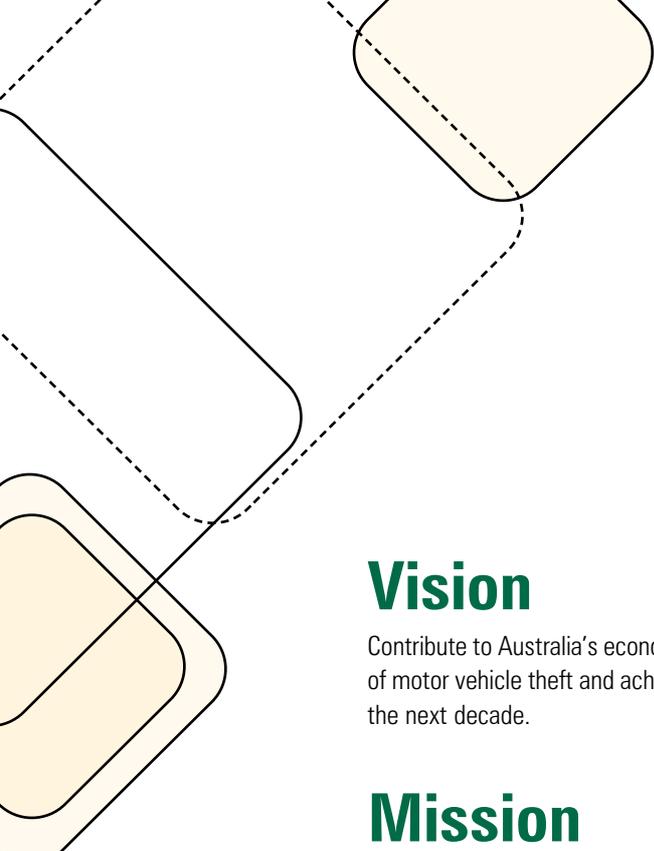National Motor Vehicle
Theft Reduction Council
driving down vehicle theft

3 Year Strategic Plan incorporating the 2000/2001 Business Plan

Vision

Contribute to Australia's economic and social well being by delivering sustainable reductions in the national level of motor vehicle theft and achieving one of the lowest theft levels of any comparative industrialised country over the next decade.

Mission

Facilitate cooperation between industry, government and community stakeholders to implement effective motor vehicle theft prevention strategies, including the relevant recommendations of the National Motor Vehicle Theft Task Force Report of September, 1997.
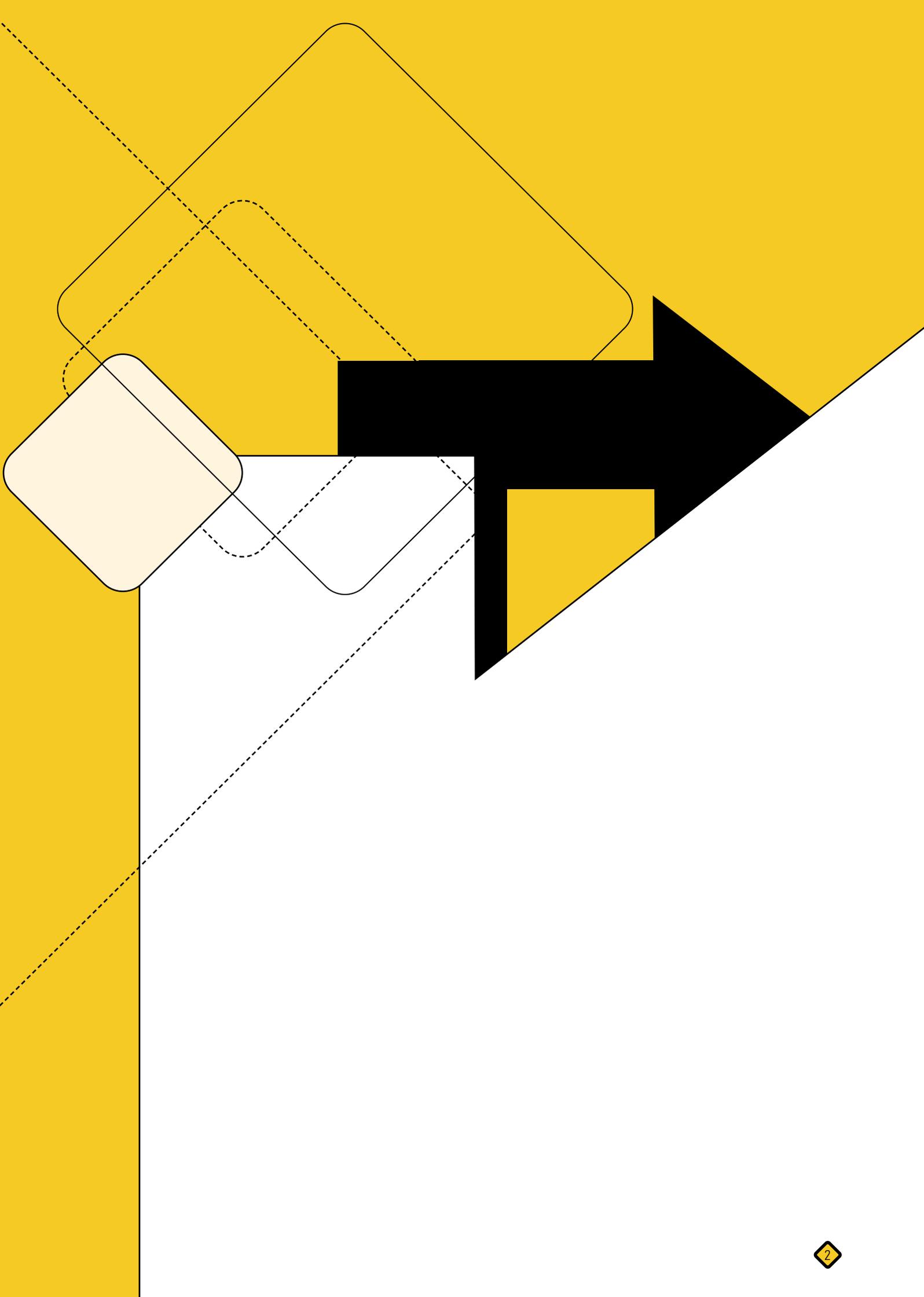
Operating Philosophy

The Council will develop common goals with stakeholders through the promotion of the major economic and social benefits of reduced motor vehicle theft, and will establish credibility through the quality of its proposals for change.

Communication, consultation and negotiation are hallmarks of the Council's operating philosophy which will underpin all Council activities.

Contents

Foreword

This plan is the first annual update of the National Motor Vehicle Theft Reduction Council's Strategic Plan and sets the Council's overall direction for 2000-2003.

As the leading authority on motor vehicle theft in Australia, the Council is conscious of the need to continue to foster and deepen relationships with our stakeholders and strategic partners to bring about sustainable reductions in vehicle theft.

To ensure its strategic direction is developed with a sound appreciation of the priorities and operating environments of its stakeholders, the Council convened a series of strategic planning workshops in all states and territories in the first quarter of 2000. The workshops focused on reviewing progress to date, identifying significant issues that have not been addressed in the Council's forward program and agreeing on priorities for 2000/2001.

The resulting revised plan builds on the solid foundation of the inaugural plan by placing a higher priority on strategies that:

• facilitate the completion of the "national grid" of vehicle information exchange between police services and registration authorities;

• encourage the owners of pre-1992 vehicles to fit an engine immobiliser to their vehicle; and

• identify the most effective strategies for diverting young people from becoming involved in motor vehicle theft.

These priorities reflect the overriding importance of ensuring that reforms flow through effectively and in the shortest possible time.

The revised plan also places a greater emphasis on:

• examining the impacts of insurance practices on vehicle theft, and understanding the extent of vehicle-related insurance fraud;

• understanding the dynamics and extent of professional theft activity; and

• the identification of strategies to combat the theft of motor cycles and heavy vehicles.

The Council remains committed to effective consultation and cooperation with all the parties who can play a part in reducing the economic and social impacts of motor vehicle theft on the nation - governments, industry, motorists and the broader community. This plan provides the "road map" for all stakeholders to play their part in driving down vehicle theft.

Ray Carroll
Executive Director
July 2000

Reducing Vehicle Theft in Australia - the Context

BACKGROUND

The Council's Strategic Plan is intended to be a dynamic document, to be reviewed annually with the first year of each plan comprising a detailed work program.

Each revised plan will reflect a review of progress and a consideration of methods of operation, as well as the changing priorities and operating environments of the Council's stakeholders.

In the first quarter of 2000, the Council initiated a series of strategic planning workshops, to supplement the Council's usual consultative processes. The workshops have been a major input to this Strategic Plan. Additional discussions were also held with peak bodies representing the road freight and passenger transport industries and motorcyclists in relation to combating the theft of heavy vehicles and motorcycles.
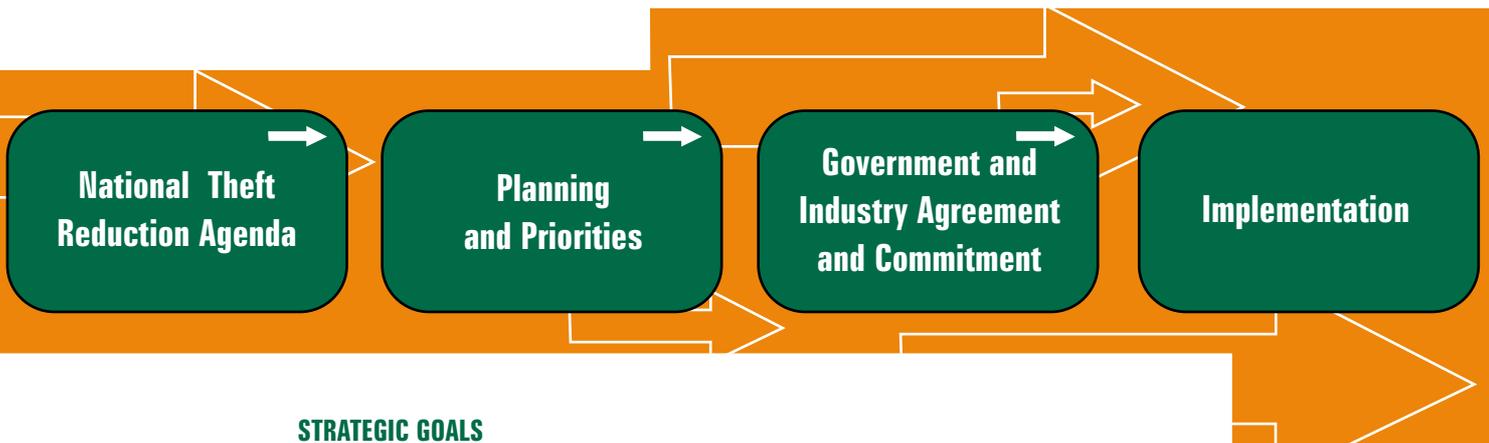
Goal A: Reduce professional motor vehicle theft

Reduce the level of professional motor vehicle theft through:

- reducing the economic incentives of dealing in stolen vehicles and parts; and
- improved deterrence through an increased likelihood of detection.

Objectives

- Improving the effectiveness of national information exchange.
- Improving the identification of motor vehicles and their parts.
- Enhancing police and insurance investigation.
- Initiating appropriate legislative responses.

National Theft Reduction Agenda → **Planning and Priorities** → **Government and Industry Agreement and Commitment** → **Implementation**

STRATEGIC GOALS

The successful achievement of motor vehicle theft reduction can be broadly categorised into three major strategic goals. The first two are designed to address the identified categories of motor vehicle theft: professional and opportunistic. The third goal is the delivery of an effective implementation mechanism for the proposed strategies.

Goal B: Reduce opportunistic motor vehicle theft

Reduce the level of opportunistic motor vehicle theft through:

- increased target hardening; and
- the diversion of young offenders from criminal activity.

Objectives

- Applying effective security devices to new and existing vehicles.
- Promoting effective security practices to the motor trades and the general community.
- Identifying and addressing those factors which lead young people into offending lifestyles.

Goal C: Facilitating cooperation and effective implementation

Provide an effective mechanism to facilitate cooperation between industry, government and the community to implement the National Motor Vehicle Theft Reduction Plan.

Objectives

- Effective operation of a Council that represents key stakeholder groups supported by professional administration services.
- A sharp focus on measurable outcomes.
- Provision of high level monitoring and evaluation processes.
- Provision of a comprehensive communication and marketing strategy.

Development and Delivery of Reforms

METHOD OF OPERATION

The primary role of the Council is to facilitate the implementation of motor vehicle theft prevention, and coordinate reform activities across industry, agency and jurisdictional boundaries. As a result the Council's brief is broad, involving all stages of vehicle theft prevention policy, including:

• policy development;

• the coordination of implementation; and

• the monitoring of outcomes.

As the Council's internal resources are small, the establishment of productive relationships with stakeholders and others is crucial to the delivery of theft prevention reforms. Only by its stakeholders embracing and adopting the reforms promoted by the Council, can it deliver sustainable reductions in motor vehicle theft.

BASIS OF STRATEGIC PLAN

Key challenges

Reducing vehicle theft in Australia requires action across a broad range of industry and government disciplines and activities. Factors such as:

• the high proportion of older vehicles on our roads that have little or no effective security;

• the ease with which vehicle components can be absorbed by the black market;

• gaps in our national exchange of vehicle information between police and registration authorities; and

• some major misconceptions concerning the scale and nature of vehicle theft within our motoring population,

combine to make the challenge a considerable one for the Council and its stakeholders.

Like many other issues, motor vehicle theft attracts attention in short-term periodic cycles while the achievement of long-term, sustainable reductions requires commitment to long-term strategies. There are no quick fixes. We have three years remaining to bring about the organisational changes and technical solutions needed to reduce motor vehicle theft while the major benefits from many of these reforms will not be seen until some time after the Council's life.

Values

The Council is committed to the following values:

• understanding the needs of its stakeholders and seeking their participation in the reform process;

• utilising research and cost-benefit analysis to underpin the decision making process;

• promoting innovation and best practice;

• adopting a net community benefit approach when assessing competing interests;

• establishing a relevant presence in each jurisdiction;

• promoting teamwork and openness;

• developing its skills;

• adopting a philosophy of continuous improvement; and

• maintaining a safe, healthy and equitable working environment.

Outcomes for 1999/2000

The nature of the Council's work means that outputs will always be subject to some variability. On-the-ground implementation of reforms are often subject to factors that are outside of the Council's control and often difficult to predict. Factors that affected output for the 1999-2000 period include:

- competing demands on information technology resources required to manage Year 2000 compliance and Goods and Services Tax issues affected the speed with which many stakeholders have been able to provide stolen vehicle data to the Comprehensive Auto-Theft Research System;

- the financial imperative to implement national road transport reforms, in order to be eligible for Commonwealth national competition policy payments, resulted in slower than expected progress in the development written-off vehicle registers in some jurisdictions; and

- the additional consultation required with New Zealand, under the terms of the Trans-Tasman Mutual Recognition Act, which has pushed the implementation date for the Australian Design Rule for engine immobilisers back to July 2001.

Nonetheless, it is expected that the bulk of the Council's work program for 1999/2000 will be delivered by December 2000.

Progress on the Council's key result areas to date has included:

- reaching agreement with vehicle manufacturers to fit engine immobilisers as standard equipment on new passenger vehicles from July 2001;

- clearing the way for voluntary introduction of self-voiding vehicle identification labels by vehicle manufacturers in order to limit the ease with which existing vehicle identifiers can be copied or altered by professional thieves;

- the recording of stolen vehicle information on the National Exchange of Police Information system and its linking to the National Exchange of Vehicle and Driver Information System developed by registration authorities;

- the adoption of tighter proof-of-identity requirements by registration authorities for people seeking to register or transfer vehicles;

- in conjunction with Austroads, initiating a process to advance the development of nationally consistent arrangements for the management of written-off vehicles; and

- research into motorists' attitudes to vehicle theft and security to inform the development of community awareness programs.

- reaching agreement with police and insurance investigators on the curriculum and service model for a national vehicle theft investigators' course.

- identifying options for improving public access to vehicles status information.

Strategic Directions

The major elements of the Council's Strategic Plan for 2000-2003 are:

- continued commitment to completion of the original recommendations of the National Motor Vehicle Theft Task Force that have broad stakeholder support.

- increased emphasis on encouraging the owners of pre-1992 vehicles to fit an engine immobiliser to their vehicle that meets the Australian/New Zealand Standard AS/NZS 4601: 1999;

- greater emphasis on facilitating the completion of the "national grid" of vehicle information exchange between police services and registration authorities;

- specific focus on identifying the most effective strategies for diverting young people from becoming involved in motor vehicle theft;

Reducing professional motor vehicle theft (Sub-Program A)

The priorities in this sub-program will require the Council to take a more active role in facilitating:

- the completion of the "national grid" of information exchange between police and registration authorities; and

- the use of secure vehicle identification labels by vehicle manufacturers.

The other significant element of this program area will be to finalise the delivery of a national training course to enhance the skills of police and insurance investigators.

- the inclusion of major projects examining the impacts of insurance practices on vehicle theft, and understanding the extent of vehicle-related insurance fraud; and

- the inclusion of specific projects to identify key strategies to combat the theft of motor cycles and heavy vehicles.

Priority areas in the Strategic Plan and work program are set out below.

Reducing opportunistic motor vehicle theft (Sub-program B)

A major objective of the Council is to increase the security of new and existing vehicles. The priorities in this area are to:

- lobby vehicle manufacturers to meet their stated commitment to introduce engine immobilisers on all new passenger vehicles prior to the introduction of a mandatory Australian Design Rule in mid-2001; and

- promote the effectiveness of engine immobilisers to the owners of pre-1992 vehicles via a national advertising campaign (subject to a review of trial programs in Victoria and South Australia).

It is also proposed to commission a study to identify the most effective interventions for diverting young offenders from motor vehicle theft.

Facilitating cooperation and effective implementation

The major focus of this sub-program will be ensuring that the Council's Comprehensive Auto-Theft Research System (CARS) is operating at its optimal capacity. CARS is essential to the Council's analysis of theft prevention strategies and will provide a valuable source of statistical data on national vehicle theft trends to key stakeholders.

It is also proposed to commission specific studies into:

- improving insurance industry practices to reduce motor vehicle theft, and the incidence of fraudulent claims; and

- strategies to combat the theft of motor cycles and heavy vehicles.

Reducing Professional Theft

A1: IMPROVING NATIONAL INFORMATION EXCHANGE

Objective

The implementation of an accurate and reliable national system of information exchange supported by national registration business rules that provide consistent minimum standards of vehicle theft deterrence and detection.

Council Approach

The full benefits of improved information exchange between jurisdictions will only be realised when the agreed systems have been implemented in all states and territories. While substantial progress was made in 1999, the "national grid" of vehicle information remains incomplete with a number of jurisdictions not connected to the National Exchange of Vehicle and Driver Information System (NEVDIS) and a national policy on the management of written-off vehicles yet to be finalised.

Improving public access to non-personal information about a vehicle's registration status is also critical to protecting consumers against professional thieves who attempt to sell re-birthed stolen vehicles to unsuspecting buyers.

The Council will continue to work co-operatively with the jurisdictions to facilitate timely completion of the national information grid and improvements in consumer access to vehicle information. The Council's role may involve co-ordination, the provision of further research or the direct contribution of resources to address identified obstacles to implementation.

Year 1 (2000-2001)

Facilitate:

- the linking of all registration authorities to NEVDIS and monitor compliance with agreed checking protocols;
- the development of nationally consistent Written-off Vehicle Registers (WOVR) in all states and territories; and

- improved consumer access to vehicle status information.

Provide grants and/or resources for systems enhancements where necessary.

Outputs

Substantial progress towards completion of the national information grid, with quarterly reports on progress and recommendations for improvements if necessary.

Year 2 (2001-2002)

Monitor operation of national information systems; review their impact on vehicle theft rates and develop recommendations for improvements, if necessary.

Year 3 (2002-2003)

Promote adoption of recommended revised practices (if any).

## A2: MOTOR VEHICLE AND COMPONENT IDENTIFICATION

Objective

The development of new vehicle design standards that will ensure an adequate level of theft deterrence including a unique tamper-resistant Vehicle Identification Number (VIN), and a cost-effective component identification system.

Council Approach

Component identification

Some industry groups and police have been calling for the implementation of a component identification system in Australia for some years to deter the trade in stolen parts and reduce vehicle theft.

Beyond anecdotal information from police and industry sources, very little is known about the illicit parts trade in Australia and the condition of recovered stolen vehicles.
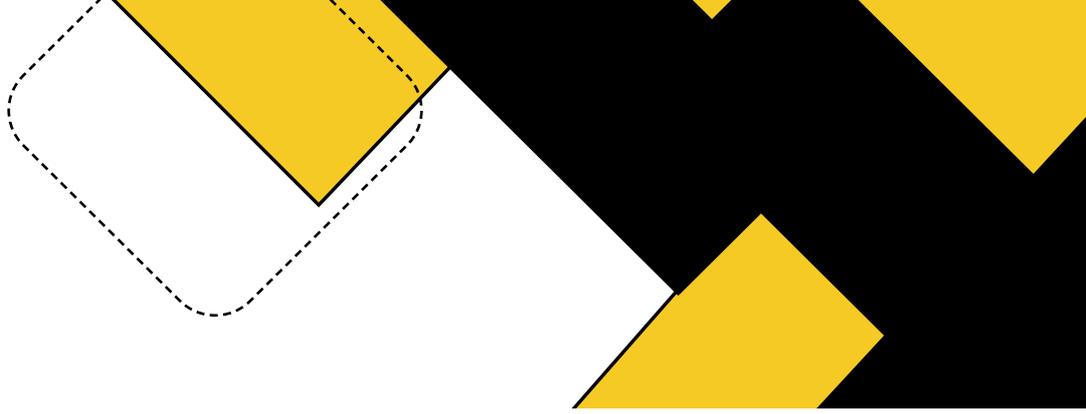
Understanding the dynamics of the illicit parts market is critical to determining the level of investment in component labelling technologies that can be justified.

In 1999/2000, the Council developed a research plan to examine the Australian scene in detail. The first part of the study, which is scheduled for completion in the quarter ending September 2000, will:

- detail the nature of the trade, including the logistics of distributing and disposing of stolen parts, the end uses of stolen parts, and profiles of participants in the trade;

- identify the characteristics of vehicles that are targeted by thieves and where the distribution chains of the legitimate and stolen parts market intersect or diverge; and

- report on practices and infrastructure deficiencies that support the trade.

The next steps will be to determine the economic dimensions of the trade and assess the potential costs and benefits of component identification systems.

Vehicle identification

In 1999, the Australian Transport Safety Bureau altered Australian vehicle manufacturing requirements to clear the way for counterfeit-protected adhesive labels. These can be used as a secure alternative to aluminium vehicle identification plates that can be easily substituted, altered or copied. To date no vehicle manufacturer has developed a secure label.

The Council will work with vehicle and label manufacturers to expedite the introduction of new labelling technologies.

Year 1 (2000-2001)

Component identification

Complete research into the nature and extent of illicit parts use in Australia, and the evaluation of component identification systems implemented (or proposed) in overseas markets.

Undertake research to determine the economic dimensions of the illicit parts trade in Australia.

Outputs

Report on the nature and extent of illicit parts use in Australia.

Report outlining the cost of the stolen vehicle parts trade in Australia.

Evaluation of component identification systems implemented (or proposed) in overseas markets and the role emerging technologies may play.

Vehicle identification

Monitor the development and promote the use of self-voiding compliance labels, including direct input into the development of technical solutions to maximise their effectiveness (eg counterfeit protection, dual location).

Promote the stamping of the VIN on a substantial part of the vehicle structure by all vehicle manufacturers, by identifying current practices and making submissions to non-complying manufacturers.

Year 2 (2001-2002)

Subject to the outcomes of commissioned research from year 1, develop fully costed recommendations and an implementation strategy for component identification systems.

Monitor manufacturers take up of new compliance labelling technologies.

Year 3 (2002-2003)

Monitor the impacts of any implemented systems and promote adoption of recommended revised practices (if any).
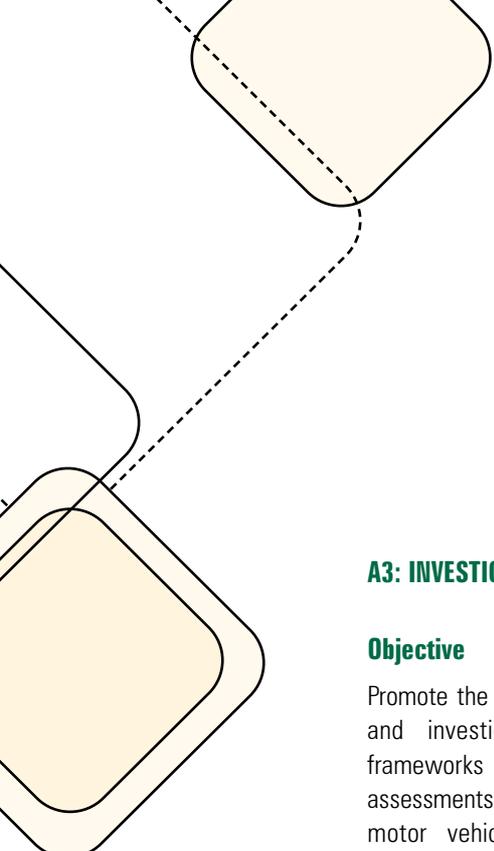
A3: INVESTIGATION

Objective

Promote the development of intelligence gathering and investigative processes within existing frameworks that provide tactical and strategic assessments of organised crime involvement in motor vehicle theft and assist jurisdictional investigation efforts.

Council Approach

Tactical and Strategic Assessments of Organised Crime

In 1999/2000 the Council conducted a preliminary assessment of the feasibility of the Australian Bureau of Criminal Intelligence (ABCI) re-establishing a motor vehicle theft desk. Based on the estimated costs of the service, which the ABCI indicated could only be provided on the basis of full external funding, the Council determined that the service was not feasible at this time.

To better understand the present performance of theft investigation in Australia, the Council proposes to commission a new study to identify the strengths and weaknesses of existing investigation practices. The study may better identify the need for centralised intelligence information.

Enhancing investigation skills

In 1999/2000 the Council undertook an analysis of the current sources of investigator training to determine the need and support for a national course to enhance the skills of police and insurance investigators.

The analysis indicated:

- that most vehicle theft-related training is currently delivered in an ad hoc fashion without a clearly defined curriculum; and

- strong support for a national course focused on facilitating the transfer of practical expertise.

A workshop of key police and insurance representatives convened in May 2000, to examine options for the development and delivery of a national course, supported a model based on an appropriate tertiary institution providing the national infrastructure for the course, linked closely with the provision of practical training by police services at a local level.

Year 1 (2000-2001)

Investigation of motor vehicle theft

Conduct study of present levels of motor vehicle theft investigation, making recommendations for change if necessary.

Enhancing investigation skills

Form strategic alliance with an appropriate tertiary institution, police services and the insurance industry to develop and implement a national vehicle theft investigators' course.

Outputs

Report on the current level of motor vehicle theft investigation.

National Motor Vehicle Theft Investigators' Course operating.

Year 2 (2001-2002)

Monitor and evaluate the performance of individual jurisdictions in investigating organised motor vehicle theft.

Monitor the effectiveness of the National Motor Vehicle Theft Investigators' Course and evaluate the performance of service provider.

Year 3 (2002-2003)

Promote adoption of recommended revised practices (if any).

A4: LEGISLATIVE RESPONSES

Objective

To provide legislative sanctions and regulations which deter potential motor vehicle theft offenders and those who deal in stolen parts.

Council Approach

Despite some diversity in terminology, courts in all states and territories have the power to impose quite severe penalties when sentencing vehicle theft offenders. While definitions of theft and the elements required to establish a successful prosecution vary significantly, to a large extent they simply reflect the wide range of jurisdictional factors taken into account when criminal sentencing provisions are formulated at a state and territory level.

In 1999/2000 the Council sought stakeholders views on the feasibility of pursuing a more consistent approach to serious professional vehicle theft, unlawful dealing in compliance plates or labels, and record keeping requirements for second hand part dealers. Based on consultation, it is evident that there is little consensus on these issues. As a result, the Council does not propose to pursue it further at this time. It is possible, however, that other initiatives will come to light in subsequent years that may require a legislative response.

Reducing Opportunistic Theft

B1: VEHICLE DESIGN

Objective

The development of new vehicle design standards and after-market applications that ensure an adequate level of theft deterrence through the introduction of effective engine immobilisers. (See sub-program A2 for measures relating to vehicle identification and component labelling initiatives).

Council Approach

Self-arming electronic engine immobilisers have proven to be the most effective vehicle security devices yet developed. The inclusion of engine immobilisers as standard equipment on many locally produced models since 1992 has led to a marked decrease in the level of theft that would have been expected of these vehicles.

For new passenger vehicles the Council will monitor the implementation by the Australian Transport Safety Bureau and the vehicle industry of an ADR for the mandatory fitting of engine immobilisers on new vehicles from July 2001. In the interim, the Council will continue to encourage vehicle manufacturers to voluntarily install engine immobilisers as standard equipment on all new vehicles sold in the Australian market.

For the existing fleet the Council will monitor the technical efficiency of after-market immobilisers and fitting standards. The Council also proposes to conduct a major advertising campaign promoting the benefits of after-market immobilisers to the owners of pre-1992 vehicles.

Year 1 (2000-2001)

ADR for immobilisers

Monitor implementation of ADR 25/02 for engine immobilisers, based on the international UN-ECE standard for all new passenger vehicles.

Encourage vehicle manufacturers to voluntary introduce complying engine immobilisers as standard equipment to all new models released prior to July 2001.

After-market Immobilisers

Conduct a communications program to promote the effectiveness of engine immobilisers in preventing opportunistic theft to the general community.

Monitor the effectiveness of immobilisers (and their technical specifications) as a theft deterrent.

Outputs

Implementation of ADR 25/02 for engine immobilisers by July 2001.

Delivery of a comprehensive communications campaign promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.

Report on the take up of the voluntary installation of engine immobilisers by vehicle manufacturers, and the degree to which their availability influences the decisions of new vehicle buyers.

Report on the incidence of the theft of motor vehicles fitted with engine immobilisers.

Year 2 (2001-2002)

Monitor the effectiveness of immobilisers as a theft deterrent via the Comprehensive Auto-Theft Research System (CARS).

Continue communications campaign promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.

Year 3 (2002-2003)

Monitor the effectiveness of immobilisers as a theft deterrent via the CARS Project.

Continue communications campaign promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.

B2: SECURE PRACTICES

Objective

The development of broadly based approaches to motor vehicle theft reduction through partnerships between government, the community and the business sectors.

Council Approach

A national survey of motorists' attitudes towards vehicle theft and security commissioned by the Council in September 1999, indicates that the community has a poor understanding of the dynamics of motor vehicle theft. Unless motorists have a basic appreciation of the incidence and consequences of vehicle theft, they are unlikely to take individual responsibility for theft prevention. Despite the poor understanding of theft issues within the community, respondents indicated a preparedness to pay more for vehicles with superior security features, and to use secure car parks.

The Council proposes to initiate a major promotional campaign aimed at encouraging the owners of pre-1992 vehicles to fit an Australian Standard engine immobiliser to their vehicle. The program will be trialed in Victoria and Tasmania in mid-2000, and subject to an evaluation of its effectiveness, be progressively extended nationally (except for Western Australia, where a mandatory immobiliser scheme is in place).

The Council will also develop a range of public education materials for use by stakeholders and consider requests to contribute funds to state and territory activities.

To evaluate the effectiveness of the Council's communications program generally, an annual survey of motorists will be conducted to monitor changes in community perceptions of vehicle theft and secure practices.

Year 1 (2000-2001)

Public education

Promote the value of after-market engine immobilisers in deterring opportunistic vehicle theft and increase the percentage of the national vehicle fleet that is fitted with an immobiliser.

Form alliances with appropriate government and private sector partners to add value to their public education campaigns.

Promote secure practices in relation to not leaving valuable items in vehicles, and ensuring vehicles are appropriately secured when unattended.

Analyse impacts of secure car parks on the level of theft from the car park and surrounding area.

Outputs

Engine immobiliser promotional campaign trialed in Victoria and South Australia (for extension nationally subject to evaluation).

Improved levels of consumer awareness of secure practices and vehicle theft issues.

Evaluation of the impacts of secure car parks on vehicle theft.

Year 2 (2001-2002)

Monitor and evaluate the effectiveness of public education campaigns.

Use evaluation material to further refine and target public education and community based schemes.

Year 3 (2002-2003)

Monitor and refine public education campaigns.

Promote adoption of recommended revised practices (if any).

B3: JUVENILE MOTOR VEHICLE THEFT PREVENTION INITIATIVE

Objective

To participate in the creation of the necessary framework for effective prevention programs which successfully reduce motor vehicle theft by addressing the different causes of juvenile offending behaviour.

Council Approach

The Council's initial role in relation to juvenile offending was to contribute to initiatives developed by National Crime Prevention (NCP) in conjunction with the state and territory National Ant-Crime Strategy participants.

However, due to NCP's focus on early childhood intervention, the Council considers it necessary to establish direct relationships with youth programs that are oriented to motor vehicle theft and have potential to reduce youth related vehicle crime.

The Council sees its role as promoting and supporting local, regional or national projects that fall into one or more of the following categories:

- facilitating the development of strategic government, industry and welfare organisation partnerships in juvenile vehicle crime programs.

- promoting research that enables a better understanding of youth vehicle theft offending and the actions needed to reduce needed to reduce its occurrence.

- working with existing programs to identify their successes and promote their wider application.

The Council's role does not extend to the re-current funding of programs.
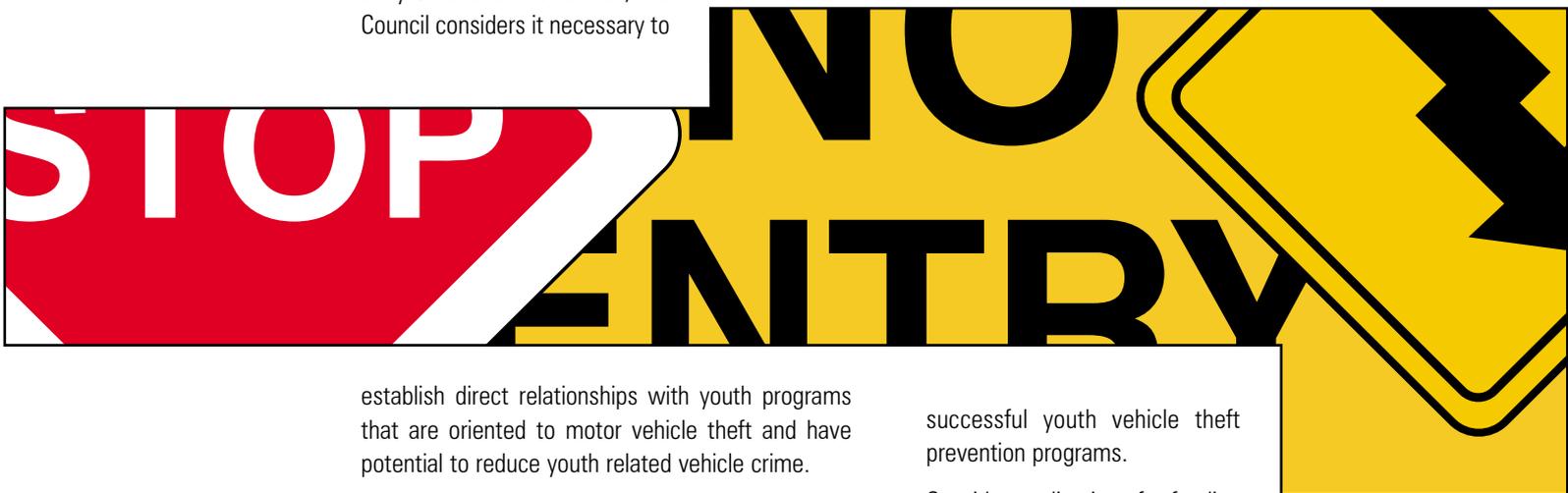
The Council will look for opportunities to facilitate the development of strategic government, industry and welfare sector partnerships in vehicle theft related juvenile crime prevention programs.

Year 1 (2000-2001)

Juvenile offending

Promote and facilitate research that leads to a better understanding of what leads young people to become involved in motor vehicle theft.

Work with existing programs to generate better understanding of the characteristics of successful youth vehicle theft prevention programs.

Consider applications for funding to evaluate existing programs or facilitate their wider application.

Participate in the NCP process to appraise participants of the Council's perspective of on juvenile motor vehicle theft issues.

Outputs

Report on the nature of youth vehicle theft offending and what is needed to reduce its incidence.

Reports evaluating current programs and analysing the elements of good program design to promote their wider application.

Facilitation of government and industry involvement in specific programs.

Year 2 (2000-2001)

Monitor and facilitate best practice programs with responsible government departments and industry.

Year 3 (2001-2002)

Monitor and facilitate best practice programs with responsible government departments and industry.

Facilitating Cooperation & Effective Implementation

C1: RESEARCH AND EVALUATION

Objective

To provide motor vehicle theft research systems that produce comprehensive, timely and reliable data for the evaluation of motor vehicle theft strategies for the use of the Council, policy makers, police and industry.

Council Approach

One of the Council's key goals is to develop effective mechanisms to facilitate co-operation between industry, government and community groups to reduce motor vehicle theft. The ability to evaluate the effectiveness of theft reduction strategies, and monitor changes in theft trends, is critical to this process.

The Comprehensive Auto-Theft Research System (CARS) is designed to integrate more than 150 pieces of non-personal data on reported vehicle theft incidents from vehicle insurers, police and registration authorities nationally.

1999/2000 saw the completion of the system's operating and personnel requirements. However, competing demands on the information technology resources required to manage Year 2000 compliance and Goods and Services Tax issues has affected the speed with which many stakeholders have been able to provide data to system. These delays have to date significantly limited the Council's ability to analyse theft trends to the degree of sophistication expected by its stakeholders.

However, by the first quarter of 2000/2001 the system is expected to be operating at optimal capacity and will provide the Council and its stakeholders with more meaningful and statistically powerful analyses of motor vehicle theft in Australia, than has been previously possible.

In response to views expressed by stakeholders in the strategic planning workshops held in early 2000, the Council also proposes to examine the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud.

Year 1 (2000-2001)

Evaluation

Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers while meeting stakeholder confidentiality requirements.

Commission specific evaluations of vehicle theft reduction strategies as required (eg effectiveness of engine immobilisers, hot spots for opportunistic thieves, condition of recovered vehicles).

Monitor theft trends as a primary element of the Council's Key Performance Indicators.

Commission specific analyses on:

• the theft of motor cycles and heavy vehicles and the strategies required to reduce their incidence; and

• the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud.

Outputs

Quarterly and annual reports on motor vehicle theft trends.

Reports on specific motor vehicle theft initiatives as required.

Publication of performance indicators for the Council's operations.

Reports on the theft of motor cycles and heavy vehicles and the strategies required to reduce their incidence.

Report on the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud.

Year 2 (2001-2002)

Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers.
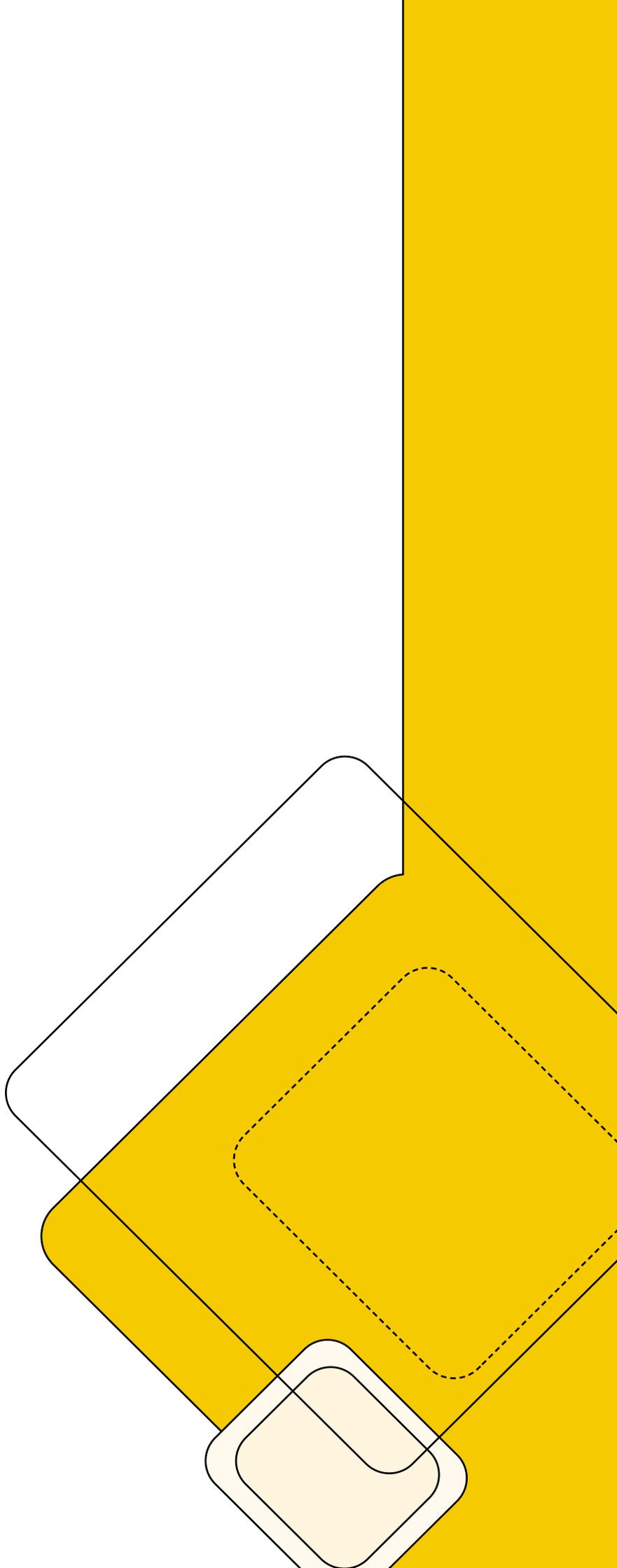
Commission specific evaluation of motor vehicle theft reduction strategies as required.

Report on Council performance against agreed performance indicators.

Report on performance of other stakeholders in addressing motor vehicle theft issues.

Year 3 (2002-2003)

Final report of Council identifying achievements and issues requiring future attention.

Performance Measures

The Council places a heavy emphasis on measurable outcomes and the delivery of high quality monitoring and evaluation processes. Key performance indicators (KPI) will be crucial tools in measuring outcomes and determining the Council's success in achieving its mission.

The Council's KPI have been based on the following principles:

- the Council will maintain continual monitoring and reporting throughout its life to ensure that its theft reduction strategies are effective;

- measurement of vehicle theft trends will be integral from the outset, but must be viewed from the perspective that some strategies will take several years to have an impact on theft statistics;

Throughout the Council's operating period the following KPI will be reported upon. (The measures for 1999/2000 will be reported in the Council's annual report in October 2000):

Status of Motor vehicle theft trends in Australia, based on:

- comparisons with motor vehicle theft in comparable developed nations;

- reductions in the rate of vehicle theft per number of vehicles registered and per 1,000 population;

- reductions or changes in the incidence and nature of opportunistic and professional theft;

- community perceptions of motor vehicle theft relative to other crimes; and

- the KPI should also measure the effectiveness of the Council's communications and consultation strategies; and

- measures for the first three years should focus on the process of delivering the strategies set out in the Council's Strategic Plan, with emphasis in the final year on the effectiveness of the overall raft of strategies.

Feedback from stakeholders indicates that the proposed measures are consistent with their expectations and are viewed as objective measures of the Council's effectiveness.

- the economic and social cost of motor vehicle theft, including the costs borne by the insurance industry and criminal justice system.

Assessment of Council's consultation and communications processes, based on:

• stakeholders' perceptions of the Council's program co-ordination and consultation performance;

• the timeliness and quality (as assessed by stakeholders) of the Council's publications;

• analyses of references to the Council in the media and assessment of coverage as negative, neutral or positive; and

• an improved level of awareness of vehicle security practices and vehicle theft issues by the community.

Council's contribution to vehicle theft reforms by stakeholders, based on the:

• level of stakeholder activity in respect to significant motor vehicle theft reforms (in progress or completed);

• level of stakeholder response to the reforms promoted by the Council for the period; and

• level of Council's influence on the implementation of reforms (major positive impact, minor positive impact, no impact, negative impact).

KPI for the Council's final year, 2002-2003:

Major review of Council outcomes based on:

• an audit of the strategies of the original Task Force, reporting on whether they have been implemented, implemented in a modified form or not implemented;

• an analysis of the effectiveness of the strategies; and

• an assessment of the Council's implementation processes.

Appendix

Appendix 1

2000/2001 BUDGET

Income	$
Funding Income	2,250,000
Cars allocation from 1998/99 surplus	300,000
Interest	40,000
Total	**2,590,000**

Expenditure	$
Salaries and on-costs	253,000
Operating Expenses	70,800
Program Budget	2,258,000
2000/2001 Surplus	8,200
Total	**2,590,000**

Appendix 2

3 YEAR OBJECTIVE SUMMARY

**A:
REDUCING
PROFESSIONAL
THEFT**

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Improving National Information Exchange	Facilitate linking of registration authorities to NEVDIS and monitor compliance with agreed checking protocols. Facilitate the development of nationally consistent Written-off Vehicle Registers (WOVR) in all states and territories. Facilitate improved consumer access to vehicle status information. Provide grants and/or resources for systems enhancements where necessary.	Monitor operation of national information systems; review their impact on vehicle theft rates and develop recommendations for improvements if necessary.	Promote adoption of recommended revised practices (if any).

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Motor Vehicle and Component Identification	**Component identification** Complete research into illicit parts use in Australia, and the evaluation of component identification systems in overseas markets. **Vehicle identification** Monitor the development and promote the use of self-voiding compliance labels, including direct input into the development of technical solutions to maximise their effectiveness (eg counterfeit protection, dual location).	Subject to the outcomes of commissioned research from year 1, develop fully costed recommendations and an implementation strategy for component identification systems. Monitor manufacturers take up of new compliance labelling technologies.	Monitor the impacts of any implemented systems and promote adoption of recommended revised practices (if any).

A:
REDUCING PROFESSIONAL THEFT

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Investigation	**Investigation of motor vehicle theft** Conduct study of present levels of motor vehicle theft investigation, making recommendations for change if necessary **Enhancing investigation skills** Form strategic alliance with an appropriate tertiary institution, police services and the insurance industry to develop and implement a national vehicle theft investigators' course.	Monitor and evaluate the performance of individual jurisdictions in investigating organised motor vehicle theft. Monitor the effectiveness of the national course and evaluate the performance of service provider.	Promote adoption of recommended revised practices (if any).

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Vehicle Design	**ADR for immobilisers** Monitor implementation of ADR 25/02 for engine immobilisers for new passenger vehicles. Encourage manufacturers to introduce engine immobilisers as standard equipment to all new models released prior to July 2001. **After-market Immobilisers** Conduct communications program to promote the effectiveness of engine immobilisers in preventing opportunistic theft to the general community. Monitor the effectiveness of immobilisers (and their technical specifications) as a theft deterrent.	Monitor the effectiveness of immobilisers as a theft deterrent via the Comprehensive Auto-Theft Research System (CARS). Continue communications campaign promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.	Monitor the effectiveness of immobilisers as a theft deterrent via the CARS Project. Continue communications campaign promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.

B: REDUCING OPPORTUNISTIC THEFT

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Secure Practices	**Public education** Promote the value of after-market engine immobilisers in deterring opportunistic vehicle theft and increase the percentage of the national vehicle fleet fitted with an immobiliser. Form alliances with appropriate government and private sector partners to add value to their public education campaigns. Promote secure practices generally to the community. Analyse impacts of secure car parks on the level of theft from the car park and surrounding area.	Monitor and evaluate the effectiveness of public education campaigns. Use evaluation material to further refine and target public education and community based schemes.	Monitor and refine public education campaigns. Promote adoption of recommended revised practices (if any).

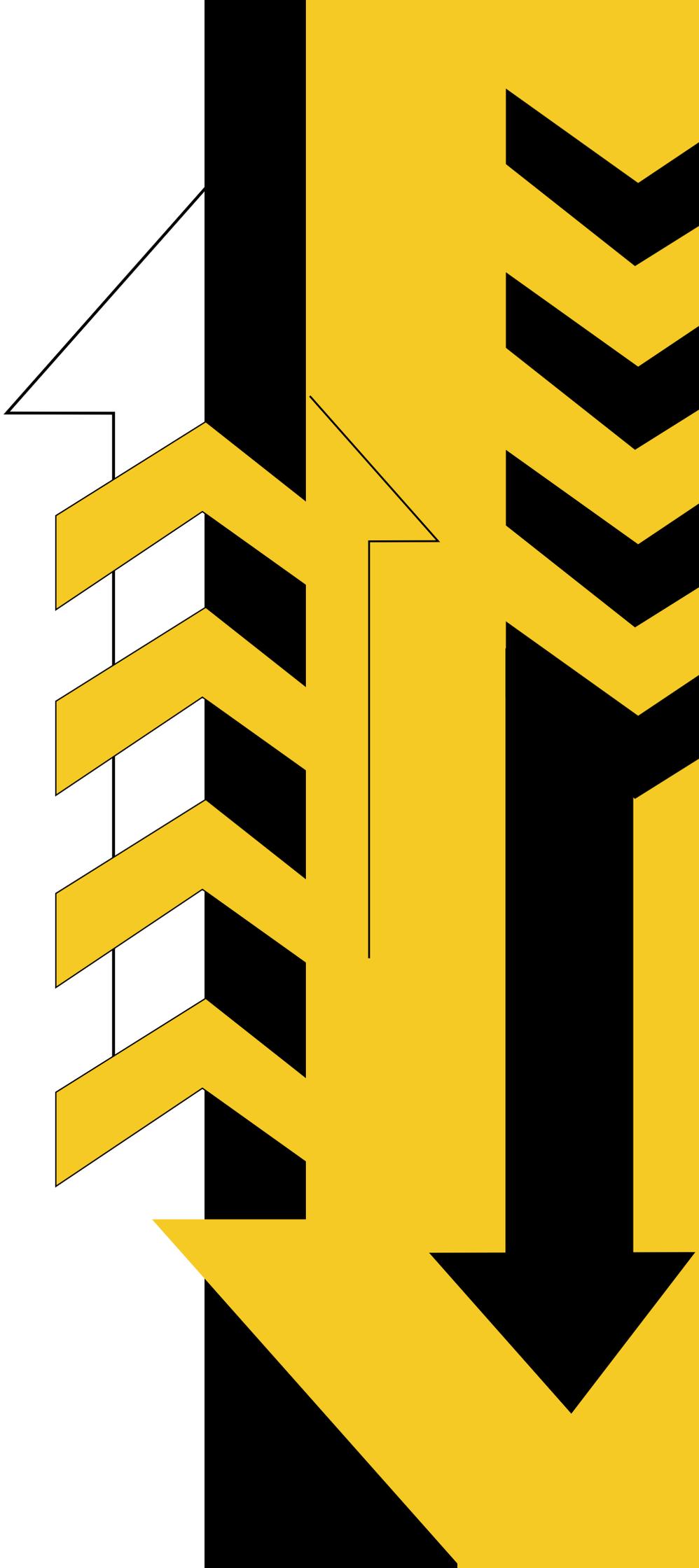| OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Juvenile Motor Vehicle Theft Prevention Initiative	**Juvenile offending** Promote and facilitate research into why young people become involved in motor vehicle theft. Work with existing programs to better understand the characteristics of successful youth vehicle theft prevention programs. Consider applications for funding to evaluate existing programs or facilitate their wider application. Participate in the NCP process to appraise participants of the Council's perspective of on juvenile motor vehicle theft issues.	Monitor and facilitate best practice programs with responsible government departments and industry.	Monitor and facilitate best practice programs with responsible government departments and industry.

OBJECTIVE	Year 1 (2000-2001)	Year 2 (2001-2002)	Year 3 (2002-2003)
Research and Evaluation	**Evaluation** Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers. Commission specific evaluations of vehicle theft reduction strategies as required. Monitor theft trends as a primary element of the Council's Key Performance Indicators. Commission specific analyses on: • the theft of motor cycles and heavy vehicles; and • the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud.	Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers. Commission specific evaluation of motor vehicle theft reduction strategies as required. Report on Council performance against agreed performance indicators. Report on performance of other stakeholders in addressing motor vehicle theft issues.	Final report of Council identifying achievements and issues requiring future attention.

STOP

National Motor Vehicle
Theft Reduction Council
driving down vehicle theft