National Motor Vehicle
Theft Reduction Council
driving down vehicle theft

strategic plan
2009

containing vehicle crime in an economic crisis

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.

Goals that Contribute to Meeting the Vision

Reduce the volume of vehicle crime.
Reduce the cost of vehicle crime.

Reform Themes

Disrupt Separated Parts Markets
Disrupt Vehicle Laundering Markets
Divert Young Offenders
Capacity Building and Innovation

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.

Communication, consultation and negotiation are the hallmarks of the NMVTRC's operating philosophy which underpins all its activities.

Contents

Foreword

Australia's vehicle crime challenges

The 2008 year saw the nation's stolen vehicle numbers fall for a seventh consecutive year – delivering a 7 per cent decrease for the 12 months and building on the more than 50 per cent reduction since 2001. In its 2008 Strategic Plan, published last August, the NMVTRC observed that the uncertainties about the nation's general economic outlook posed a serious threat to the nation's unprecedented period of sustained theft reduction. Of course by early 2009 the economic settings had worsened again and hence the theme and focus for this year's StratPlan workshops – 'containing theft in an economic crisis'.

While the links between economic conditions and crime rates are not precise enough to enable concrete predictions to be made there is a considerable body of expert opinion amongst criminologists and law enforcement agencies that support the NMVTRC's view that if the economy has been one of the factors helping drive down theft rates over the past decade it is likely to be working against further reductions in the short to medium term.

It is important to note that not all impacts will be restricted to the lower socio-economic sectors. As unemployment bites, particularly in the relatively high wealth occupations associated with the finance, real estate and mining sectors, personal hardship is likely to hit hard. Some people's inability to service high value vehicle loans and leases, many of which will have significant negative equity, is expected to lead to an increase in the already little understood level of insurance fraud 'dressed up' to look like theft.

Difficult economic times also provide new opportunities for organised crime including:

- using their criminal proceeds to acquire or develop legitimate businesses; and

- exploiting the temptation for genuine but cash-strapped businesses to ignore dubious or suspect transactions or dealings that they would routinely avoid or report in boom times.

The other major consideration from the NMVTRC's perspective is the impact an economic downturn may have on its stakeholders' capacity to implement key reforms. Whilst the NMVTRC has always attempted to apply a pragmatic overlay to project selection (e.g. an objective assessment of factors such as likely effectiveness, related interdependencies, achievability, means of implementation, constraints and barriers, timeliness, cost, etc.) this will be even more important in the current environment.

The 2009 Plan also marks a significant milestone in the NMVTRC's life with all Australian Governments and the insurance industry agreeing to extend their collaboration of the last ten years through to 2012.

The NMVTRC has taken this renewal of commitment by its stakeholders as an opportunity to fundamentally review the focus and method of its operations. In doing so, it has been careful not to discard those attributes which have secured such strong stakeholder 'buy in' over the past decade. This means we remain committed to:

- seeking input from subject experts at every stage from project design to development to implementation;

- maintaining the most transparent and accessible consultative and communications mechanisms possible to ensure stakeholders and affected parties are informed of progress and issues;

- asking stakeholders to rate us regularly and report the results publically;

- seeking to continually improve our data and related services to ensure its accuracy, timeliness, flexibility and accessibility;

- applying an action-oriented approach to research;

- maintaining a consistent, persistent and non-bureaucratic approach to dealing with issues;

- continuing to be organisationally lean; and

- demonstrating value for money.

However, in recognition of our stakeholders' constraints it is our intention to devote more resources to facilitating an operational, on-the-ground response to issues identified as 'highest priority'. As a consequence our work programs for the 2009-12 period will place a greater focus on the development and implementation of a smaller number of key projects. Projects within the highest priority group are those which have passed a new, more rigorous *Project Assessment Framework*[1] and are considered:

- essential to delivering the NMVTRC's vision of Australia achieving the lowest rate of motor vehicle theft in the developed world;

- to be consistent with one or more of the NMVTRC's four reform themes for action;

- to be of national, regional or sectoral significance;

- to have a clear, evidence-based case for action; and

- to enjoy broad stakeholder commitment so as to maximise the likelihood of successful implementation.

Accordingly this Plan places the greatest emphasis on:

• Disrupting Separated Parts Markets via:

  - the targeted use of inter-agency task forces;

  - revisiting options for better inventory management, environmental controls and repair standards through regulation, incentive schemes, commercial agreements, voluntary codes and education;

• Disrupting Vehicle Laundering Markets via:

  - the better management of written-off vehicles, including improving damage assessment criteria, repair standards and vehicle inspection regimes;

  - developing better access to vehicle status information for consumers, reviewing advertising standards and seller disclosure requirements etc.;

• Diverting Young Offenders by examining the feasibility of establishing the NMVTRC's best practice program for young recidivist offenders – *U-turn* – as a social enterprise; and

• Building Stakeholder/Community Capacity and Encouraging Innovation via a select range of communications, public education and law reform projects.

Projects that fall outside of the highest priority group but are still assessed to be of significance will form a project 'development pipeline'. Projects from the development pipeline may be elevated to the current or future program status where resources and timelines permit or 'environmental' changes dictate.

This Plan comprises three distinct components. Part A details information about the NMVTRC's structure, method of operation and strategic planning processes. Part B comprises a strategic assessment of the current vehicle crime landscape in Australia and the context in which the NMVTRC strategic priorities have been developed. Finally, Part C sets out the NMVTRC's priority actions and projects.

David M Morgan
Chairman

1. A full description of the Project Assessment Framework is included in this Plan as Appendix B.

Part A – Background

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.

A series of stakeholder workshops – the 2009 StratPlan Forums – have again been a major influence on the development of this 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. The 2009 round of discussions were as well attended as any previous year and again triggered a robust examination of the current vehicle crime landscape and priorities. 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:
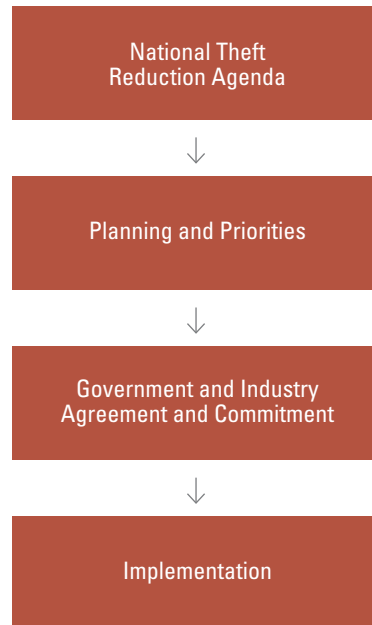
• policy development;

• the coordination of implementation; and

• the monitoring of outcomes.

As the NMVTRC's internal resources are limited, 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.

As observed in the Foreword, the NMVTRC is concerned about the impact that the current general economic conditions may have on its stakeholders' capacity to implement key reforms. To that end, the NMVTRC has this year undertaken the most comprehensive assessment of the nation's vehicle crime priorities so that we may devote more resources to facilitating an operational, on-the-ground response to issues identified as 'highest priority'.

As a consequence our work programs for the 2009-12 period will place a greater focus on the development and implementation of a smaller number of key projects.

Figure 1: Vehicle Theft Reform Process

National Theft Reduction Agenda

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Planning and Priorities

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Government and Industry Agreement and Commitment

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Implementation

Part B – Strategic assessment

Strategic assessment

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

The key points for the short to medium term are:

- Overall theft rates are at a historical low.
- Five million older vehicles remain vulnerable to simple attack by 'coat hanger and screwdriver'.
- Improvements in the recovery numbers are being steadily eroded by changes in the modus operandi of profit-motivated thieves.
- Motorcycles (and scooters in particular) are growing in significance.

While recent reductions in vehicle theft have been dramatic, vehicle crime still has a major economic and social impact and there is considerable evidence that professional car criminals are continuing to adapt their methodologies to find new gaps in the system to ply their trade. As criminal networks are shut down by police action, others rise up to occupy the 'vacancy' created.

The Vehicle Crime Continuum (VCC) (see Figure 2 below) encapsulates the NMVTRC's view of the current vehicle crime landscape by the various offender motivations, the relationships between those motivations and the vehicl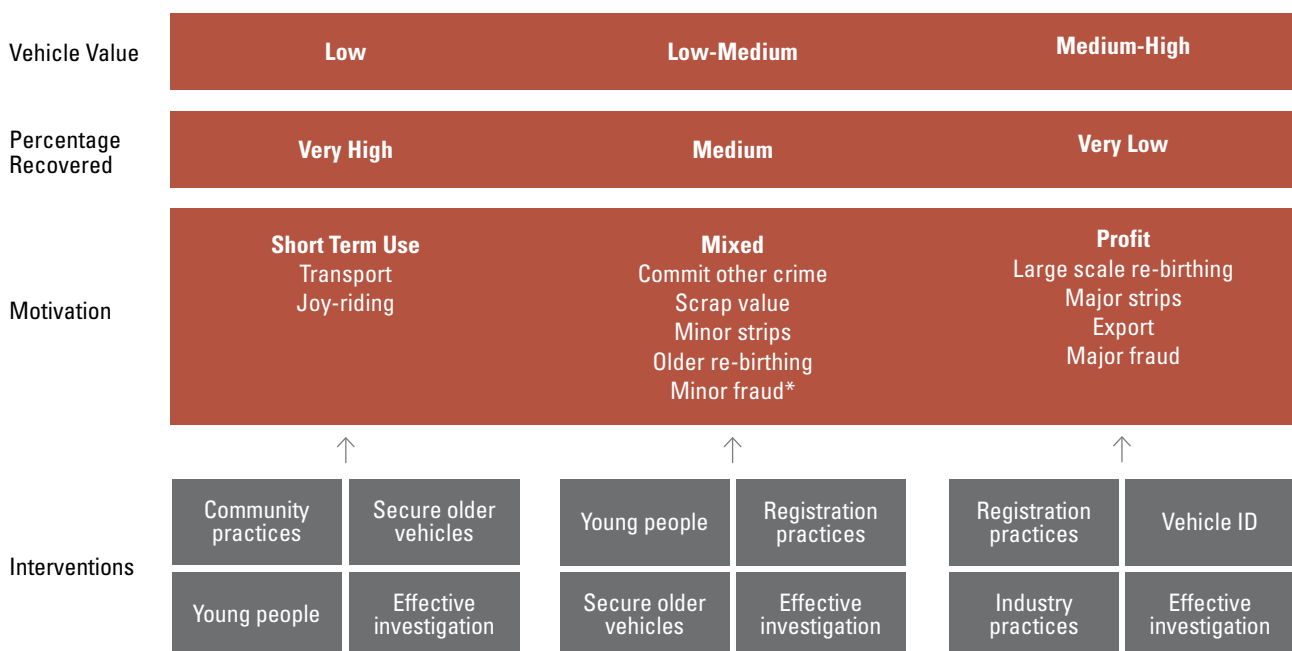e's value, likelihood of recovery and the types of intervention strategies that may be applied to them to disrupt or prevent their occurrence. It is important that readers have a basic appreciation of the VCC in order to understand what underpins the NMVTRC's strategy design.

Theft of passenger and light commercial vehicles (PLC), which make up between 80 and 85 per cent of all thefts, has consistently declined by significant margins each year since its peak in 2000-01. The majority of this decline has been in short term theft. In 2008 PLC thefts declined by a further 7 per cent over 2007 resulting in just under 55,000 thefts. Forty-two thousand of these vehicles were recovered.

Mixed motivations include short term theft for a specific purpose such as using the vehicle to commit another crime and for low level profit such as scrap disposal, minor strips, minor fraud and low level re-birthing. While the short term thefts in this category are recorded in the overall recovered group, the unrecovered group contains a proportion of low level profit-motivations which are defined as low value non-recoveries. In 2008, 6,000 (46 per cent) of all non-recovered PLCs were valued at less than $5,000.

Non-recovered theft of PLCs remains the area of most concern. In 2001 the total number of PLCs stolen and not recovered totaled 15,200. In 2004 this had dropped to 12,200 but by 2008 had climbed back to 13,000. The 7,000 non-recovered vehicles valued at more than $5,000 totaled an estimated $116 million in 2008. Profit-motivated theft involves large scale re-birthing, major strips, export and major fraud.

Figure 2: The Vehicle Crime Continuum

Vehicle Value	Low	Low-Medium	Medium-High
Percentage Recovered	Very High	Medium	Very Low
Motivation	**Short Term Use** Transport Joy-riding	**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 / Effective investigation	Young people / Registration practices / Secure older vehicles / Effective investigation	Registration practices / Vehicle ID / 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.

While the VCC motivations apply equally to motorcycles they present their own particular dynamics. In 2001 6,200 motorcycles were reported stolen which comprised around 4 per cent of all theft. In 2008 there were 7,800 motorcycle thefts which comprised 11 per cent of all thefts. With slightly more than half of all motorcycle thefts being unregistered off-road machines and with an overall recovery rate of around 34 per cent motorcycle theft remains a significant challenge.

Current and emerging priorities in short term theft

The volume of short term theft has fallen by more than 50 per cent since 2001. The major contributors to this dramatic reduction have been:

- the penetration of electronic engine immobilisers within the national vehicle fleet – which since 1999 has increased nationally from around 33 per cent to approximately 60 per cent;

- more effective responses by police in better targeting theft hot-spots and recidivist offenders;

- improved levels of community awareness about vulnerable vehicles and secure practices;

- perceived changes in youth culture away from joyriding; and

- the nation's strong economic conditions.

The tangible risks to maintaining lower theft levels are:

- the remaining five million non-immobilised vehicles that will remain on the nation's roads for another 10 to 15 years – which will not be aided by dwindling new vehicle sales and which in turn will slow the 'trickling down' of secure vehicles in the used market;

- the increasing theft of keys and transponders (via residential or other burglaries etc.);

- police resource constraints in the face of competing priorities;

- youth unemployment and the possible return of car theft culture/increase in vandalism;

- increased incidents of insurance fraud (disguised as vehicle theft);

- increases in other crime levels that require use of a vehicle; and

- the escalation of minor strips into major strips and/or re-birthing.

Looking forward, an effective mix of strategies to combat short term theft must include:

- delivering innovative ways to encourage owners of older vehicles to protect their car with an Australian Standards approved engine immobiliser;

- emphasising the importance of key management to vehicle owners and drivers;

- a focus on at-risk communities in the nation's hottest theft spots;

- ongoing motorist education via stakeholder partnerships, communications and publicity opportunities;

- facilitating innovative responses to divert young recidivist offenders from engaging in vehicle crime and related risk-taking, including driving behaviours that endanger other road users;

- maintaining effective local investigative responses via data provision and potentially greater use of technology such as Automatic Number Plate Recognition systems; and

- exploring options to facilitate/coordinate public/private partnerships at the local level to tackle identified patterns and trends.

Current and emerging priorities in profit-motivated theft

The philosophy that underpins the NMVTRC's approach to combating profit-motivated theft is that unlike short term theft, profit-motivated thieves make a rational (even if subjective) assessment of the:

- effort required to acquire the target vehicle or vehicles; and

- risk of carrying out the act of converting the stolen vehicle into cash, versus the reward which flows from the illegal activity.

In profit-motivated car crime, effort can include such things as how difficult it is to:

- steal the vehicle in the first instance;

- launder the vehicle through the registration system;

- sell or use stolen parts; and

- sell a re-birthed stolen car.

Risks might include the likelihood of:

- getting caught by the police;

- not being able to sell a stolen car or parts without coming to authorities' notice; and

- conviction and potential penalty if convicted – including the chance of incarceration.

Reward of course is fairly straight forward and is mostly the amount of money to be made. But it can also include simpler things like personal use of the car or parts, or personal status within a criminal network.

The higher the effort and risk required – the less relatively attractive is the reward. Of course the opposite also applies. If the task is viewed as relatively simple and low risk – the reward seems irresistible. So a sustainable prevention strategy has to be based on the principle of increasing effort and risk and decreasing the relative reward.

Figure 3: The Profit-Motivated Theft Equation
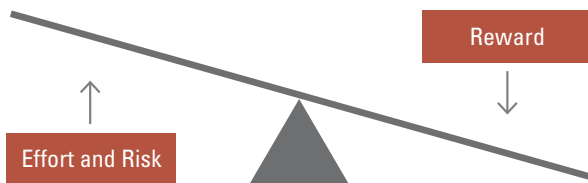
Prior to the NMVTRC's establishment in 1999 there were a myriad of ways in which profit-motivated thieves could convert a stolen vehicle into cash. Criminals had to navigate a range of public and private infrastructure but there was little in the way of a systemic response at a national or regional level and therefore a low risk of detection. Figure 4 attempts to illustrate this point.

The NMVTRC's strategy has been based on looking for those interventions that will increase effort and risk while reducing potential profit. The challenge of course is being able to do this without imposing disproportionate interruption or costs to legitimate business practices or the public.

The NMVTRC has always maintained there are few silver bullets to stop profit-motivated illicit activity dead in its tracks. Nor is it feasible to attempt to implement an infinite number of interventions simultaneously – both from a pragmatic and resourcing point of view. Instead the NMVTRC has pursued a layered approach – in which a broadly based range of complementary measures work together to reduce the breadth or scope of the illegal activity. Selection of the priorities has been based on a considered analysis of a range of factors including likely effectiveness, related interdependencies, means of implementation, achievability, constraints and barriers, timeliness and cost.

Figure 4: The Pre-1999 Theft Landscape
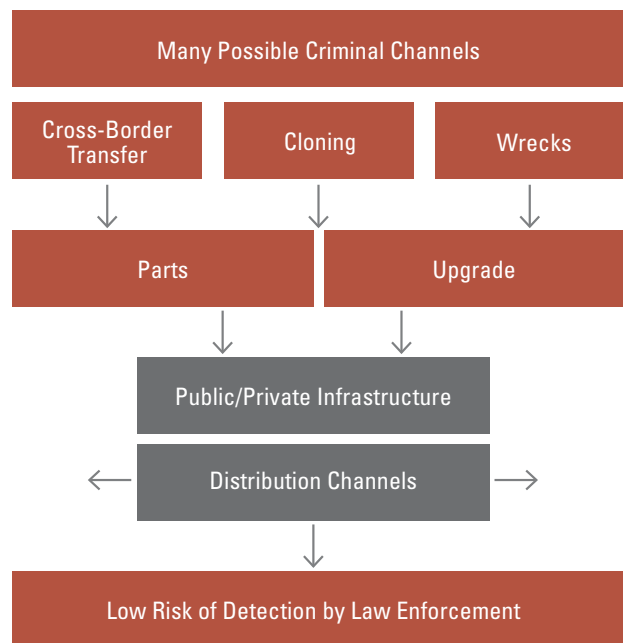
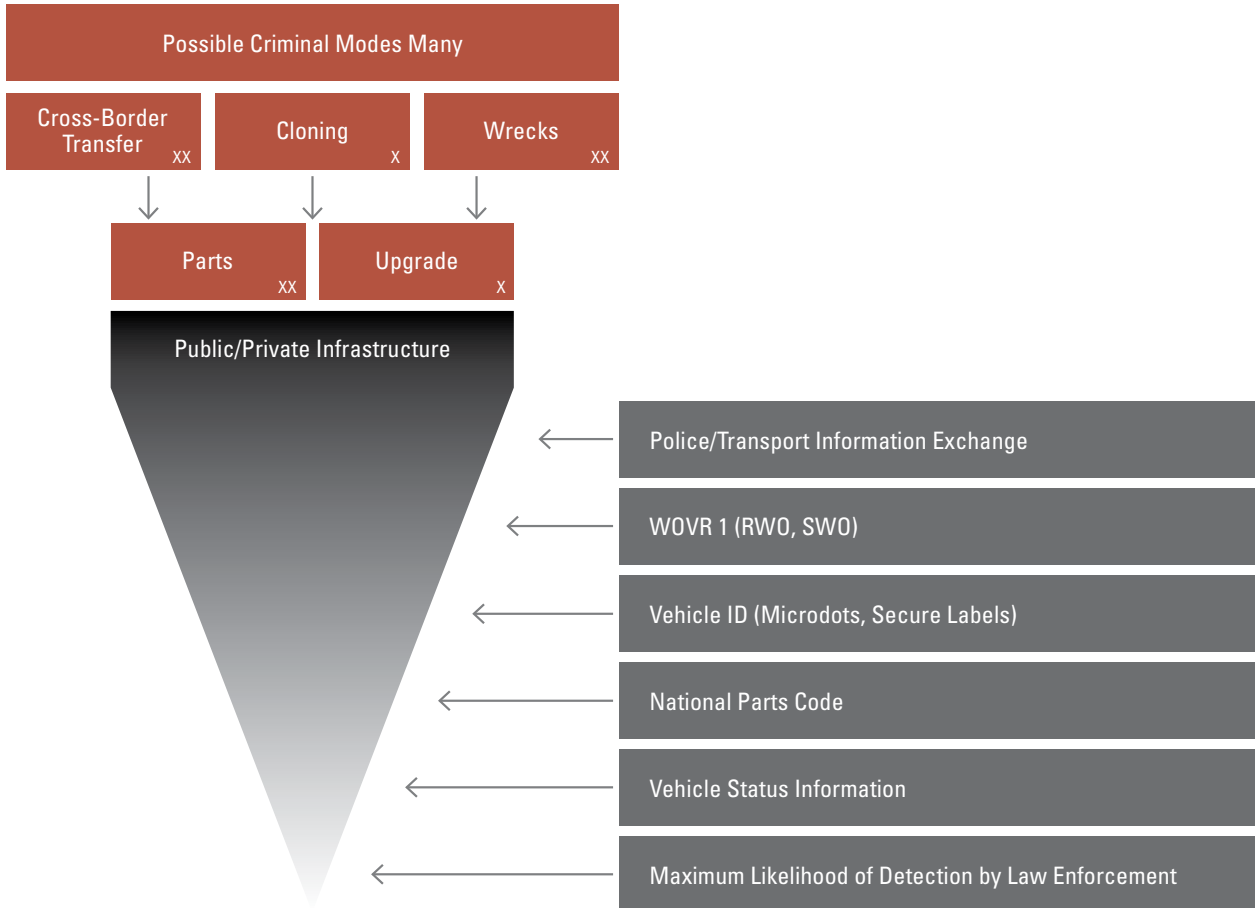Figure 5: The Funnel Effect of Complementary Countermeasures

Figure 5 attempts to illustrate this approach by depicting the public/private interface from Figure 4 as the mouth of a funnel. Complementary, layered interventions progressively limit the breadth of the channels that can be exploited. The diagram uses double 'xx' and single 'x' to denote the overall likely effectiveness of complementary approaches, i.e. 'xx' = substantially limits practice, 'x' = partially restricts practice against select criminal channels.

While there may be some 'leakage' from each layer and or displacement between channels of criminal activity, the basic principle is that as the funnel narrows the riskier the activity becomes and greater the opportunity to apply intelligence-led, targeted enforcement action against a smaller number of criminal networks and channels.

Figure 6 depicts the NMVTRC's current assessment of the legitimate and illicit distribution channels for vehicles and parts.

Figure 6: Legitimate and Illicit Distribution Channels for Vehicles and Parts
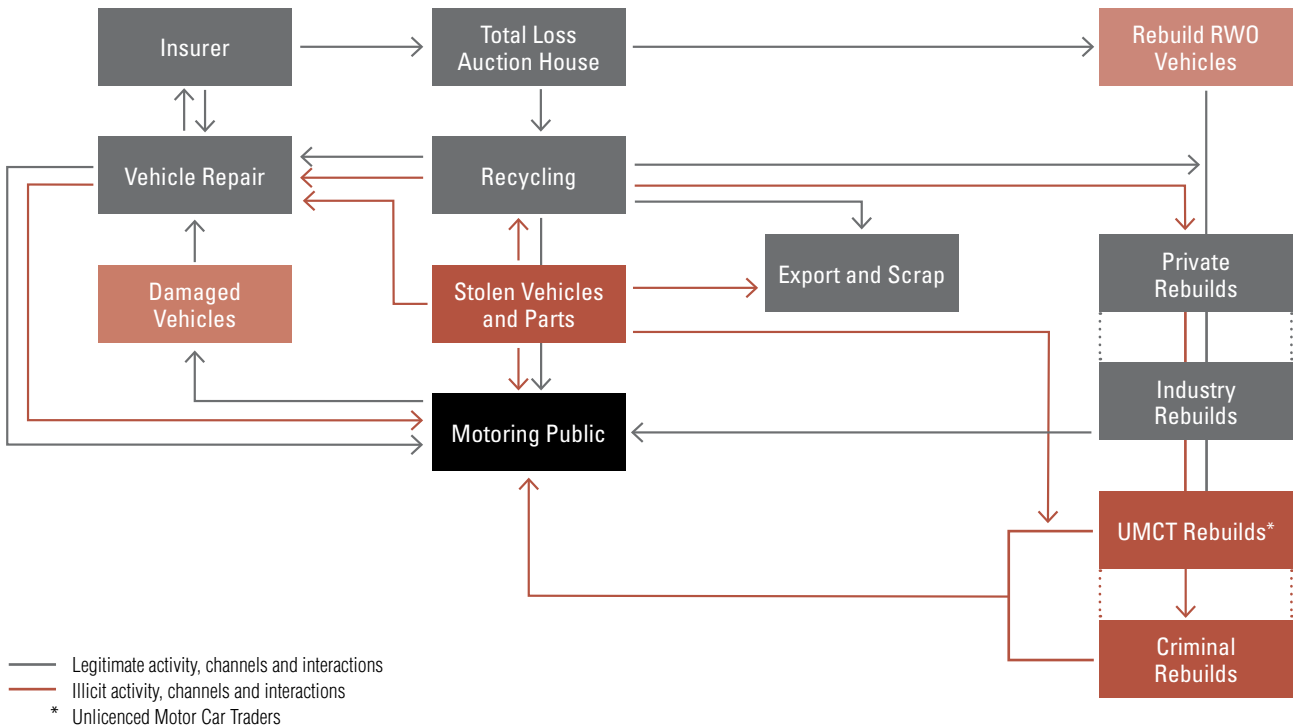

The NMVTRC has developed a broadly based program to improve stolen vehicle recovery rates that aims to address the:

- laundering of vehicles and parts by manipulating industry and government policies and practices for managing repairable write-offs;

- theft of vehicles for their value as scrap metal;

- involvement of unlicensed motor car traders in the end-of-life vehicle processing chain and the demand for 'black market' replacement components;

- the number of stolen vehicles being dumped in waterways and bush land; and

- monitoring of local government protocols for removing 'abandoned' vehicles to ensure uncleared stolen vehicles are identified prior to crushing.

The NMVTRC sees the central challenge as finding interventions that will increase effort and risk to criminals pursuing the dark red activities and channels without imposing disproportionate interruption or costs to the grey activities. Figure 7 breaks Figure 6 down by sector together with the range of possible interventions by sector to combat criminal activity.

Figure 7: Potential Interventions by Sector
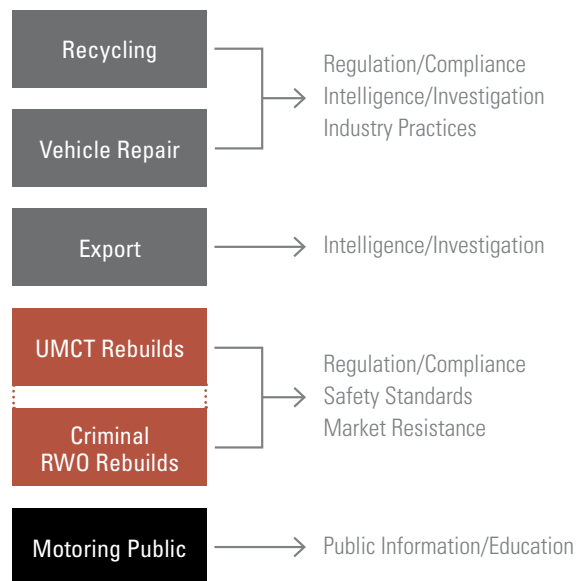
In determining current priorities the 2009 stakeholder consultation suggests that for the Recycling and Vehicle Repair sectors it would be appropriate to explore options for:

- better regulation and compliance – with a focus on inventory management, environmental controls and repair standards;

- greater intelligence and information sharing between government agencies and trusted industry sectors – including inter-agency task forcing and resourcing; and

- better industry practices via incentive schemes, commercial agreements, voluntary codes and education.

In respect of Criminal RWO Rebuilds and Unlicensed Motor Car Trader Rebuilds a national workshop of more than 80 representatives of insurers, law enforcement agencies, registration authorities, vehicle manufacturers, auto parts recyclers and other motor trades, and offices of fair trading from across Australia heard from a variety of experts that:

- the scale of the problem is clearly such that it cannot be combated by enforcement action alone;

- with significant changes in vehicle design, construction and repair techniques the criteria for determining when a vehicle is not fit for repair needs urgent review to ensure that vehicles which should not be repaired on safety grounds are classified appropriately;

- the system needs to place greater emphasis on assuring that repaired RWOs comply with the vehicle manufacturer's specified method of repair for the type of damage sustained and that the vehicle is safe for road use; and

- the production of high quality fraudulent receipts (or the payment of secret commissions to acquire 'genuine' receipts) is rife and poses a major challenge to verifying the provenance of parts used in RWO repairs.

Importantly the workshop was able to:

- reach a general consensus across industry and government sectors that change is required;

- identify the key areas of the current regime that require review;

- capture the key points of difference in stakeholder positions that require active consideration in the subsequent policy development processes; and

- secure a commitment from all sectors to support and participate in the review process.

However, there was also a general sense that there is room for significantly improving the current regime by, for example:

- exploring market resistance opportunities by assuring easy public access to vehicle status information and exploring advertising standards/seller disclosure requirements etc.; and

- optimising existing compliance arrangements to ensure that police in all jurisdictions are afforded discreet powers under fair trading laws to enter premises of parties suspected of being an unlicensed trader in order to inspect, copy or seize records.

Part C – Work program (2009-2010)

Based on the NMVTRC's strategic assessment of vehicle crime in Australia, its work program for 2009-2010 will focus on the following priorities. Projects are presented in the context of the four reform themes of Disrupting Separated Parts Markets, Disrupting Vehicle Laundering Markets, Diverting Young Offenders and Capacity Building and Innovation.

Reform Theme/Project Element	Action	Outcome
Disrupt Separated Parts Markets		
Inter-agency 'Discovery' Task Force into Illicit distribution channels for Separated Vehicle Parts	Investigate and document distribution channels for the illicit sale of separated parts, including any relationship with main street repairers and recyclers.	Greater intelligence and information sharing between the government agencies and industry. Better empirical data on which to assess the likely effectiveness of possible countermeasures.
Better inventory management, environmental controls and repair standards within main street industry	Revisit options for achieving improved industry practices via regulation, incentive schemes, commercial agreements, voluntary codes and education.	Reduced opportunities for criminal networks to sell stolen parts into legitimate trades.
Disrupt Vehicle Laundering Markets		
Better management of written-off vehicles (WOV)	Establish expert reference group to: • review WOV damage assessment criteria to ensure that vehicles which should not be repaired on safety grounds are classified appropriately; and • assist in the development of more consistent and robust vehicle identity and safety inspection regimes.	A re-designed national system for the management of WOV identities which: • to the extent possible, limits opportunities for criminal manipulation of RWO related industry and government policy and practices; • assures the safety of any RWO that is granted re-registration; and • minimises unintended or disproportionate consequences or impacts on legitimate business or consumer transactions.
	Establish 'Operational' Inter-agency Task Force (in select or joint) jurisdictions to analyse who is buying RWOs and determine extent of unlicensed motor vehicle trading.	
	Commission random audits of SWO/RWO classifications for vehicles sold at auction to gather better empirical data on the accuracy with which WOVs are classified in order to inform decisions on remedial actions required.	
	Commission feasibility study of capturing the identities of all end-of-life vehicles processed by metal recycling facilities.	
Explore market resistance opportunities	Explore market resistance opportunities by assuring easy public access to vehicle status information and review advertising standards/ seller disclosure requirements etc.	A more informed, discerning buyer market for repaired RWOs.
Divert Young Offenders		
A sustainable *U-turn* program for young recidivist offenders	In conjunction with Mission Australia examine the feasibility and options for establishing *U-turn* as a self-funding social enterprise.	Lessen (or remove) the dependence of the *U-turn* model, which has been independently evaluated as an effective intervention for young recidivist car theft offenders, on government funding. Improved access to diversionary programs that reflect NMVTRC's best practice model.

Build Stakeholder/Community Capacity and Encourage Innovation	Action	Outcome
Community practices	Maintain *Operation Bounce Back* program to carry key vehicle security messages to communities in theft hot spots nationally. 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.
	Monitor motorists' attitudes to vehicle security issues and evaluate effectiveness of education campaigns to refine materials and channels as required.	Continuous improvement in community education messages and materials.
Develop strategic partnerships with motorcycle retailers and riders to reduce theft risks	Work with peak industry and rider groups to educate motorcycle riders about theft and promote accessibility to secure parking facilities and sites.	Reduced theft exposure for motorcycles.
Secure By Design	Utilise vehicle security rating systems to raise public awareness of class leading vehicles and encourage industry best practice in secure access controls, theft resistance and vehicle identification.	Improved vehicle manufacturer response to secure design.
Better sanctions	Review impacts of NSW specific re-birthing laws to determine efficacy and potential for wider application.	Improved likelihood of successful prosecutions against profit-motivated car criminals.
Comprehensive Auto-theft Research System (CARS) data services	Pursue enhancements that lead to continued improvements in information services provided by CARS. Review potential to expand CARS data sources via partnerships with local government, etc.	Improved information flows into and out of CARS to aid effective policy and resource decisions. Improved data set to aid analysis and policy development processes.
Project Development Pipeline*		
Insurance assessor competencies	Review competency standards for insurance and independent assessing personnel and consider need for re-training and/or accreditation.	Improved consistency in the assessment of WOVs and confidence that unsafe vehicles are appropriately identified.
Innovation in police responses	Encourage via the trial of new technology and/or improved partnerships and practices.	Improved police responses to car crime in strategic locations.
Youth culture and vehicles	Develop better understanding of whether changes in youth culture have resulted in lower levels of short term vehicle theft.	More informed basis for making forward investment decisions on educational resources for non-offending youth.
Heavy vehicles and plant	Improve standard of VIN stamping on new heavy vehicles. Review hire industry education opportunities.	Improved confidence in identifying incidence of VIN manipulation. Promotion of secure practices
Insurance fraud	Examine possible relationship between theft claims for lower value vehicles covered by agreed value insurance policies.	Development of fraud mitigation strategies.

* Projects in the 'Development Pipeline' fall outside of the highest priority group but are still assessed to be of significance and may be elevated to the current or future programs where resources and timelines permit or 'environmental' changes dictate.

Appendix A – Parties consulted in development of the Strategic Plan

A&G Insurance Services
AAMI Insurance Ltd
ACT Department of Territory and Municipal Services
ACT Department of Justice and Community Safety
ACT Office of Fair Trading
Allianz Australia Insurance Limited
Ansvar Insurance Ltd
Atlas Auto Spares
Australian Government's Attorney-General's Department
Australian Automobile Association
Australian Institute of Criminology
Australian International Insurance Ltd
Australian Motorcycle Council
Austroads
BMW Australia Ltd
Brian Aherne Consultancy Pty Ltd
Comprehensive Auto-theft Research System
Federal Chamber of Automotive Industries
Federation of Automotive Product Manufacturers
Ford Motor Company of Australia
Glenorchy City
Hyundai Motor Company Australia Pty Ltd
Insurance Australia Group
Insurance Council of Australia Ltd
Manheim-Fowles Pty Ltd
Mission 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 South Australia
Motor Trades Association of Western Australia

National Transport Insurance Limited
New South Wales Office of Fair Trading
New South Wales Police Force
New South Wales Roads & Traffic Authority
Northern Territory Police Service
Pickles Auctions
QBE Insurance Ltd
Queensland Police Service
RAA Insurance Pty Ltd
RAA of SA Inc
RAC Insurance Pty Ltd
RAC Western Australia
RACQ Insurance Limited
RACV Limited (Vic)
Sandgate Wreckers
Shannons Insurance
South Australia Police Service
South Australian Department for Transport, Energy and Infrastructure
South Australian Office of Crime Statistics
South Australian Vehicle Theft Reduction Committee
Suncorp-Metway 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
Vero Insurance Limited
VicRoads
Victoria Police
Victorian Automobile Chamber of Commerce
Victorian Business Licensing Authority
Victorian Department of Justice
Western Australia Police Service
Western Australian Department for Planning and Infrastructure

Appendix B – Project assessment framework

Priority projects included in this Plan have each been subject to detailed evaluations against the following assessment framework to ensure candidate projects support the NMVTRC's *Vision* and *Goals*.

1. Contributes to vision	Possible rankings essential, value adding, discretionary.
2. Object definition	Clearly articulated objective with specific goals/targets.
3. Problem identification	Comprehensive identification of current deficiencies, likely future trends, stakeholder recognition.
4. Problem assessment/analysis	Full analysis of the underlying cause of the deficiency, why it exists, contributing factors and scale of impacts.
5. Option/solution assessment	Assessment of the range of possible interventions/means of implementation (advocacy, subsidies/incentives, regulation/penalties). Full analysis of why selected solution is favoured over alternative options: • likely impact and effectiveness; • interdependencies (the extent to which success relies on parallel sectoral reforms, national harmonisation, etc.); • achievability; • constraints/downsides; and • timeliness – quick (1-2yrs), medium (3-5), long (5+).
6. NMVTRC cost	Estimate of NMVTRC costs.

Appendix C – Key performance indicators for NMVTRC operations

The NMVTRC is a joint initiative of all Australian Governments and the insurance industry and places a heavy emphasis on measurable outcomes and the delivery of high quality monitoring and evaluation processes. It considers its Key Performance Indicators (KPI) as crucial tools in measuring outcomes and determining the NMVTRC's success in achieving its mission.

The data to measure the NMVTRC performance is gathered using a range of channels, including annual surveys of stakeholders' perceptions. The results are reported in the NMVTRC's Annual Report published each year in October.

A: Motor vehicle theft trends in Australia

Program Code	A1
Indicator	Comparisons with motor vehicle theft in comparable developed nations.
Source	Various international publications.
Format	Calendar year. Graphical or tabular representation of raw data and theft per 1,000 persons. The following OECD member countries are to be compared: Canada, United Kingdom, France, Italy, New Zealand, United States, Belgium, Germany, and Japan.
Baseline	Rolling five years (now 2004).

Program Code	A2
Indicator	Reductions in the rate of vehicle theft per number of vehicles registered and per 1,000 population.
Source	Comprehensive Auto-theft Research System (CARS).
Format	Financial year. Graphical or tabular representation of percentage changes per 1000 vehicles registered and per 1,000 persons.
Baseline	Rolling five years (now 2004).

Program Code	A3 (i), (ii)
Indicator	Reductions or changes in the incidence and nature of short term and profit-motivated theft.
Source	CARS.
Format	Financial year. Separate graphical or tabular representation of short term and profit-motivated theft rates based on recovery rate analysis. Vehicles recovered relatively intact attributed to short term theft. Vehicles unrecovered or recovered in a substantially stripped condition attributed to profit-motivated theft. Vehicles which do not fall distinctly into either categories shall not be included.
Baseline	Rolling five years (now 2004).

Program Code	A4
Indicator	Community perceptions of motor vehicle theft relative to other crimes.
Source	Public survey.
Format	Measurement of community concern with various types of crime relative to vehicle theft. Crimes to include: rape and assault, drug offences, murder, vandalism, house burglaries, store hold ups.
Baseline	1999 Quadrant (now Nexus Research) survey.

Program Code	A5
Indicator	The economic and social cost of motor vehicle theft, including the costs borne by the insurance industry.
Source	CARS.
Format	Financial year. Insurance figure based on number of cars stolen times average cost of insurance claim.
Baseline	2009 financial year.

B: Assessment of NMVTRC consultation processes

Program Code	B1
Indicator	Stakeholders' perceptions of the Council's program co-ordination and consultation performance.
Source	Stakeholder survey.
Format	Qualitative analysis of data collected.
Baseline	Rating of the Council's program coordination and consultation performance measures as good, very good or excellent by 80 per cent of respondents.

Program Code	B2
Indicator	The quality of the Council's publications.
Source	Feedback forms from publications and annual stakeholder survey.
Format	Qualitative. To be expressed as a collective assessment.
Baseline	Rating of the Council's publications as good, very good or excellent by 80 per cent of respondents.

Program Code	B3
Indicator	Analyses of references to the Council in the media and assessment of coverage as negative, neutral or positive.
Source	Media monitoring through monitoring agency.
Format	Quantitative (number of references and assessment of coverage). May also include qualitative analysis of major themes.
Baseline	80 per cent of media coverage rated as positive.

Program Code	B4
Indicator	An improved level of awareness of vehicle security practices and vehicle theft issues by the community.
Source	Public survey.
Format	Quantitative and qualitative. Graphical or tabular representation of changes in the publics level of awareness. To include: concern of having car stolen; rating of anti-theft measures; locking and security practices; beliefs regarding immobiliser effectiveness and cost and; types of cars stolen and offending groups.
Baseline	1999 Quadrant (now Nexus Research) survey.

C: NMVTRC's contribution to vehicle theft reforms implemented by stakeholders

Program Code	C1
Indicator	Level of Council's influence on the implementation of reforms (major positive impact, minor positive impact, no impact, negative impact).
Source	Stakeholder consultation in the form of individual meetings, workshops or written surveys.
Format	Qualitative analysis of Council's influence on reforms outlined in yearly business plan. To be measured as having a major positive impact, minor positive impact, no impact, negative impact.
Baseline	Rating by more than 80 per cent of stakeholders as major positive impact.