



# 3 Year Strategic Plan

(Incorporating the 2001/2002 Business Plan)



National Motor Vehicle  
Theft Reduction Council  
*driving down vehicle theft*



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# Foreword

With a little over two years remaining of the Council's original term to run, it is more important than ever that its work program focuses on those strategies that will deliver significant long-term reductions in Australia's unacceptably high levels of vehicle theft.

This updated plan, the third such plan to be submitted to Australasia's Crime Prevention Ministers and the Insurance Council of Australia, builds on the framework developed in the preceding plans, with an even sharper focus on the timely delivery of practical reforms on the ground.

To ensure its strategic direction is developed with a sound appreciation of the priorities and operating environments of its stakeholders, the Council again held a series of strategic planning workshops in all states and territories in the first quarter of 2001. 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 2001/2002. The projects detailed in the Plan reflect the strong level of agreement with the Council's current focus and direction that was evident in these discussions.

As a consequence, the top priorities identified in the revised plan remain:

- facilitating the completion of the "national grid" of vehicle information exchange between police services and registration authorities;
- securing older vehicles by encouraging the owners of pre-1992 vehicles to fit an engine immobiliser to their vehicle; and
- pursuing practical strategies to divert young recidivist vehicle theft offenders from further involvement in car crime.

The revised plan also places a greater emphasis on:

- improving consumer access to non-personal information on vehicle registration status and history;
- encouraging the voluntary adoption of new vehicle marking and component identification technology by vehicle manufacturers; and
- regular monitoring of community concern and attitudes to vehicle security.

As the leading authority on motor vehicle theft in Australia, the Council has attempted to continue to foster close relationships with our stakeholders and strategic partners to bring about sustainable reductions in vehicle theft. This Plan relies heavily on those relationships to deliver discrete elements of the reform program. A truly co-operative, co-ordinated approach to implementing major reforms is the key to achieving best possible outcomes in the shortest possible timeframe.

The Council greatly appreciates the work and support of a wide range of government and industry organisations and individuals to help reduce the economic and social impacts of motor vehicle theft on the nation. I look forward to working with you to implement the strategies outlined in this Plan.



David M. Morgan  
Chairman  
July 2001

# Reducing Vehicle Theft in Australia - The Context

## Background

The Council's Strategic Plan is a dynamic document, reviewed annually with the first year of each plan comprising a detailed work program. Each revised plan reflects 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 2001, the Council initiated its second series of strategic planning workshops. The workshops, attended by senior executives of Council's key stakeholder organisations supplemented Council's general consultative processes and provided major input into this Strategic Plan. Discussions held with peak bodies and stakeholders throughout the course of Council's operations for the past 12 months have also been influential in shaping the revised Plan.

## Strategic Goals

Achieving motor vehicle theft reduction can be broadly categorised into three major strategic goals. The first two mirror the different forms of motor vehicle theft: professional - where the vehicle is stolen for its intrinsic value - and opportunistic - where the vehicle is stolen for short-term use or to commit another crime. The third goal is the delivery of an effective implementation mechanism for the identified strategies.

### 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.

### 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.*

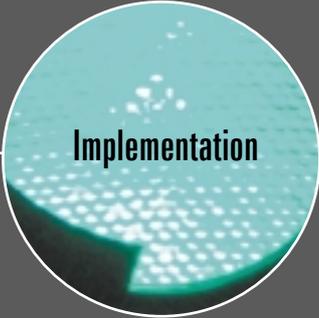
Objectives

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

## Vehicle Theft Reform Process



**Government and  
Industry  
Agreement and  
Commitment**



**Implementation**

# Development and Delivery of Reforms

## Method of Operation

The primary role of the Council is to facilitate the implementation of motor vehicle theft prevention reforms, and coordinate associated 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 its 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;
- the burden of costs on some government and industry stakeholders; 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.

Motor vehicle theft attracts attention in short-term periodic cycles and while this attention plays an important role in alerting the community to safer practices, it can also generate criticism. Strategies that make an impact in the short-term often provide only temporary solutions. They are costly and often place an unfair and immediate burden on certain sectors of the community. Achieving long-term, sustainable reductions requires commitment to long-term strategies. The Council has a little over two 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.

# Strategic Directions

The major elements of the Council's Strategic Plan for 2001-2003 are:

- a continued commitment to completion of the original recommendations of the National Motor Vehicle Theft Task Force that have broad stakeholder support;
- completion of the "national grid" of vehicle information exchange between police services and registration authorities;
- the continued encouragement of 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;
- support for programs to divert young people from becoming involved in motor vehicle theft and target young recidivist offenders;
- the inclusion of major projects promoting the voluntary adoption of new vehicle marking and component identification technologies by vehicle manufacturers;
- promoting improved consumer access to non-personal information on vehicle registration status and history;
- more frequent monitoring of community attitudes to vehicle theft and vehicle security; and
- ensuring that insurance practices do not aid the re-birthing or illicit parts trading activities of professional vehicle thieves.

Priority areas in the Strategic Plan and work program are set out below. The nature of making large-scale infrastructure reform of the type proposed by the Council means that many of the Council's projects will extend over more than one year. However, for planning purposes projects have been allocated to the year in which the major work will be undertaken.

## *Reducing professional motor vehicle theft (Sub-Program A)*

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

- completion of the "national grid" of information exchange between police and registration authorities; and
- voluntary adoption of secure vehicle marking and identification technologies 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.

## *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 will be to continue the national Immobilise Now! program to promote the effectiveness of engine immobilisers to the owners of pre-1992 vehicles.

It is also proposed to address high levels of motor vehicle theft by young recidivist offenders by facilitating the development and delivery of a model best practice program for young high-rate offenders, for possible replication in theft hot spots throughout the country.

## *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 used to promote theft reduction strategies with an emphasis on working with motor vehicle manufacturers to highlight the potential commercial benefits of producing more secure vehicles. (The Council's annual consumer survey indicates clearly that consumers believe vehicle manufacturers are the party that could do most to reduce vehicle theft and that they could easily produce more secure vehicles.) Quarterly and annual reporting of vehicle theft data will continue to be used to raise public awareness of the true dynamics of vehicle theft and theft prevention initiatives.

It is also proposed to complete specific studies into strategies to combat the theft of motor cycles and heavy vehicles and to commission studies on improving insurance industry practices to reduce motor vehicle theft, and the incidence of fraudulent insurance claims.



# Sub-Program A: 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. Progress on completing the "national grid" in 2000 was much slower than desirable with only one additional jurisdiction, the Northern Territory, joining New South Wales, Victoria and Western Australia in establishing a link between its vehicle registration system and the National Exchange of Vehicle and Driver Information System (NEVDIS).

On a positive note, the Best Practice Principles (BPP) for the management of written-off vehicles developed by the Council and its stakeholders have received the unanimous support of transport agencies. The BPP are expected to be formally adopted by transport ministers by September 2001. While finalising the policy will represent a significant milestone in closing off opportunities for the re-birthing of stolen vehicles, it is imperative that the policy be implemented as soon as possible.

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-birthing stolen vehicles to unsuspecting buyers.

The Council remains committed to working co-operatively with the jurisdictions to facilitate timely completion of the national information grid and improvements in consumer access to vehicle information. The Council estimates that for each month these reforms are delayed, professional thieves are laundering more than \$7 million of re-birthing stolen vehicles through the registration system. 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 (2001-2002)

Facilitate:

- the linking of all registration authorities to NEVDIS;
- the introduction of nationally consistent Written-off Vehicle Registers (WOCR) in all states and territories; and
- improved consumer access to vehicle status information.

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

### Outputs

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

### Year 2 (2002-2003)

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

### Year 3 (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*

A study of the nature and extent of the stolen parts market completed in April 2001 aimed to detail the nature of 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.

It was intended that the research be used as a basis to determine the economic dimensions of the trade and assess the potential costs and benefits of component identification systems. The study unfortunately was unable to establish a sufficient depth of analysis of the trade to enable an economic model to be developed. The study underlines the inherent difficulties associated with researching an illicit activity where there is little hard evidence to support the anecdotal accounts of commentators.

The lack of reliable data means that the Council is unable to support arguments for a compulsory component identification scheme at this time. While the Council will continue to seek appropriate data, it has resolved to work actively with those vehicle manufacturers who perceive that improved vehicle and component marking technologies will deliver them a commercial advantage.

The Council will also examine the feasibility of developing a Code of Practice for dealing in second hand parts, in conjunction with the Automotive Parts Recyclers Association of Australia (APRAA), to minimise the incidence of stolen parts being laundered via legitimate recyclers.

#### *Vehicle identification*

In 1999, the Australian Transport Safety Bureau altered Australian vehicle manufacturing requirements to clear the way for use of counterfeit-protected adhesive labels as an alternative to aluminium vehicle compliance plates. The Council's report on secure compliance labels (July 2001) found that a secure label could be introduced at an affordable cost that would be offset by efficiencies in the tracking of vehicles through the production process.

The Council has actively lobbied vehicle manufacturers to adopt new component identification technologies that could make it significantly more difficult to alter the identity of new vehicles. The Council will work with those manufacturers who adopt new technologies and will continue to highlight the potential commercial benefits of producing harder to steal and better identified vehicles, and will monitor the effect of the new technologies on theft levels.

### Year 1 (2001-2002)

#### *Component identification*

Undertake an audit of vehicles processed via major damaged vehicle auction houses to determine the extent of professional stripping of vehicles for parts.

Promote component marking systems to vehicle manufacturers, the insurance industry and the motoring public.

Work with component marking suppliers and vehicle manufacturers to ensure secure supply and application processes are maintained.

Determine feasibility of establishing a Code of Practice to minimise the likelihood of stolen parts being laundered through legitimate parts recyclers.

#### *Vehicle identification*

Subject to stakeholder support for the recommendations of the Council's report on secure compliance labels, develop a performance-based technical specification for secure labels.

Monitor the impact of component marking technology on the theft of marked vehicles (refer C1).

# Sub-Program A: Reducing Professional Theft



## Outputs

### *Component identification*

Audit report of stripped vehicles processed by damaged vehicle auction houses.

### *Vehicle identification*

Development of a performance-based technical specification for secure compliance labels.

Evaluation of component identification systems adopted by vehicle manufacturers, including their effect on theft levels.

### **Year 2 (2002-2003)**

Monitor manufacturers take up of new compliance labelling technologies.

Subject to the success of the evaluation of the latest generation of component marking technologies, the Council will work with manufacturers to promote the voluntary adoption of component identification measures.

### **Year 3 (2003)**

Advise the State and Territory crime prevention ministers on the feasibility of mandating component identification systems.



## 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*

To better understand the present performance of theft investigation in Australia, the Council proposes to commission a 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 the first half of 2001, the Council sought the advice of the Australasian Police Education Standards Council (APESC) on the feasibility of using the Vocational Education and Training sector to deliver a practical, skills-based course to assist the transfer of expertise in vehicle theft and insurance fraud investigation to police and insurance investigators. Based on that advice, the Council expects to engage a service provider to develop a model course.

### Year 1 (2001-2002)

#### *Investigation of motor vehicle theft*

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

#### *Enhancing investigation skills*

Trial the model national vehicle theft investigators' course curriculum.

### Outputs

Report on the current level of motor vehicle theft investigation.

Establishment of a National Motor Vehicle Theft Investigators' Course.

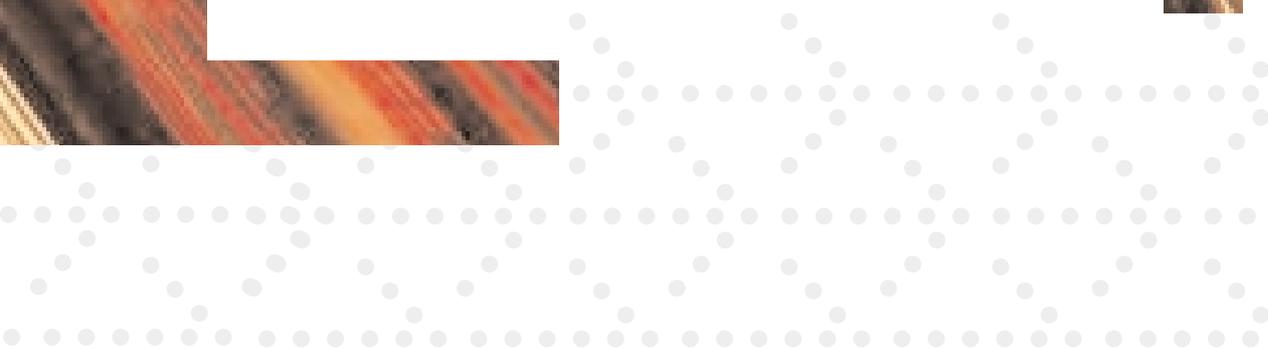
### Year 2 (2002-2003)

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 providers.

### Year 3 (2003)

Promote adoption of recommended revised practices (if any).



# Sub-Program B: 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. From July 2001, all new passenger vehicles sold in Australia are required to be fitted with an engine immobiliser as standard equipment. The Council will continue to monitor the technical efficiency of Australian Standards (AS) equivalent engine immobilisers and installation standards.

The Council's Immobilise Now! program, which promotes the benefits of AS after-market immobilisers to the owners of pre-1992 vehicles, will be maintained and refined. The Council will also examine options for:

- encouraging the owners of vehicles in Western Australia, to whom the State's mandatory immobilisation program does not apply, to fit an AS immobiliser; and
- securing light commercial vehicles with engine immobilisers.

Subject to the outcomes of the Council's study on motorcycle theft, strategies relating to motorcycle design standards and after market anti-theft devices may also require consideration.

### Year 1 (2001-2002)

#### *After-market Immobilisers*

Maintain the Immobilise Now! program to promote the effectiveness of engine immobilisers in preventing opportunistic theft to the general community.

Promote the effectiveness of engine immobilisers in Western Australia for those vehicles that are not required to be immobilised under the State's compulsory scheme.

Continue to monitor the effectiveness of immobilisers (and their technical specifications) as a theft deterrent.

#### *Vehicle Design Issues*

Implement design issue recommendations of the Council's motorcycle research, as required.

Examine options for securing light commercial vehicles with engine immobilisers.

### Outputs

Increased levels of immobilisation amongst pre-1992 vehicles, light commercial vehicles, and vehicles in Western Australia not required to be immobilised under the State's compulsory scheme.

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

### Year 2 (2002-2003)

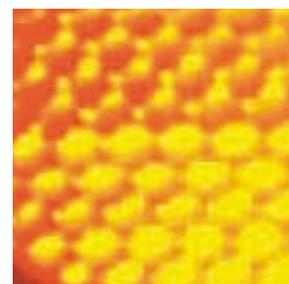
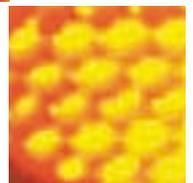
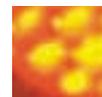
Monitor the effectiveness of immobilisers as a theft deterrent via the Comprehensive Auto-Theft Research System (CARS).

Continue the Immobilise Now! program promoting the effectiveness of engine immobilisers in preventing opportunistic theft to the owners of pre-1992 vehicles.

### Year 3 (2003)

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

Continue the Immobilise Now! program 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

Council's December 2000 national survey of motorists' attitudes towards vehicle theft and security indicated that the community continues to have a poor understanding of the dynamics of motor vehicle theft. The survey confirmed an underlying perception amongst motorists that most anti-theft measures are ineffective. There are also a significant proportion of people who own older, lower value cars that admit that they do not care if their vehicle is stolen. Such views clearly present the Council with a challenge to increase public receptiveness to its engine immobiliser and secure practice messages, and to communicate the need for motorists to take individual responsibility for theft prevention.

Media reporting generated by the Immobilise Now! campaign and the quarterly release of national theft statistics has resulted in increasing interest in car theft issues by the media and community based organisations such as Neighbourhood Watch, Crimestoppers and local government. The Council will continue to provide a range of public education materials to stakeholders and interested parties and will consider requests to contribute funds to local state and territory activities.

With Western Australia's theft levels continuing to steadily decline, the Council will examine that State's compulsory immobilisation scheme and develop a set of best practice principles for the consideration of any jurisdiction contemplating the introduction of a mandatory scheme.

To monitor changes in community perceptions of vehicle theft and secure practices and assist the timely refinement of the Council's communications program, a survey of community attitudes and perceptions will be conducted quarterly in place of the former annual survey.

### Year 1 (2001-2002)

#### *Public education*

Promote the value of after-market AS approved 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 areas.

Examine the impacts on insurance levels of the theft of low value vehicles.

Evaluate the impact of the mandatory immobiliser scheme in Western Australia, and develop a set of best practice principles for compulsory immobiliser schemes.

Provide a range of public education materials to stakeholders and interested parties.

Consider requests to contribute funds to state and territory activities.

### Outputs

Maintenance of the Council's Immobilise Now! program across Australia.

Report evaluating Western Australia's mandatory immobiliser scheme, and documented best practice principles for compulsory immobiliser programs.

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 (2002-2003)

Monitor and evaluate the effectiveness of public education campaigns.

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

Promote stakeholder and community discussion of compulsory immobiliser schemes.

### Year 3 (2003)

Monitor and refine public education campaigns.

Promote adoption of recommended revised practices (if any).

# Sub-Program B: Reducing Opportunistic Theft

## B3: Juvenile Motor Vehicle Theft Prevention Initiatives

### 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

During the Council's 2001 consultations, stakeholders strongly supported the adoption of a direct action approach to youth car theft offending. While the Council's role does not extend to the recurrent funding of programs, the Council considers it necessary to establish direct relationships with youth programs that are oriented to motor vehicle theft and have the potential to reduce youth related vehicle crime.

Research during 2000/01 highlighted the potential of such programs to influence the behaviour of young offenders. However, the history of vehicle theft offender programs in Australia indicates a propensity for programs to lose their original focus and instead move towards targeting youths 'at general risk' in order to generate broader funding or as a consequence of the inherent difficulties of dealing with high-rate offenders.

To improve access to effective programs that focus exclusively on young, high-rate vehicle theft offenders, the Council proposes to facilitate the development of a best practice model program for replication throughout the country. The Council will seek the involvement of stakeholders to develop partnerships between government, industry and the welfare sector for the delivery of the model program.

The Council will also examine opportunities to integrate vehicle theft prevention messages into road safety or other youth oriented education or communications programs.

### Year 1 (2001-2002)

#### *Juvenile offending*

Develop a best practice model for a recidivist youth car theft offenders program and actively promote its replication across Australia.

Consider applications for funding to evaluate appropriate existing programs or, subject to the degree to which such programs align with the Council's best practice model, facilitate their wider application.

Examine opportunities to integrate vehicle theft prevention messages into road safety or other youth oriented education or communications programs.

### Outputs

Best practice model program in young recidivist vehicle theft offenders programs documented and operating in at least one jurisdiction.

Increased level of awareness of the model in all jurisdictions.

Facilitation of government and industry involvement in specific programs.

### Year 2 (2002-2003)

Promote best practice model program to government departments and stakeholders in all states and territories.

Monitor and refine best practice model.

### Year 3 (2003)

Promote best practice model program to government departments and stakeholders in all states and territories.

Monitor and refine best practice model.

# Sub-Program C: 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 stakeholders.

### 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 now operating at optimal capacity. The system provides the statistical basis for the Council's comprehensive quarterly reports on national theft trends. By late 2001, stakeholders will have direct access to non-confidential CARS data through an internet based enquiry tool via Council's web site. The ability of the system to produce detailed theft profiles of specific makes and models will be used to work directly with vehicle manufacturers to promote improved levels of vehicle security and evaluate the impact of design-based security enhancements on vehicle theft levels.

The Council will also examine the feasibility of establishing an internet based vehicle register for those items of plant and equipment that are not required to be registered under state and territory law. The register would be used by legitimate traders and vehicle buyers to verify that those vehicles are not stolen and assist police investigations.

### Year 1 (2001-2002)

#### Evaluation

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

Consult with Council's stakeholders about the CARS internet enquiry tool and monitor its use once launched.

Commission specific evaluations of vehicle theft reduction strategies as required or as requested by Council's stakeholders, including evaluating the impact of component identification technology on the theft of marked vehicles (refer A2).

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

Completion of specific analyses on the theft of motor cycles and heavy vehicles, and the strategies required to reduce their incidence.

Commission specific analyses of:

- the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud; and
- alternative short-term strategies to accelerate reductions in theft levels.

### Outputs

CARS data available to stakeholders via the Council's Internet site.

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 motorcycles 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.

Report on the impact of vehicle marking technologies on the theft of marked vehicles (refer A2: Vehicle Identification).

### Year 2 (2002-2003)

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

Evaluate the use by and effectiveness for stakeholders of CARS Internet based data.

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 (2003)

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

Final report of Council identifying achievements, issues requiring future attention and alternative theft reduction strategies.

# Performance Measures

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

The Council's KPI are based on the following principles:

- the Council will maintain continual monitoring and reporting throughout its life to gauge the effect of its theft reduction strategies;
- 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.
- the KPI should also measure the effectiveness of the Council's communications and consultation strategies;
- 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.

A summary of the revised KPI framework is set out below.

Throughout the Council's operating period the following KPI will be reported upon. (The measures for 2000/01 will be reported in the Council's annual report in October 2001).

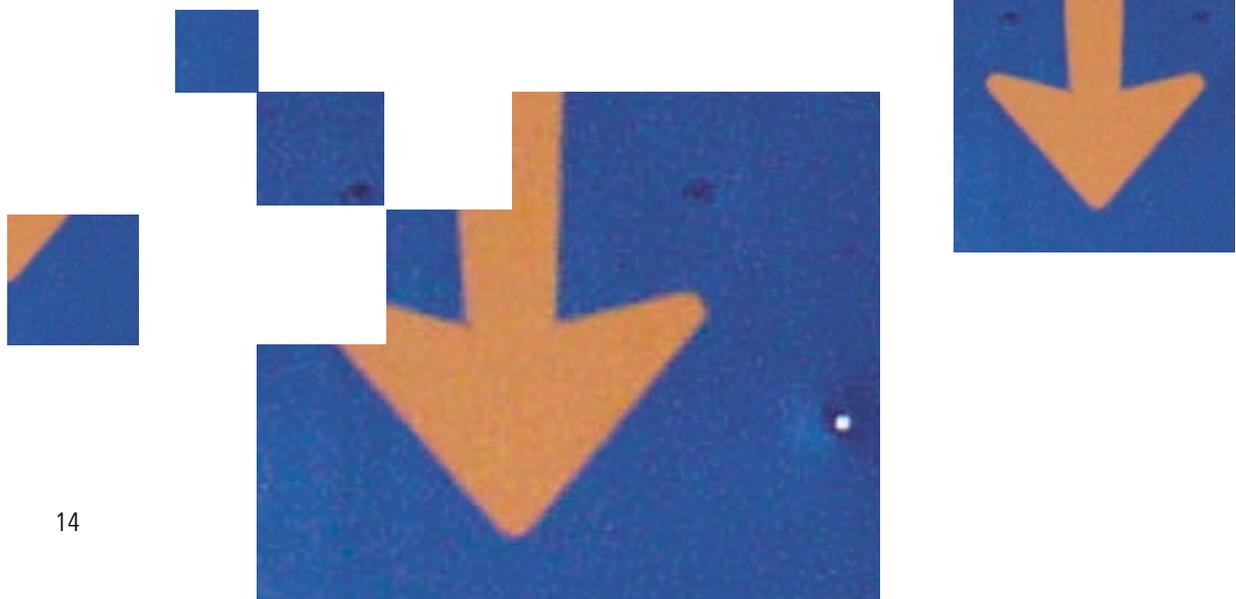
## **Status of motor vehicle theft trends in Australia, based on:**

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

Additional KPI proposed for the 1999-2000, 2001-2002 financial years are:

## **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 1: Three Year Objective Summary

## Program A: Reducing Professional Theft

Objective	Year 1 (2001-2002)	Year 2 (2002-2003)	Year 3 (2003)
Improving National Information Exchange	<p>Facilitate the linking of all registration authorities to NEVDIS.</p> <p>Facilitate the introduction of nationally consistent Written-off Vehicle Registers (WOVR) in all states and territories.</p> <p>Facilitate improved consumer access to vehicle status information.</p> <p>Provide grants and/or resources for systems enhancements where necessary.</p>	<p>Monitor operation of national information systems, review their impact on vehicle theft rates and develop recommendations for improvements, if necessary.</p>	<p>Promote adoption of recommended revised practices (if any).</p>
Motor Vehicle and Component Identification	<p><i>Component identification</i></p> <p>Audit vehicles processed via major damaged vehicle auction houses to determine the extent of professional stripping of vehicles for parts.</p> <p>Promote component marking systems to vehicle manufacturers, the insurance industry and the motoring public.</p> <p>Determine feasibility of establishing a Code of Practice to minimise the likelihood of stolen parts being laundered through legitimate parts recyclers.</p> <p><i>Vehicle identification</i></p> <p>Subject to stakeholder support for the recommendations of the Council's report on secure compliance labels, develop a performance-based technical specification for secure labels.</p> <p>Monitor the impact of component marking technology on the theft of marked vehicles.</p>	<p>Monitor manufacturers take up of new compliance labelling technologies.</p> <p>Promote the voluntary adoption of component identification measures.</p>	<p>Advise the State and Territory crime prevention ministers on the feasibility of mandating component identification systems.</p>



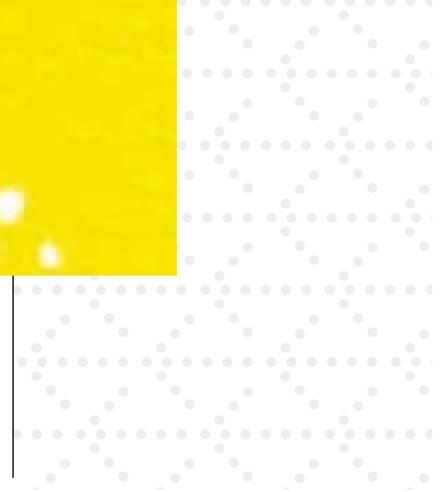
<b>Objective</b>	<b>Year 1 (2001-2002)</b>	<b>Year 2 (2002-2003)</b>	<b>Year 3 (2003)</b>
Investigation	<p><i>Investigation of motor vehicle theft</i> Conduct study of present levels of motor vehicle theft investigation, making recommendations for change if necessary.</p> <p><i>Enhancing investigation skills</i> A model national vehicle theft investigators' course.</p>	<p>Monitor and evaluate the performance of individual jurisdictions in investigating organised motor vehicle theft.</p> <p>Monitor the effectiveness of the National Vehicle Theft Investigators' Course and evaluate the performance of service providers.</p>	<p>Promote adoption of recommended revised practices (if any).</p>



# Appendix 1: Three Year Objective Summary

## Program B: Reducing Opportunistic Theft

Objective	Year 1 (2001-2002)	Year 2 (2002-2003)	Year 3 (2003)
Vehicle Design	<p><i>After-market Immobilisers</i></p> <p>Maintain the Immobilise Now! program to promote the effectiveness of engine immobilisers to the general community.</p> <p>Promote the effectiveness of engine immobilisers in Western Australia for those vehicles that are not required to be immobilised under the State's compulsory scheme.</p> <p>Continue to monitor the effectiveness of immobilisers (and their technical specifications) as a theft deterrent.</p> <p><i>Vehicle Design Issues</i></p> <p>Examine options for securing light commercial vehicles with engine immobilisers.</p> <p>Implement design related recommendations of the Council's motorcycle research, as required.</p>	<p>Monitor the effectiveness of immobilisers as a theft deterrent via the Comprehensive Auto-Theft Research System (CARS)</p> <p>Maintain the Immobilise Now! program promoting the effectiveness of engine immobilisers to the general community.</p>	<p>Monitor the effectiveness of immobilisers as a theft deterrent via Comprehensive Auto-Theft Research System (CARS) data.</p> <p>Continue Immobilise Now! program promoting the effectiveness of engine immobilisers to the general community.</p>
Secure Practices	<p><i>Public Education</i></p> <p>Promote the value of after-market AS approved engine immobilisers in deterring opportunistic vehicle theft and increase the percentage of the national vehicle fleet that is fitted with an immobiliser.</p> <p>Form alliances with appropriate government and private sector partners to add value to their public education campaigns.</p> <p>Promote secure practices to the general community.</p>	<p>Monitor and evaluate the effectiveness of public education campaigns.</p> <p>Use evaluation material to further refine and target public education and community based schemes.</p> <p>Promote stakeholder and community discussion of compulsory immobiliser schemes.</p>	<p>Monitor and refine public education campaigns.</p> <p>Promote adoption of recommended revised practices (if any).</p>



Objective	Year 1 (2001-2002)	Year 2 (2002-2003)	Year 3 (2003)
Secure Practices (Cont.)	<p>Analyse impacts of secure car parks on the level of theft from the car park and surrounding areas.</p> <p>Examine the impacts on insurance levels of the theft of low value vehicles.</p> <p>Evaluate the impact of the Western Australian mandatory immobiliser scheme and develop a set of best practice principles for compulsory immobiliser programs.</p> <p>Provide a range of public education materials to stakeholders and interested parties.</p> <p>Consider requests to contribute funds to state and territory activities.</p>		
Juvenile Motor Vehicle Theft Prevention Initiative	<p>Develop a best practice model for a recidivist youth car theft offenders program and actively promote its replication across Australia.</p> <p>Consider applications for funding to evaluate appropriate existing programs or, subject to the degree to which such programs align with the Council's best practice model, facilitate their wider application.</p> <p>Examine opportunities to integrate vehicle theft prevention messages into road safety or other youth oriented education or communications programs.</p>	<p>Promote best practice model program to government departments and stakeholders in all states and territories.</p> <p>Monitor and refine best practice model.</p>	<p>Promote best practice model program to government departments and stakeholders in all states and territories.</p> <p>Monitor and refine best practice model.</p>

# Appendix 1: Three Year Objective Summary

## Program C: Facilitating Co-operation and Effective Implementation

Objective	Year 1 (2001-2002)	Year 2 (2002-2003)	Year 3 (2003)
Facilitating Co-operation & Effective Implementation	<p><i>Evaluation</i></p> <p>Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers while meeting stakeholder confidentiality requirements.</p> <p>Consult with Council's stakeholders about the CARS Analyser internet enquiry tool and monitor its use once launched.</p> <p>Commission specific evaluations of vehicle theft reduction strategies as required or as requested by Council's stakeholders, including evaluating the impact of component identification technology on the theft of marked vehicles.</p> <p>Monitor theft trends as a primary element of the Council's Key Performance Indicators.</p> <p>Completion of specific analyses on the theft of motor cycles and heavy vehicles, and the strategies required to reduce their incidence.</p> <p>Commission specific analyses of the impacts of insurance practices on vehicle theft, and the extent of vehicle-related insurance fraud.</p> <p>Commission specific analyses of alternative short-term strategies to accelerate reductions in theft levels.</p>	<p>Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers while meeting stakeholder confidentiality requirements.</p> <p>Evaluate the use by and effectiveness for stakeholders of the CARS Analyser internet based enquiry tool.</p> <p>Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers.</p> <p>Commission specific evaluation of motor vehicle theft reduction strategies as required.</p> <p>Report on Council performance against agreed performance indicators.</p> <p>Report on performance of other stakeholders in addressing motor vehicle theft issues.</p>	<p>Provide comprehensive and timely motor vehicle theft data to Council stakeholders and policy makers while meeting stakeholder confidentiality requirements.</p> <p>Final report of Council identifying achievements, issues requiring future attention and alternative theft reduction strategies.</p>



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