 0%	0 0%	1 20%	1 8%	4 11%	0 0%
NT	2 5%	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%	1 14%	1 9%	0 0%	0 0%	0 0%	0 0%	1 3%	1 20%
QLD	8 19%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	8 100%	0 0%	1 14%	4 36%	1 17%	0 0%	0 0%	2 17%	7 18%	1 20%
ACT	3 7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 100%	1 14%	0 0%	1 17%	0 0%	0 0%	1 8%	3 8%	0 0%

Q. 3: Industry of Stakeholder

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Police	7 16%	0 0%	1 11%	1 25%	1 13%	1 25%	1 50%	1 13%	1 33%	7 100%	0 0%	0 0%	0 0%	0 0%	0 0%	5 13%	2 40%
Insurance	11 26%	0 0%	3 33%	1 25%	1 13%	1 25%	1 50%	4 50%	0 0%	0 0%	11 100%	0 0%	0 0%	0 0%	0 0%	10 26%	1 20%
Transport	6 14%	1 20%	1 11%	1 25%	1 13%	0 0%	0 0%	1 13%	1 33%	0 0%	0 0%	6 100%	0 0%	0 0%	0 0%	5 13%	1 20%
Manufacturers	2 5%	0 0%	1 11%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%	2 5%	0 0%
Motor Traders	5 12%	2 40%	0 0%	1 25%	1 13%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	5 100%	0 0%	5 13%	0 0%
Other	12 28%	2 40%	3 33%	0 0%	3 38%	1 25%	0 0%	2 25%	1 33%	0 0%	0 0%	0 0%	0 0%	0 0%	12 100%	11 29%	1 20%

Q. 8: Which NMVTRC reforms/programs are you familiar with? (Spontaneous)

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
New damage assessment criteria for heavy written-off vehicles	15 35%	3 60%	5 56%	2 50%	1 13%	0 0%	1 50%	2 25%	1 33%	0 0%	4 36%	5 83%	1 50%	2 40%	3 25%	14 37%	1 20%
Young offender programs (Choose a Ride, Synergy)	27 63%	4 80%	8 89%	1 25%	6 75%	2 50%	0 0%	4 50%	2 67%	2 29%	7 64%	4 67%	2 100%	4 80%	8 67%	25 66%	2 40%
Operation Bounce Back (OBB)	5 12%	1 20%	3 33%	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	2 29%	1 9%	0 0%	0 0%	1 20%	1 8%	5 13%	0 0%
Car Security begins at Home	14 33%	3 60%	1 11%	1 25%	3 38%	3 75%	1 50%	1 13%	1 33%	3 43%	3 27%	1 17%	0 0%	2 40%	5 42%	13 34%	1 20%
Comprehensive Auto-theft Research System (CARS)	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	1 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%
Personal Property Securities Register (PPSR)	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	1 3%	0 0%
Other	27 63%	3 60%	4 44%	4 100%	6 75%	3 75%	1 50%	3 38%	3 100%	6 86%	5 45%	4 67%	1 50%	2 40%	9 75%	25 66%	2 40%
None of these	2 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 25%	0 0%	0 0%	2 18%	0 0%	0 0%	0 0%	0 0%	1 3%	1 20%

Q. 8&9: Which NMVTRC reforms/programs are you familiar with? (Spontaneous + Aided)

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufacture	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Better Management of ELVs	34 79%	4 80%	6 67%	4 100%	5 63%	3 75%	1 50%	8 100%	3 100%	5 71%	8 73%	5 83%	2 100%	5 100%	9 75%	31 82%	3 60%
Full ELV Management scheme	17 40%	4 80%	2 22%	3 75%	2 25%	2 50%	1 50%	2 25%	1 33%	1 14%	5 45%	2 33%	0 0%	4 80%	5 42%	17 45%	0 0%
New damage assessment criteria for heavy written-off vehicles	28 65%	4 80%	7 78%	2 50%	5 63%	3 75%	2 100%	3 38%	2 67%	3 43%	8 73%	6 100%	1 50%	5 100%	5 42%	26 68%	2 40%
Young offender programs (Choose a Ride, Synergy)	41 95%	4 80%	9 100%	3 75%	8 100%	4 100%	2 100%	8 100%	3 100%	7 100%	10 91%	6 100%	2 100%	5 100%	11 92%	36 95%	5 100%
Operation Bounce Back (OBB)	23 53%	3 60%	5 56%	3 75%	3 38%	2 50%	1 50%	3 38%	3 100%	5 71%	4 36%	3 50%	1 50%	3 60%	7 58%	21 55%	2 40%
Australia's Most Wanted	10 23%	3 60%	2 22%	1 25%	1 13%	0 0%	1 50%	1 13%	1 33%	0 0%	3 27%	2 33%	0 0%	2 40%	3 25%	9 24%	1 20%
Car Security begins at Home	39 91%	5 100%	6 67%	4 100%	8 100%	4 100%	2 100%	8 100%	2 67%	6 86%	11 100%	5 83%	1 50%	5 100%	11 92%	34 89%	5 100%
Secure compliance labels	29 67%	3 60%	7 78%	4 100%	5 63%	1 25%	1 50%	5 63%	3 100%	6 86%	6 55%	5 83%	2 100%	4 80%	6 50%	26 68%	3 60%

Q. 8&9: Which NMVTRC reforms/programs are you familiar with? (Spontaneous + Aided)

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Low cost vehicle tracking technology	30 70%	4 80%	6 67%	3 75%	6 75%	3 75%	1 50%	5 63%	2 67%	3 43%	10 91%	4 67%	2 100%	5 100%	6 50%	28 74%	2 40%
Vehicle Crime Managers' Network	19 44%	2 40%	3 33%	2 50%	4 50%	3 75%	0 0%	3 38%	2 67%	4 57%	4 36%	4 67%	0 0%	4 80%	3 25%	18 47%	1 20%
Comprehensive Auto-theft Research System (CARS)	29 67%	3 60%	7 78%	3 75%	7 88%	2 50%	2 100%	3 38%	2 67%	5 71%	8 73%	3 50%	2 100%	3 60%	8 67%	27 71%	2 40%
Expert systems for law enforcement	13 30%	1 20%	1 11%	1 25%	5 63%	2 50%	0 0%	2 25%	1 33%	4 57%	3 27%	2 33%	0 0%	2 40%	2 17%	12 32%	1 20%
Personal Property Securities Register (PPSR)	32 74%	5 100%	5 56%	3 75%	6 75%	3 75%	2 100%	6 75%	2 67%	2 29%	10 91%	5 83%	1 50%	5 100%	9 75%	29 76%	3 60%
Vehicle Information Request System (VIRS)	15 35%	3 60%	3 33%	2 50%	1 13%	0 0%	2 100%	3 38%	1 33%	4 57%	3 27%	3 50%	0 0%	2 40%	3 25%	14 37%	1 20%
Other	27 63%	3 60%	4 44%	4 100%	6 75%	3 75%	1 50%	3 38%	3 100%	6 86%	5 45%	4 67%	1 50%	2 40%	9 75%	25 66%	2 40%
None of these	2 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 25%	0 0%	0 0%	2 18%	0 0%	0 0%	0 0%	0 0%	1 3%	1 20%

Q. 10: Would you please write down the following scale from 1 to 5 where 1=poor, 2=not really good, 3=good, 4=very good and 5=excellent, as this scale will be used throughout the questionnaire.

Using that scale from 1 to 5 where 1=poor and 5=excellent, how would you rate the NMVTRC's performance in coordinating the development and progress of the reforms/programs?

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not really good	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	1 20%
Good	12 28%	3 60%	2 22%	0 0%	2 25%	1 25%	2 100%	1 13%	1 33%	4 57%	2 18%	2 33%	1 50%	2 40%	1 8%	11 29%	1 20%
Very good	21 49%	1 20%	6 67%	3 75%	4 50%	1 25%	0 0%	5 63%	1 33%	2 29%	9 82%	2 33%	1 50%	2 40%	5 42%	20 53%	1 20%
Excellent	6 14%	1 20%	1 11%	0 0%	0 0%	2 50%	0 0%	1 13%	1 33%	0 0%	0 0%	0 0%	0 0%	1 20%	5 42%	6 16%	0 0%
Not sure	3 7%	0 0%	0 0%	1 25%	1 13%	0 0%	0 0%	1 13%	0 0%	1 14%	0 0%	2 33%	0 0%	0 0%	0 0%	1 3%	2 40%
Mean	3.80	3.60	3.89	4.00	3.43	4.25	3.00	4.00	4.00	3.33	3.82	3.50	3.50	3.80	4.17	3.86	3.00

Q. 11: And, how would you rate the NMVTRC's performance in consulting stakeholders regarding the development and progress of these reforms/programs?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- -port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Poor	2 5%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	1 13%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	1 8%	0 0%	2 40%
Not really good	1 2%	0 0%	1 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%
Good	7 16%	1 20%	2 22%	1 25%	0 0%	1 25%	1 50%	1 13%	0 0%	1 14%	4 36%	1 17%	0 0%	1 20%	0 0%	7 18%	0 0%
Very good	18 42%	2 40%	5 56%	2 50%	4 50%	0 0%	1 50%	3 38%	1 33%	2 29%	4 36%	3 50%	2 100%	2 40%	5 42%	16 42%	2 40%
Excellent	13 30%	2 40%	1 11%	0 0%	3 38%	3 75%	0 0%	2 25%	2 67%	3 43%	1 9%	1 17%	0 0%	2 40%	6 50%	13 34%	0 0%
Not sure	2 5%	0 0%	0 0%	1 25%	0 0%	0 0%	0 0%	1 13%	0 0%	1 14%	0 0%	1 17%	0 0%	0 0%	0 0%	1 3%	1 20%
Mean	3.95	4.20	3.67	3.67	4.00	4.50	3.50	3.71	4.67	4.33	3.27	4.00	4.00	4.20	4.25	4.11	2.50

Q. 12: Using that same scale from 1 to 5 where 1=poor and 5=excellent, how would you rate the NMVTRC's consultation with stakeholders generally?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- -port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Poor	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%
Not really good	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	1 20%
Good	14 33%	3 60%	5 56%	2 50%	0 0%	1 25%	1 50%	2 25%	0 0%	3 43%	3 27%	2 33%	1 50%	1 20%	4 33%	12 32%	2 40%
Very good	21 49%	2 40%	3 33%	2 50%	6 75%	2 50%	1 50%	4 50%	1 33%	3 43%	6 55%	2 33%	1 50%	3 60%	6 50%	21 55%	0 0%
Excellent	5 12%	0 0%	1 11%	0 0%	0 0%	1 25%	0 0%	1 13%	2 67%	1 14%	1 9%	1 17%	0 0%	1 20%	1 8%	5 13%	0 0%
Not sure	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	0 0%	0 0%	0 0%	1 20%
Mean	3.67	3.40	3.56	3.50	3.71	4.00	3.50	3.50	4.67	3.71	3.55	3.80	3.50	4.00	3.58	3.82	2.25

Q. 13: How would you rate the NMVTRC's consultation with stakeholders in the review of its strategic plan (the StratPlan forums)?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- -port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Poor	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%
Good	10 23%	1 20%	3 33%	1 25%	1 13%	0 0%	1 50%	2 25%	1 33%	3 43%	3 27%	1 17%	1 50%	1 20%	1 8%	8 21%	2 40%
Very good	19 44%	2 40%	4 44%	2 50%	4 50%	2 50%	1 50%	3 38%	1 33%	2 29%	5 45%	4 67%	1 50%	3 60%	4 33%	18 47%	1 20%
Excellent	7 16%	1 20%	0 0%	0 0%	2 25%	2 50%	0 0%	1 13%	1 33%	1 14%	1 9%	0 0%	0 0%	1 20%	4 33%	7 18%	0 0%
Not sure	6 14%	1 20%	2 22%	1 25%	1 13%	0 0%	0 0%	1 13%	0 0%	1 14%	1 9%	1 17%	0 0%	0 0%	3 25%	5 13%	1 20%
Mean	3.84	4.00	3.57	3.67	4.14	4.50	3.50	3.43	4.00	3.67	3.50	3.80	3.50	4.00	4.33	3.97	2.75

Q. 14: How would you rate the NMVTRC's dissemination of vehicle theft data?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not really good	2 5%	0 0%	0 0%	0 0%	1 13%	1 25%	0 0%	0 0%	0 0%	1 14%	0 0%	0 0%	0 0%	0 0%	1 8%	1 3%	1 20%
Good	9 21%	1 20%	4 44%	0 0%	1 13%	0 0%	1 50%	1 13%	1 33%	2 29%	2 18%	1 17%	0 0%	0 0%	4 33%	7 18%	2 40%
Very good	20 47%	4 80%	3 33%	3 75%	4 50%	2 50%	0 0%	3 38%	1 33%	3 43%	5 45%	4 67%	2 100%	4 80%	2 17%	19 50%	1 20%
Excellent	10 23%	0 0%	1 11%	1 25%	1 13%	1 25%	1 50%	4 50%	1 33%	1 14%	4 36%	0 0%	0 0%	1 20%	4 33%	10 26%	0 0%
Not sure	2 5%	0 0%	1 11%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	0 0%	1 8%	1 3%	1 20%
Mean	3.93	3.80	3.63	4.25	3.71	3.75	4.00	4.38	4.00	3.57	4.18	3.80	4.00	4.20	3.82	4.03	3.00

Q. 15: How would you rate the NMVTRC's information on the vehicle theft reform process?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not really good	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	1 20%
Good	20 47%	1 20%	6 67%	2 50%	3 38%	0 0%	2 100%	5 63%	1 33%	3 43%	6 55%	2 33%	2 100%	2 40%	5 42%	18 47%	2 40%
Very good	13 30%	2 40%	2 22%	1 25%	3 38%	3 75%	0 0%	1 13%	1 33%	2 29%	5 45%	3 50%	0 0%	1 20%	2 17%	12 32%	1 20%
Excellent	3 7%	0 0%	0 0%	0 0%	1 13%	1 25%	0 0%	0 0%	1 33%	0 0%	0 0%	0 0%	0 0%	1 20%	2 17%	3 8%	0 0%
Not sure	6 14%	2 40%	1 11%	1 25%	0 0%	0 0%	0 0%	2 25%	0 0%	2 29%	0 0%	1 17%	0 0%	1 20%	2 17%	5 13%	1 20%
Mean	3.49	3.67	3.25	3.33	3.50	4.25	3.00	3.17	4.00	3.40	3.45	3.60	3.00	3.75	3.50	3.55	3.00

Q. 16: Considering the reforms just discussed and thinking about the NMVTRC's influence on reforms to do with vehicle theft, how well have these reforms progressed? [Read out scale]

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- -port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not really well	2 5%	1 20%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	1 14%	0 0%	1 17%	0 0%	0 0%	0 0%	1 3%	1 20%
Well	21 49%	1 20%	6 67%	3 75%	3 38%	2 50%	1 50%	4 50%	1 33%	2 29%	8 73%	2 33%	2 100%	2 40%	5 42%	20 53%	1 20%
Very well	14 33%	2 40%	3 33%	0 0%	4 50%	1 25%	0 0%	2 25%	2 67%	3 43%	2 18%	3 50%	0 0%	1 20%	5 42%	13 34%	1 20%
Extremely well	1 2%	0 0%	0 0%	0 0%	0 0%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%	0 0%	1 3%	0 0%
[DNRO] Not sure	5 12%	1 20%	0 0%	1 25%	1 13%	0 0%	0 0%	2 25%	0 0%	1 14%	1 9%	0 0%	0 0%	1 20%	2 17%	3 8%	2 40%
Mean	3.37	3.25	3.33	3.00	3.57	3.75	2.50	3.33	3.67	3.33	3.20	3.33	3.00	3.75	3.50	3.40	3.00

Q. 18: How would you rate the importance of these reforms in reducing vehicle theft? [Read out scale]

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Important	11 26%	5 100%	1 11%	3 75%	1 13%	0 0%	1 50%	0 0%	0 0%	2 29%	1 9%	2 33%	0 0%	2 40%	4 33%	8 21%	3 60%
Very important	15 35%	0 0%	6 67%	0 0%	3 38%	1 25%	0 0%	2 25%	3 100%	3 43%	5 45%	3 50%	2 100%	0 0%	2 17%	14 37%	1 20%
Extremely important	17 40%	0 0%	2 22%	1 25%	4 50%	3 75%	1 50%	6 75%	0 0%	2 29%	5 45%	1 17%	0 0%	3 60%	6 50%	16 42%	1 20%
Mean	4.14	3.00	4.11	3.50	4.38	4.75	4.00	4.75	4.00	4.00	4.36	3.83	4.00	4.20	4.17	4.21	3.60

Q. 20: What level of influence or impact does the NMVTRC have on the implementation (or progress towards implementation) of vehicle theft reforms in your organisation and industry? [Read out scale]

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
No impact	9 21%	1 20%	1 11%	2 50%	2 25%	0 0%	1 50%	2 25%	0 0%	1 14%	3 27%	1 17%	1 50%	1 20%	2 17%	6 16%	3 60%
Minor positive impact or	25 58%	4 80%	7 78%	2 50%	2 25%	3 75%	1 50%	5 63%	1 33%	5 71%	8 73%	2 33%	1 50%	4 80%	5 42%	24 63%	1 20%
Major positive impact	8 19%	0 0%	1 11%	0 0%	3 38%	1 25%	0 0%	1 13%	2 67%	1 14%	0 0%	3 50%	0 0%	0 0%	4 33%	7 18%	1 20%
[DNRO] Not sure	1 2%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	1 3%	0 0%
Mean	2.98	2.80	3.00	2.50	3.14	3.25	2.50	2.88	3.67	3.00	2.73	3.33	2.50	2.80	3.18	3.03	2.60

Q. 21: Now thinking about NMVTRC publications and statistical services, which ones are you aware of? [Do not read out]

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
CARSAFE Website	14 33%	2 40%	6 67%	0 0%	2 25%	1 25%	1 50%	2 25%	0 0%	4 57%	4 36%	2 33%	0 0%	1 20%	3 25%	12 32%	2 40%
CARS statistics database	28 65%	2 40%	6 67%	2 50%	5 63%	2 50%	2 100%	7 88%	2 67%	6 86%	9 82%	2 33%	0 0%	3 60%	8 67%	25 66%	3 60%
Theft Torque, Theft Watch and Theft Matters	24 56%	2 40%	6 67%	2 50%	3 38%	2 50%	2 100%	5 63%	2 67%	3 43%	5 45%	4 67%	2 100%	3 60%	7 58%	21 55%	3 60%
Strategic Plan and Annual Report	14 33%	2 40%	2 22%	2 50%	3 38%	2 50%	0 0%	1 13%	2 67%	1 14%	2 18%	4 67%	2 100%	2 40%	3 25%	13 34%	1 20%
Public education brochures and posters	4 9%	1 20%	0 0%	0 0%	1 13%	0 0%	0 0%	1 13%	1 33%	2 29%	0 0%	0 0%	0 0%	0 0%	2 17%	4 11%	0 0%
Project-specific reports	2 5%	1 20%	1 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	0 0%	1 8%	2 5%	0 0%
Other	5 12%	1 20%	1 11%	0 0%	1 13%	0 0%	0 0%	1 13%	1 33%	3 43%	0 0%	0 0%	0 0%	0 0%	2 17%	5 13%	0 0%
None of these	3 7%	0 0%	0 0%	1 25%	1 13%	1 25%	0 0%	0 0%	0 0%	0 0%	1 9%	1 17%	0 0%	0 0%	1 8%	2 5%	1 20%

**Q. 21&22: Now thinking about NMVTRC publications and statistical services, which ones are you aware of?
(Spontaneous + Aided)**

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
CARSAFE Website	41 95%	5 100%	9 100%	4 100%	7 88%	4 100%	2 100%	7 88%	3 100%	7 100%	10 91%	5 83%	2 100%	5 100%	12 100%	37 97%	4 80%
CARS statistics database	37 86%	3 60%	8 89%	4 100%	6 75%	4 100%	2 100%	7 88%	3 100%	7 100%	10 91%	5 83%	1 50%	3 60%	11 92%	34 89%	3 60%
Theft Torque, Theft Watch and Theft Matters	38 88%	5 100%	9 100%	4 100%	5 63%	4 100%	2 100%	6 75%	3 100%	6 86%	10 91%	5 83%	2 100%	5 100%	10 83%	33 87%	5 100%
Strategic Plan and Annual Report	39 91%	4 80%	7 78%	3 75%	8 100%	4 100%	2 100%	8 100%	3 100%	6 86%	11 100%	6 100%	2 100%	5 100%	9 75%	35 92%	4 80%
Local Communities Guide	4 9%	0 0%	2 22%	1 25%	0 0%	0 0%	0 0%	1 13%	0 0%	2 29%	0 0%	0 0%	0 0%	1 20%	1 8%	4 11%	0 0%
Public education brochures and posters	29 67%	4 80%	3 33%	3 75%	6 75%	4 100%	1 50%	5 63%	3 100%	6 86%	5 45%	5 83%	0 0%	5 100%	8 67%	26 68%	3 60%
Project-specific reports	24 56%	3 60%	5 56%	3 75%	3 38%	3 75%	0 0%	5 63%	2 67%	5 71%	5 45%	4 67%	0 0%	3 60%	7 58%	22 58%	2 40%
Other	5 12%	1 20%	1 11%	0 0%	1 13%	0 0%	0 0%	1 13%	1 33%	3 43%	0 0%	0 0%	0 0%	0 0%	2 17%	5 13%	0 0%
None of these	4 9%	0 0%	1 11%	1 25%	1 13%	1 25%	0 0%	0 0%	0 0%	0 0%	1 9%	2 33%	0 0%	0 0%	1 8%	3 8%	1 20%

Q. 23: Using the scale from 1=poor to 5=excellent, how would you rate the quality overall of these publications and statistical services?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Good	4 9%	0 0%	2 22%	0 0%	0 0%	0 0%	0 0%	1 13%	1 33%	1 14%	2 18%	1 17%	0 0%	0 0%	0 0%	3 8%	1 20%
Very good	25 58%	4 80%	4 44%	4 100%	3 38%	4 100%	1 50%	3 38%	2 67%	4 57%	5 45%	3 50%	2 100%	4 80%	7 58%	22 58%	3 60%
Excellent	13 30%	1 20%	2 22%	0 0%	5 63%	0 0%	1 50%	4 50%	0 0%	2 29%	4 36%	2 33%	0 0%	1 20%	4 33%	12 32%	1 20%
Not sure	1 2%	0 0%	1 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	1 3%	0 0%
Mean	4.21	4.20	4.00	4.00	4.63	4.00	4.50	4.38	3.67	4.14	4.18	4.17	4.00	4.20	4.36	4.24	4.00

Q. 24: How well do the publications and statistical services meet your needs? [Read out scale]

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not really well	2 5%	0 0%	0 0%	1 25%	0 0%	0 0%	1 50%	0 0%	0 0%	1 14%	1 9%	0 0%	0 0%	0 0%	0 0%	1 3%	1 20%
Well	16 37%	2 40%	5 56%	2 50%	2 25%	2 50%	0 0%	2 25%	1 33%	4 57%	3 27%	2 33%	1 50%	1 20%	5 42%	13 34%	3 60%
Very well	21 49%	3 60%	3 33%	1 25%	4 50%	2 50%	0 0%	6 75%	2 67%	2 29%	6 55%	4 67%	1 50%	4 80%	4 33%	20 53%	1 20%
Extremely well	3 7%	0 0%	0 0%	0 0%	2 25%	0 0%	1 50%	0 0%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	2 17%	3 8%	0 0%
[DNRO] Not sure	1 2%	0 0%	1 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	1 3%	0 0%
Mean	3.60	3.60	3.38	3.00	4.00	3.50	3.50	3.75	3.67	3.14	3.64	3.67	3.50	3.80	3.73	3.68	3.00

Q. 27: How well have the publications and statistical services met the objectives of the NMVTRC? [Read out scale]

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Well	7 16%	1 20%	2 22%	1 25%	1 13%	0 0%	0 0%	1 13%	1 33%	1 14%	2 18%	2 33%	0 0%	1 20%	1 8%	6 16%	1 20%
Very well	24 56%	4 80%	5 56%	2 50%	5 63%	3 75%	0 0%	4 50%	1 33%	3 43%	7 64%	2 33%	2 100%	3 60%	7 58%	24 63%	0 0%
Extremely well	5 12%	0 0%	0 0%	0 0%	0 0%	1 25%	1 50%	2 25%	1 33%	1 14%	1 9%	0 0%	0 0%	1 20%	2 17%	5 13%	0 0%
[DNRO] Not sure	7 16%	0 0%	2 22%	1 25%	2 25%	0 0%	1 50%	1 13%	0 0%	2 29%	1 9%	2 33%	0 0%	0 0%	2 17%	3 8%	4 80%
Mean	3.94	3.80	3.71	3.67	3.83	4.25	5.00	4.14	4.00	4.00	3.90	3.50	4.00	4.00	4.10	3.97	3.00

Q. 28: Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; in your mind, has the profile of vehicle theft changed amongst the public and the media since the NMVTRC's inception?

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Yes	29 67%	3 60%	8 89%	3 75%	2 25%	2 50%	0 0%	8 100%	3 100%	4 57%	8 73%	5 83%	1 50%	3 60%	8 67%	26 68%	3 60%
No	12 28%	2 40%	1 11%	1 25%	4 50%	2 50%	2 100%	0 0%	0 0%	3 43%	3 27%	0 0%	1 50%	2 40%	3 25%	11 29%	1 20%
Not sure	2 5%	0 0%	0 0%	0 0%	2 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	0 0%	1 8%	1 3%	1 20%

Q. 29: Has the profile of vehicle theft changed amongst stakeholders since the NMVTRC's inception?

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Yes	33 77%	5 100%	5 56%	2 50%	7 88%	3 75%	1 50%	7 88%	3 100%	5 71%	8 73%	3 50%	1 50%	4 80%	12 100%	31 82%	2 40%
No	6 14%	0 0%	3 33%	1 25%	0 0%	1 25%	1 50%	0 0%	0 0%	2 29%	2 18%	0 0%	1 50%	1 20%	0 0%	5 13%	1 20%
Not sure	4 9%	0 0%	1 11%	1 25%	1 13%	0 0%	0 0%	1 13%	0 0%	0 0%	1 9%	3 50%	0 0%	0 0%	0 0%	2 5%	2 40%

Q. 30: Has the profile of vehicle theft changed amongst police services since the NMVTRC's inception?

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insur- ance	Trans- port	Manu- -facts	Motor Trade	Other	Ext- ended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Yes	18 42%	0 0%	4 44%	2 50%	6 75%	2 50%	0 0%	3 38%	1 33%	6 86%	4 36%	0 0%	0 0%	3 60%	5 42%	16 42%	2 40%
No	3 7%	1 20%	0 0%	0 0%	0 0%	1 25%	1 50%	0 0%	0 0%	1 14%	1 9%	0 0%	0 0%	1 20%	0 0%	2 5%	1 20%
Not sure	22 51%	4 80%	5 56%	2 50%	2 25%	1 25%	1 50%	5 63%	2 67%	0 0%	6 55%	6 100%	2 100%	1 20%	7 58%	20 53%	2 40%

Q. 32: To what extent do you think the profile of vehicle theft has lifted among police since the inception of the NMVTRC? **[Read out scale]**

	State									Industry					Council's Future		
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Not at all	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	1 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%
A little	14 33%	1 20%	4 44%	1 25%	3 38%	2 50%	0 0%	3 38%	0 0%	3 43%	6 55%	0 0%	0 0%	2 40%	3 25%	13 34%	1 20%
A lot	9 21%	0 0%	1 11%	1 25%	2 25%	1 25%	1 50%	1 13%	2 67%	3 43%	1 9%	1 17%	0 0%	2 40%	2 17%	9 24%	0 0%
[DNRO] Not sure	19 44%	4 80%	4 44%	2 50%	3 38%	1 25%	0 0%	4 50%	1 33%	0 0%	4 36%	5 83%	2 100%	1 20%	7 58%	16 42%	3 60%
Mean	2.33	2.00	2.20	2.50	2.40	2.33	2.00	2.25	3.00	2.29	2.14	3.00	0.00	2.50	2.40	2.41	1.50

Q. 33: As you may know the NMVTRC is under review and this interview is part of the review process. The process will provide recommendations to its funding bodies on whether the NMVTRC should be wound up or extended.

In your mind, should the NMVTRC be wound up or extended beyond 2021?

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Wound up	2 5%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	1 13%	0 0%	1 14%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	2 40%
Extended	38 88%	5 100%	9 100%	3 75%	6 75%	4 100%	1 50%	7 88%	3 100%	5 71%	10 91%	5 83%	2 100%	5 100%	11 92%	38 100%	0 0%
Undecided	3 7%	0 0%	0 0%	1 25%	2 25%	0 0%	0 0%	0 0%	0 0%	1 14%	0 0%	1 17%	0 0%	0 0%	1 8%	0 0%	3 60%

34: Is there more for the NMVTRC to do, to reduce vehicle theft in Australia?

	State									Industry						Council's Future	
	Total	VIC	NSW	TAS	SA	WA	NT	QLD	ACT	Police	Insurance	Transport	Manufactures	Motor Trade	Other	Extended	Wound up/DK
Base	43	5	9	4	8	4	2	8	3	7	11	6	2	5	12	38	5
Yes	41 95%	5 100%	8 89%	4 100%	8 100%	4 100%	1 50%	8 100%	3 100%	6 86%	10 91%	6 100%	2 100%	5 100%	12 100%	37 97%	4 80%
No	2 5%	0 0%	1 11%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	1 14%	1 9%	0 0%	0 0%	0 0%	0 0%	1 3%	1 20%