National Motor Vehicle Theft Reduction Council

strategic plan

2011-2014

towards a secure system

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 the 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

Towards a secure system

The area of major social change most akin to the vehicle crime reform agenda is the continuing quest by governments and industry around the world to reduce the incidence and severity of road crashes. While there are some clear differences – as intent and criminality are absent in most crashes – there are some significant parallels in respect of the:

• common stakeholders in law enforcement, vehicle manufacturing, insurance and road management;

• pursuit of complementary countermeasures across multiple disciplines such as enforcement, engineering, education and encouragement; and

• gross overrepresentation of adrenalin-seeking young males in both crashes and theft.

The theme of this Plan 'towards a secure system' is borrowed from the prevailing theme of the search for continuous improvements in road safety. In road safety the guiding principles of a safe system approach are that:

• road users will make mistakes and we must therefore acknowledge the limits of our capabilities;

• the limits of human tolerance to violent forces means we are physically vulnerable in a crash;

• improving safety is a shared responsibility; and

• a forgiving, 'safe' road system should ensure that when crashes happen, deaths can be avoided and injuries minimised.

An equivalent set of principles for vehicle theft, could be:

• while vehicle users have a responsibility for making secure choices (in both the selection of vehicles and personal security practices);

  - they require access to objective information and advice to assist those choices; and

  - it must be accepted that they will make errors;

• the age of the Australian vehicle fleet (and lack of adequate security in most older vehicles) means the community remains vulnerable to car crime;

• reducing the incidence and impacts of vehicle is a shared responsibility; and

• a secure system should minimise the opportunity for theft to occur, increase the effort required to launder vehicles and parts, and increase the risks and consequences of detection.

How the secure system concept transfers to the vehicle theft challenge is best illustrated by using the life-cycle of a vehicle to demonstrate the range (and timing) of interventions that when combined can contribute to minimising the risk of a vehicle being stolen. The concept is set out in more detail in Part B – strategic assessment.

In keeping with the approach of recent years, the NMVTRC proposes to continue to direct considerable resources to facilitating an on-the-ground response to the highest priority issues. Formal feedback from the NMVTRC's stakeholder base indicates:

• a high degree of consensus around the NMVTRC's current reform themes and priorities; and

• strong support for the NMVTRC to continue to devote significant resources to facilitating operational on-the-ground responses to fill perceived gaps in current institutional arrangements and responses.

Accordingly, the 2011 Strategic Plan retains and builds on the key reform themes of:

• Disrupting the Separated Parts Markets by:

  - pursuing a range of countermeasures to:

    (i) protect legitimate trading via the more effective use of commercial agreements between insurers, repairers and recyclers, and consumer education;

    (ii) encourage the modernisation of regulatory regimes to optimise their efficiency and effectiveness and crack down on non-complying enterprises (including the targeted deployment of inter-agency task forces);

    (iii) facilitate progression towards a secure and environmentally sound vehicle decommissioning system for end-of-life vehicles; and

    (iv) improve intelligence gathering in respect of the potential export of stolen parts.

• Disrupting Vehicle Laundering Markets by:

  - monitoring the implementation of new damage assessment criteria for written-off vehicles and more rigorous approaches to high risk vehicle inspection regimes; and

  - encouraging consumers to make optimal use of the Personal Property Securities Register and pursuing fuller disclosure requirements by vehicle sellers.

- Diverting Young Offenders by:

  - encouraging innovative means of delivering young offender programs which are consistent with the NMVTRC's best practice model via the business and local government sectors; and

  - further leveraging on the development of new educational resources to engage and inform young people of the potential risks, consequences and long term impacts of becoming involved in vehicle crime.

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

Structure of this Plan

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 set outs the NMVTRC's priority actions for the period 2011-2014 and detailed work program for 2011/12.

David M Morgan
Chairman

An annual strategic review with our stakeholders is central to our forward planning and helps 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.

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 2011 StratPlan Series – has 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 2011 round of discussions were again well attended and 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.

The NMVTRC also remains 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 publicly;

- seeking to continually improve our data and related services to ensure their 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.

As observed in the Foreword, the NMVTRC work program will continue to focus on the development and implementation of a small number of key projects with a particular emphasis on facilitating an operational, on-the-ground response to issues identified as 'highest priority'.

Each of the projects proposed in the 2011/12 work program has been evaluated against the NMVTRC *Project Assessment Framework*[1] and is considered:

- essential to delivering the NMVTRC's vision of Australia achieving the lowest rate of motor vehicle theft in the developed world;
- consistent with one or more of the NMVTRC's four reform themes for action;
- 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.

Figure 1: Vehicle theft reform process
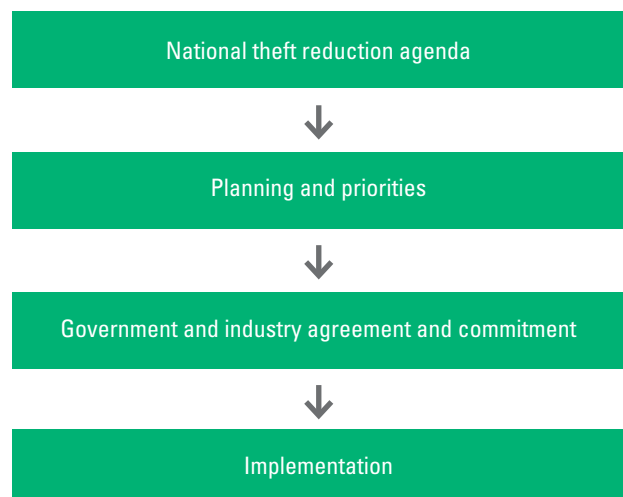
1. A full description of the *Project Assessment Framework* is included in this Plan as Appendix B.

Part B – strategic assessment

The 12 months to 30 June 2011 saw the total volume of passenger/light commercial (PLC) vehicle thefts fall for a 10th consecutive year. Theft for short term use fell by 4 per cent to 34,700 while profit-motivated thefts rose by 2 per cent settling at 11,650 for the year. Motorcycle thefts fell by 3 per cent to 7,700.[2]

As a result of the concerted effort of the NMVTRC's stakeholders theft rates have tumbled by 26 per cent since 2006/07. The reduction in theft numbers in 2010/11 saved the community an estimated $18 million.[3]

Despite these overall good numbers, the volume of unrecovered vehicles remains a concern. While remaining stable at 25 per cent, the unrecovered rate is the surrogate indicator of organised criminal activity seeking to convert stolen vehicles into cash. As a group, missing vehicles now represent a bigger proportion of total thefts with one in four stolen vehicles now unrecovered, compared to one in five in 2006/07. Of most concern is the significant spike in stolen not recovereds (SNRs) in select parts of eastern Australia and Western Australia in the first half of 2011. This is explored in more detail on page 6.

To provide a more incisive picture of the drivers of motor vehicle theft in Australia the NMVTRC has made some key changes to the way it analyses and presents theft trend data. The shift to reporting separate short term and profit-motivated theft categories is designed to make it easier to quickly understand the key prevailing trends. We have also adopted a rolling five year time scale for baseline data to keep the format contemporary and ensure current changes and trends are easily discernible.

Short term theft

The short term theft category comprises those theft incidents where the vehicle has been stolen for transport or used to commit another crime but has been recovered intact or subject to malicious damage. The 2010/11 year saw the number of passenger/light commercial (PLC) vehicles stolen for short term use drop by 4 per cent to 34,700. This significant reduction represents the 10th consecutive year of declining theft numbers.

Stolen vehicles that are recovered intact or subject to malicious damage are considered to be targeted by opportunistic thieves for short term uses such as joyriding, using the vehicle for transport or to aid in committing another crime.[4]

The prevailing rate of theft per 1,000 vehicles registered reflects this strong reduction, now standing at 2.3 compared to 3.8 five years ago.

Short term motorcycle theft remained stable with just 38 additional thefts (3,100) recorded for the year.

Figure 2: Passenger/light commercial vehicles stolen for short term purposes by month, 2006/07 – 2010/11

Vehicle Age
— 0-5 years   — 6-10 years   — 11+ years

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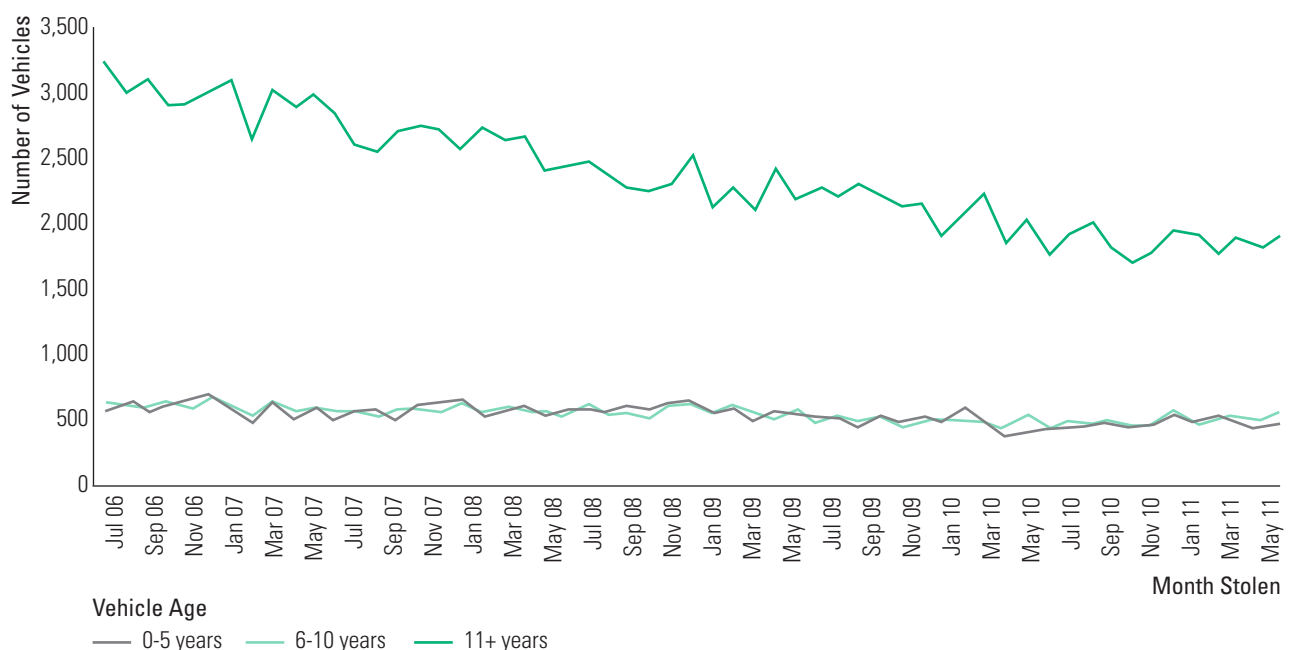
2. Recovery status as at 31 July – adjusted for late recoveries.

3. Based on independent economic analysis conducted by MM Starrs Pty Ltd (November 2008) which updated the NMVTRC's cost models to $11,500 for recovered vehicles and $20,610 for those not recovered depending on a range of factors such as vehicle, personal, injury and insurance administration costs.

4. Short term use numbers will include an unknown but assumed small number of recovered vehicles that were recovered in a substantially stripped condition that were the likely target of profit-motivated thieves.

Profit-motivated theft

Profit-motivated theft refers to vehicles stolen for conversion into cash via various illegal methods. A total of 11,650 PLC vehicles were stolen not recovered (SNR) in 2010/11 – an increase of 2 per cent[5] when adjusted for late recoveries. The number of motorcycles stolen for profit or personal gain fell to a total of 4,600 (down 260 thefts).

The overwhelming majority of profit-motivated thefts are still of older vehicles, with 80 per cent of all not recovered PLCs being more than six years old.

Two-thirds (or just over 7,500 by volume) of all SNRs are more than 11 years old with the major proportion valued at $5,000 or less. Within this group lies a large proportion of very old vehicles that may have been:

- simply dumped in waterways or bushland never to be seen again;

- stripped for parts to repair or maintain like vehicles (with the shell more than likely taken to a metal recycler for shredding to destroy evidence and optimise financial returns);

- stolen with the express intent of having them shredded for cash;

- subject to rebirthing activity on the basis they are likely to attract less scrutiny than younger equivalents; and

- the subject of a fraudulent insurance claim.

At the other end of the spectrum, around 1,000 vehicles under five years of age remained outstanding for the year indicating a relative reluctance by criminals to target vehicles in this age group because of higher levels of electronic and other protection and the challenge of selling them without service records, etc. One of the impacts of the uncertain economic conditions facing Australia is that this group is also now more likely to be subject to higher levels of insurance fraud disguised as theft.

The most lucrative criminal activity remains focused on the 'middle-aged' vehicles where the financial return is reasonable but the transactions to convert them into cash are less likely to draw the scrutiny of buyers or authorities.

As mentioned earlier, select parts of eastern Australia and Western Australia experienced an unprecedented spike in related activity over the first six months of 2011. Increases were spread evenly across all vehicle ages. At the time of writing, it is too early to determine the key drivers. However, the NMVTRC has convened a special series of consultations with local police and insurance investigators and analysts to review all available data and intelligence in an attempt to identify possible contributing factors. The results of that review will be the subject of a special supplementary report in September.

uses the life-cycle of a vehicle to illustrate the range (and timing) of interventions that could contribute to a secure system to minimise the risk of a vehicle being stolen.

At manufacture – there is an opportunity to ensure that a vehicle has adequate security features before it enters the market. Examples of active security are:

- access systems – such as two stage locking/deadlocking of doors, biometric systems such as retinal or fingerprint recognition, and smartcards – which control entry to the vehicle;

- engine immobilisers – which temporarily interrupt the power to key vehicle systems, ensuring the vehicle can only be started by using its original key and transponder; and

- tracking systems – which can assist in locating the vehicle if it is stolen.

Examples of passive security are:

- effective vehicle identification – to make it more difficult to re-identify stolen vehicles or launder separated parts;

- systems integration – which can control the extent to which electronic components from separate vehicles can be interfaced to 'plug and play'; and

- smart parts replacement protocols – which may restrict or flag the ordering of parts for suspicious vehicles such as statutory write-offs or 'live' stolen vehicles.

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5. SNR volumes are inflated by an unknown number of missing vehicles that are stolen and simply dumped in waterways and bushland.

At the pre-purchase point consumers need to be provided with clear information about the level of security that is built into the vehicles they are considering purchasing.

The NMVTRC is encouraging motoring clubs and journalists to include more information on security features in reviews of new vehicles. Equally, consumers need to be savvy enough to recognise the relative value of vehicle security systems.

Once a vehicle is in-service (i.e. from first registration forward):

• aftermarket (AM) systems can make up for some of the inadequacies in the vehicle's original equipment – such as engine immobilisers for older vehicles;

• consumers need to be able to recognise which AM systems are effective and represent value for money;

• registration agencies need to conclusively identify the person presenting the vehicle for registration as well as the vehicle itself. They can also assist consumers and the motor trades by ensuring accurate, non-personal information about a vehicle's history (written-off, stolen, encumbered status) is easily accessible;

• motor traders and recyclers need to confirm the origin/identity of their stock;

• enforcement agencies (police, customs) need to adequately resource investigative efforts, share intelligence on criminal networks, and address evidentiary impediments; and

• young offenders need access to quality programs that can assist them to leave their offending lifestyle behind.

And finally, when a vehicle has reached the end of its useful life there needs to be a secure means by which it can be de-polluted, scrapped and officially removed from the vehicle register.

How the secure system concept transfers to the vehicle theft challenge is best illustrated by using the life-cycle of a vehicle to demonstrate the range (and timing) of interventions that when combined can contribute to minimising the risk of a vehicle being stolen.

Part B – strategic assessment continued

Figure 3: Passenger/light commercial vehicles stolen for profit by month, 2006/07 – 2010/11

Vehicle Age
- 0-5 years
- 6-10 years
- 11+ years
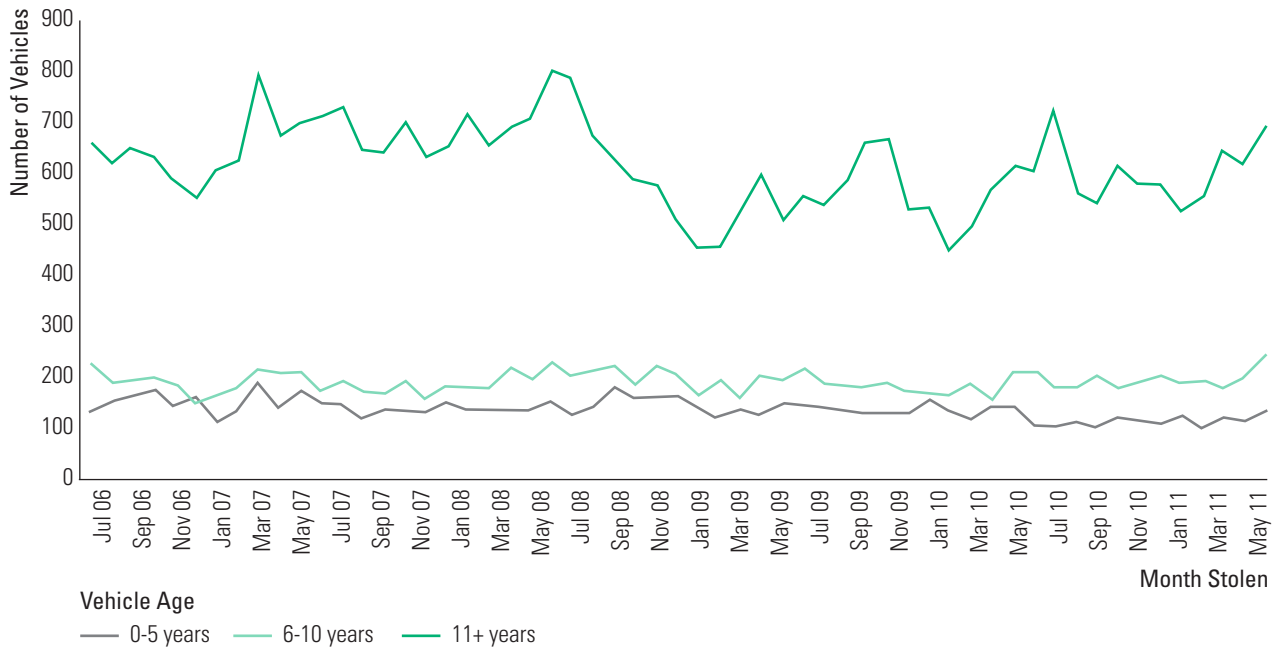
Figure 4: Intervening in the life-cycle of vehicle theft

At manufacture	Pre-purchase
Active security Engine immobilisers, alarms, deadlocking, smart lighting, panic alarms, biometrics **Passive systems** Vehicle ID, glazing, locks	- Objective product information - Savvy consumers

End-of-life	In-service
- Secure scrappage - Environmental management - De-registration	- Aware motorists - After market systems - Registration processes - Industry practices - Compliance and enforcement - Youth interventions

Part C – work program (2011-2014)

The NMVTRC's work program for 2011-2014 will focus on the following priorities presented in the context of the four reform themes of Disrupting the Separated Parts Market, Disrupting Vehicle Laundering Markets, Diverting Young Offenders and Capacity Building and Innovation.

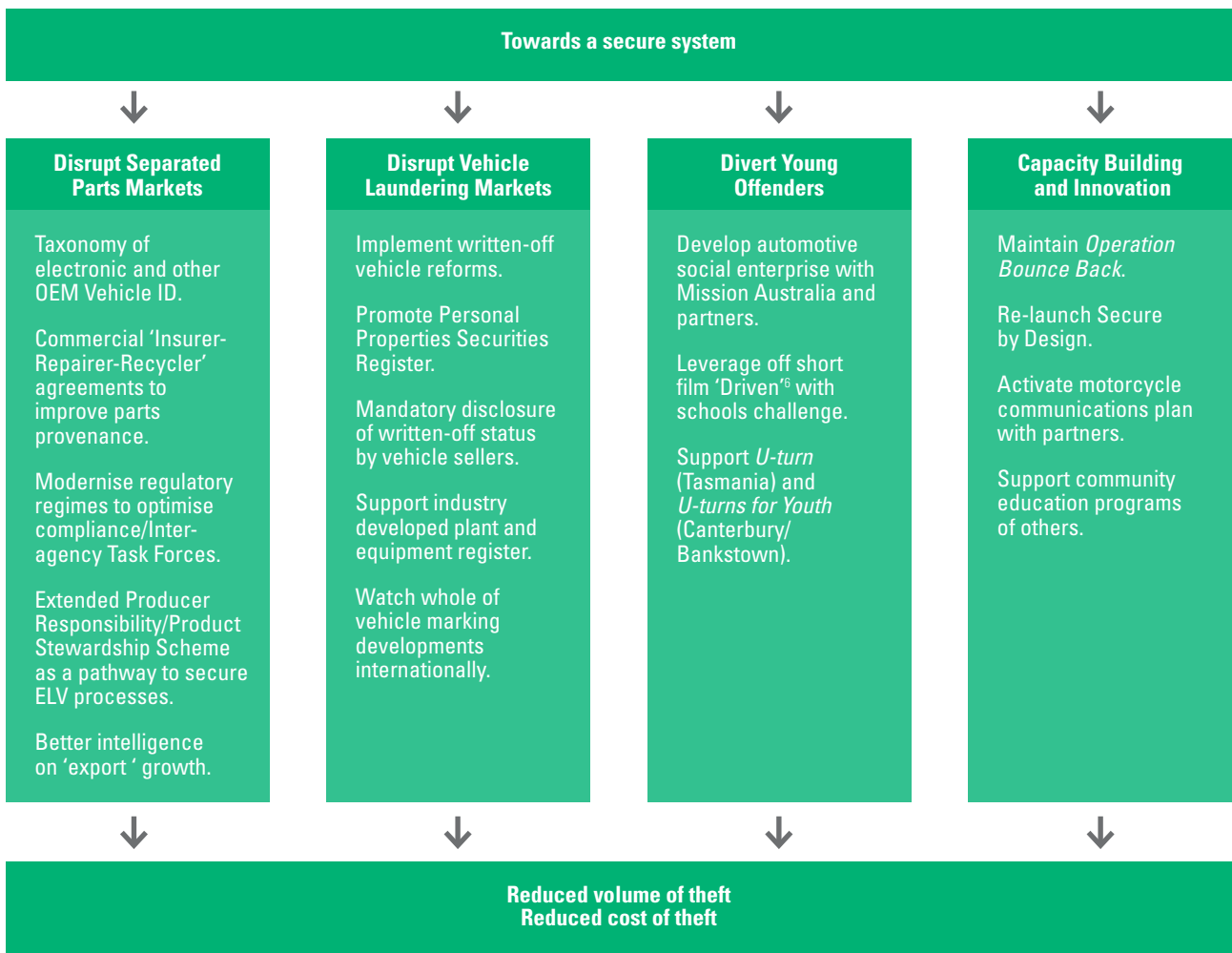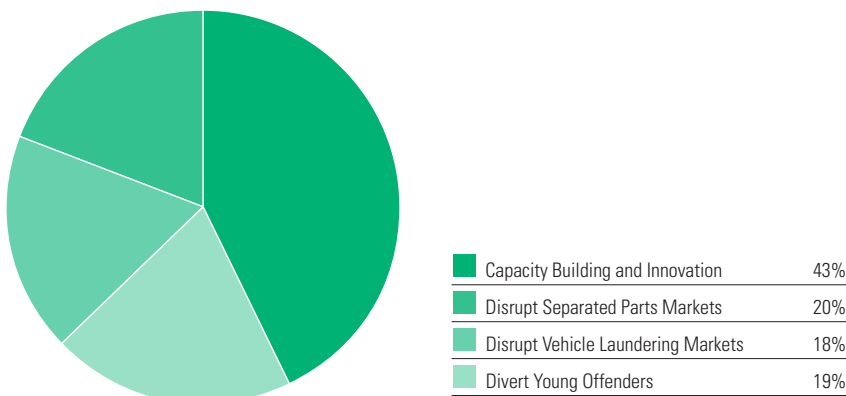Figure 5: 2011/12 work program at a glance

Towards a secure system

Disrupt Separated Parts Markets	Disrupt Vehicle Laundering Markets	Divert Young Offenders	Capacity Building and Innovation
Taxonomy of electronic and other OEM Vehicle ID.	Implement written-off vehicle reforms.	Develop automotive social enterprise with Mission Australia and partners.	Maintain *Operation Bounce Back*.
Commercial 'Insurer-Repairer-Recycler' agreements to improve parts provenance.	Promote Personal Properties Securities Register.	Leverage off short film 'Driven'[6] with schools challenge.	Re-launch Secure by Design.
Modernise regulatory regimes to optimise compliance/Inter-agency Task Forces.	Mandatory disclosure of written-off status by vehicle sellers.	Support *U-turn* (Tasmania) and *U-turns for Youth* (Canterbury/Bankstown).	Activate motorcycle communications plan with partners.
Extended Producer Responsibility/Product Stewardship Scheme as a pathway to secure ELV processes.	Support industry developed plant and equipment register.		Support community education programs of others.
Better intelligence on 'export' growth.	Watch whole of vehicle marking developments internationally.		

Reduced volume of theft
Reduced cost of theft

Figure 6: Program resource allocation 2011/12

Capacity Building and Innovation	43%
Disrupt Separated Parts Markets	20%
Disrupt Vehicle Laundering Markets	18%
Divert Young Offenders	19%

6. Working title only.

Reform Theme/ Project Element/ Desired Outcome	Action		
	Year 1 (2011/12)	Year 2 (2012/13)	Year 3 (2013/14)
Disrupt the Separated Parts Market			
Taxonomy of electronic and other original equipment vehicle identification (DSP/12/001) Increased likelihood of suspicious parts being detected via programmed or targeted enforcement activities.	Identify technologies that are likely to deliver most utility.	Integrate with compliance and enforcement infrastructure.	Review and evaluate.
Explore using commercial agreements between insurers, repairers and parts recyclers to improve parts provenance (DSP/12/002) Reduced opportunities for criminal networks to sell stolen parts into legitimate trades.	Work with affected parties to find mutual benefits and mechanism. Conduct trial.	Review trial and extend refined model.	Review and evaluate.
Modernise regulatory regimes to optimise compliance (DSP/12/003) Greater levels of regulatory conformance and more effective tools and sanctions for non-compliance.	Commission expert review of current compliance tools compared with best practice in OH&S and other chain-of-responsibility regimes.	Design new compliance model and tools.	Pursue adoption of improved model.
Extended producer responsibility and product stewardship schemes as a pathway to secure end-of-life vehicle (ELV) processes (DSP/12/004) More secure practices for decommissioning end-of-life vehicles to combat theft-for-scrap rackets and minimise environmental impacts.	Work with interested parties to establish a voluntary product stewardship scheme for ELVs.	Extend scheme and promote participation.	Review options for a full ELV regulatory regime.
Better intelligence on export 'growth' of stolen parts (DSP/12/005) Clearer intelligence picture of the extent to which the export of stolen parts contributes to stolen/ not recovered rates.	Commission intelligence gathering on scale and typical modus operandi of illicit parts exporters.	Develop countermeasures.	Pursue adoption of countermeasures.

	Action		
Reform Theme/ Project Element/ Desired Outcome	Year 1 (2011/12)	Year 2 (2012/13)	Year 3 (2013/14)
Disrupt Vehicle Laundering Markets			
Implement new assessment criteria for Statutory Write-offs (SWOs) (DVL/12/001) Reduced pool of vehicles that are subject to criminal manipulation and greater surety that those which should not be repaired on safety grounds are appropriately classified.	Complete implementation in TAS, VIC, SA, WA, NSW and QLD.[7]	Complete implementation in NT and ACT.	Review impacts of national adoption.
Finalise Best Practice Principles (BPPs) for Safety and Identity Inspections for Repairable Write-offs (DVL/12/002) A more robust and nationally consistent approach to assuring the safety and provenance of repairable write-offs granted re-registration.	Complete development of final BPPs and endorsement by Austroads.	Monitor state and territory adoption of best practice.	Report on compliance with best practice.
Monitor Whole of Vehicle Marking (WoVM) Internationally (DVL/12/003) Improved vehicle identification standards for mass imported vehicles from select international markets.	Participate in international fora.	Review prospects for international standards development.	Monitor developments.
Promote Personal Property Securities Register (PPSR) (DVL/12/004a) A more informed, discerning buyer market for used vehicles.	Develop and implement support marketing campaign.	Maintain marketing/review consumer usage.	Maintain marketing.
Mandatory disclosure by RWO sellers (DVL/12/004b) A more informed, discerning buyer market for used vehicles.	Develop national proposal based on Victorian model.	Pursue adoption nationally.	Complete adoption nationally.
Support industry development of plant and equipment register (DVL/12/005) A single, comprehensive and accessible source of key identifiers for items of plant and equipment.	Assist the Construction & Mining Equipment Industry Group to develop industry register.	Monitor utilisation and effectiveness.	Identify options for enhancement and interfacing to others systems.

7. For NSW implementation refers to applying the new criteria to any vehicle considered for an exemption from the general ban of the re-registration of most WOVs.

	Action		
Reform Theme/ Project Element/ Desired Outcome	Year 1 (2011/12)	Year 2 (2012/13)	Year 3 (2013/14)
Divert Young Offenders			
Engage young people before they offend (DYO/12/002) Engage and inform young people of the potential risks, consequences and long term impacts of becoming involved in vehicle crime.	Leverage off late 2011 launch of 'Driven'[8] short film with schools' challenge program and enhanced web resources.	Review effectiveness of 'Driven'[8] and related resources.	Develop new product.
A sustainable *U-turn* program option for young recidivist offenders (DYO/12/003a) Improved access to diversionary programs that reflect NMVTRC's best practice model.	Complete model development and implement automotive social enterprise based on the *U-turn* model, with Mission Australia (MA) and the business sector.	Assess opportunities for replication in other locations.	Replicate model with MA and corporate partners.
Maintain in-kind support of *U-turn* Tasmania and *U-turn* for Youth (Canterbury/ Bankstown) (DYO/12/003b) Improved access to diversionary programs that reflect NMVTRC's best practice model.	Maintain advisory and in-kind support.	Maintain advisory and in-kind support.	Review and evaluate model.

8. Working title only.

	Action		
Reform Theme/ Project Element/ Desired Outcome	**Year 1 (2011/12)**	**Year 2 (2012/13)**	**Year 3 (2013/14)**
Build Stakeholder/Community Capacity and Encourage Innovation			
Maintain *Operation Bounce Back* (BSC/12/001a) A more informed community on the risks of theft leading to improved practices and demand for secure vehicle design.	Roll out new e-media resources as part of refreshed program to carry key vehicle security messages to communities in theft hot spots nationally.	Maintain.	Review/refresh.
Provide support materials for the public education programs of other organisations which are consistent with NMVTRC's key messages (BSC/12/001b) A more informed community on the risks of theft leading to improved practices and demand for secure vehicle design.	Maintain.	Refresh resources.	Maintain.
Develop strategic partnerships with motorcycle retailers and riders to reduce theft risks (BSC/12/002) Reduced theft exposure for motorcyclists.	Work with peak industry and rider groups to educate motorcycle riders about theft risks during Motorcycle Month (October).	Maintain.	Maintain.
Secure By Design (BSC/12/003) Improved vehicle manufacturer response to secure design.	Use vehicle security ratings to raise public awareness of class leading vehicles and encourage industry best practice.	Maintain.	Maintain.
Monitor motorists' attitudes to vehicle security issues (BSC/12/004) Continuous improvement in community education messages and materials.	Commission customised and ad hoc consumer research.	Maintain.	Maintain.

Appendix A – Parties consulted in development of the Strategic Plan

ACT Department of Justice and Community Safety
Allianz Australia Insurance
Atlas Auto Spares
Australian Automobile Association
Australian Customs Service
Australian Government's Attorney-Generals' Department
Australian International Insurance
Australian Motorcycle Council
Austroads
BMW Australia
Bond University
Brian Aherne Consultancy
Consumer Affairs Victoria
Federal Chamber of Automotive Industries
Ford Motor Company
Glenorchy City
Hyundai Motor Company Australia
HBF Insurance
Insurance Australia Group
Insurance Council of Australia
Manheim Australia
Mission Australia
Mitsubishi Motors Australia
Motor Trades Association (NT)
Motor Trades Association of New South Wales
Motor Trades Association of Queensland
Motor Trades Association of South Australia
Motor Trades Association of Western Australia
New South Wales Attorney-General's Department
New South Wales Police Force
New South Wales Roads & Traffic Authority
Northern Territory Department of Land and Planning
Northern Territory Police Service
Pickles Auctions

QBE Insurance
Queensland Department of Transport and Main Roads
RAA Insurance
RAA of South Australia
RAC Insurance
RAC Western Australia
RACQ Insurance
RACV Limited (Victoria)
Robbo's Harley-Davidson
Shannons Insurance
SGIC
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 Insurance
Tasmanian Automobile Chamber of Commerce
Tasmanian Department of Infrastructure, Energy & Resources
Tasmanian Department of Police & Emergency Management
University of Western Australia's Crime Research Centre
VicRoads
Victoria Police
Victorian Automobile Chamber of Commerce
Victorian Business Licensing Authority
Western Australia Police Service
Western Australian Department of Transport
Western Australian Office of Crime Prevention
Youi Insurance

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	Full analysis of the underlying cause of the deficiency and scale of impacts.
5. Problem analysis	Clear articulation of why deficiency exists and contributing factors.
6. Option assessment	Assessment of the range of possible interventions/means of implementation (advocacy, subsidies/incentives, regulation/penalties).
7. Solution assessment	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 (one to two years), medium (three to five), long (five plus).
8. 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 sources.
Format	Calendar Year. Graphical or tabular representation of raw data and theft per 1,000 persons. The following countries are to be compared: Canada, Ireland, Netherlands, New Zealand, South Africa, United Kingdom and United States.
Baseline	Rolling five years (now 2006).

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 1,000 vehicles registered and per 1,000 persons.
Baseline	Rolling five years (now 2006).

Program code	A3
Indicator	Reductions or changes in the incidence and nature of short term and profit-motivated theft.
Source	CARS.
Format	Financial year. Graphical or tabular representation of short term and profit-motivated theft rates based on recovery rate analysis. Vehicles recovered relatively intact attributed to opportunistic theft. Vehicles unrecovered or recovered in a substantially stripped condition attributed to professional theft. Vehicles which do not fall distinctly into either categories shall not be included.
Baseline	Rolling five years (now 2006).

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, street holdups.
Baseline	2008 Nexus 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	2010 financial year.

B: Assessment of NMVTRC consultation processes

Program code	B1
Indicator	Stakeholders' perceptions of the Council's program coordination 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 public's level of awareness. To include: concern about 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	2005 Nexus 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.