



National Motor Vehicle
Theft Reduction Council
driving down vehicle theft

STRATEGIC PLAN 2006

THEFT-PROOFING

AUSTRALIA'S VEHICLE FLEET BY 2010

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VISION

To contribute to Australia's economic and social well-being by achieving the lowest rate of motor vehicle theft in the developed world.

MISSION

To deliver a culture of continuous and sustainable vehicle theft reduction in Australia by advancing reform and cooperation between industry, government and community stakeholders.

OPERATING PHILOSOPHY

The NMVTRC is committed to developing common goals with stakeholders through the promotion of the economic and social benefits of reduced vehicle theft. Its credibility will be judged by the quality of its proposals for change.



SECURING VEHICLES THROUGH
IMMOBILISATION

FOREWORD

The vehicle theft reform process in Australia is about to enter a new phase with the extension of the National Motor Vehicle Theft Reduction Council (NMVTRC) into a third term.

The period since the NMVTRC's foundation in 1999 has seen unprecedented reform of government and business practices to combat vehicle crime. As a consequence theft rates have almost halved over the period to 5.4 thefts per 1,000 registrations in 2005 (down from a peak of 10.6 in 2001).

Despite this, the fact remains that 78,600 vehicles were stolen in Australia in 2005 and car crime continues to place a significant economic and social burden on the nation.

This new Strategic Plan has been developed from the NMVTRC's annual strategic review with stakeholders. Workshops with senior executives from stakeholder organisations were held in all states and territories in April and May 2006. Special interest group discussions were also held with:

- insurers in respect to developing a range of anti-fraud measures – to reflect the elevation of the reduction of vehicle-related insurance fraud as a specific objective for the NMVTRC's third term; and
- heavy vehicle and plant and equipment (HVPE) suppliers and insurers – to review the needs for specific HVPE measures.

The NMVTRC's vision is for Australia to achieve the lowest rate of vehicle theft in the developed world, thereby improving the nation's economic and social well-being. The significant gains made in the past seven years have positioned us well to achieve that goal. However, as with any large scale reform of a myriad of government, business and community practices, the task gets harder rather than easier to deliver continually better results.

This Plan reviews the progress of the NMVTRC and its stakeholders in achieving the vision and sets the scene for how the nation's vehicle theft reform agenda needs to adapt to take account of changes in stakeholder priorities and the criminal environment to deliver the vision.

It continues the NMVTRC's current focus on:

- applying a more forensic approach to data analysis and case study development;
- promoting good practices amongst parts recyclers;
- monitoring (and where necessary adjusting) registration and vehicle inspection practices;
- promoting the adoption of state-of-the-art vehicle identification and other security technologies;

- assuring improved public access to accurate and timely vehicle status information; and
- delivering quality public education resources to the community (and particularly young people).

Importantly it also includes a range of bold new initiatives that stakeholders agree are worthy of further investigation such as the:

- development of smart keys/immobiliser systems that minimise unauthorised use;
- review of the case for extending the ban on the registration of statutory write-offs to all or some repairable write-offs;
- online validation of registration data by insurers; and
- integration of inter-company claims data to detect and reduce systemic fraud.

Perhaps one of the most interesting themes to come out of this year's round of consultations was a strongly emerging view amongst police and others in larger jurisdictions that the 'traditional' line between the theft of vehicles by juveniles for short term use and more organised criminal activity is becoming increasingly blurred.

This suggests that treating the two forms of offending as almost mutually exclusive is outmoded and that all theft should instead be viewed as occurring within a continuum which has short term use at one end and pure economic gain at the other and a high level of fluidity in the middle. This Plan adopts that principle in laying out the NMVTRC's forward program.

Finally, this Plan also reflects a key outcome of the 2005 review of the NMVTRC's operations with the elevation of a raft of specific countermeasures against systemic vehicle related insurance fraud included for the first time.



David M Morgan
Chairman

INFLUENCING COMMUNITY PRACTICES
AND YOUNG PEOPLE'S

ATTITUDES

TOWARDS VEHICLE SECURITY



REDUCING VEHICLE THEFT IN AUSTRALIA – THE CONTEXT

Background

The NMVTRC'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 NMVTRC's stakeholders.

As in previous years, a series of stakeholder workshops – the 2006 StratPlan Forums – have been a major influence on the development of the Plan. These annual forums with senior executives of stakeholder organisations help to ensure that the NMVTRC and its stakeholders develop a shared vision of what the priority actions required are and where the greatest resources should be invested. Discussions held with peak bodies, special interest groups and stakeholders throughout the past 12 months of the NMVTRC's operations have also assisted to shape the revised Plan.

As observed in the Foreword, this Plan has been developed on the premise that as the vehicle theft landscape continues to evolve, so must the search for innovative solutions to combat the activities of determined vehicle thieves and fraudsters.

Figure 1: Vehicle Theft Reform Process





IMPROVING VEHICLE AND COMPONENT
IDENTIFICATION

PART A – STRATEGIC ASSESSMENT

Development and Delivery of Reforms

Method of operation

The primary role of the NMVTRC is to facilitate the implementation of vehicle theft prevention reforms, and coordinate associated activities across industry, agency and jurisdictional boundaries. As a result the NMVTRC'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 NMVTRC's internal resources are small, the establishment of productive relationships with stakeholders and others is absolutely crucial to the delivery of its theft prevention reforms. Only by its stakeholders embracing and adopting the reforms promoted by the NMVTRC can it deliver sustainable reductions in vehicle theft.

Basis of Strategic Plan

The theft environment

As observed earlier, the volume and rates¹ of vehicle theft in Australia are at a record low. Total thefts have declined by more than 40 per cent since 2001, which is half as much again as the reduction of all other property crime for the period.

An independent evaluation conducted for the NMVTRC by economic policy analysts MM Starrs Pty Ltd (October 2005) estimated the:

- net value to the community of vehicle theft reforms since 1999 to be in the range of \$62 million (most conservative) to \$1.4 billion (most optimistic); and
- investment in the NMVTRC by governments and insurers will result in leveraged investment of \$288 million by other parties in theft reduction initiatives – a multiplier ratio of more than 1:11 for each dollar invested.

The strong overall performance has enabled Australia to maintain its improved 'world ranking' at number five on the vehicle theft 'league table' of developed nations behind Japan (1), Germany (2), Belgium (3) and Italy (4) but ahead of the United States (6), France (7), the United Kingdom (8) and Canada (9)².

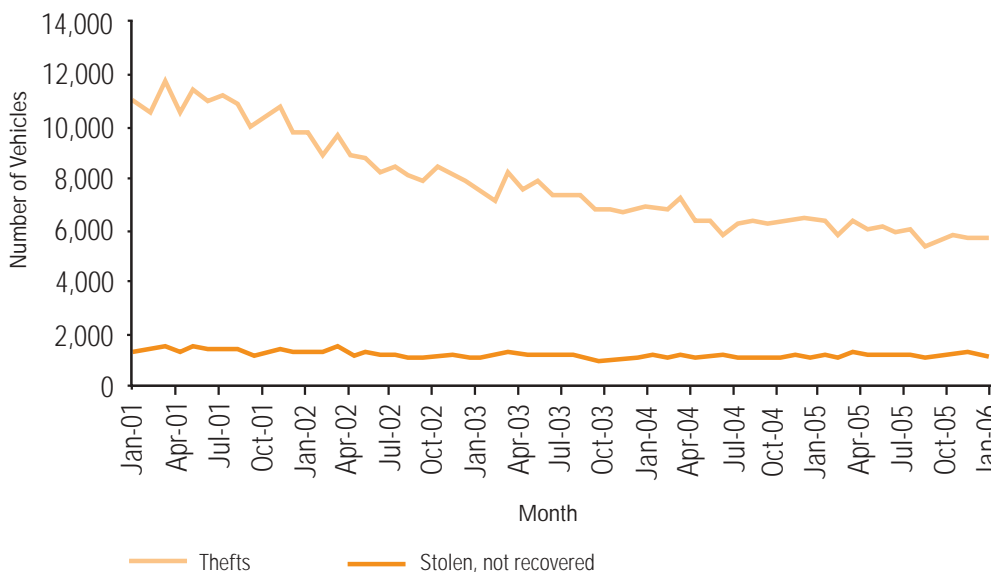
In its 2005 Annual Report the NMVTRC observed that despite the significant improvement in the nation's overall theft performance, the rate of non-recoveries (the primary indicator of the involvement of organised criminals seeking to convert stolen vehicles into cash) remained a concern.

The final non-recovered figure for 2005 was 20,200 (up from 19,000 in 2004). However, a more detailed analysis of the unrecovered passenger and light commercial vehicles (PLCs) since 2001 reveals markedly different trends between newer and older vehicles.

1. Per 1,000 vehicles and per 1,000 population (NMVTRC 2005).

2. The international comparison table was inverted in 2005, with the nation with the lowest theft rate ranked one to reflect the NMVTRC's aspiration to reach the 'top of the table'.

Figure 2: Vehicles Stolen by Month in Australia (2001-2006)



PART A – STRATEGIC ASSESSMENT CONTINUED

Figure 3 shows an improving position for the newest vehicles which suggests that written-off vehicle and other reforms are making life harder for criminals. The flatter result for vehicles aged 6-10 years and the upward trend for older vehicles is currently being further investigated as part of the NMVTRC's new 'forensic' approach to analysing vehicle theft data that aims to better predict the most likely fate of unrecovered vehicles.

The prevailing rate of non-recoveries has traditionally been used as a surrogate measure of the involvement of organised criminals in stealing vehicles. This division has become increasingly blurred with the impact of reforms, new technologies and other factors. On the face of it, however, the higher number of older vehicles not being recovered appears counter-intuitive to the traditional theory based on simple economic returns but may confirm the emerging view of greater fluidity between theft by juveniles for short-term use and economically motivated crime. Table 1 below provides a break down of vehicle values for the 13,500 PLCs not recovered in 2005. The values have been derived from commercial pricing data provided by Glass's Information Services.

Table 1: Unrecovered PLCs by Value (2005)

| Value (\$) | Share (%) | Volume |
|---------------|-----------|--------|
| <5,999 | 50 | 6,798 |
| 6,000-9,999 | 15 | 2,025 |
| 10,000-14,999 | 11 | 1,518 |
| 15,000-19,999 | 8 | 1,087 |
| 20,000-29,999 | 10 | 1,295 |
| >30,000 | 6 | 751 |

Almost 4 in 10 (5,000 in number) of all non-recoveries involve a vehicle valued at less than \$4,000. A similar analysis of 2004 data conducted by the NMVTRC in early 2005 estimated that 40 per cent of missing vehicles from that year were valued at around \$1,000. At that time the NMVTRC posited the view that with such low values, the vehicles were more likely to have been stolen and dumped by opportunistic thieves (and not located) rather than falling into the hands of organised criminals to convert into cash. That view was challenged by some commentators who suggested that the incidence of re-birthing of older vehicles and parts stripping to service the demand for parts to keep old vehicles going was more prevalent than the estimates indicated.

A key industry source estimates that up to 6 in 10 repairable write-offs presented for inspection prior to re-registration have serious question marks over the provenance of the replacement parts used to repair them.

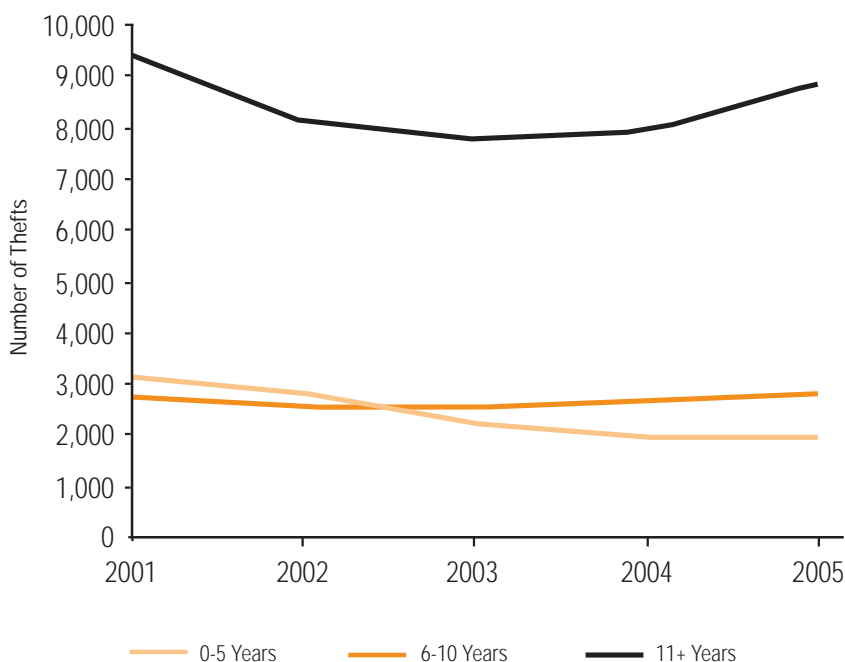
Whichever view is correct it is also likely that the true recovery rate for these lower value vehicles is underestimated due to the difficulty authorities, particularly local government, have in identifying abandoned vehicles if registration plates and labels have been removed or defaced.

PLCs continue to dominate theft numbers accounting for 88 per cent of all thefts in 2005. Figure 4 breaks down total thefts by vehicle class.

How has the landscape changed over the NMVTRC's life?

As the NMVTRC begins its third term the vehicle theft landscape is clearly different to that which preceded it. In 1999 (the NMVTRC's foundation year):

Figure 3: Unrecovered Passenger and Light Commercial Vehicles by Vehicle Age (2001-2005)

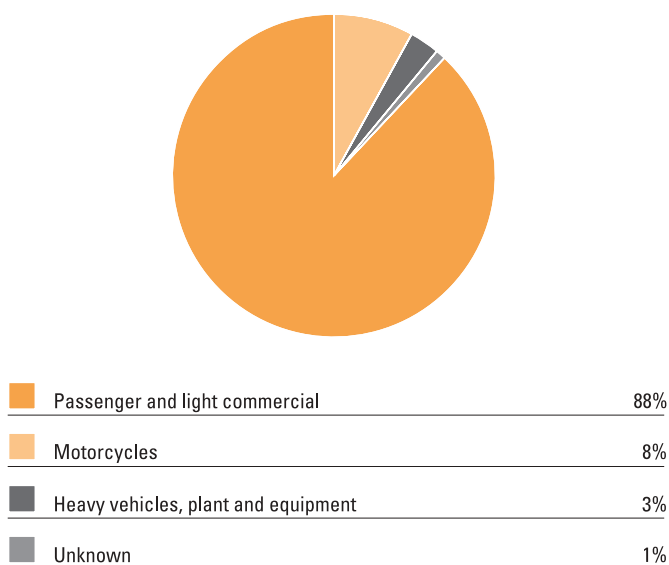


- 132,000 vehicles were stolen;
- the collation of national vehicle theft data was limited to the high level analysis published by the Australian Bureau of Statistics around eight months after the end of each calendar year;
- only New South Wales (NSW) and Victoria were exchanging vehicle registration data in real time;
- only NSW and South Australia were recording the identity of wrecked and written-off vehicles (albeit to different operating rules);
- vehicle theft was assigned a low priority by police services nationally;
- deficiencies in the way vehicle manufacturers applied vehicle identifiers made re-identifying stolen vehicles relatively simple;
- fewer than 3 in 10 vehicles were protected by an engine immobiliser; and
- public awareness of the incidence and dynamics of vehicle theft was low.

By the end of 2005:

- the number of vehicles stolen has fallen to 78,600 – representing the lowest rate³ of theft in more than 30 years;
- the NMVTRC publishes a comprehensive suite of integrated data from more than 40 sources quarterly and stakeholders are able to customise their own information searches via the NMVTRC's online Analyser tool;
- only Tasmania is not exchanging registration data in real time;
- all jurisdictions are operating written-off vehicle registers that substantially comply with the NMVTRC's Best Practice Principles;
- vehicle theft is a priority issue to most police services and the Australian Crime Commission;

Figure 4: Total Thefts by Vehicle Class (2005)



- around 10 per cent of new passenger cars sold annually carry state-of-the-art VIN-based microdot identification technology;
- the presence of engine immobilisers in the national fleet is approaching 50 per cent; and
- the public are better informed about which vehicles are most at risk of theft and the best means to minimise those risks.

What will the nation's theft performance be in 2010 if we do nothing?

Attempting to predict future theft levels is by its very nature speculative, as permanent reductions are difficult to achieve if only because of the propensity of organised criminals to find new ways to maintain their livelihood once one means is closed off. Nevertheless, the NMVTRC has attempted to forecast some 'top line' outcomes based on:

- the anticipated growth of the vehicle fleet (and the volume of vehicles fitted with an Australian Standards Equivalent (ASE)⁴ engine immobiliser); and
- its 'best guesses' in relation to the continuation of recent downward trends.

The approach applied has been to assume that the volume of theft will continue to fall, but at a slower rate.

By 2010, Australia's registered vehicle fleet will grow to around 17 million vehicles (up from 14.4 in 2005) comprising 15 million PLCs, 660,000 motorcycles and 1.3 million other vehicles. Of the PLCs more than 65 per cent (10 million) will be fitted with an ASE engine immobiliser (up from around 49 per cent in 2005) as the oldest vehicles are retired and newer more secure 'used' vehicles trickle down through the fleet.

The NMVTRC estimates that by 2010 (without further interventions) the volume of:

- professional theft will continue to decline at an annual rate of 2 per cent to around 12,300 vehicles per annum; and
- opportunistic theft will fall at a rate of around 6 per cent (about half the current rate) to 43,000.

3. Number of vehicles stolen per 1,000 registered and per 1,000 population.

4. ASE is a term developed by the NMVTRC to describe those engine immobilisers that comply with the 2001 Australian Design Rule (ADR) and after-market devices that meet Australian Standard AS4601. It excludes certain original equipment devices fitted prior to 2001 that had well known design flaws.



IMPROVING INFORMATION AND
REGISTRATION
PRACTICES

PART A – STRATEGIC ASSESSMENT CONTINUED

Figure 5 below plots the NMVTRC's forecast trends.

A range of external factors (which are even more difficult to predict) may assist in accelerating reductions, albeit only towards the very end of the forecast period. These factors may include:

- permanently higher fuel prices – which are likely to price older, less fuel efficient (and generally less secure) vehicles out of the fleet more quickly than ever before;
- stricter environmental and safety standards – which will do likewise and, in the case of the former, may place more stringent controls on recyclers in relation to managing end-of-life vehicles;
- congestion road pricing that may ultimately lead to a need to be able to reliably and securely identify a vehicle in real-time; and
- national security initiatives that will lead to more reliable and secure personal identity documents and make the disposal of stolen vehicles and parts without detection more difficult.

What should Australia's new theft reform agenda comprise?

In an environment of successive significant annual reductions in theft numbers that Australia has recently enjoyed, progressing significant vehicle theft reforms will require a new level of commitment from the NMVTRC and its stakeholders.

The major challenges to theft proofing Australia's vehicle fleet over the next three years are the:

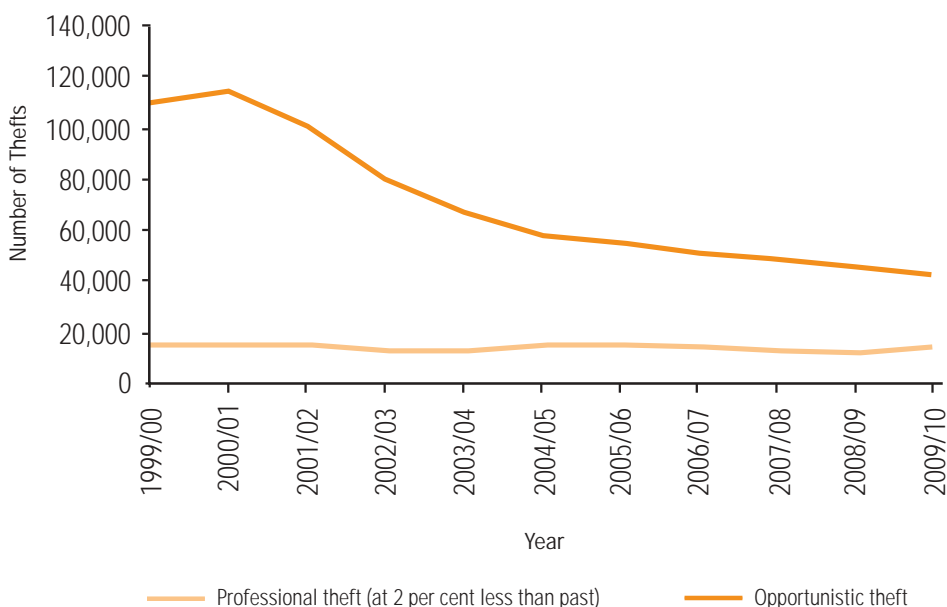
- remaining proportion of older unsecured vehicles – which even then will number around 1.2 million;
- ease with which components are absorbed by black market (~\$300 million);

- difficulty of detecting vehicles constructed of illicit parts;
- maintaining police focus and resources; and
- risk of 'reform fatigue', i.e. a mindset that a level of theft is acceptable.

The 'big picture' issues for the next three years, grouped by stakeholder category include:

- for vehicle manufacturers – the application of improved vehicle identification technologies and further developing vehicle entry/immobiliser systems so that opportunities for unauthorised use of keys/transponders are minimised;
- for insurers and transport agencies – whether the ban on the registration of the most severely damaged written-off vehicles, i.e. statutory write-offs, should be extended to repairable write-offs (RWOs) to close off opportunities for criminals to rebuild RWOs using stolen parts;
- for transport agencies – in the event that a ban on the re-registration of RWOs is not introduced – to enhance vehicle identity inspection skills and systems to raise the likelihood of detecting suspicious vehicles;
- for the motor trades – improving risk management techniques to prevent loss from business premises, reduce the risk of accepting re-identified stolen vehicles into sales stock and the use of stolen parts in repairs;
- for justice agencies – improving access to effective diversionary programs for young offenders; and
- for police – maintaining the level of police resources applied to investigating car crime and improving the collation and dissemination of intelligence on known criminal networks.

Figure 5: Forecast Theft Trends to 2010



MAINTAINING POLICE FOCUS AND ENHANCING
INVESTIGATIVE
RESPONSES



PART B – WORK PROGRAM (2006-2007)

Based on the NMVTRC's strategic assessment of vehicle crime in Australia, its work program for 2006-2007 will focus on the following priorities. They are presented in the context of the 'continuum of car crime' concept discussed in Part A and illustrated in Figure 6 below in which all theft

is viewed as occurring within a continuum which has short-term use at one end and pure economic gain at the other and a high level of fluidity in the middle.

Figure 6: Car Crime Continuum



* The term minor fraud is used here to distinguish less sophisticated, limited scope and lower value scams from more highly organised, widespread and higher value fraud. It is in no way intended to diminish the seriousness of related offences.

PART B – WORK PROGRAM (2006-2007) CONTINUED

| Theft Motivation/ Program Element | | |
|--|---|--|
| Short-term Use | Actions | Outcome |
| Community Practices | Monitor motorists' attitudes to vehicle security issues at regular intervals and evaluate effectiveness of education campaigns to refine materials and channels as required. | Continuous improvement in the delivery of effective communications messages and channels. |
| | Maintain public awareness programs including media campaigns and distribution of public and industry focused education, advice and support materials. | A better informed community about the risks of theft leading to improved security practices and demand for secure vehicle design by motorists. |
| Secure Older Vehicles | Maintain Operation Bounce Back Program to carry key vehicle security messages to communities in theft hot spots nationally. | A higher level of immobiliser penetration than natural attrition. |
| | Update economic modelling for compulsory engine immobiliser schemes in select jurisdictions. | |
| Electronic Key Protection | Encourage development of smart keys/ immobiliser systems that minimise unauthorised use. | Reduction in the theft of late model vehicles by access to original key. |
| Young People | Redevelop youth education resources. | Increased awareness amongst young people of the legal and life consequences of vehicle theft leading to fewer young people being involved. |
| | Maintain liaison with operating U-turn sites and promote successes of the model to the juvenile justice agencies and the philanthropic sector nationally to encourage new (non-NMVTRC funded) starts ups. | Improved access to diversionary programs that reflect NMVTRC's best practice model. |
| Mixed Motivation | Actions | Outcome |
| Theft for Scrap | Review local government protocols for removal of abandoned vehicles by contract recovery services. | Improvement in actual recovery rate by ensuring low value recoveries are not falling through the system. |
| | With police, monitor scrap recycling facilities for non-sanctioned/suspicious disposals. | Identification of extent of methodology and feasibility of intervention. |
| Young Offenders and Organised Crime | Review South Australian research on the nexus between juvenile offenders and organised crime syndicates. | More informed view of inter-relationships of offender sub-groups. |
| Parts Stripping | Establish better data on the extent of stripping amongst recovered stolen vehicles. | Better economic modelling of dimensions of stripping for parts. |
| Minor Fraud | Examine possible relationship between theft claims for lower value vehicles covered by agreed value insurance policies. | Development of fraud mitigation strategies. |
| Older Vehicle Re-birthing | Test sensitivity of high-risk vehicle inspection regimes to identifying suspect older vehicles. | Identification of remedial actions required. |

**Theft Motivation/
Program Element** continued

| Profit | Action | Outcome |
|--|---|--|
| Strategy Development | Maintain forensic approach to analysing vehicle theft data and development of case studies on emerging criminal techniques. | Continued refinement of countermeasures and infrastructure responses to address changes in theft methodologies. |
| Whole of Vehicle Marking | Facilitate adoption of online trial (proof of concept) by an Australian vehicle manufacturer of whole of vehicle marking in high volume manufacturing. | Adoption of world's best practice in vehicle ID. |
| Electronic Vehicle ID and Vehicle Tracking | Support the development of vehicle tracking systems and the integration of emerging electronic ID systems with public and private infrastructure. | Development of an Australian/New Zealand Standard for vehicle tracking systems. Further development of electronic vehicle ID concepts. |
| Enhanced Vehicle Security Systems | Monitor and support the development of improved vehicle access and protection systems. | Showcasing world's best practice in vehicle protection. |
| Infrastructure Support | <p>Ensure integration of improved vehicle identification technologies with police, transport agency and relevant motor trades vehicle inspection and investigative practices.</p> <p>Promote Australian advances in whole of vehicle marking systems in domestic and international forums.</p> <p>Utilise vehicle security rating systems to raise public awareness and encourage industry best practice.</p> <p>Enhance the online 'early warning system' to alert registration authorities to those vehicles currently most at risk of re-birthing.</p> <p>Work with peak associations and specialist business insurers to develop more targeted messages for the motor trades in relation to on-site security.</p> <p>Develop proposals with peak associations to resolve fair trading laws in respect of off-road motorcycles.</p> <p>Determine feasibility of industry-based database to manage motorcycle theft risk.</p> | <p>A reduction in stolen vehicles passing undetected through vehicle registration identity inspections.</p> <p>Participate in development and influence design of vehicle marking standards in major vehicle markets.</p> <p>Improve manufacturer response to vehicle design weaknesses.</p> <p>Assist in the cost effective interception of suspect vehicles in the re-registration process.</p> <p>Reduced incidence of weak on-site practices which may facilitate theft from commercial motor trades premises.</p> <p>Fairer trading laws for off-road motorcycle retailers.</p> <p>Reduction in industry exposure to trading stolen off-road bikes.</p> |
| CARS Data Services | <p>Undertake enhancements that lead to continued improvements in information services provided by CARS including the provision of monthly updates.</p> <p>Develop customised data analysis tools using CARS data for use by local area command.</p> | <p>Improved information flows into and out of CARS to aid effective policy and resource decisions.</p> <p>Assist improved police response to vehicle crime in local areas.</p> |

PART B – WORK PROGRAM (2006-2007) CONTINUED


Theft Motivation/

Program Element continued

| Profit | Action | Outcome |
|----------------------------------|---|---|
| Management of Vehicle Components | Monitor the on-going management of the recyclers' code of practice via the National Parts Code (NPC). | Minimisation of leakage of stolen parts into legitimate channels. |
| Registration System Performance | Facilitate registration system audits and report on outcomes. | Continuous improvement of the national information grid and integration with insurance and motor trades' business practices to strengthen barriers against vehicle re-birthing and fraud. |
| | Facilitate actions to support a fully national virtual one-stop-shop for vehicle status information. | A significant reduction in the avenues for the disposal of stolen vehicles through improving information access for insurers, motor trades and consumers. |
| | Review economic feasibility of banning re-registration of all written-off vehicles. | Elimination of major avenue for legitimising the use of illicit parts. |
| | Examine opportunities to enhance vehicle identification inspection skills and systems. | Improved likelihood of suspicious vehicles being detected in inspection processes. |
| Systemic (Major) Fraud Reduction | Facilitate online validation of VIN and other data between NEVDIS and insurers. | Reduction in reported theft numbers through identification and reduction in fraudulent reports. |
| | Development of best practice fraud indicators. | Assist in the identification of fraud incidence and cost to industry. |
| | Feasibility of common insurance claims database (Stage 1 – CARS Prototype). | Assist development of business case for improved insurance industry response to fraud. |
| | Guidelines for the referral of fraudulent claims to police. | Increase use of criminal sanctions against insurance fraud. |
| Heavy Vehicles and Plant | Improve standard of VIN stamping on new heavy vehicles. | Improved confidence in identifying incidence of VIN tampering. |
| | Encouragement of specialist recyclers to participate in NPC. | Minimisation of leakage of stolen parts into legitimate channels. |
| | Review exclusion of heavy vehicles from WOVR reporting requirements. | Assess feasibility of including heavy vehicles in WOVR process. |
| | Examine deployment of vehicle tracking technology (see also development of Australian/New Zealand Standard for tracking systems). | Identification of opportunities to improve take-up of effective technologies. |
| | Examine options for applying VINs to plant and equipment. | Improved confidence in conclusively identifying vehicles. |
| | Review hire industry education opportunities. | Promotion of secure practices. |
| | Examine feasibility of private asset register. | Reduction in industry exposure to trading stolen items. |

Parties Consulted in Development of 2006 Strategic Plan

AAMI Insurance Ltd
AANT
ACT Department of Urban Services
ACT Office of Fair Trading
Allianz Australia Insurance Limited
Atlas Auto Spares
Australian Crime Commission
Australian Government's Attorney-General's Department
Australian Automobile Association
Australian International Insurance Ltd
Austroads
Auto Parts Recyclers Association of Australia
Comprehensive Auto-theft Research System
CGU Insurance Limited
Federal Chamber of Automotive Industries
Ford Motor Company of Australia Ltd
Fortron Insurance Agency Ltd
Fowles Auction Group
Glenorchy City
HBF Insurance Pty Ltd
Industrial Auction Group Pty Ltd
Insurance Australia Group
Insurance Council of Australia Ltd
Insurance Fraud Risk Assessment Group
Insurer's Hotline
Just Toyota Wrecking (Western Australia)
Magna Wreck (Western Australia)
Mitsubishi Motors Australia Limited
Motor Trades Association (NT)
Motor Trades Association (ACT)
Motor Trades Association of Australia
Motor Trades Association of Queensland
Motor Trades Association of SA Inc
Motor Trades Association of Western Australia
National Parts Code
National Transport Insurance Limited
New South Wales Attorney-General's Department
New South Wales Office of Fair Trading
New South Wales Police Service
New South Wales Roads & Traffic Authority
Northern Territory Department of Planning and Infrastructure
Northern Territory Department of Justice
Northern Territory Police Service
NRMA Insurance Limited
Partsology Pty Ltd
Pickles Auctions
Promina Group Limited
QBE Insurance (Australia) Ltd
Queensland Police Service
Queensland Transport
RAA – GIO Insurance Pty Ltd
RAA Insurance Pty Ltd
RAA of SA Inc
RAC Insurance Pty Ltd
RAC Western Australia
RACQ – GIO Insurance Pty Ltd
RACV Limited (Vic)
Royal & Sun Alliance Insurance Australia Ltd
South Australia Police Service
South Australian Attorney General's Crime Prevention Unit
South Australian Department for Transport, Energy and Infrastructure
South Australian Office of Consumer and Business Affairs
South Australian Office of Crime Statistics
South Australian Vehicle Theft Reduction Committee
Street Legal (South Australia)
Subaru (Australia) Pty Ltd
Suncorp Metway Insurance Ltd
Tasmanian Automobile Chamber of Commerce
Tasmanian Department of Infrastructure, Energy & Resources
Tasmanian Department of Police & Public Safety
Territory Insurance Office
Toyota Motor Corporation Australia Ltd
University of Western Sydney
Vero Insurance Limited
VicRoads
Victoria Police
Victorian Automobile Chamber of Commerce
Victorian Business Licensing Authority
Western Australia Police Service
Western Australian Department of Consumer and Employment Protection
Western Australian Department for Planning and Infrastructure
Western QBE Insurance
Western Australian Ministry of Premier and Cabinet
YMCA Youth Services (Brisbane)
Zurich Financial Services Australia Ltd



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