



National Motor Vehicle
Theft Reduction Council

6th Review of the NMVTRC

Stakeholder Views

September 2017

Prepared by: Nexus Research

Summary

Background

The National Motor Vehicle Theft Reduction Council (NMVTRC) is a joint initiative of all Australian governments and the insurance industry to facilitate the implementation of strategic responses to combat vehicle theft in Australia. Established in 1999 the NMVTRC comprises representatives of the insurance industry, justice agencies, the automotive industry and trades, motoring associations and transport agencies.

The NMVTRC's term is subject to programmed triennial reviews. Its current term ends in mid-2018. Under the terms of the current inter-government/insurance industry agreement, the NMVTRC is required to present an evaluation of its operations to State and Territory Ministers and the Insurance Council of Australia by the end of 2017.

This research was conducted to document stakeholders' perceptions of the NMVTRC's performance, as well as providing reasoning behind the stakeholders' support for the extension or dissolution of the NMVTRC. Where possible the results of this research have been compared with the results of the 2014 survey in order to measure change or consistency.

Conclusions

The current research reinforces past findings and highlights the high regard in which stakeholders hold the NMVTRC. There are positive levels of awareness of the reforms, programs, publications and statistical services produced by the NMVTRC and strong support for them to continue. Almost all stakeholders (97%) are in favour of extending the NMVTRC's activities beyond 2018.

Overall, stakeholders...

- Identify the NMVTRC as a National advocate for customers and stakeholders, keeping the focus on the issue of motor vehicle theft and endeavoring to reduce it.
- Value the performance of the NMVTRC in coordinating the development and progress of the reforms/programs; and involving stakeholders in the consultation.
- Are appreciative of the information generated and disseminated by the NMVTRC, for the benefit of all stakeholders.
- Believe there is still more work for the NMVTRC to do to reduce motor vehicle theft and without the NMVTRC, the preventive reforms and initiatives would stall, along with the benefits to stakeholders and the general community.

Recommendations

While this report does not aim to make recommendations as such, the documented suggestions and recommendations from stakeholders may offer the NMVTRC some valuable guidance for its future operations.

These findings, combined with other research and analysis conducted by the NMVTRC will form part of the framework on which the NMVTRC's recommendations about its future are based.

Acknowledgements

Nexus Research and the NMVTRC thank those 33 Senior Managers from stakeholder organisations who took the time to participate in the study.

A full list of respondents is contained in Appendix A.

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1. Introduction

1.1 Background

The National Motor Vehicle Theft Reduction Council (NMVTRC) is a joint initiative of all Australian governments and the insurance industry to facilitate the implementation of strategic responses to combat vehicle theft in Australia.

Established in 1999 the NMVTRC comprises representatives of the insurance industry, justice agencies, the automotive industry and trades, motoring associations and transport agencies.

The NMVTRC's term is subject to programmed triennial reviews. Its current term ends in mid-2018. Under the terms of the current inter-government/insurance industry agreement, the NMVTRC is required to present an evaluation of its operations to State and Territory Ministers and the Insurance Council of Australia by the end of 2017.

The 2017 Review is to be undertaken in three discrete elements as follows:

- a) A study to quantify the economic and social benefits (*the benefits element*) of the NMVTRC's theft reform activities to date – to be undertaken by a suitably qualified consultant with extensive experience in cost benefit analysis. The resulting report will estimate the total benefits and costs of the reform process since 2015, which aligns the review period with the NMVTRC's performance indicator time series.
- b) A survey of stakeholders' perceptions of the NMVTRC's performance in meeting its objectives and support for dissolution or extension of the NMVTRC (*the stakeholder element*) – to be undertaken by a market research consultant with appropriate experience.
- c) Following receipt of reports on the preceding elements, a set of recommendations formulated by the Council itself on whether the NMVTRC be wound up or extended (*the NMVTRC element*). In the case of extension, this would include recommendations on the charter and form of the organisation.

This report deals solely with the survey conducted for *the stakeholder element*.

1.2 Survey Objectives

The objectives of the survey were to document stakeholders' perceptions of the NMVTRC's performance in meeting its objectives and their support for its dissolution or extension. Senior Managers of the NMVTRC's stakeholder organisations were interviewed to determine their views on the:

- NMVTRC's performance in program co-ordination and consultation
- Value of the NMVTRC's resources (publications, public education materials and statistical services)
- NMVTRC's level of influence on reform
- Profile of vehicle theft as an issue that is attributable to the NMVTRC; and
- Dissolution or extension of the NMVTRC (and the reasons for that view).

The reported outcomes will form a critical part of the NMVTRC's recommendations to its funding bodies.

1.3 Method

A total of 33 in-depth telephone interviews were conducted from the 1st to the 13th September 2017 with Senior Managers of the NMVTRC’s stakeholder organisations. Kerryn Waddell, Director of Nexus Research conducted all interviews to ensure consistency in the interviewing and reporting. The respondents were selected from a range of locations and industries as outlined in the following tables to ensure both geographical and sectoral balance:

Q2. Sample - Location		
<i>Year Base</i>	<i>2017</i> (33)	<i>2014</i> (46)
QLD	8	7
NSW	6	7
VIC	4	9
SA	4	6
NT	4	4
ACT	3	3
WA	2	4
TAS	2	6

Q3. Sample - Industry		
<i>Year Base</i>	<i>2017</i> (33)	<i>2014</i> (46)
Insurance	10	13
Transport	7	7
Motor Trades	5	7
Manufacturers	3	4
Police	1	4
Other	7	11

The sample profile had fewer in the Southern states when compared with the 2014 survey, while the industry profile was similar in structure. The consultant made multiple efforts (via telephone and email) to accommodate all stakeholders in order for their feedback to be collected. The 2017 survey achieved a high response rate – of the 37 stakeholders able to be contacted, 33 were successfully interviewed, 3 refused and 1 was on leave. Refusals were due to a change in role or satisfaction with the consultation as noted by one Stakeholder.

I was very happy with the consultation process undertaken by NMVTRC and suggest that format is the appropriate level of consultation for us. Therefore I do not wish to participate further.

On average, each in-depth interview took 20 minutes to complete and consisted primarily of open-ended responses. A copy of the questionnaire utilised in the survey is included at the end of this document – see Appendix B.

While the quantified results form the basis of this report, the verbatim comments collected from open-ended questions endorsed and supported the quantitative measures. Where verbatim comments have been included in this report, they are referenced on the basis of the industry groupings as outlined in the table above. The only Police stakeholder has been grouped in Other Industries to prevent identification of their individual comments.

A supplementary report of all the verbatim comments and detailed tables was provided to the NMVTRC in addition to this report.

2. Detailed Findings

2.1 Overall views of the NMVTRC

Respondents had come into contact with the National Motor Vehicle Theft Reduction Council (NMVTRC) by attending forums, functions, workshops, seminars and events organised by the Council, including the recent conference and the annual strategic planning sessions.

Respondents also had face-to-face meetings (formal & informal) with the NMVTRC and regular contact via email or over the telephone, often where advice or information was sought. Contact was also generated through distribution of NMVTRC newsletters, reports, publications, brochures, access to the CARS statistics database and CARSAFE website.

Meetings, forums, letters, emails, alliance contact for the NMVTRC, I attend government, police and community forums (Insurance)

Through their annual strategy sessions, adhoc contact through the year depending on various issues, proposals to further harmonise laws into vehicle theft (Transport)

Subscribe to monthly newsletters for safe trends, CARS online data, strategy meeting in QLD, customer advocacy, I'm aware of trends in the community and strategies to reduce theft (Insurance)

Some respondents mentioned interaction via specific joint initiatives or working groups for programs organised by the NMVTRC or where the Stakeholder sought advice from the Council on specific reforms such as: the registration & licensing working group, motor vehicle standards act, investigating compliance labels and tracking devices; and Synergy.

A number of respondents mentioned working with Geoff and/or Ray, having known them for some time or meeting with them when involved on other committees/councils (e.g. IFBA, MTAA, Austroads), or at conferences where the respondents had attended.

We have been involved in joint initiatives with them, the events with stakeholders, conference this year and we email regularly (Insurance)

National meeting registration task force, National projects with Geoff, we telephone and have face to face meetings (Transport)

A 20 year relationship with NMVTRC, attending functions, the annual strategic review, we get Theft Torque, use online information, statistics trends, seek advice from them and updates, we also participate in their activities (Other)

We ran a joint conference with them recently, they sponsor our sessions. I'm aware of their programs and have regular dealings with Geoff and Ray (Other)

When asked for their thoughts about the NMVTRC and in particular what is done well, respondents mentioned the following:

- Collecting, analyzing, producing and sharing statistical information and historical records to do with motor vehicle theft amongst Stakeholders, States and Governments.

It's an important business, statistics in terms of theft of motor vehicles, Geoff's presentation, collaboration and support given in terms of Australia data, harmonisation and experience in the field (Transport)

Research and data collection is important, they have supported us over 15 years, many initiatives to address MVT and one of the unique bodies in the world focussed on early intervention and analysis. Focussing on stolen vehicles, responsible for written off vehicle law, they have had a major impact on motor vehicle theft (Motor Trades)

They bring all different related industries, government together. Engage stakeholders, their products on the website, statistics and high quality reports (Transport)

- Consulting and engaging Stakeholders such as Police, Motor Trades, Industry and Government; gathering experts in the field to discuss issues dealing with motor vehicle theft.

Very good at stakeholder engagement, developing strategic partnerships to fight crime for consumer benefit, personal property security systems, introducing policy for written off heavy vehicles, vast experience, strategic thinking, collaborative and great advocate for the Council (Transport)

Very good at stakeholder engagement, bringing people together and collaborating, consolidating information that they can work with, campaigns and programs are a strong point, assessable to the media with good comments - Ray has done a very good job, dealing with more difficult stakeholders (Other)

- The NMVTRC being an advocate for customers and stakeholders, keeping the focus on the issue, aiming to reduce motor vehicle theft and heightening awareness of motor vehicle theft amongst Government and the community.

Great advocates for the direct customer and insurance company, very consultative, supportive of our business, to create awareness programs, offer information readily available (Insurance)

Done well at keeping the issue and ways it's changed in the public eye and amongst authorities (Motor Trades)

Heighten government and community awareness of vehicle theft, ramifications of vehicle theft, community and additional victim costs, advertise good vehicles from a security perspective, holistic National strategies, share information and assist other State and Government groups in benchmarking (Insurance)

- Preparing National strategies and providing a centralized point/view for motor vehicle theft.

A good central point for motor vehicle theft, great communicating trends with motor vehicle theft, always been there, part of the investigative process that I use (Insurance)

National scenarios, provide opportunity to participate in National direction for stolen vehicles (Transport)

- Coordinating well with stakeholders and amongst the States, communicating trends, articulating challenges and keeping everyone informed.

The coordination roll, policy development functions, analysis and statistical functions performed on behalf of government, insurance and the community at large, community engagement functions, information dissemination (Transport)

Only outlet that reports back to manufacturer on security and safety of car - through Council we get a lot of information on criminal activity, very useful (Manufacturers)

Articulate challenges that the impact of theft has on the community. Cost to industry, areas with growth increases, written off vehicle to end of life framework and strategies, gather experts in the area - police, government etc. to handle theft issues (Insurance)

- Having great knowledge of the issues surrounding motor vehicle theft and investigating ways to fix them. Developing policies and potential solutions/strategies to reduce vehicle theft.

Very good at getting stakeholders together, the blue print for potential solutions, great knowledge of issues and ways to fix them (Insurance)

Keep the focus on the issue of motor vehicle theft, being involved in initiatives to reduce theft, able to work with relevant stakeholders and government departments to effect change (Motor Trades)

They do everything well, programs for rehabilitating youth, offering information to disseminate to the establishment to reduce motor vehicle theft (Other)

2.2 Critical observations and improvements

More than one third of the respondents could not think of any areas in which the NMVTRC could improve. However the following suggestions were offered:

- More communication and regular contact (rather than just annually) with Stakeholders.

More involvement than just an annual basis, more regular contact, UTurn lifted profile amongst consumers and provided careers for the young (Insurance)

Communicate more or market themselves around what there is available, other organisations that might find their information valuable, spread knowledge wider than just the key stakeholders (Transport)

- More visibility and promotion of the NMVTRC, about what they're doing, further amongst the community and wider than the current stakeholder base.

General public not aware of the group, generate more community awareness, lift their profile (Transport)

Make themselves more assessable, more awareness of the Council and what they're doing (Manufacturers)

Only small, the number of people that are there, I'm not sure. They could sell themselves more (Transport)

- More operational issues addressed on a National basis with more focus in the west and amongst smaller jurisdictions.

Doing a good job, more operational issues addressed on a National level (Transport)

Monthly stats don't provide trend data for smaller jurisdictions - it would be good to have that, as they are so volatile, even over a longer period (Transport)

There is a lot more focus in the East than the West, seem to discuss the same issues and no action taken in the West, in Insurance we have a vested interest, need to lobby the Government to reduce vehicle theft in WA, we don't have Police involved (Insurance)

- While individual comments concentrated around the following:

Awareness of vehicles that have poor security - Toyota Hilux, advising Stakeholders of trends in vehicle crime, localities and vulnerability that led to vehicle theft (Insurance)

Some of the statistics could be portrayed with different variables, ratios of population growth, registered vehicles on the road - changes in circumstances as well as the trends (Insurance)

More security built into the car now, negotiate with insurance company to lower the premium - reduction in rate of theft, negotiate on our behalf (Manufacturers)

Continuing focus on research and support for initiatives to clean up the auto recycling industry (Motor Trades)

A few respondents mentioned continuing with the current focus, but acknowledging that there can always be improvement, yet, realising the difficulty given funding issues, lack of resources and limited staffing.

Can always improve, very difficult given the funding issues, do as well as they can do (Insurance)

Their limitation is the level of their resource. Their strength is their skills, knowledge and experience (Other)

Everyone else needs to improve - sponsoring them, they provide an essential service and get little support (Other)

3. Reforms and Programs

3.1 Awareness of Reforms/Programs

Spontaneous awareness of NMVTRC reforms or programs this survey was highest for the Young Offender Programs (45% aware); with any other reform/program noted spontaneously by 15% or fewer respondents. Stakeholders indicated awareness of many reforms/programs albeit not specifically by the titles provided.

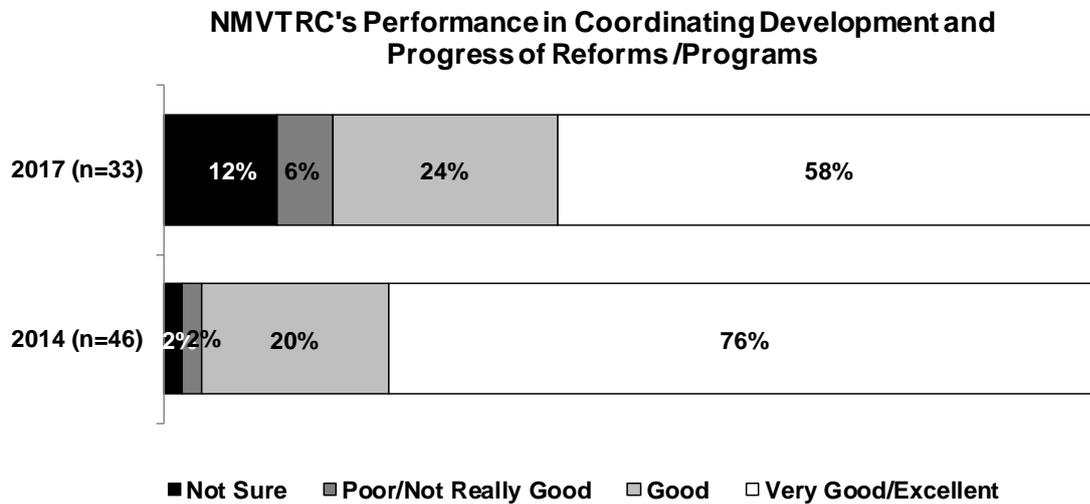
When prompted with names of the reforms/programs, 91% of respondents were aware of Car security begins at home and New damage assessment criteria for written-off vehicles, followed closely by the Young offender programs (88%), then Comprehensive Auto-theft Research System, Use of inter-agency task forces, Low cost vehicle tracking technology and Personal Property Securities Registers generating more than 70% awareness.

Results were mostly comparable with the 2014 findings, with awareness declines noted for Full end of life management scheme, Operation Bounce Back and Vehicle Information Request System; and an increase in awareness for secure compliance labels

Q8/9. Familiarity with NMVTRC Reforms/Programs				
<i>YEAR (Base)</i>	<i>2017 (33)</i>		<i>2014 (46)</i>	
	<i>Spontan -eous</i>	<i>TOTAL</i>	<i>Spontan -eous</i>	<i>TOTAL</i>
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
Car security begins at home (Theft of Keys 2014)	6	91	13	80
New damage assessment criteria for written-off vehicles	15	91	46	78
Young Offender Programs (Synergy, Choose a ride)	45	88	52	93
Comprehensive Auto-theft Research Syst. (CARS)	6	79	9	85
Use of Inter-agency Task forces	3	79	4	76
Low cost vehicle tracking technology	3	76		
Personal Property Securities Registers (PPSR)		73	2	80
Secure Compliance Labels		67	-	43
Australian Vehicle Crime Conference 2017	3	67		
Full End of Life management scheme	6	64	11	89
Whole of Vehicle Marking (WoVM)	3	61	7	63
Operation Bounce Back (OBB)	3	42	17	65
Vehicle Information Request System (VIRS)	3	39	-	59
Australia's most wanted		39		
Vehicle Crime Managers Network	3	30	-	35
Modernising regulatory regimes banning cash payments, better sanctions, closing loopholes		30		
Expert systems for law enforcement		15		
None by Name	12		2	

3.2 Coordinating Development and Progress

When asked to rate the NMVTRC’s performance in coordinating the development and progress of the reforms/programs, 82% rated the NMVTRC’s performance positively, below the 96% recorded in 2014, although more respondents (12% vs 2%) this survey were uncertain.



Q.10a How would you rate the NMVTRC's performance in coordinating the development and progress of the reforms/programs?

Overall, respondents felt the NMVTRC’s performance in coordinating the development and progress of the reforms/programs had been successful because of:

- The background knowledge and evidence provided as to why initiatives should be done; and the council’s commitment to pursuing the programs to the highest level.

They are the only agency, their persistence and commitment to pursuing those programs is to the highest level (Motor Trades)

Without the council those reforms would not have occurred they have been the drive and agitator to drive them forward (Other)

- The engagement and interaction with Stakeholders, keeping them involved and well informed.

The level of engagement with Ray and Geoff has been terrific, good guidance (Other)

Very good at engaging key stakeholders and those who have a role in those programs early (Transport)

Always well informed, great background to why initiatives should be done, use evidence whenever it is available (Insurance)

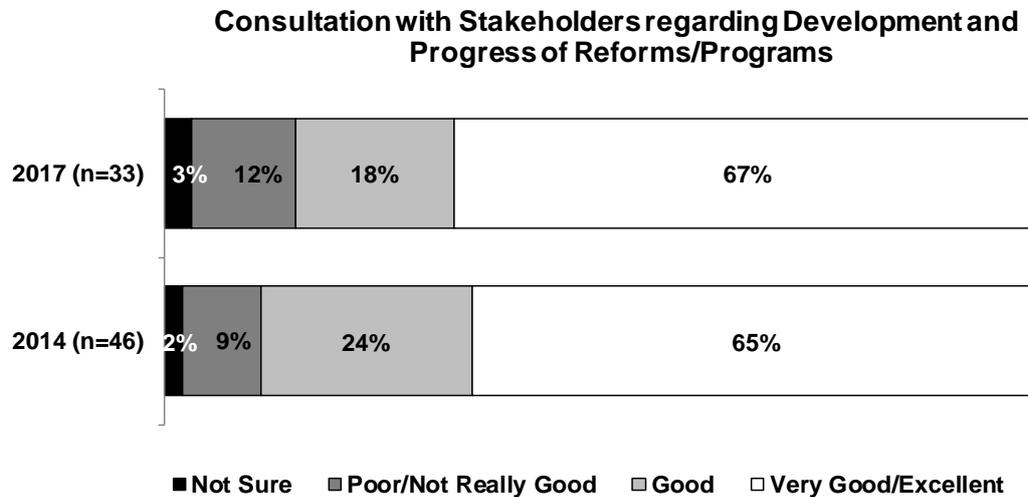
- The NMVTRC’s professional involvement and coordination of the reforms, the outcomes achieved and the differences made in reducing vehicle theft.

Being in the industry seeing the results of reforms and the positive response (Insurance)

They function on a limited budget, what they do has certainly made a difference (Insurance)

3.3 Consulting Stakeholders

85% of respondents rated the NMVTRC’s performance in consulting stakeholders regarding the development and progress of the reforms or programs positively; this compared with 89% in 2014, with 67% this survey rating the performance as being very good or excellent.



Q.11a How would you rate the NMVTRC's performance in consulting stakeholders regarding the development and progress of these reforms/programs?

Reasons why respondents believed the NMVTRC’s performance in consulting stakeholders regarding the development and progress of the reforms/programs had been successful included:

- NMVTRC’s knowledge of relevant stakeholders for the reforms/programs, bringing them together and collaborating with them.

Know all stakeholders in the industry well, consult regularly and completely (Insurance)

They are very highly focussed on the engagement with stakeholders and working with them (Motor Trades)

Very good at bringing stakeholders together to discuss what they want to do (Insurance)

- Requesting contribution prior to and during the reforms, consulting widely, regularly and completely with stakeholders.

Go around to every state and give people the opportunity to participate (Insurance)

They make sure they consult widely and provide opportunity for feedback and take account of the feedback provided (Transport)

- Convening regular meetings and forums to allow Stakeholders to contribute and provide opportunities for feedback.

Existing depth of relationships and securing potential funding, conferences bringing it all together (Other)

They have quite a bit of dealings with them (stakeholders), other things they're involved in, they seem to have a handle on everything (Other)

- Disseminating information, communicating updates on the progress of the reforms and keeping Stakeholders informed.

*They're timely, thorough, provide all the detailed information you need to make decisions
(Manufacturers)*

Ray attends our meetings regularly to disseminate information (Insurance)

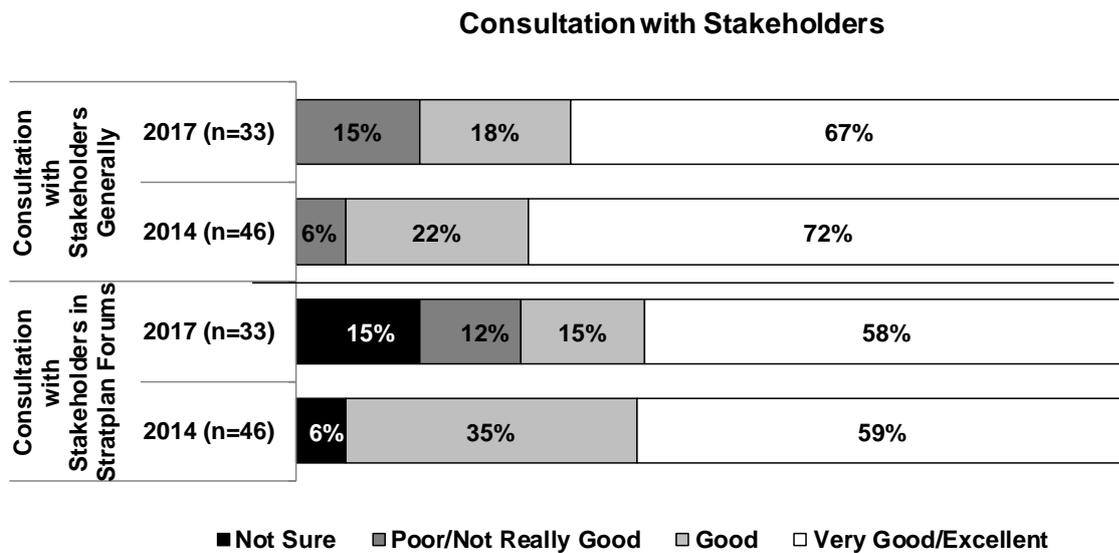
*Pretty good at keeping stakeholders informed with newsletters and the strategy
planning sessions (Other)*

4. Consultation and Dissemination

4.1 General Consultation

85% of respondents rated the NMVTRC’s general consultation with stakeholders positively; this compared with 94% in 2014, which is not a significant difference based on the sample size.

Similarly, 73% of respondents rated the NMVTRC’s consultation with stakeholders in the review of its strategic plan positively, this was significantly fewer than the 94% recorded in 2014 however similar levels this survey did rate the consultation as very good or excellent, albeit with higher levels of uncertainty.



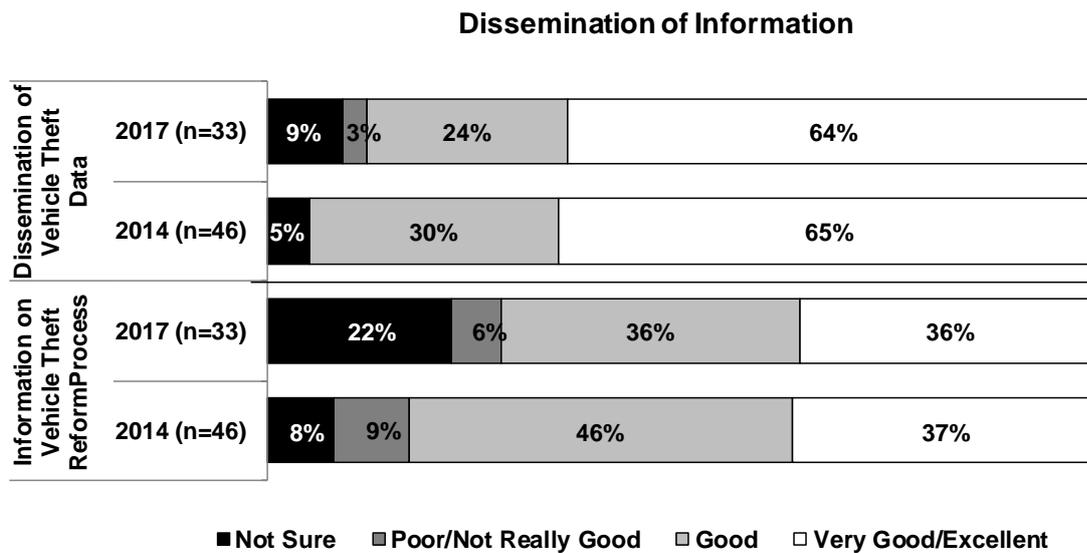
Q.12 How would you rate the NMVTRC's consultation with stakeholders generally?

Q.13 How would you rate the NMVTRC's consultation with stakeholders in the review of its strategic plan (the StratPlan forums)?

4.2 Dissemination of Information

88% of respondents rated the NMVTRC’s dissemination of vehicle theft data positively, fewer than the 95% recorded in 2014, with a similar level of respondents rating the dissemination as very good or excellent this survey.

72% of respondents rated the NMVTRC’s information on the vehicle theft reform process positively, yet below the 83% recorded in 2014, with more than 20% uncertain about the vehicle theft reform process this survey.

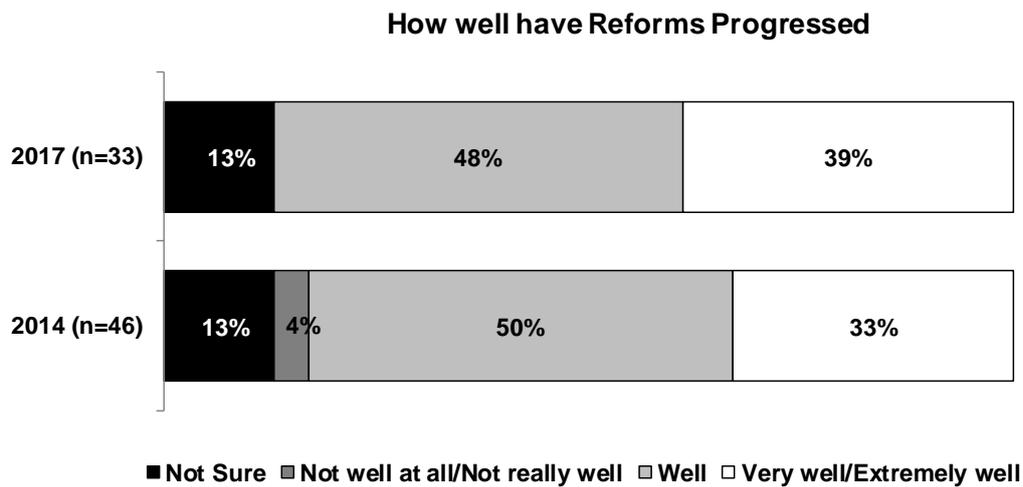


- Q.14 How would you rate the NMVTRC's dissemination of vehicle theft data?
 Q.15 How would you rate the NMVTRC's information on the vehicle theft reform process?

5. Impact on Reforms/Programs

5.1 Progress and Contribution

When asked to consider the reforms previously discussed and thinking about the NMVTRC’s influence on reforms to do with vehicle theft, 87% of respondents rated how well the reforms had progressed positively, a similar level to the 83% recorded in 2014.



Q.16 Considering the reforms just discussed and thinking about the NMVTRC's influence on reforms to do with vehicle theft, how well have these reforms progressed?

The NMVTRC was considered to be the advocate, coordinator, driving force and influencer of the reforms/programs. The progress of the reforms/programs was contributed highly to the Council, respondents noting their significant, high level involvement, contribution and commitment.

There has been clear changes/improvements, the NMVTRC involvement has been instrumental (Insurance)

They have contributed to a high degree, advocates pushing for those reforms (Insurance)

A significant extent, bring together the existing thoughts and move it along, arranging the legislation between states (Insurance)

Some respondents indicating that the reforms/programs may not have even occurred without the NMVTRC’s involvement.

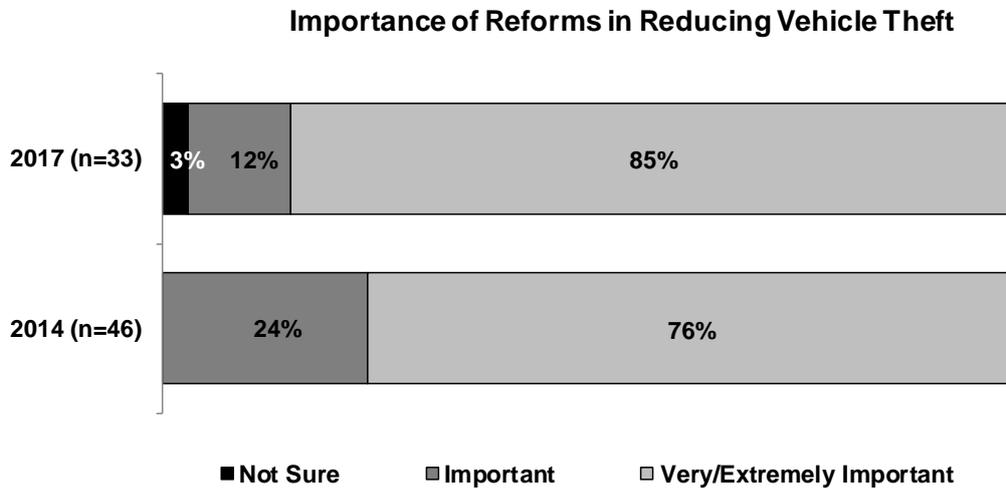
Such a small organisation they take on a fair bit of work, \$250 million worth of community benefit - initiated reforms. They largely initiate the reforms and bring people along with the journey (Transport)

I attribute it to Ray and Geoff they are very committed and their background leads them to being very methodical and thorough, strategically - they are the drivers, continued passion for the cause. (Motor Trades)

Without them pushing the point, programs will fall by the way-side. It would be lost without the NMVTRC (Other)

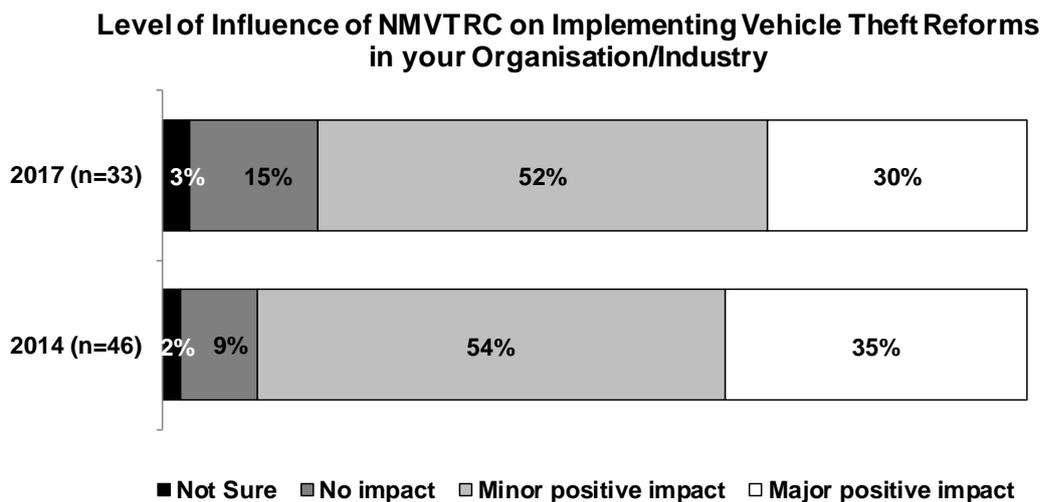
5.2 Importance and NMVTRC Impact

85% of respondents rated the importance of the reforms in reducing vehicle theft as very or extremely important, above the 76% recorded in 2014; with 97% of respondents rating the reforms important overall in reducing vehicle theft this survey.



Q.18 How would you rate the importance of these reforms in reducing vehicle theft?

82% of respondents thought the level of influence or impact the NMVTRC had on the implementation (or progress towards implementation) of vehicle theft reforms in their organisation and industry was positive, a similar level to the 89% recorded in 2014, with 52% this survey indicating a minor positive impact and 30% a major positive impact.



Q.20 What level of influence or impact does the NMVTRC have on the implementation (or progress towards implementation) of vehicle theft reforms in your organisation and industry?

5.3 Possible Reforms to consider

When asked what other reforms the NMVTRC should be promoting to reduce vehicle theft, more than one third of the respondents could not think of any other reforms.

Suggestions included:

Continuing with current reforms/programs, perhaps dispersing them wider to other States or Territories.

Continue with security at home and young offenders, they contribute to the majority of our claims (Insurance)

Continued focus on the role of the automotive recycling industry, encouraging, supporting and assisting agencies to achieve greater compliance with existing laws (Motor Trades)

What they have going is enough but more dispersed into WA and SA (Insurance)

- More promotion of the NMVTRC's in the general community, although funding was identified as a barrier in this area.

Better communication of their involvement, who they are and what they're doing in the community amongst the general public (Insurance)

Promote themselves more; the reforms are plentiful (Manufacturers)

They are restricted by funding, ads on TV or radio would be outstanding but their initiatives are restricted by funding (Other)

- More lobbying with Manufacturers, the Government and Insurance companies.

Working with manufacturers to increase the security aspects of vehicles (Transport)

Probably working with manufacturers to track the vehicles, marking the whole of the vehicle for parts - makes it less attractive for thieves (Motor Trades)

Should be lobbying with the insurance company to lower premiums, to encourage manufacturers to develop new technology (Manufacturers)

- With individual thoughts identifying:
 - Moving into heavy written off vehicles
 - Concerns with automated vehicles
 - Part supply for written off vehicles
 - Barcoding of vehicle VIN on windscreens
 - Mandatory GPS systems in cars

6. Resources and Publications

6.1 Awareness of Publications and Statistical Services

All but 2 respondents were aware of at least one of the publications or statistical services produced by the NMVTRC.

Spontaneous awareness of NMVTRC publications or statistical services was highest for Theft Torque, Theft Watch and Theft Matters mentioned by 58% spontaneously, this was followed by the CARS statistics database (42%), the Strategic Plan and Annual Report (36%); and CARSAFE website (27%).

When prompted with names of the publications or statistical services, 96% were aware of the Strategic Plan and Annual Report, followed by Theft Torque, Theft Watch and Theft Matters (88%), the CARSAFE website (79%) and CARS statistics database (73%).

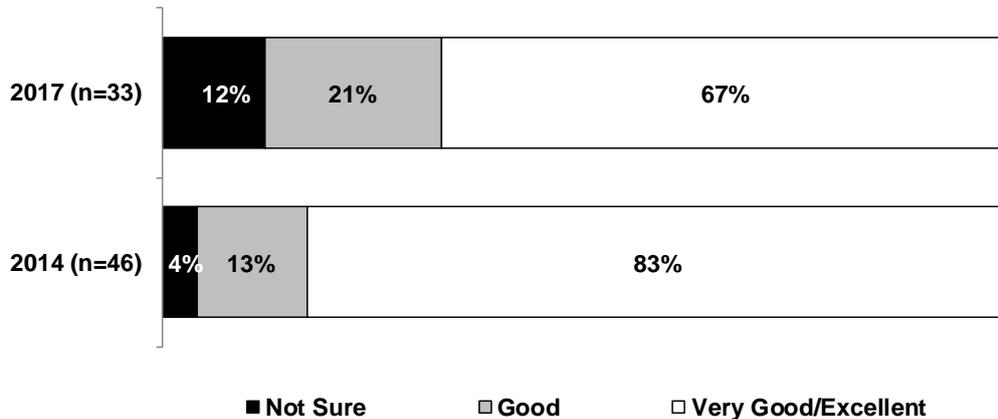
Awareness levels for NMVTRC publications and statistical services were similar to the 2014 survey, with an increase in total awareness noted for project-specific reports and a decline for public education brochures and posters this survey.

Q21/22. Awareness of NMVTRC Publications/Statistical services				
<i>YEAR (Base)</i>	<i>2017 (33)</i>		<i>2014 (46)</i>	
	<i>Spontan -eous</i>	<i>TOTAL</i>	<i>Spontan -eous</i>	<i>TOTAL</i>
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
Strategic Plan and Annual Report	36	94	20	93
Theft Torque, Theft Watch and Theft Matters	58	88	76	96
CARSAFE Website	27	79	24	93
CARS statistics database	42	73	54	83
Project-specific reports		67	2	39
Public education brochures and posters		55	7	74
Local Communities Guide		6	-	13
None by Name	12	6	2	

6.2 Quality and Usefulness

88% of respondents rated the quality overall of the NMVTRC’s publications and statistical services positively, just below the 96% recorded in 2014, with more respondents uncertain this survey.

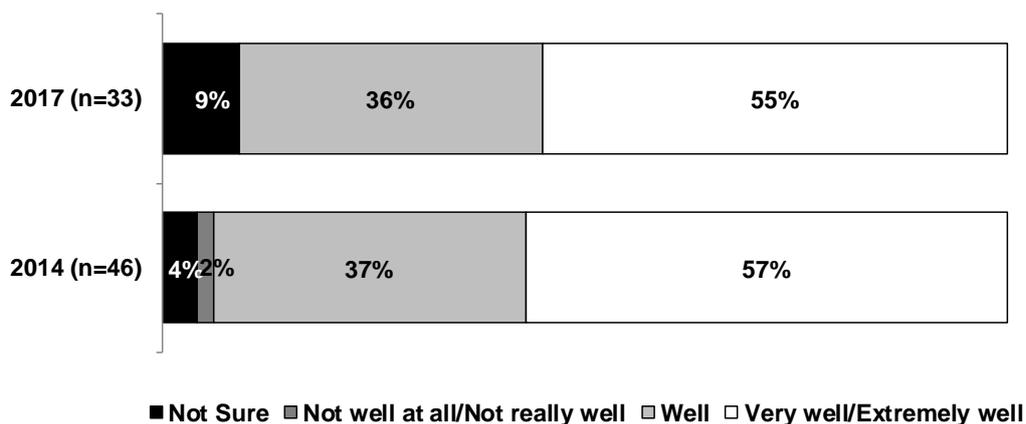
Quality of NMVTRC Publications and Statistical Services



Q.23 How would you rate the quality overall of these publications and statistical services?

This survey, when asked how well the publications and statistical services meet their needs, 91% of respondents rated the publications and statistical services positively, similar to the 94% recorded in 2014, with 55% this survey indicating that the services meet their needs very or extremely well.

How well Publications have met Stakeholder Needs



Q.24a How well do the publications and statistical services meet your needs?

Respondents indicated that the following NMVTRC publications and statistical services worked well for them, or in their organisation/industry:

- The data, information, statistics being able to access the CARS database (interactively) and the CARSAFE website.

Granularity of the data to run against our own data, whether genuine theft or fraud - looking at the patterns to see where we sit (Insurance)

The website and being able to mine the database more specifically for own purposes (Other)

Statistics and updated information in publications (Manufacturers)

Statistics, Theft Watch, information by vehicle type, type of theft, State Territory breakdowns (Transport)

- The publications, newsletters and regular reporting via Theft Torque, Theft Watch and Theft Matters.

Generalist knowledge, Theft Torque updates (Motor Trades)

When looking for an update, regular reporting meets our needs fully (Other)

- Project specific reports, the Strategic Plan and Annual Report.

PPSR project specific reports (Transport)

I tend to use the Strategic Plan (Insurance)

Continuing support provided for auto recycling initiatives, they provide essential background materials (Motor Trades)

6.3 Suggested Improvements

When asked what could be improved about the NMVTRC publications and statistical services, the vast majority of respondents indicated “nothing” or they had no suggestion.

Individual requests from respondents included:

More information on Tasmania, understanding what is driving theft in Tasmania, educational programs and for young offenders (Insurance)

Statistics of parts recyclers, people that sell second-hand parts not registered in WA, selling on social media, backyard people (Motor Trades)

Aids in tactical responses, not really their area (Other)

In terms of the NMVTRC providing other publications or statistical services to support theft reduction, the vast majority of respondents were satisfied with the current array.

Respondents' individual suggestions included:

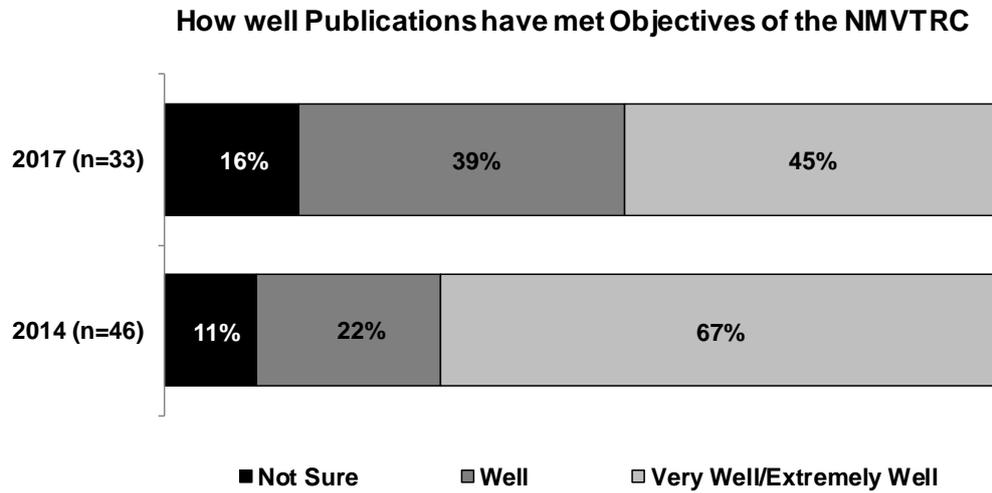
Statistics - Insurance industry could tap into the data, the place vehicles are stolen rather than suburb and type of vehicles in those locations (Insurance)

Getting it out there to the wider community, having access to their site and everyone knowing about it (Insurance)

Trying to link data from Insurance industry with data from NMVTRC, vehicle numbers as well as the social costs, opportunity to better integrate both sources of data (Other)

6.4 Meeting the Objectives

When asked how well the publications and statistical services have met the objectives of the NMVTRC, 84% of respondents answered positively, a similar level to the 89% recorded in 2014, with 45% this survey indicating that the publications and statistical services met the objectives of the NMVTRC very well or extremely well.



Q.27 How well have the publications and statistical services met the objectives of the NMVTRC?

7. Profile of Vehicle Theft as an Issue

7.1 General Public and the Media

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 79% of respondents think that the profile of vehicle theft has changed amongst the public and the media, below the 93% recorded in 2014; while 12% did not think that the profile of vehicle theft had changed this survey.

Public & Media		
Year	2017	2014
Base	(33)	(46)
Yes	79%	93%
No	12%	7%
Not Sure	9%	-

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst the public and the media, respondents mentioned:

- Information generated via media briefings, media releases in the press and appearances on television, particularly evident in Victoria. It was mentioned that the NMVTRC proactively seek media opportunities, yet the profile could still be higher amongst the general public.

The media in Victoria has taken it on, showing initiatives in reducing vehicle theft, they are visible there (Other)

Especially in Victoria with the fuel drive offs and increases in motor vehicle theft (Transport)

So many things done to reduce theft, technology starting to provide the challenges, putting themselves out there - interview on the Project, trying to raise their profile and why they exist (Transport)

Advertising on stolen cars, campaigns raising awareness of the issues, it's not a high public profile (Other)

- Distribution of information/data, educational materials, brochures, project specific reforms, videos and generating awareness of key industry events and vehicle theft issues.

Campaigns, brochures, pilot programs, they proactively seek media opportunities (Other)

Exposed the different types of theft and remedies for dealing with it (Motor Trades)

Key events are important they raise the media profile and in turn the public profile (Insurance)

7.2 Amongst Stakeholders

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 82% of respondents think that the profile of vehicle theft has changed amongst Stakeholders, a similar level to the 80% recorded in 2014. This survey, 15% of respondents were undecided whether or not the profile of vehicle theft had changed amongst Stakeholders.

Stakeholders		
<i>Year</i>	<i>2017</i>	<i>2014</i>
<i>Base</i>	<i>(33)</i>	<i>(46)</i>
Yes	82%	80%
No	3%	11%
Not Sure	15%	9%

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst stakeholders, respondents mentioned:

- Stakeholder engagement, consultation, sharing of information and strategic planning.

Getting stakeholders together to discuss issues and working on programs like ours (Transport)

Engaged the stakeholders, consultation, program development and delivery; and making the public aware of it (Other)

Stakeholders are more aware what's going on, brought people together to share what's happening with motor vehicle theft, different groups, discussing at the forums (Insurance)

- Everything the NMVTRC do to aid in reducing vehicle theft - publications, brochures, lobbying, arranging seminars, conferences and meetings to involve the stakeholders.

My business takes more of a granular look at risk management, seminars, publications, data, meetings, lobbying (Insurance)

Through their CARSAFE website, programs, brochures, keeping it in people's minds (Other)

- Publication of statistics (on a National level), reporting and distributing data/information.

A National approach, everyone is on an even keel with information and common trends (Transport)

Just getting the information out there to everyone, they've been very good (Insurance)

- Development and delivery of reforms/programs specifically to reduce motor vehicle theft.

Changes in inspection arrangements, introduced written off vehicle register, changed legislation for vehicle theft, supported the engine immobiliser arrangements (Transport)

Lots of conferences, presenting the issues, publications provided, support of programs such as Synergy (Other)

All the work they do, reporting, being actively involved with the programs (Manufacturers)

7.3 Police Services

Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; 52% of respondents think that the profile of vehicle theft has changed amongst police services, a similar level to the 57% recorded in 2014. This survey, 36% of respondents were unsure or undecided about the profile of vehicle theft changing amongst police services.

Police Services		
<i>Year</i>	<i>2017</i>	<i>2014</i>
<i>Base</i>	<i>(33)</i>	<i>(46)</i>
Yes	52%	57%
No	12%	4%
Not Sure	36%	39%

When asked what the NMVTRC has done to lift the profile of vehicle theft as an issue amongst police services, respondents mentioned:

- Communication, consultation and networking with police.

Strong level of communication and coordination amongst police (Other)
Certainly talk and work directly with police, motor vehicle standards act lobbied police to ensure secure identification of vehicles wasn't lost (Manufacturers)

- Providing police with information and working together on specific initiatives and task forces involved with motor vehicle theft.

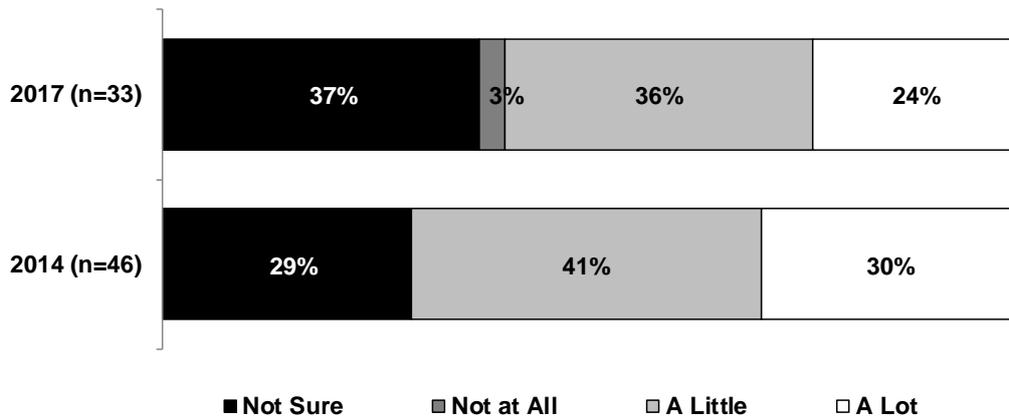
Work closely with police on operations and joint task forces, share knowledge of trends and opportunities that can be addressed (Transport)
Involvement with inter-jurisdiction task forces, crim-track and statistics helped with police understanding of vehicle theft as more than an individual event (Transport)

- Invited police to attend meetings, conferences and strategic planning reviews organized through/via the NMVTRC.

Arranged key events, engage regularly with police services in all States (Insurance)
Their involvement at meetings, strategic planning, big police presence (Insurance)
Police are engaged, do attend, the job would be harder for police without the Council, police use them as a resource (Other)

60% of respondents felt that the profile of vehicle theft had lifted a little (36%) or a lot (24%) among police since the inception of the NMVTRC, fewer than the 71% recorded in 2014. 37% of respondents this survey were unsure about the extent the profile of vehicle theft had lifted among police, some suggesting the question should be asked of police.

Extent Profile of Vehicle Theft has been Lifted amongst Police



Q.32 To what extent do you think the profile of vehicle theft has lifted among police since the inception of the NMVTRC?

7.4 Other Methods to Lift the Profile

When asked in what other ways the NMVTRC could lift the profile of vehicle theft as an issue, respondents mentioned the following:

- More advertising and promotion to the wider community of the NMVTRC, perhaps via social media and highlighting the success stories.

More communication and advertising to the general public, knowing that it's (NMVTRC) there (Insurance)

Promote themselves within the broader community, the effect of theft on individuals, driver licensing education and advertising, sponsorship and safety/security of buying a vehicle (Transport)

- More contact with a wider range of Stakeholders to educate the public and create more opportunities to raise the profile of vehicle theft.

More education, working closer with authorities, local councils, schools, colleges (Insurance)

Work more closely with manufacturers on safety aspects of vehicles (Manufacturers)

Need further engagement with the insurance business across Australia, get attention of the Insurance companies and bigger players (Other)

Key stakeholders, Crime Stoppers, opportunities to work with organisations like that to lift the profile of theft - unexplored (Other)

- More lobbying with Government to generate awareness of the reforms on a National level.

More political lobbying, a documentary on TV or social media (Insurance)

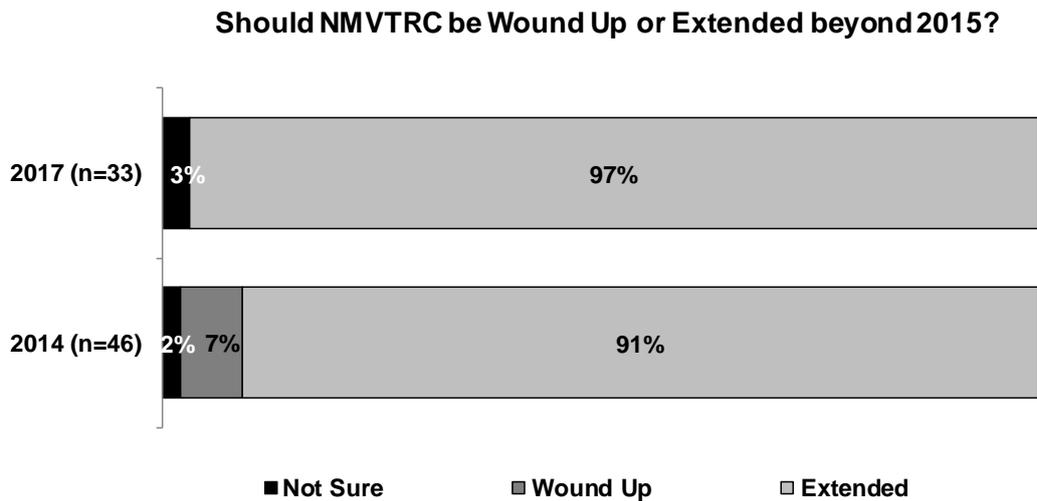
More out to the general public, lobbying with WA Government to understand the issues with vehicle theft to help solve other crimes as well (Insurance)

Having a greater visible presence around the country, using local Councils to help lobby and implement programs (Insurance)

8. Support for Dissolution or Extension

Respondents were advised: “As you may know the NMVTRC is under review and this interview is part of the review process. The process will provide recommendations to its funding bodies on whether the NMVTRC should be wound up or extended”.

Overall 97% of respondents considered that the NMVTRC should be extended beyond 2018, above the 91% recorded in 2014, while 3% (1 respondent) was uncertain.



Q.33a In your mind, should the NMVTRC be wound up or extended beyond 2018?

8.1 Reasons for the Decision

The vast majority of respondents were in favour of extending the NMVTRC beyond 2018, the main reasons for their decision included:

The NMVTRC is a critical part of managing theft in Australia; it is a dedicated resource and the only Council of its type. If it wasn't extended there would be no other National body able to fill the void, generating a gap in the marketplace.

Because if you remove the NMVTRC you are back to square one, they provide a service that no one else is supporting (Insurance)

If it was wound up there would be a gap, NMVTRC provides assistance and support to key Stakeholders and consumer protection from those types of crime (Transport)

- There is still more for the Council to do, to continue with the reforms and programs already in process, in particular with Austroads, and projects such as end of life vehicles and Synergy.

Think there is still a lot more to do having a dedicated resource to do that is a positive (Insurance)

Because of their collaboration and work on the better management of end of life vehicles project (Transport)

Certainly provided wonderful support for the program Synergy and I would like to see that continue (Other)

Very disappointed if it wasn't, extended, we would do some lobbying for them. Existing programs require more time & resources to be completed - their work is not done (Other)

- Stakeholders mentioned that the Council provided an excellent service, offering assistance, support, resources and National data highlighting vehicle theft; with staff being assessable and having vast experience in the area.

A good service, central point for information and experience in the area, a focal point on vehicle theft, if they weren't doing it; who would? (Insurance)

They provide a great service to the Insurance industry and general public, data is brilliant for use in-house, and Geoff and Ray are accessible for questions (Insurance)

- The NMVTRC brings everyone together, it provides a vital consultation and coordination function, representing a united voice with police, industry, authorities and other agencies.

It's the only place where all parties come together centralising National industry and authorities on the issue (Motor Trades)

It performs a function that other bodies are ill-equipped to perform, particularly the consultation and coordination function that it undertakes (Transport)

Vehicle crime is serious and it needs a coordinated effort and they are the only ones with a voice, they have done some good stuff, but more is required in this State (Insurance)

It provides a vital communication point and facilitation for discourse, data exchange between state police and other agencies, it brings people together, otherwise they would all be operating alone (Motor Trades)

- Council provides a valuable service that benefits everyone and is value for money.

Provides a valuable service, its focus needs to be redefined to move forward in achieving its objectives, establishing strong alliances with other key stakeholders (Other)

Because it (NMVTRC) has an impact on measures put in place, to make an impact on theft that has benefits for everyone (Insurance)

They add value to this space, with the ACT being small it is good value for money for us, would be a shame to see them fold, there would be a big gap (Transport)

- Theft rates would increase without the Council and possibly there would be a negative effect on vehicle theft in the future.

Something that we need, prefer to see it continue, if it is wound up there could be a negative effect later on, it's like insurance (Manufacturers)

If the focus and the work they're doing stopped, vehicle theft will increase, they are constantly reviewing issues that help resolve the problem, no one else will drive change looking at all aspects of the issue (Motor Trades)

Without them pushing the point with police and other departments theft would just escalate, we don't want it to get to that. Things would start to spiral without them involved (Other)

The one respondent who was undecided about extending the NMVTRC beyond 2018 was unsure about the value for money and cost benefit of the Council.

Their work is valuable whether there is a cost value benefit I'm not sure, but from a manufacturing distributors viewpoint of new vehicles our vehicles are covered by regulation (Manufacturer)

8.2 In the Future

All respondents thought that there was more for the NMVTRC to do to reduce vehicle theft in Australia, a similar level to the 98% recorded in 2014.

<i>More to Do?</i>		
<i>Year</i>	<i>2017</i>	<i>2014</i>
<i>Base</i>	<i>(33)</i>	<i>(46)</i>
Yes	100%	98%
No	-	2%

When asked what they would like to see done to reduce vehicle theft in Australia, respondents mentioned that there is always more to be done and suggested:

- More involvement / consultation with Key Stakeholders, Police, Insurance, State Agencies, Manufacturers and the community.

Consulting with key stakeholders, be responsive to the current changes in the crime environment and technology (Transport)

Vehicle theft increasing in Victoria, need to get very involved with Police and community in trying to reduce vehicle theft (Insurance)

Always more to do - work closely with Insurance companies, police, law enforcement and safety aspects of vehicles (Manufacturers)

Continuing focus on coordination between State agencies, police, environmental / consumer protection and cleaning up the automotive recycling and scrap metal industries (Motor Trades)

- Keeping abreast of market changes, being responsive to current trends in the crime environment and up-to-date with technology.

Keeping abreast of consumer trends, ride sharing and vehicle ownership, as behaviour changes, strategies need to update. The work they have done is really at the forefront and responding positively (Insurance)

Always more, as technology changes and thieves become smarter, cars are going to be stolen - National approach most important (Other)

- Continuing with what the Council is currently doing, expand into other States and generating a greater National approach with NMVTRC reforms and programs, in particular the Young Offenders program.

More of the same spread to other States, more consistency across Australia with motor vehicle theft (Insurance)

- Generating greater awareness in the community with advertising, public education campaigns and social media.

Involvement of young offenders should be increased, more funding input in that respect, community consultation and general awareness programs, perhaps on social media (Insurance)

- While individual comments included getting involved with and doing more work in:
 - Safety aspects of vehicles
 - Tracking vehicles
 - Automated vehicles
 - New car technology
 - Automotive recycling and scrap metal industries
 - Monitoring developing trends

There needs to be more work done in vehicle security, in relation to keys and access. Preventing people getting to the vehicle, more work in tracking vehicles in a wider field, so a vehicle can be found quickly (Transport)

Working more with manufacturers and local authorities at how vehicles become less attractive to be stolen. They have to work with new car technology (Motor Trades)

To further reduce vehicle theft in Australia, a few respondents mentioned the NMVTRC being provided with more funding to generate stability in their plans and the Government agencies adopting more of the NMVTRC recommendations.

I'm sure Ray has lots of ideas if they had more funding, they need more stability to know they will be around for the next 5 years and properly funded (Insurance)

Keep doing what they're doing and be allowed to finish their work for the next 3 years at least, continue to implement their programs, and plan their work (Other)

Government to adopt more of the recommendations put forward by the NMVTRC. (Motor Trades)

Appendix A: Participating Executives

		ORGANISATION	SECTOR	STATE
Eddie	Langmair	Dept of Planning, Transport & Infrastructure	Transport	SA
Ashley	Sanders	Mitsubishi Motors	Manufacturer	SA
Sharon	Hanlon	Crime Stoppers SA	Other	SA
Mark	Pollard	Forensic Fire Investigator IAATI	Other	SA
Wayne	Stieger	RAC Insurance	Insurance	WA
Marie	Donato	Motor Trades Association of WA	Motor trades	WA
Annette	Magnuson	RACT Insurance	Insurance	Tas
Malcolm	Little	Tasmanian Auto. Chamber of Commerce	Motor trades	Tas
Michael	Case	RACV	Other	Vic
David	Nolan	Auto Recyclers' Association of Australia	Motor trades	Vic
Geoff	Gwilym	VACC	Motor trades	Vic
Mark	Geraghty	RACV Insurance	Insurance	Vic
Glenda	Thornton	Department of Transport	Transport	NT
Margaret	Pratten	TIO Insurance	Insurance	NT
Rob	Jordan	Northern Territory Police	Police	NT
Peter	Donovan	MTA Northern Territory	Motor trades	NT
Wayne	Stapylton	Allianz Insurance	Insurance	NSW
Hee-Loong	Wong	Hyundai Motor Company Australia	Manufacturer	NSW
Hiep	Bui	Subaru Australia	Manufacturer	NSW
Steven	Maronese	QBE Australia (formerly listed as IAG)	Insurance	NSW
Ben	Carblis	Mission Australia	Other	NSW
Cheryl	Richey	Transport for NSW	Transport	NSW
Steve	Spalding	RACQ (Motoring)	Other	Qld
Mark	Czvitkovits	I-CAR	Other	Qld
David	Bobberman	Austrroads	Transport	Qld
Rob	Wass	National Transport Insurance	Insurance	Qld
Denis	Flora	RACQ Insurance	Insurance	Qld
Russell	Mills	Youi	Insurance	Qld
Paul	Murray	A&G	Insurance	Qld
Andrew	Mahon	Transport and Main Roads	Transport	Qld
Craig	Newland	Australian Automobile Association	Other	ACT
Rod	Paule	Justice and Community Safety Directorate	Transport	ACT
Kym	Wojcik	Justice and Community Safety Directorate	Justice	ACT

Appendix B: The Questionnaire

NMVTRC Stakeholder Survey – August 2017

Introduction:

Hello, my name is and I'm calling from Nexus Research on behalf of the National Motor Vehicle Theft Reduction Council.

May I please speak with (NAME FROM LIST?)

You should have recently received an email from the NMVTRC's Executive Director, Ray Carroll outlining an important survey amongst its key stakeholders. Your feedback and opinions are very important in the review of the NMVTRC's activities.

The survey will take 20-30 minutes. All answers will be kept confidential and only used for research purposes. Is now a convenient time to conduct the interview or would you prefer I make an appointment to speak to you at another time?

Continue	1
Make appointment.....	2
Refused	3

1. ID NUMBER (RECORD FROM SAMPLE)

2. State (RECORD FROM SAMPLE)

VIC	1
NSW.....	2
TAS	3
SA	4
WA	5
NT	6
QLD.....	7
ACT.....	8

3. Industry (RECORD FROM SAMPLE)

Police	1
Insurance	2
Transport.....	3
Manufacturers.....	4
Motor Trades	5
Other	6

Background

4. To begin, please tell me how your role relates to vehicle theft?

National Motor Vehicle Theft Reduction Council (NMVTRC)

5. And how do you come into contact with the NMVTRC (letter, forums, meetings etc.)

6. What are your thoughts about the NMVTRC? What do they do well?

7. And, in what areas do you think they could improve?

Process of Reform (Program Coordination and Consultation)

8. Which NMVTRC reforms/programs are you familiar with? **DO NOT READ**

9. And, are you familiar with any of the following reforms/programs? **READ THOSE NOT MENTIONED (Error! Reference source not found.) (Error! Reference source not found.)**

Better Management of ELVs
 Modernising regulatory regimes banning cash payments,
 better sanctions, closing loopholes..... 1..... 1
 Full ELV management scheme..... 2..... 2

Refining the Management of Written-Off Vehicles
 New damage assessment criteria for written-off vehicles 3..... 3
 Whole of Vehicle Marking (WoVM)..... 4..... 4

Public Education Programs
 Young Offender programs (Synergy, Choose a ride) 5..... 5
 Operation Bounce Back (OBB)..... 6..... 6
 Australia’s Most wanted 7..... 7
 Car Security begins at Home 8..... 8

Technology
 Secure compliance labels..... 9..... 9
 Low cost vehicle tracking technology 10..... 10

Police Response
 Use of Inter-agency Task Forces 11..... 11
 Vehicle Crime Managers’ Network 12..... 12

Better Data

Comprehensive Auto-theft Research System (CARS) 13..... 13
 Expert systems for law enforcement 14..... 14
 Personal Property Securities Registers (PPSR) 15..... 15
 Vehicle information Request System (VIRS) 16..... 16
Australian Vehicle Crime Conference 2017 (AVCC) 17..... 17
 Other (specify) 18
 None of these 19..... 19

Would you please write down the following scale from 1 to 5 where 1=poor, 2=not really good, 3=good, 4=very good and 5=excellent. This scale will be used throughout the questionnaire.

10. Using that scale from 1 to 5 where 1=poor and 5=excellent, how would you rate the NMVTRC's performance in **coordinating** the development and progress of the reforms/programs? Why is that?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

11. And, how would you rate the NMVTRC's performance in **consulting** stakeholders regarding the development and progress of these reforms/programs? Why is that?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

12. Using that same scale from 1 to 5, where 1=poor and 5=excellent, how would you rate the NMVTRC's consultation with stakeholders generally?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

13. How would you rate the NMVTRC’s consultation with stakeholders in the review of its strategic plan (the Stratplan forums)?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

14. How would you rate the NMVTRC’s dissemination of vehicle theft data?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

15. How would you rate the NMVTRC’s information on the vehicle theft reform process?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

Influence on Reforms

16. Considering the reforms just discussed and thinking about the NMVTRC’s **influence** on reforms to do with vehicle theft, how well have these reforms progressed?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

17. To what extent do you attribute the progress of these reforms to the NMVTRC?

18. How would you rate the importance of these reforms in reducing vehicle theft?

<i>Not important at all</i>	<i>Not really important</i>	<i>Important</i>	<i>Very important</i>	<i>Extremely important</i>	<i>Not sure</i>
1	2	3	4	5	9

19. What other reforms should the NMVTRC be promoting to reduce vehicle theft?

20. What level of influence does the NMVTRC have on the implementation (or progress towards implementation) of vehicle theft reforms in your organisation and industry?

- A Negative Impact 1
- No Impact 2
-
- Minor Positive Impact or 3
- Major Positive Impact 4

Resources and Publications

21. Now thinking about NMVTRC publications and statistical services; which ones are you aware of? **DO NOT READ**

22. And which of the following are you aware of? **READ THOSE NOT MENTIONED** (Error! Reference source not found.)

(Error! Reference source not found.)

- CARSAFE Website 1 1
- CARS statistics database 2 2
- Theft Torque, Theft Watch & Theft Matters 3 3
- Strategic Plan and Annual Report 4 4
- Local Communities Guide 5 5
- Public education brochures and posters 6 6
- Project-specific reports 7 7
- Other (specify) 8
- None of these 9 9

23. Using a scale from 1=poor to 5=excellent, how would you rate the quality overall of these publications and statistical services?

<i>Poor</i>	<i>Not really good</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Not sure</i>
1	2	3	4	5	9

24. How well do the publications and statistical services meet your needs? What works well?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

25. What could be improved?

26. What other publications or statistical services could the NMVTRC provide to support theft reduction?

27. How well have the publications and statistical services met the objectives of the NMVTRC?

<i>Not well at all</i>	<i>Not really well</i>	<i>Well</i>	<i>Very well</i>	<i>Extremely well</i>	<i>Not sure</i>
1	2	3	4	5	9

Profile

28. Thinking about the profile of vehicle theft as an issue since the NMVTRC's inception; in your mind, has the profile of vehicle theft changed amongst the **public and the media** since NMVTRC's inception? **Yes/No**

What has the NMVTRC done to lift the profile?

29. Has the profile of vehicle theft changed amongst **stakeholders** since the NMVTRC's inception? **Yes/No**

What has the NMVTRC done to lift the profile?

30. Has the profile of vehicle theft changed amongst **police services** since the NMVTRC's inception? **Yes/No**

What has the NMVTRC done to lift the profile?

31. In what other ways could the NMVTRC lift the profile of vehicle theft as an issue?

32. To what extent do you think the profile of vehicle theft has lifted among police since the inception of the NMVTRC? **READ OUT**

- Not at all..... 1
- A little 2
- A lot..... 3

Support of Dissolution or Extension

33. As you may know the NMVTRC is under review and this interview is part of the review process. The process will provide recommendations to its funding bodies on whether the NMVTRC should be wound up or extended. In your mind, should the NMVTRC be wound up or extended beyond 2018?

- Wound Up..... 1
- Extended..... 2
- Undecided..... 3

Why do you say that?

Q.34. Is there more for the NMVTRC to do to reduce vehicle theft in Australia? **Yes/No**
What would you like to see done?

Thank you for your assistance with this survey.

Please be assured that this survey is being carried out in compliance with the Australian Market and Social Research Society’s Privacy Act; and any information you provide will only be used for research purposes.

Just to remind you, I’m calling from Nexus Research, if you have any queries, you can call our office on 03 9842 7177 or the AMSRS free survey line on 1300 364 830.

RECORD NAME & TELEPHONE NUMBER (FROM SAMPLE):

I declare that the information obtained is true and correct and I have obeyed the AMSRS Code of Marketing and Social Research Practice