Vision 10,303

?: 10,303
2007: 72,300
2005: 82,500
2003: 101,700
2001: 139,300

Strategic Plan 2007

National Motor Vehicle Theft Reduction Council
driving down vehicle theft

Contents

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.

The theme of this year's workshops – Vision 10,303 – was designed to reflect the NMVTRC's vision to achieve the lowest rate of vehicle theft in the developed world. It represents the volume of theft we would have to achieve to replace Japan as the best performing nation of the nine we annually benchmark ourselves against.

The challenge for the NMVTRC will therefore be to continue to encourage police, justice agencies, vehicle manufacturers, insurers and transport agencies, and the motor trades to embrace its on-going reform agenda and help us to set the nation on the road to achieving the lowest rate of vehicle theft in the developed world.

Police:

Maintaining the level of police resources applied to investigating car crime and adopting innovative approaches to the use of new technology and partnerships will be vital to sustaining recent theft reductions.

Foreword

Australia further improved its theft position in the past 12 months by bettering the 'record low' benchmarks set in the previous year, with total thefts falling by 6 per cent to 73,724 for 2006.

Thefts per 1,000 population and registrations now stand at 3.6 and 5.0 respectively – the lowest levels since national records were first collated in 1978. Total thefts have now declined by more than 45 per cent since 2001, which is half as much again as the reduction in all other property crime for the period.

The NMVTRC's strategic assessment of the prevailing vehicle theft and fraud environment has been developed from our analysis of vehicle theft data from police, transport agencies, insurers and other commercial sources, and discussions with senior executives from stakeholder organisations over the past 12 months.

In particular, our annual strategic review with stakeholders has been central to our development of a 'shared vision' of Australia's vehicle theft reform priorities and delivery of a comprehensive reform program that enjoys broad cross-sectoral support. A series of workshops with senior executives from stakeholder organisations was again held in all states and territories in April and May.

The theme of this year's workshops – Vision 10,303 – was designed to reflect the NMVTRC's vision to achieve the lowest rate of vehicle theft in the developed world. It represents the volume of theft we would have to achieve to replace Japan as the best performing nation of the nine we annually benchmark ourselves against.

The early part of 2007 also saw the NMVTRC roll out the first of its Secure by Design events aimed at emphasising the importance of smart design to a vehicle's ultimate theft performance. The principle of using 'smart' design to minimise theft risk can equally apply to other private and public infrastructure and practices. For example:

- secure registration practices (including the management of written-off vehicles and vehicle identity inspection systems for high risk vehicles) are critical to detecting suspicious vehicles and transactions; and

- secure risk management techniques are required by a range of motor trades to prevent losses from businesses premises, reduce the risk of accepting re-identified stolen vehicles into sales stock and limit the use of stolen parts in repairs.

Put most simply, the adoption of a holistic approach to secure design across the board requires a commitment from the 'designers' of vehicles and systems – including road user systems – to accept responsibility that their design choices directly influence the level of vehicle theft. And secondly, if vehicle 'users' fail to obey the rules set by the designers – due to lack of knowledge or ability or simple non-compliance (and theft still occurs) the designers must take the necessary further steps to counteract those failures or non-compliance.

As with any large scale reform which covers a myriad of government, business and community practices, the task gets harder rather than easier to deliver continually better results. The challenge for the NMVTRC will therefore be to continue to encourage police, justice agencies, vehicle manufacturers, insurers and transport agencies, and the motor trades to embrace its on-going reform agenda and help us to set the nation on the road to achieving the lowest rate of vehicle theft in the developed world.

In laying out the NMVTRC's forward program, this Plan continues the approach (first applied in 2006) which adopted the principle that all theft should 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.

The 2007 Plan maintains the NMVTRC's focus on:

- applying a more forensic approach to data analysis and case study development;

- promoting the adoption of state-of-the-art vehicle identification and other security technologies;

- the promotion of good practices amongst parts recyclers;

- monitoring (and where necessary working with transport agencies to adjust) registration and vehicle inspection practices; and

- delivering quality public education resources to the community.

The revised Plan also places a higher emphasis on:

- analysing the vulnerability of the end-of-life vehicle recycling processes to the unauthorised disposal of stolen vehicles;

- assessing the case for limiting access to damaged vehicle auctions to accredited persons to limit potential exploitation of the auction process by criminals; and

- encouraging innovation in local police responses to car crime.

Finally, the NMVTRC greatly values the close relationships it has formed with its stakeholders and strategic partners. This Plan relies heavily on those relationships to continue to reduce the economic and social impacts of motor vehicle theft on the nation. My colleagues and I look forward to continuing to work with you to implement these important vehicle theft reform initiatives.

David M Morgan
Chairman

Justice Agencies:

With the cost of keeping just one young offender in secure care now exceeding $140,000 per annum, maintaining and improving access to effective diversionary programs is more important than ever.

Reducing Vehicle Theft in Australia – The Context

Basis of Strategic Plan

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 2007 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.
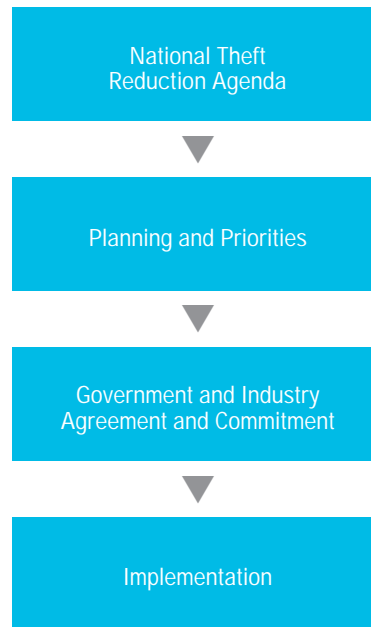
Development and Delivery of Reforms

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.

Figure 1: Vehicle Theft Reform Process

National Theft Reduction Agenda

▼

Planning and Priorities

▼

Government and Industry Agreement and Commitment

▼

Implementation

Vehicle Manufacturers:

Adopting secure vehicle identification technologies and further developing smart entry/immobiliser systems so that the unauthorised use of keys/ transponders are minimised is central to Australia's future theft performance.

Part A – Strategic Assessment

The NMVTRC's strategic assessment of the prevailing vehicle theft and fraud environment has been developed from our analysis of vehicle theft data from police, transport agencies, insurers and other commercial sources, and discussions with senior executives from stakeholder organisations throughout 2006.

Select 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.

Australia further improved its theft position in 2006 by bettering the 'record low' benchmarks set in the previous year, with total thefts falling by 6 per cent to 73,724. Thefts per 1,000 population and registrations now stand at 3.6 and 5.0 respectively – the lowest levels since national records were first collated in 1978. Seventy-seven per cent of stolen vehicles (excluding motorcycles) were recovered by the end of December.

Total thefts have now declined by more than 45 per cent since 2001, which is half as much again as the reduction of all other property crime for the period. The strong overall performance has enabled Australia to maintain its improved 'world ranking' at number 5 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)[1].

Passenger and light commercial vehicles (PLCs) continue to dominate theft numbers, accounting for 87 per cent of all thefts in 2006. Motorcycles represent 9 per cent and heavy vehicle and plant and equipment 3 per cent.

For PLCs, vehicles more than 10 years old account for more than seven in 10 thefts. By contrast these vehicles represent only around 44 per cent of the registered fleet.

The penetration of engine immobilisers continues to grow with over half the PLC fleet protected with an Australian Standards Equivalent (ASE)[2] immobiliser at June 2006. Vehicles fitted with an ASE accounted for only one in four thefts for the year.

One in every 206 registered passenger/light commercial vehicles was stolen in the period. Motorcycles were stolen at a rate of one in every 75 registered[3] and present a major on-going challenge to find practical and cost-effective solutions to improve their theft performance.

Organised criminals are still targeting popular family cars, with more than 1,100 Holden Commodores, Ford Falcons, and Mitsubishi Lancers less than 10 years old not recovered. The value of these vehicles alone exceeds $18 million.

The reduction in theft numbers for the year has saved the community an estimated $44 million to $83 million[4].

1. The international comparison table was inverted in 2006, with the nation with the lowest theft rate ranked one to reflect the NMVTRC's aspiration to reach the 'top of the table'.
2. The term ASE was developed by the NMVTRC to cover original equipment immobilisers that comply with Australian Design Rules and after-market devices that meet Australian Standards.
3. Excludes off-road and other non-registered bikes.
4. Based on independent economic analysis conducted by MM Starrs Pty Ltd for the NMVTRC (September 2005) which estimated victims' costs per incident to be in the range of $6,230 to $11,920 depending on a range of personal and other factors.

Figure 2: Thefts and Non-recoveries (Excluding Motorcycles) 2000-2006
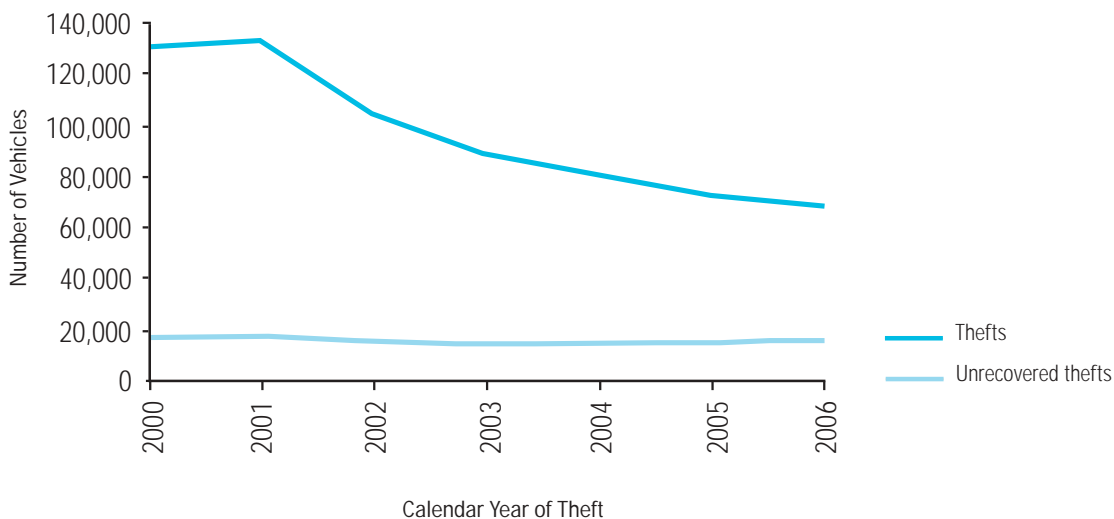
Part A – Strategic Assessment continued

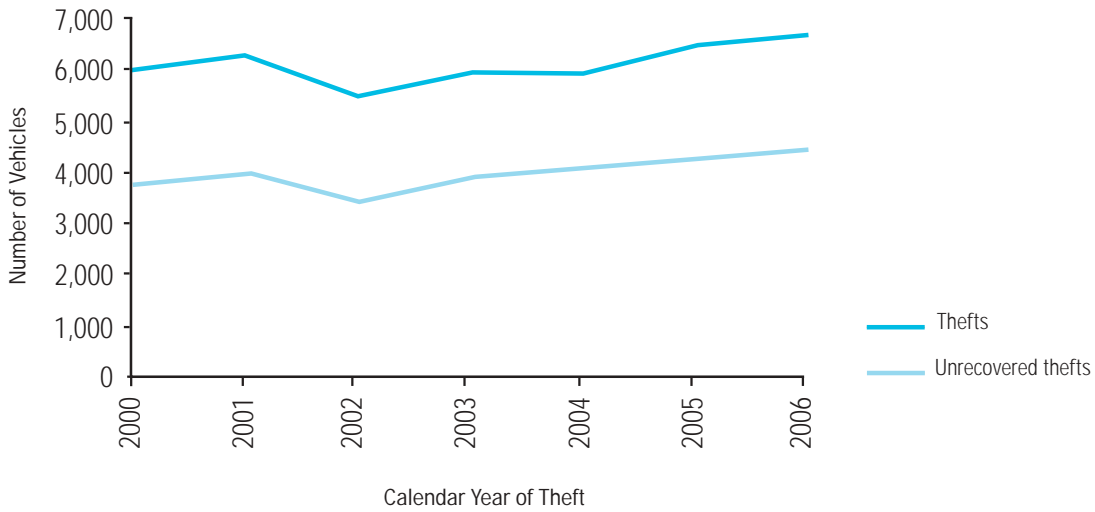Figure 3: Thefts and Non-recoveries (Motorcycles Only) 2000-2006
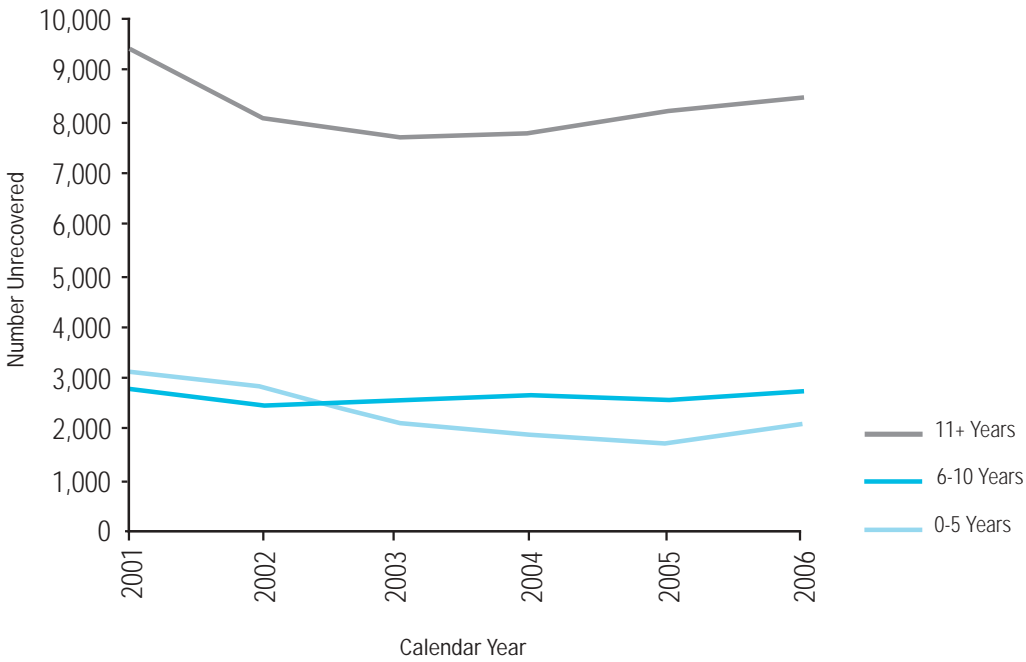

Figure 4: Number of Unrecovered PLCs by Age Group 2001-2006

The application of a more forensic approach to analysing key data has confirmed that countermeasures such as the more effective management of written-off vehicle identities, improved vehicle identification and strong police responses have impacted significantly on the activities of criminal networks with, for example, insurance claims for non-recoveries falling for vehicles less than five years old by more than $14 million (or 33 per cent) over four years.
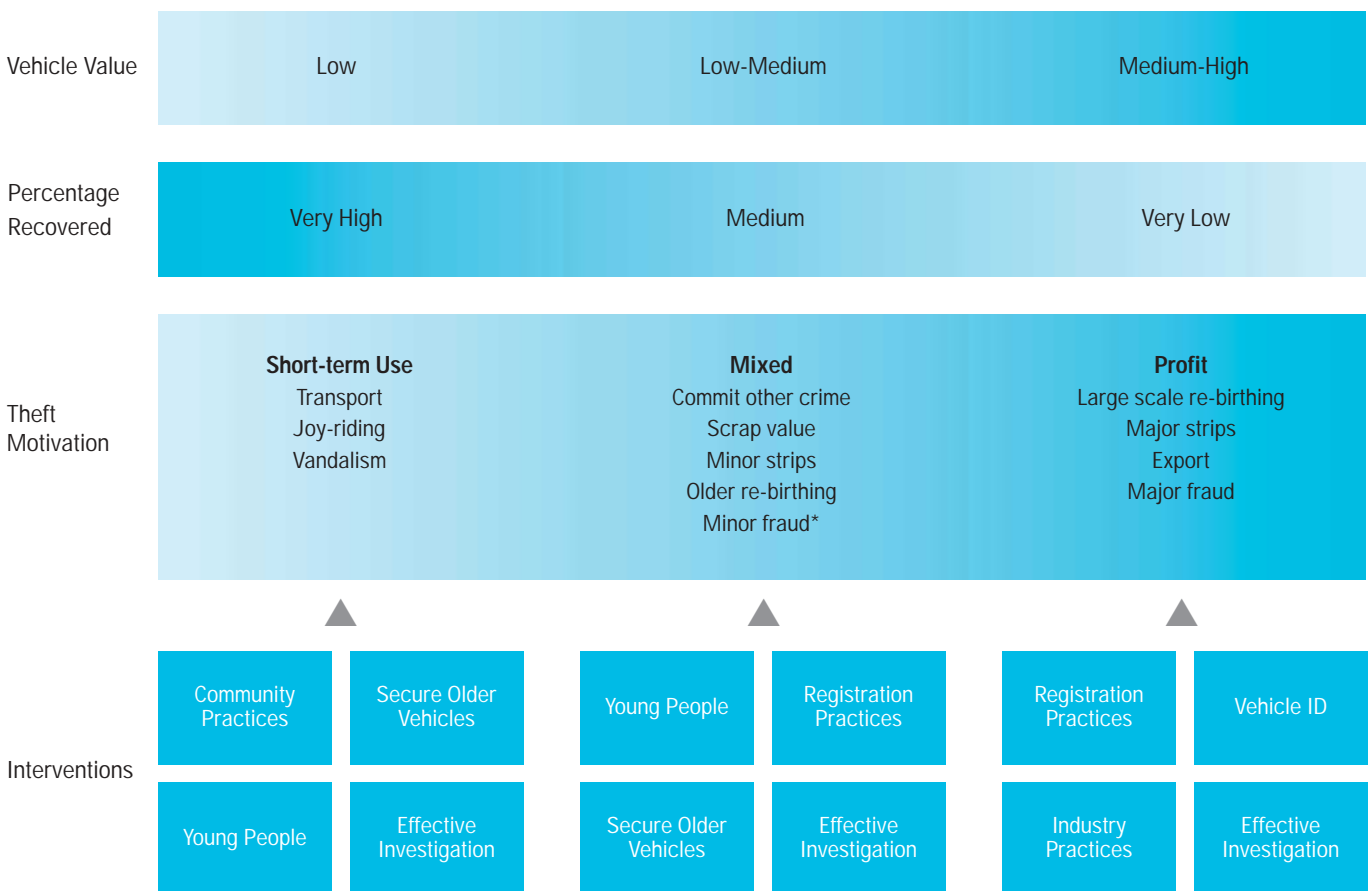
The higher number of older vehicles not being recovered suggests that the illicit demand for parts to keep old vehicles going is more prevalent than ever and growing.

Figure 4 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 to better predict the most likely fate of unrecovered vehicles.

In our 2006 Strategic Plan we reported 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. As a consequence, the NMVTRC adopted a model of viewing all car crime 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 5 illustrates this concept.

Figure 5: The Car Crime Continuum

Vehicle Value	Low	Low-Medium	Medium-High
Percentage Recovered	Very High	Medium	Very Low

Theft Motivation	**Short-term Use** Transport Joy-riding Vandalism	**Mixed** Commit other crime Scrap value Minor strips Older re-birthing Minor fraud*	**Profit** Large scale re-birthing Major strips Export Major fraud

Interventions	Community Practices	Secure Older Vehicles	Young People	Registration Practices	Registration Practices	Vehicle ID
	Young People	Effective Investigation	Secure Older Vehicles	Effective Investigation	Industry Practices	Effective Investigation

* 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.

Insurers and Transport Agencies:

Insurers and transport agencies must continue to collaborate on closing off opportunities for criminals to launder stolen vehicles and parts via the registration system and commit other forms of related vehicle fraud.

Part A – Strategic Assessment continued

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. The prevailing trend of higher numbers of older vehicles not being recovered continues to pose a major challenge. Table 1 below provides a break down of vehicle values for the PLCs not recovered in 2006. The values have been derived from commercial pricing data provided by Glass's Information Services.

Table 1: Value of Unrecovered Stolen PLCs (2006)

Value Category	Volume	Share (%)
<5,999	6,688	46.3
6,000-9,999	2,106	14.6
10,000-14,999	1,560	10.8
15,000-19,999	983	6.8
20,000-29,999	1,450	10.0
30,000+	676	4.7
Unknown	986	6.8
Total	14,449	100.0

Note: Recovered status as of 31/12/2006.

Almost four 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 much higher than estimated activity in relation to the:

- re-birthing of older vehicles and parts stripping to service the demand for parts to keep other old vehicles going; and

- non-sanctioned pick-up and disposal of abandoned vehicles (including the crushing or shredding of the stripped shells of stolen vehicles) via legitimate metal recyclers on the back of then elevated base metal prices.[5]

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. Importantly, there is a broad consensus that the illicit market for separated parts is a major driver of current theft trends. A key industry source estimates that up to six 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.

What is the general outlook for the nation's theft performance?

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)[6] engine immobiliser) and the 'retirement' of less secure vehicles over time; 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.

The NMVTRC estimates that without further significant interventions the volume of:

- **profit-motivated theft** will continue to fall at an annual rate of 2 per cent per annum; and

- **theft for short term use** will decline at a rate of around 6 per cent (about half the current rate).

---

5. A current project being undertaken for the NMVTRC by the University of Western Sydney is attempting to refine the 2005 estimates.

6. 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.
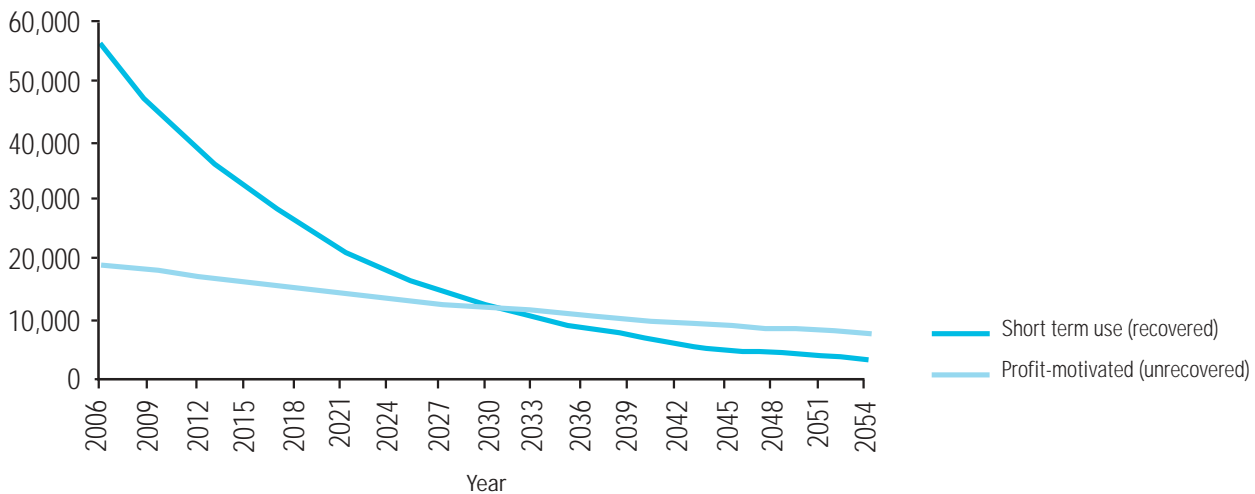
Motor Trades:

By improving risk management techniques to prevent losses from business premises and embracing secure practices to minimise the laundering of illicit parts via the legitimate industry, the motor trades can play their part in reducing opportunities for profit-motivated theft.

Figure 6: Forecast Time to Reach Target Volume of 10,303

A range of external factors (which are even more difficult to predict) may assist in accelerating reductions. 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 (in say 5-10 years);

- 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 (5-10 years);

- stricter environmental and safety standards – which like fuel prices will weed out older vehicles, and in the case of the former, may place more stringent controls on recyclers in relation to managing end-of-life vehicles (10-15 years); and

- congestion road pricing that may ultimately lead to a need to be able to reliably and securely remotely identify a vehicle in real-time (10-15 years).

What should Australia's immediate 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 better protecting Australia's vehicle fleet over the next three years are the:

- remaining proportion of older unsecured vehicles – which even then will number around 5 million;

- ease with which components are absorbed by the 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 in the medium term – 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.

Part B – Work Program (2007-2008)

Based on the NMVTRC's strategic assessment of vehicle crime in Australia, its work program for 2007-2008 will focus on the following priorities. Projects are presented in the context of the 'Continuum of Car Crime' concept illustrated in Figure 5 of Part A.

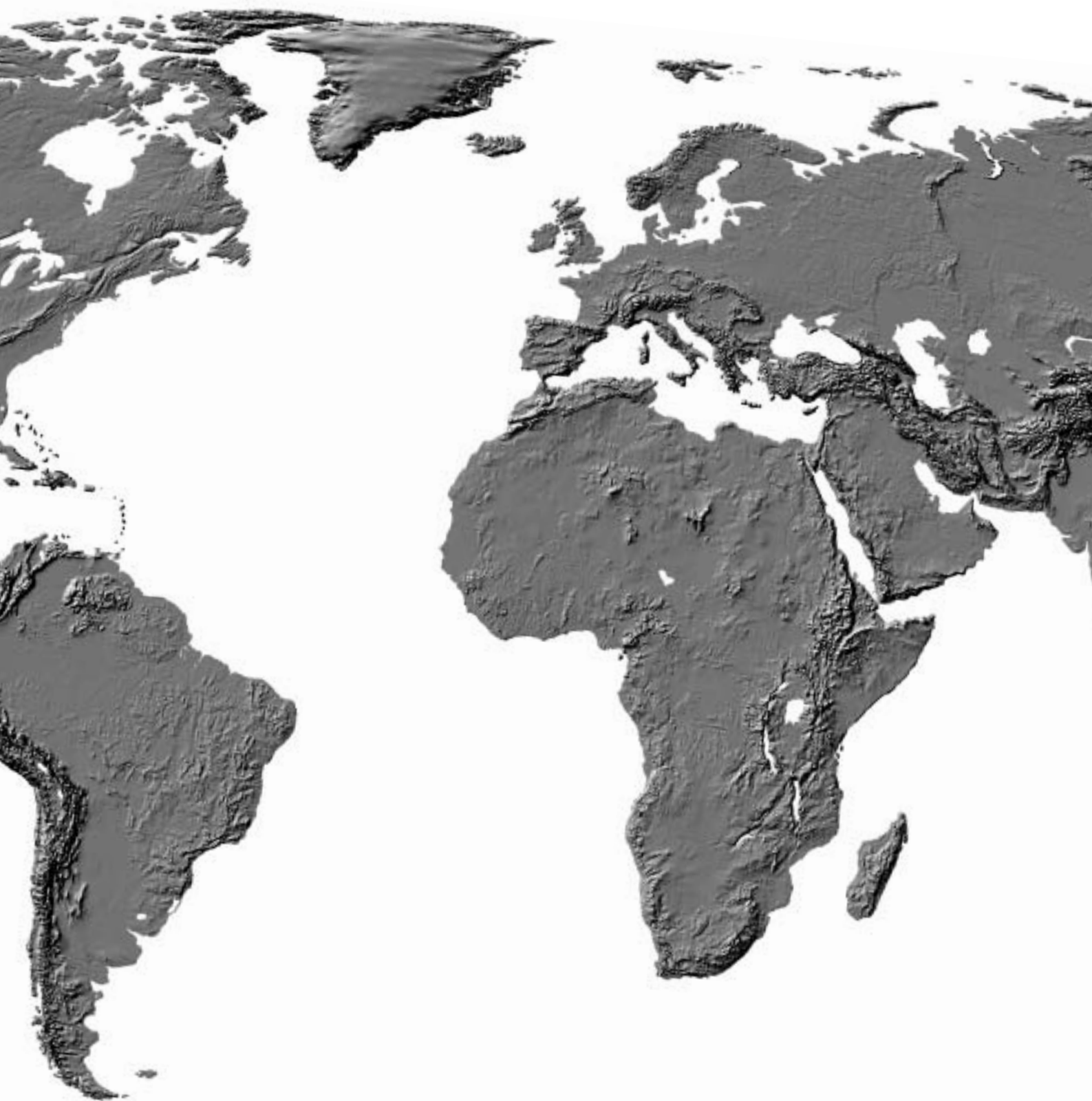| Theft Motivation/ Program Element		
Short-term Use	**Action**	**Outcome**
Community Practices	Monitor motorists' attitudes to vehicle security issues and evaluate effectiveness of education campaigns to refine materials and channels as required.	Continuous improvement in the delivery of effective communications messages and channels.
	Maintain public awareness programs including media campaigns and distribution of public education, advice and support materials.	A more informed community on the risks of theft leading to improved practices and demand for secure vehicle design.
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 key agencies and the philanthropic sector nationally to encourage new start ups.	Improved access to diversionary programs that reflect NMVTRC's best practice model.
Mixed Motivation	**Action**	**Outcome**
Theft for Scrap	Review local government and police protocols for recording 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.
Parts Stripping	Continue to pursue 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.

Theft Motivation/
Program Element continued

Profit	Action	Outcome
Older Vehicle Re-birthing	Test sensitivity of high-risk vehicle inspection regimes to identifying suspect older vehicles.	Identification of remedial actions required.
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 (WOVM)	Monitor trial of automated application of VIN-microdots to select vehicles. Facilitate wider use of WOVM in the domestic market. Maintain liaison with key overseas agencies to promote WOVM internationally.	Adoption of world's best practice in vehicle identification.
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	Ensure integration of improved vehicle identification technologies with police, transport agency and relevant motor trades' vehicle inspection and investigative practices.	A reduction in stolen vehicles passing undetected through vehicle registration identity inspections.
	Utilise vehicle security rating systems to raise public awareness and encourage industry best practice.	Improve manufacturer response to vehicle design weaknesses.
	Enhance the online 'early warning system' to alert registration authorities to those vehicles currently most at risk of re-birthing.	Assist in the cost effective interception of suspect vehicles in the re-registration process.
	Convene a motorcycle summit to examine options to redress current escalation in motorcycle thefts.	Development of a clear strategy for combating motorcycle theft.
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.
	Examine case for limiting access to damaged vehicle auctions to accredited persons.	Reduced access to damaged vehicle stock by criminals.
Registration System Performance	Complete 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.
	Complete review of economic feasibility of banning re-registration of all written-off vehicles.	Elimination of major avenue for legitimising the use of illicit parts.

Theft Motivation/
Program Element continued

Profit	Action	Outcome
Police Responses	Develop customised data analysis tools using CARS data for use by local area command.	Assist improved police response to vehicle crime in local areas.
	Encourage innovation in local police responses via the trial of new technology and/or improved partnerships and practices.	Improved police responses to car crime in strategic locations.
	Review impacts of New South Wales specific re-birthing laws to determine efficacy and potential for wider application.	Improved police responses to car crime.
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.
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 hire industry education opportunities.	Promotion of secure practices.
CARS Data Services	Undertake enhancements that lead to continued improvements in information services provided by CARS including the provision of monthly updates.	Improved information flows into and out of CARS to aid effective policy and resource decisions.
	Review potential to expand CARS data sources via partnerships with local government, etc.	Improved data set to aid analysis and policy development processes.

Parties Consulted in Development of 2007 Strategic Plan

AAMI Insurance Ltd
AANT
ACT Department of Territory and Municipal Services
ACT Department of Justice and Community Safety
ACT Office of Fair Trading
ACT Youth Coalition
Allianz Australia Insurance Limited
Atlas Auto Spares
Australian Government's Attorney-General's Department
Australian Automobile Association
Australian Federal Police
Australian Institute of Criminology
Australian International Insurance Ltd
Austroads
Auto Parts Recyclers Association of Australia
Brian Aherne Consultancy Pty Ltd
Canberra Institute of Technology
Comprehensive Auto-theft Research System
Federal Chamber of Automotive Industries
Glenorchy City
General Motors Holden Ltd
Hyundai Motor Company Australia Pty Ltd
Insurance Australia Group
Insurance Council of Australia Ltd
Insurer's Hotline
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 Office of Fair Trading
New South Wales Police Force
New South Wales Roads & Traffic Authority

Northern Territory Department of Planning and Infrastructure
Northern Territory Police Service
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 Insurance Limited
RACT Insurance
RACV Limited (Vic)
Raleigh Auto Wreckers
Royal & Sun Alliance Insurance Australia Ltd
Shannons Insurance
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
Subaru (Australia) Pty Ltd
Suncorp Metway Insurance Ltd
Tasmanian Automobile Chamber of Commerce
Tasmanian Department of Infrastructure, Energy & Resources
Tasmanian Department of Police & Emergency Management
Tasmanian Office of Consumer Affairs & Fair Trading
Territory Insurance Office (NT)
Vero Insurance Limited
VicRoads
Victoria Police
Victorian Automobile Chamber of Commerce
Victorian Business Licensing Authority
Western Australia Police Service
Western Australian Department for Planning and Infrastructure