



National Motor Vehicle  
Theft Reduction  
Council



# Strategic Plan 2019–2021

Informing Australia  
on vehicle crime

An initiative of Australian governments  
and the insurance industry

## **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**

Reducing short-term theft and the ancillary use of stolen vehicles

Reducing profit-motivated theft

Building stakeholder capacity and promoting innovation

Better data

## **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.

## Content

<b>2</b>	Foreword
<b>4</b>	Introduction
<b>5</b>	Part A – Background
<b>8</b>	Part B – Section 1: Short-term theft
<b>13</b>	Part B – Section 2: Profit-motivated theft
<b>19</b>	Part B – Section 3: Motorcycles, heavy vehicles and plant
<b>21</b>	Part C – Work program summary
<b>29</b>	Appendix A – Parties consulted in development of this plan
<b>30</b>	Appendix B – Project Assessment Framework
<b>31</b>	Appendix C – NMVTRC Decision Tree Model
<b>32</b>	Appendix D – Key Performance Indicators for NMVTRC operations



Vehicle theft increased marginally (0.7 per cent) in 2018 on the back of rises of 8 per cent in profit-motivated passenger/light commercial theft (PLC) and motorcycle theft. Short-term PLC thefts fell 7 per cent.

Despite the increase, the nation's total theft of 53,564 remains 18 per cent lower than a decade ago and more than 60 per cent lower than its peak in 2001. However, there clearly remains more to do to deliver our vision of achieving the lowest rate of vehicle theft in the developed world.

The theft landscape continues to change and presents significant new challenges that were not present even five years ago. Vehicle crime in 2019 is increasingly not just a single crime but is at the centre of a more complex mix of offending that may also involve significant road safety risks, other crimes against a person, subsequent property crimes and a wide variety of fraudulent activity in respect of personal identity, finance and staged collisions; that is, there is often more than meets the eye.

The NMVTRC's annual strategic reviews with stakeholders have been central to our development of a 'shared vision' of Australia's vehicle theft reform priorities. The 2019 *StratPlan Series* provided stakeholders with an opportunity to help refine the forward strategy and priorities for 2019/20 and beyond.

This Plan also marks the important milestone of the Queensland Government re-joining the collaboration after ending its participation in 2012.

In the NMVTRC's assessment, the principal vehicle crime concerns currently facing the nation are the:

- prevalence of residential burglaries to access the keys of 'secure' vehicles, which in some cases have been associated with extreme violence;
- ancillary uses of stolen cars in facilitating a range of other crimes; and
- 9,000 cars that appear to simply vanish altogether from our roads each year – the surrogate indicator of the level of organised criminal activity seeking to convert stolen vehicles into cash.

The continuing challenging economic and social conditions require a sustained level of commitment from both the NMVTRC and its stakeholders.

In recognition of the likely constraining effect that economic conditions will continue to have on stakeholders' capacity to implement reforms, the NMVTRC proposes to maintain its focus on directing the greatest proportion of its resources to facilitating an operational, on-the-ground response to the 'highest priority' issues via effective partnerships.

The NMVTRC's approach to strategic development is research-based and guided by crime prevention theory. In particular, the majority of our countermeasures are underpinned by situational crime prevention. It proposes that within the environment there are situational opportunities that enable car crime to occur and these opportunities can be reduced by:

1. increasing the effort and risk required to steal or obtain profit from car crime; and
2. reducing the benefits of committing the crime.

This year, we have also reintroduced the 'four Es' (Education, Engineering, Enforcement and Encouragement) to illustrate the comprehensive nature of the program and reinforce the notion that vehicle crime occurs within the context of a range of human, engineering and environmental factors that directly or indirectly *enable* it.

# Introduction

This Plan introduces an updated set of reform themes to reflect the principal vehicle crime concerns and the NMVTRC's commitment to promoting innovation and keeping ahead of crime trends.

The Plan proposes a range of initiatives and countermeasures to reduce short-term and profit-motivated vehicle theft that respond to the various vehicle, human and environmental factors that all work together or contribute to car crime occurring. The Plan demonstrates that we will achieve our goals by:

- Reducing short-term theft and the ancillary use of stolen vehicles by:
  - > diverting young offenders through:
    - › supporting innovative means of delivering young offender programs;
    - › concluding Australian-first research to provide insights into the use of violence by some young offenders; and
    - › continuing to support primary prevention mechanisms to encourage young people to consider the risks and long-term impacts of becoming involved in vehicle crime; and
  - > boosting our communications and public education campaigns to encourage motorists to take steps to reduce their theft risk.
- Reducing profit-motivated theft by pursuing a range of countermeasures to:
  - > protect legitimate trading by encouraging the development of industry-lead commercial agreements between insurers, repairers and recyclers, and consumer education;
  - > continue to work with industry and government to reform scrap metal (second-hand dealing) laws in select jurisdictions;
  - > facilitate progression towards a secure and environmentally sound vehicle decommissioning system for end-of-life vehicles;
  - > facilitate legislative reform in respect to the export of stolen vehicles and parts;

- > monitor the management of heavy written-off vehicles and high-risk vehicle inspection regimes;
- > improve vehicle identification through the management of high-risk mine vehicles and maintaining dialogue with Commonwealth in respect of mandatory vehicle identification standards;
- > optimise consumer awareness of stolen and written-off vehicle information via the Personal Property Securities Register; and
- > facilitate intelligence gathering and information sharing between police services.

The updated Plan continues our commitment to investing in building stakeholder capacity and innovation through:

- strengthening networks with the community and motorcycle riders, and collaborating with IAG's Research Centre on technological advances and cyber security risks in vehicle crime; and
- continuing to improve the quality, utilisation and tactical value of the NMVTRC's considerable data holdings through consumer insights, development of direct data interfaces to insurers and investigating the ancillary uses of stolen vehicles through police data and related systems.

## Structure of this Plan

This Plan is set out in three parts. Part A outlines the background to the development of the Plan and the NMVTRC's role in Australia's theft reform process.

Part B examines the current theft dynamics by motivation (ie short-term use and the ancillary uses of stolen vehicles vs profit-motivated theft) with a snapshot of the prevailing trend data, an analysis of current and emerging threats and the NMVTRC's proposed responses. Part B also contains separate analyses of the specialised classes of vehicles in respect of motorcycles, heavy vehicles, plant and equipment.

How the overall program fits together and is organised (with indicative resource allocations) is summarised in Part C.

# 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 combination of multi-stakeholder workshops and in-depth consultations with senior representatives of our stakeholder base across the country have again been the major influence on the development of this Plan. These consultations help to ensure that the NMVTRC and its stakeholders develop a shared vision of what the priority actions required are and where the greatest resources should be invested.

Discussions held with peak bodies, special interest groups and stakeholders throughout the past 12 months of the NMVTRC's operations have also assisted to shape the revised Plan.

## Development and delivery of reforms

The primary role of the NMVTRC is to facilitate the implementation of vehicle theft prevention reforms, and co-ordinate 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 co-ordination of implementation; and
- the monitoring of outcomes.

As the NMVTRC's internal resources are finite, 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.

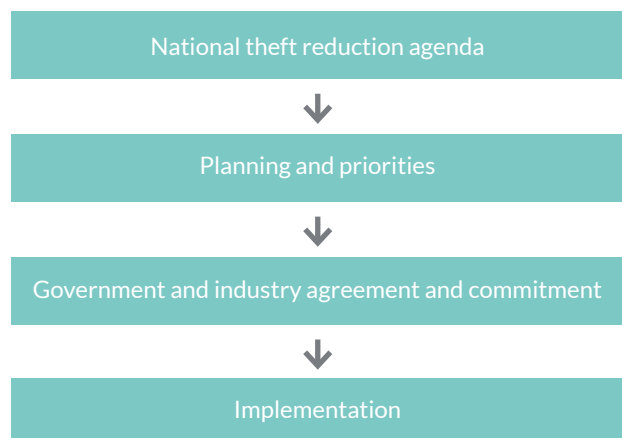
The NMVTRC also remains committed to:

- 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 reporting the results publicly;
- seeking to continually improve our data and related services to ensure its accuracy, timeliness, flexibility and accessibility;
- applying an action-oriented approach to research;
- maintaining a consistent, persistent and non-bureaucratic approach to dealing with issues;
- continuing to be organisationally lean; and
- demonstrating value for money.

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

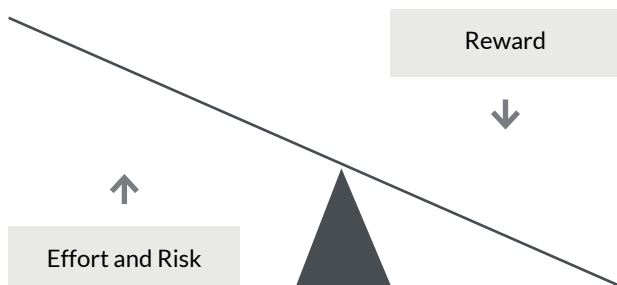
**Figure 1: Vehicle theft reform process**



Our approach to strategy development is research-based. Our countermeasures to address vehicle crime are guided by the principles of crime prevention theory ie. increasing the effort and risk involved in committing a crime, and reducing the rewards will lead to a reduction in the number of offenders prepared to engage in vehicle crime. In doing this, our challenge is to increase the effort for criminal behaviour whilst ensuring there is not undue impact on the community or legitimate business.

## Part A – Background continued

**Figure 2: Situational crime prevention – risk versus reward equation**



Crime prevention theory recognises that there is a range of human, vehicle and environmental factors that present opportunities for crime to occur. We have used the 'four Es' (Education, Encouragement, Engineering and Enforcement) to demonstrate the comprehensive nature of our Work Program and the application of a holistic approach to vehicle crime reduction.

Borrowed from the road safety field, the 'four Es' represent a scientific approach to crash reduction. While there are some clear differences – as intent and criminality are absent in most crashes – there are some significant parallels and similar principles apply in attempting to develop a holistic response to the vehicle crime problem. Our work program is presented by the four Es at Figure 8.

**Figure 3: The four Es**

Education	→	The provision of information on how to reduce theft risk to the community via targeted communications and/or the mass media.
Encouragement	→	Promotion of behaviours and actions that reduce the risk of theft, particularly amongst vulnerable groups.
Engineering	→	Improving on-board vehicle security, utilising intelligent transport system infrastructure or the security of road user systems – including information exchange systems.
Enforcement	→	Theft detection, deterrence, punishment and penalties.

Each of the projects proposed in the Work Program has been evaluated against the NMVTRC Project Assessment Framework<sup>1</sup> and are considered as:

- 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;
- being of national, regional or sectoral significance;
- having a clear, evidence-based case for action; and
- enjoying sufficient stakeholder commitment so as to maximise the likelihood of successful implementation.

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



# Theft facts

## Passenger and light commercial vehicles

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42,683

80% of all vehicle thefts



More than 3 in 4 PLCs stolen  
were recovered



47% were stolen from a residence



24% were stolen from a street



9% were stolen from a business

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# Part B – Section 1: Short-term theft

## Statistical snapshot

The short-term theft (STT) category comprises those instances where the vehicle has been targeted by opportunistic thieves for short-term uses such as joyriding, transport or is used to commit another crime but has been recovered intact or subject to malicious damage<sup>2</sup>.

The 12 months to 31 December 2018 saw PLC STT fall 2 per cent to 33,303.

The five year rolling trend (see Figure 4 below) shows improved positions for New South Wales (NSW), Western Australia (WA) and South Australia (SA). Victoria (Vic) and Queensland (Qld) have each experienced highly volatile swings up and down over the period. After an upwards shift in 2017, theft volumes have settled in the Australian Capital Territory (ACT) and Tasmania to pre-2017 levels. Volumes in the Northern Territory (NT) have been relatively static.

Eight in 10 PLCs stolen in 2018 were protected by an Australian-Standards Equivalent (ASE) engine immobiliser with 81 per cent of theft targets manufactured post-2001. Despite this, non-immobilised vehicles still face twice the risk of theft when volumes are adjusted by registration-age shares (exposure).

The theft of motorcycles increased by 7 per cent, while theft of other vehicles (such as heavy vehicles and plant) fell 5 per cent.

## Short-term theft at a glance



33,303

↓ 2%



4,147

↑ 7%



1,118

↓ 5%

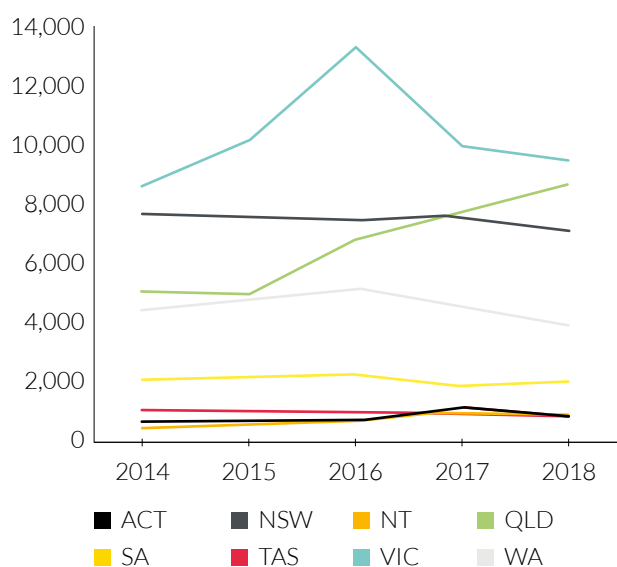
## The ancillary use of stolen vehicles

For over a decade the NMVTRC has attempted to classify vehicle theft data by the offenders' motivation – short-term use or profit motivated. While the short-term category has by definition included incidents where a stolen vehicle is used in the commission of other crimes (as well as purposes such as joyriding and for transport), clear changes in median recovery times for some parts of the nation warrant further investigation to better understand how the vehicles are being used and the related wider impacts. Better understanding these relationships will be a major focus over the next 12 months.

Australia's vehicle theft landscape is constantly shifting. As noted in the foreword, increasingly vehicle crime is not just single crime; it is often at the centre of a more complex mix of offending that may also involve:

- significant road safety risks in the form of dangerous driving, pursuits and evasions;
- other crimes against a person (such as an assault, abduction or shooting);
- subsequent property crimes (such as an aggravated burglary or robbery, arson, drug or firearms dealing);
- terrorism (in the form of vehicle-based attacks or explosions);
- other forms of theft (fuel drive offs, toll evasion); and
- a wide variety of fraudulent activity in respect of identity and vehicle identification, finance and staged collisions.

**Figure 4: STT PLC theft 5 year trend**



2. 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.

These links are illustrated by the Vehicle Crime Continuum provided at Figure 5. A preliminary analysis of the gap from reported theft to recovery in select jurisdictions indicates an increase in the (median) number of days to recovery, supporting anecdotal reports that thieves are retaining the use of vehicles for extended periods.

**Figure 5: The Vehicle Crime Continuum**



Based on an original visual concept by Katie Scott (Victoria Police 2018).

## Part B – Section 1: Short-term theft continued

### Threat assessment

The NMVTRC has assessed the major threats to reducing short-term theft rates based on a 'traffic light' coding system.

**Red** represents the highest order danger to sustainable theft reduction and poses a clear, present threat.

**Amber** means the threat has been assessed as moderate or reducing, but still requiring some attention.

**Green** means the threat has been assessed as minor or significantly reduced.



#### **Theft by key and residential burglaries**

Stolen keys result in seven in 10 late model thefts with half of all stolen cars taken from a residence

The increasing penetration of electronic immobilisers across the Australian fleet has made a major contribution to improving the nation's theft performance. Nationally, nine in 10 vehicles are protected by an engine immobiliser.

In most parts of the nation there has been a distinct shift in offenders' methods towards:

- residential burglaries to access the keys of 'secure vehicles' – with vehicle keys being the only property stolen in up to one in four reported burglaries in which a vehicle was taken; and
- offenders becoming more brazen, entering even occupied premises with a small number displaying a propensity for extreme violence, or the threat of violence, to intimidate anyone they encounter.

These changes have led to considerable community anxiety that goes beyond the statistical reality of the scale of the problem. However, a proportion of violent offenders have become 'rapid repeat offenders' despite having little or no prior criminal history, which marks them out from the traditional recidivist offender.

Stakeholders in all jurisdictions point to changing motorists' behaviour towards safeguarding keys as the key to combating contemporary vehicle crime.

The NMVTRC's most recent annual motorist survey indicated a high level of concern about car theft in areas where there was significant media reporting of residential burglaries. The results also pointed to a level of confusion amongst motorists on what to do with car keys in the home to reduce the risk of theft.

While perhaps the most difficult theft method to counter, a pro-active approach to responsibly raise motorist and home owner awareness of actual risk profiles and practical mitigation strategies is essential to maintaining a balance between restoring a sense of community safety and encouraging risk mitigation. The NMVTRC is currently working with interested parties on refining messaging to ensure the best chance of influencing householders to adopt appropriate key safeguarding practices that will not expose them to other risks.



#### **Electronic hacking**

Electronic devices are not being used to bypass security in short-term thefts

While some recent CCTV footage appears to depict criminals using electronic devices to defeat the security systems of vehicles stolen for short-term purposes, police are yet to seize a viable device.



#### **Managing young offenders**

Keeping a young person in secure care costs more than \$440,000 a year

On any day there are up to 1,500 young people held in juvenile detention nationally and a very high proportion of them are as a result of motor vehicle offences. Detention is costly – keeping a young person in secure care costs more than \$440,000 a year – and its impact on post-release re-offending is open to debate. Offenders are often returned to the community without the skills or support required to stay away from crime.

There has been a quantum shift in young offender behaviour with residential burglaries in order to access keys the new norm. While overall, youth crime is reducing, recidivist offending is on the rise with a small number of offenders responsible for a large proportion of vehicle theft. There has also been an increase in the use of extreme violence in a small proportion of in-home and on-road incidents.

High rate vehicle theft is also a strong indicator of a young person's likely progression to other forms of crime. It also kills; with 60 theft-related fatalities across Australia since 2013. Half of those deaths were young people aged between 10 and 21. Most resulted from a combination of excess speed, drugs and alcohol. Five were associated with an active police pursuit.

The NMVTRC remains an advocate for the expert design and delivery of diversionary programs for young theft offenders based on the development of trade skills.

### Short-term theft: Summary of NMVTRC program responses

In response to the above threats to sustained reductions in short-term theft, the NMVTRC will:	
Refresh the messaging and creative execution of its resources about safeguarding keys and mitigating personal risks in conjunction with police and other stakeholders	Maintain an advisory support role to other community attempts at best practice responses for youth interventions
Boost the number of grants available to local government under its <i>Operation Bounce Back</i> program by 50 per cent with local focus on key protection and burglary risks	Maintain its <i>Choose a Ride</i> resources for pre-offenders
Continue its partnership with Mission Australia (MA) and the Suncorp Group to secure the future of Synergy Repairs in Victoria and its replication in South Australia, Queensland and New South Wales	Further deploy its suite of expert data systems to enable local police to quickly visualise trends and implement more targeted operational responses
Support the Motor Trades' Association of NT's Motorama program	Continue to monitor motorists' attitudes to vehicle security and related issues via regular market surveys and targeted focus groups
Conclude its research into contemporary young offender behaviour in Victoria	Liaise with motorcycle rider groups to look to disseminate theft prevention messages
Continue to support modernised offender management models/youth engagement programs by police	Maintain its <i>Guide to Tackling Vehicle Theft for Local Communities</i> to reflect current risks

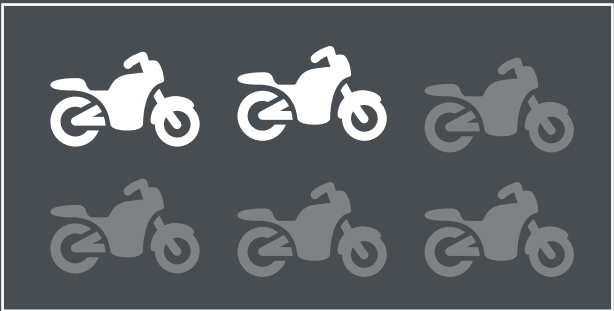
# Theft facts

## Motorcycles

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16% of all vehicle thefts



**58%** were stolen from a residence



**15%** were stolen from the street



**6%** were stolen from a business

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## Part B – Section 2: Profit-motivated theft

### Statistical snapshot

Profit-motivated theft refers to vehicles stolen for conversion into cash via various illegal methods.

In respect of profit-motivated thefts (PMT) the theft of:

- PLCs increased 8 per cent for the year to settle on 9,380;
- motorcycles rose 8 per cent to 4,599; and
- other vehicles fell by 5 per cent to 1,017.

For PLCs the five year trend line indicates a three percent reduction in terms of volumes (9,691 cf 9,380).

The vehicle age profile for PLC PMT indicates that:

- the overwhelming majority of profit-motivated thefts are still of older vehicles, with seven in 10 being 10 or more years old; and
- close to seven in 10 valued at less than \$10,000.

These vehicle characteristics, particularly age and value, are the best indicator of their likely end fate via their conversion into cash as separated parts or as scrap.

At the other end of the spectrum, just 1,153 vehicles under five years of age remained outstanding for the year. 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.

A deep review of the factors contributing to persistent PMT rates will be the major focus of the NMVTRC's Australasian Vehicle Crime Managers' Network over the next 12 months. It is also proposed to form a Crime Analytics Reference Sub-group to help build a clearer intelligence base for the development of additional countermeasures.

### Profit-motivated theft at a glance



**9,380**

**↑ 8%**



**4,599**

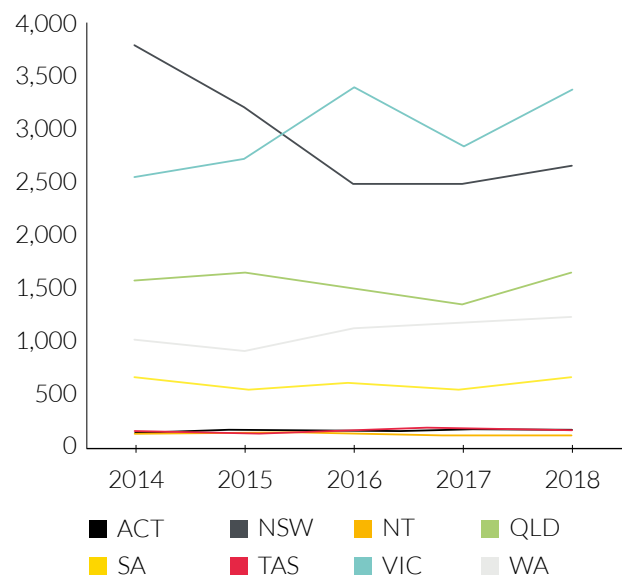
**↑ 8%**



**1,017**

**↓ 5%**

Figure 6: PMT PLC theft 5 year trend



## Part B – Section 2: Profit-motivated theft continued

### Threat assessment

A stolen vehicle's characteristics (recovery status, age, value, insured status and type, export potential, and immobiliser presence (and standard)) are all potential pointers to its likely fate. The NMVTRC uses a 'Decision Tree Model' (DTM) to estimate the most likely end fate of a stolen vehicle based on its characteristics. A flow-chart of the DTM is included in Appendix C.



#### Electronic hacking

Less than one in 100 Australian thefts involve electronic hacking

Media hype about remote hacking experiments has fuelled widespread perceptions that all modern vehicles are now vulnerable to electronic attacks. The most commonly reported scenario relates to a form of relay attack in which an offender remotely intercepts and manipulates the near field communication between a vehicle and its electronic key. The internet is full of videos of claimed examples.

While some recent local CCTV footage appears to depict criminals using electronic devices to defeat the security systems of vehicles in an apparent relay attack, police are yet to seize a viable device. Likewise, enquiries with authoritative experts, including the United States' National Insurance Crime Bureau and General Motors (US), indicate that authorities are yet to confirm real incident or recover a capable, low-cost device.

Studies conducted by the NMVTRC and international theft bodies have indicated that the majority of late model thefts have been facilitated by access to the key and transponder via a burglary. More recent independent expert analysis of the theft claims of more than 200 late model vehicles valued at more than \$50,000 supports these prior assessments.

If a key duplication or hacking method was used, you would expect to see a repeated exposure pattern of similar models as the location of on-board diagnostic (computer) ports, the compatibility of service tools and entry methods vary so significantly. Apart from Audi, which for a period had a clear issue due to a service key being left in vehicle logbooks and/or glove compartments, there has to date been no clear patterns of model, age or location.

Across Europe, the estimated impact of electronic hacking ranges from one in 20 thefts in the United Kingdom up to one in five in Russia. Australia's exposure is estimated to be in the very low range, along with Sweden and Finland, at less than one in 100.

The NMVTRC has formed a collaborative alliance with IAG's Research Centre (IAGRC) to ensure that we keep ahead of technological advances in vehicle architecture and e-theft methods. The partnership provides the NMVTRC with access to expert advice on cyber security risks, the practical testing of select, aftermarket security devices and/or Original Equipment Manufacture security features.

The NMVTRC will continue to monitor developments and liaise with insurers and police services to monitor the potential risk of related theft methods in Australia.



#### Dismantled for parts

Accounts for one in four profit-motivated thefts. Regulatory regimes require major reform

As whole vehicle laundering has become almost impossible to execute without detection, the dismantling or stripping of major components becomes increasingly more attractive and less risky for car criminals. Theft for dismantling is of course not limited to unrecovered vehicles, but data on the extent of stripping of recovered vehicles is inconsistent. It is now also clear that criminal networks are increasingly more likely to dispose of the stripped shell by crushing or shredding rather than simply abandoning it.

The potential pathways for illicit parts are diverse but closely parallel the legitimate market and include<sup>3</sup>:

- the substitution of legitimate parts in commercial crash repairs<sup>4</sup>;
- the replacement of worn components in programmed maintenance or servicing<sup>5</sup> (via both commercial and private networks);
- exchange for other goods, including drugs and firearms;
- upgrading standard or base model vehicles to limited edition or performance variants; and
- rebuilding repairable written-off vehicles.

3. Australian Institute of Criminology, Nature and Extent of Stolen Vehicle Parts in Australia (NMVTRC 2001).

4. The difficulty of identifying stolen parts means that legitimate recyclers and repairers may inadvertently purchase them.

5. A survey conducted by AAMI in 2000 on the cost of replacing "a basket of parts" for the 12 most popular model vehicles found that for some vehicles the cost of replacing these parts can be as much as 45 per cent of the current value of the vehicle.





### Converted to scrap metal

Accounts for one in four profit-motivated thefts. Exemption from licensing or accreditation for metal recyclers needs to be reviewed

The prevailing vehicle age profile of profit-motivated thefts indicates that theft for scrap (including dismantling for parts) could account for half of all profit-motivated thefts and highlights the vulnerability of the prevailing end-of-life vehicle (ELV) practices to manipulation by profit-motivated thieves.

Industry sources continue to report that demand for vehicles for metal recycling and the export of whole and partial vehicles continues to grow and that legitimate industry participants are finding it increasingly difficult to compete against rogue operators who have no outward appearance of compliance with regulatory requirements and established industry standards.

The NMVTRC has been calling for the modernisation of related laws across Australia since 2012 to remove ambiguities and gaps and deal more effectively with enduring non-compliance. In response, in 2016 the NSW Government introduced Australian-first crime prevention laws aimed at curbing the illicit trade in scrap metal. The *Scrap Metal Industry Act 2016* requires persons dealing in scrap metal to register with NSW Police, bans cash transactions and imposes a range of obligations on participants to maintain certain records and report suspicious activity.

Following this, in 2018 the Victorian Government amended its second-hand dealing laws to adopt key elements of the NSW approach including banning cash payments and trading in de-identified vehicles.

While the NSW and now Victorian reforms represent major steps forward, similar vulnerabilities exist in all the remaining states and territories with like reform required to close off gaps that allow some activity to go unregulated and equip regulators with a better 'tool-kit' to deal with serial non-compliance.

The NMVTRC has established an expert reference group in Western Australia to consider options for legislative reform including a new, stand-alone crime prevention legislation

(the NSW model), or amendments to the local second-hand dealer laws (the Victorian model). A similar collaborative process will commence in South Australia in the second half of 2019.



### Rebirthed or cloned

Accounts for less than one in 20 profit-motivated thefts. Traditional methods substantially curtailed by registration reforms

While the former method of choice for profit-motivated thieves converting whole vehicles into cash has been substantially curtailed by significant tightening of written-off vehicle (WOV) laws, discussions with stakeholders have indicated that number plate cloning is a concern in a number of jurisdictions. Anecdotal reports from police services indicate that increasingly, offenders are cloning plates in order to retain stolen vehicles for longer periods of time for their own personal use. The NMVTRC's preliminary analysis of stolen vehicle recovery times tends to support this anecdotal evidence.

There are also reports from the UK that plate cloning in London has grown exponentially since the so called Tax Disc (the equivalent to the former windscreen registration label used in Australia) was discontinued in 2014. The UK estimates that up to 8 per cent of registration plates have been cloned based on successful challenges to various automated penalty notices.



### Leakage from existing barriers

Criminals targeting 'off-register' vehicles that fall outside current mandatory reporting arrangements

There are reports of criminals seeking to exploit current regulatory barriers by using the identifiers of 'off-register' vehicles such as 'retired' PLCs used exclusively on mining sites, damaged ex-rental vehicles etc that are not captured in state and territory WOV systems.

Likewise, some road authority vehicle inspection personnel have suggested that the 15 year age limit for the mandatory reporting written-off vehicles is being exploited.

The likely incidence has not been able to be quantified to date.

## Part B – Section 2: Profit-motivated theft continued



### **Exported as whole vehicle, parts or scrap**

Estimated to account for four in 10 profit-motivated thefts. Proliferation of new entrants in 'cash for cars' sector focussed on scrap metal exports

As outlined earlier, legitimate recyclers have for some time observed that many new enterprises buying vehicles exclusively for scrap or export are relying on the ambiguity of the scrap metal exemption to avoid holding either LMCT or second-hand dealer registration.

Most of these enterprises operate via cash transactions with no record of the seller's identity or regard for the status of the vehicle being purchased. This facilitates a fertile environment for the sale of stolen vehicles into the commercial trade. There is also now considerable evidence that many of these enterprises ignore fundamental regulatory requirements in the areas of occupational health and safety, environmental laws and taxation.

In April 2019 the Commonwealth Parliamentary Joint Committee on Law Enforcement supported the NMVTRC's call for stolen vehicles to be expressly added to the prohibited exports list to assist in curtailing theft for scrap and export. The addition of stolen vehicles to the prohibited export list brings with it sanctions up to \$525,000 per offence and up to 10 years' jail.

The Committee also recommended that the Australian Border Force work with state and territory law enforcement agencies and the NMVTRC to develop a national strategy to reduce the export of stolen motor vehicles and motor vehicle parts.



### **Insurance fraud presented as vehicle theft**

Estimated to account for one in 20 reported profit-motivated thefts

Those vehicles reported as stolen that are more likely to be the subject of fraudulent claims will be those that are of higher value, insured for an agreed value (rather than market value) and subject to a financial encumbrance.

While sophisticated scams may involve stripping of the vehicle and/or complete disposal of the shell by crushing or shredding, the most common fraudulent claims have traditionally been likely to relate to burnt-out recovered

vehicles. However, recent discussions with insurers in some jurisdictions indicate an increase in the number of vehicles that have been assumed to have 'vanished' suddenly being found within days of the vehicle being determined to be a total loss and the claim settled on that basis. Increases in staged collisions and 'induced' accidents (ie. deliberately causing an at fault accident with a stranger) have also been reported in some parts of the country.

Some insurers are also reporting that some claimants are exploiting the widely reported rise in residential burglaries to steal keys, to explain why they may not be in possession of all keys.



### **Dumped in waterways or bushland**

Estimated to account for one in 20 non-recovered stolen vehicles

Pre-2000 vehicles comprised one in four non-recovered stolen vehicles in 2018. Many will have been dumped in waterways or bushland. With around a quarter of these vehicles valued at under \$2,000 the NMVTRC has assumed the majority of those vehicles are unlikely to have been the target of criminal networks.

There is, however, some inter-relationship between this group and 'Theft for Scrap-ELV' group referred to earlier with some recyclers who hold local government contracts to remove abandoned vehicles reporting that they frequently encounter instances of vehicles being removed by unauthorised third parties prior to their arrival at the vehicle's last recorded location.

In summary, based on the profile of 9,380 vehicles that 'vanished' in the year, the NMVTRC's 'Decision Tree' Model, suggests that they are likely to have been disposed according to the following shares:

End use or fate	Share %	Trend
Dismantled for parts	25	Rising
Converted to scrap metal	25	Rising
Re-birthed or cloned	5	Reducing
Exported	40	Rising
Dumped in bushland or waterways	5	Steady

## Profit-motivated theft: Summary of NMVTRC program responses

In response to the above threats the NMVTRC will:	
Support industry efforts to assure the provenance of parts used in legitimate supply chain via trade accreditation schemes and insurance repair networks	Engage the mining industry about mitigating identification risks posed by 'off-register' PLC mine vehicles
Continue to work with industry and government to reform theft for scrap laws to remove ambiguities and deal with enduring non-compliance	Continue to examine low-cost opportunities to further promote consumer awareness of the Personal Property Securities Register
Maintain liaison with police and insurers nationally in respect of electronic theft risks	Maintain the operations of the Vehicle Crime Managers' Network to facilitate inter-agency cooperation and intelligence sharing
Work with the Insurance Fraud Bureau of Australia to review insurance fraud risk indicators and continue to assess the impact of fraud as a contributor to the number of missing PLCs	Develop improved expert data systems to enable local police to quickly visualise trends and implement more targeted operational responses
Work with industry to improve the quality of point-of-sale information provided to RWO buyers about the pre-requisites for re-registration	Engage Australian Border Force on a counter-export strategy and continue to advocate for the reform of the Customs Act to classify stolen vehicles (parts) as prohibited exports
Investigate the feasibility of an online repair diary portal to support the management of repairable write-offs by road agencies	Continue to monitor implementation of the heavy vehicle written-off vehicle register
Maintain collaboration with IAG's Technical Research Centre on e-theft and cyber security risks	Investigate external data holdings to quantify impact of ancillary uses of stolen vehicles

# Theft facts

## Other vehicles

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4% of all vehicle thefts



22% were stolen from a residence



19% were stolen from the street



33% were stolen from a business

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## Part B – Section 3: Motorcycles, heavy vehicles and plant

### Motorcycles

The dynamics of motorcycle theft vary considerably from those of other vehicles. In 2018:

- 8,746 motorcycles were stolen (representing 16 per cent of all vehicles stolen and 31 per cent of all PMTs);
- unregistered and off-road bikes account for just over one- third of all missing motorcycles;
- unlike other vehicles – motorcycles manufactured after 2010 are at significantly greater risk than older ones;
- the risk of multiple thefts from a single location is much greater; and
- in thefts notified to police – in respect of non-registered motorcycles – the VIN is reported in only two in five cases.

The five year trend line shows an 8 per cent increase.

Where theft location is known, 58 per cent of motorcycles were stolen from the home compared with just 15 per cent from the street. Newer motorcycles made between 2010

and 2018 are the most common theft targets (43 per cent). Bikes with engine capacities between 201cc and 500cc were the biggest targets (24 per cent), followed by those less than 200cc (23 per cent). Large bikes above 750cc made up just 9 per cent.

The low recovery rates are driven by the ease with which motorcycles can be disassembled and sold for parts and – in the case of off-road motorcycles – the absence of ‘mandatory’ transactions at which a suspicious vehicle may be detected. Developing effective interventions for any vehicle outside the mainstream registration system is extremely difficult for this reason.

There is general consensus that for on-road bikes the demand for parts is the principal driver of theft. In some cases, the value of separated components is considered to exceed that of complete units<sup>6</sup>. There are also anecdotal reports that many stolen motorcycles are broken down and used for spares in amateur motorsport events.

#### In response to the above threats, the NMVTRC will:

Maintain liaison with rider groups to look to disseminate key motorcycle theft prevention messages

Develop mechanisms to improve the quality of motorcycle theft data recorded by police and secure the active participation of specialist insurers in providing data to CARS<sup>7</sup>

6. NSW Police Service 2003.

7. CARS is the Comprehensive Auto-theft Research System managed for the NMVTRC by the South Australian Attorney-General's Department.

## Part B – Section 3: Motorcycles, heavy vehicles and plant continued

### Heavy vehicles, plant and equipment

In 2018 some 2,135 heavy vehicles (968 trucks and 129 buses) and 631 items of plant or equipment (PE) were stolen.

Almost one in five items of equipment recorded as stolen lack any detail as to type, age or other classification details. The prevailing non-recovery rate for heavy vehicles is around two in five and three in five for PE. While the frequency of heavy vehicle and PE theft is relatively low (4 per cent of all thefts) the cost of an incident can be extremely high with a single prime mover or large excavator worth hundreds-of-thousands of dollars.

Costs to individuals and businesses impacted by this type of theft will generally be much higher than for other vehicles in terms of temporary replacement costs, lost productivity and increased insurance premiums.

Like motorcycles, both heavy vehicles – particularly prime movers – and PE pose significant challenges in developing cost-effective countermeasures. In the case of prime movers the high level of customisation of vehicles and the interchangeability of key components makes conclusive identification very difficult even for the very experienced eye<sup>8</sup>.

In May 2017, the Transport and Infrastructure (Ministerial) Council agreed for jurisdictions, together with industry stakeholders and the Heavy Vehicle Regulator, to establish a National Written-Off Heavy Vehicle Register as a priority.

The work was led by Transport for NSW (TfNSW) with support from Austroads and the NMVTRC. With the assistance of an NMVTRC recommended expert reference group, a set of appropriate assessment criteria has been agreed in principle with major heavy vehicle insurers, manufacturers, repairers and transport agencies.

NSW was the first jurisdiction to pass enabling laws in late 2018. The expert reference group led by the Department of Transport WA and the NMVTRC (on behalf of Austroads) is commissioning the development of:

- a high level implementation plan for all other jurisdictions;
- drafting instructions to ensure the technical criteria are given the effect of law;
- codification of the technical criteria into a national set of damaged codes;
- guidelines to ensure an appropriate nation-wide inspection capability; and
- the migration of training resources into online, interactive tutorial tools.

PE pose similar problems to off-road bikes in that, because most operate outside the mainstream registration system, there are no mandatory transactions at which a suspicious vehicle may be detected. In addition, identification marks are generally limited to non-unique serial numbers – the legitimacy of which cannot be easily interpreted or verified by non-experts. This also has implications for the accuracy of the descriptive information recorded in police systems<sup>9</sup>.

Conditional registration of PE has been proposed from time to time but has been steadfastly resisted by industry due to the onerous levels of stamp duty that apply to registration transactions and the reluctance of state revenue offices to grant exemptions. Where PE is used on the road it is usually under a form of permit authority.

There are also anecdotal claims that suggest there is an extensive and accepted theft culture within some elements of related industries.

The United Kingdom has a privately run register and recovery service, but views on its effectiveness are varied. The NMVTRC has attempted to engage major equipment importers and distributors on developing a local equivalent, but the response has been poor.

In response to the above threats, the NMVTRC will continue to:

Work with affected parties to progress the consistent coverage of heavy vehicle write-offs

Develop mechanisms to improve the quality of PE theft data recorded by police

8. This was one factor in the decision by some states to exclude heavy vehicles from mandatory written-off vehicle reporting requirements when they were first introduced nationally in 2002-2004.

9. In 2015 NSW Police modified its COPS system to incorporate a PE menu to improve reporting accuracy.

## Part C – Work program summary

The work program for 2019-2021 will focus on the following priorities in the context of the NMVTRC's four reform themes.

**Figure 7: 2020 program structure – by reform theme**

### Reducing short-term theft and the ancillary use of stolen vehicles

<b>Young offenders</b>	Conclude research insights into the use of violence by some young offenders
	Maintain support of Synergy Repairs (and Support Replication)
	Support MTANTs Motorama
	Maintain advisory support to other good practice community based programs
	Maintain <i>Choose a Ride</i> resources
	Support modernised offender management models/youth engagement programs by police
<b>Community education</b>	Boost <i>Operation Bounce Back</i> partnerships
	Redevelop <i>Car Security Begins at Home</i> resources

### Reducing profit-motivated theft

<b>Auto recycling reform</b>	Support/promote industry responses, codes, agreements
	Expert working groups in select jurisdictions to counter theft for scrap activity
<b>Export</b>	Engage Australian Border Force et al on counter-export strategy
	Reform Customs Act to classify stolen vehicles (parts) as prohibited exports
<b>Management of written-off vehicles</b>	Monitor implementation of heavy vehicle WOVVR
	Investigate feasibility of online repair diary portal
	Improve quality of POS information for WOV buyers
	Low cost publicity opportunities to promote PPSR
<b>Vehicle ID</b>	Management of high-risk mine vehicles
	Maintain dialogue with Commonwealth regarding Secure Vehicle ID (ADR 61-3)
<b>Police responses</b>	Maintain Vehicle Crime Managers' Network

### Building stakeholder capacity and promoting innovation

<b>Better networks</b>	Boost social media messaging via collaboration
	Improve liaison with key motorcycle rider groups
<b>Technology</b>	Collaborate with IAG on e-theft and cyber security risks – examine utility of the use of vehicle stored data to theft investigations

### Better data

<b>Expert systems</b>	Maintain Expert Data Systems
<b>Consumer insights</b>	Monitor motorists attitudes to vehicle security issues
<b>Mitigating insurers' risks</b>	Work with IFBA to review fraud risk indicators
	Develop Application Programming Interfaces (APIs) to automate exchange of sanctioned data
<b>Deeper analysis</b>	Investigate 'ancillary use' data holdings
	Improve data quality – motorcycles, heavy vehicles, insurance claims 'gap'
	Deep analysis of ACT local theft characteristics

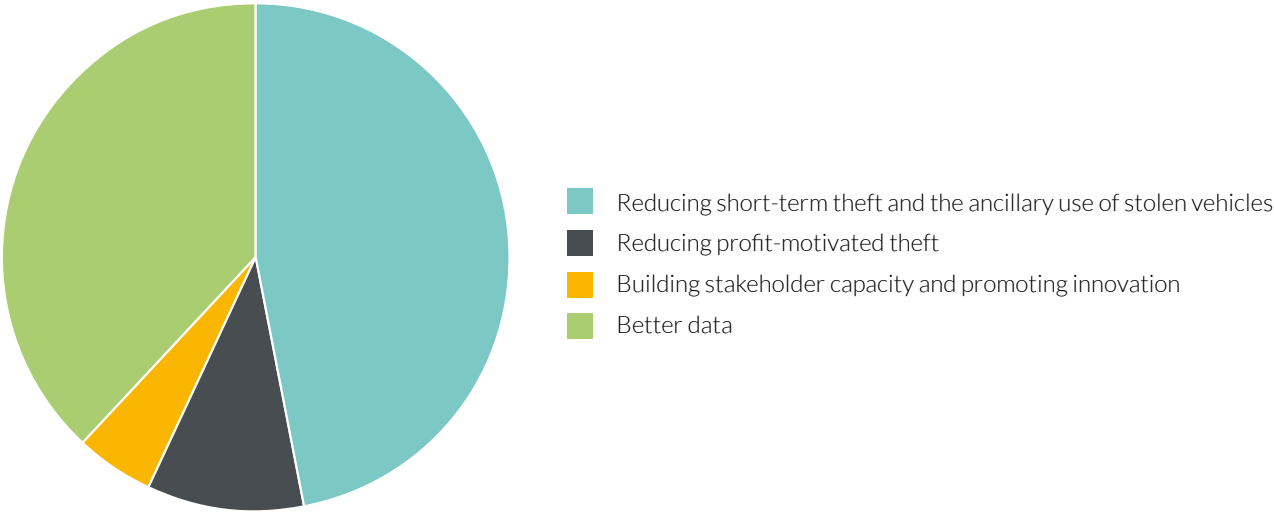
## Part C – Work program summary continued

Figure 8: 2020 program structure – by the four Es

	<b>Encouragement</b>	<ul style="list-style-type: none"> <li>Conclude research insights into the use of violence by some young offenders</li> <li>Maintain support of Synergy Repairs (and Support Replication)</li> <li>Support MTANTs Motorama</li> <li>Maintain advisory support to other good practice community based programs</li> <li>Maintain <i>Choose a Ride</i> resources</li> <li>Support modernised offender management models/youth engagement programs by police</li> </ul>
	<b>Education</b>	<ul style="list-style-type: none"> <li>Boost <i>Operation Bounce Back</i> partnerships</li> <li>Redevelop <i>Car Security Begins at Home</i> resources</li> <li>Improve quality of POS information for written-off vehicle buyers</li> <li>Low cost publicity opportunities to promote PPSR</li> <li>Boost social media messaging via collaboration</li> <li>Improve liaison with key motorcycle rider groups</li> </ul>
	<b>Engineering</b>	<ul style="list-style-type: none"> <li>Support/promote industry responses, codes, agreements for decommissioning of end-of-life vehicles</li> <li>Expert working groups in select jurisdictions to counter theft for scrap activity</li> <li>Monitor implementation of heavy vehicle written-off vehicle register</li> <li>Investigate feasibility of online repair diary portal for repairable write-offs</li> <li>Management of high-risk mine vehicles</li> <li>Maintain dialogue with Commonwealth regarding Secure Vehicle ID (ADR 61-3)</li> <li>Collaborate with IAG on e-theft and cyber security risks</li> <li>Maintain expert data systems</li> <li>Monitor motorists attitudes to vehicle security issues</li> <li>Work with Insurance Fraud Bureau Australia to review fraud risk indicators</li> <li>Develop Application Programming Interfaces (APIs) to automate exchange of sanctioned data with insurers</li> <li>Investigate 'ancillary use' data holdings</li> <li>Improve data quality – motorcycles, heavy vehicles, insurance claims 'gap'</li> <li>Deep analysis of ACT local theft characteristics</li> </ul>
	<b>Enforcement</b>	<ul style="list-style-type: none"> <li>Engage Australian Border Force et al on counter-export strategy</li> <li>Reform Customs Act to classify stolen vehicles (parts) as prohibited exports</li> <li>Maintain Vehicle Crime Managers' Network</li> </ul>



Figure 9: Program resource allocation



## Part C – Work program summary continued

Reform theme/project element/ desired outcome	Action		
	Year 1 (2019-2020)	Year 2 (2020-2021)	Year 3 (2021-2022)
<b>Reducing short-term theft and the ancillary use of stolen vehicles</b>			
<b>Divert young offenders</b> Improved access to diversionary programs that reflect NMVTRC's best practice model	Conclude expert research into current offending cohort to identify factors in high levels of violence associated with car crime (STA/20/001)	Work with stakeholders to develop countermeasures	
	Maintain support of Synergy Repairs and with partners support replication in other jurisdictions (STA/20/002)	Establish model in other jurisdictions	Maintain
	Support MTANT's Motorama program (STA/20/003)	Maintain	Review
	Maintain an advisory support role to other community attempts at best practice responses (STA/20/004)	Maintain advisory support	Maintain advisory support
	Review <i>Choose a Ride</i> youth resources (STA/20/005)	Refresh resources	
	Support modernised offender management models/youth engagement programs by police (STA/20/006)	Maintain	Review
<b>Community education</b> Better inform motoring public on theft risks and mitigation actions	Boost <i>Operation Bounce Back</i> partnerships with select local governments focused on key security and mitigating personal risks (STA/20/007)	Review	Refresh
	Redevelop <i>Car Security Begins at Home</i> resources (STA/20/008)	Maintain	Review/refine

Reform theme/project element/ desired outcome	Action		
	Year 1 (2019-2020)	Year 2 (2020-2021)	Year 3 (2021-2022)
<b>Reducing profit-motivated theft</b>			
<b>Auto recycling reform</b> Establish secure practices for decommissioning end-of-life vehicles to combat theft-for-scrap rackets and minimise environmental impact	Support and promote industry lead responses, codes and agreements to improve provenance checks and systems in legitimate scrap metal and parts supply chain (PMT/20/001)	Complete reform program	
	Work with expert working groups in select jurisdictions to develop formal proposal for legislative reform of the scrap metal and recycled parts sectors based on the principles of the NSW crime prevention model, including no cash payments or trading in unidentified vehicles or parts (PMT/20/002)	Complete reform program	
<b>Export</b> Facilitate legislative reform in respect to the export of stolen vehicles and parts	Engage Australian Border Force et al on the development of a counter-export strategy in response to the recommendations of the Commonwealth Parliamentary Joint Committee on Stolen Vehicle Exports (PMT/20/003)	Assist to implement strategy	Maintain
	Work with government to reform Customs Act to classify stolen vehicles (parts) as prohibited exports (PMT/20/004)	Completed	

## Part C – Work program summary continued

Reform theme/project element/ desired outcome	Action		
	Year 1 (2019-2020)	Year 2 (2020-2021)	Year 3 (2021-2022)
<b>Reducing profit-motivated theft</b>			
<b>Management of written-off vehicles (WOV)</b> Reduced pool of vehicles that are subject to criminal manipulation	Monitor implementation of the National Heavy Vehicle Regulations to ensure the consistent coverage of heavy vehicles (PMT/20/005)	Complete implementation	
	Investigate the feasibility of an online repair diary portal to support the management of repairable write-offs by road agencies (PMT/20/006)	Commence implementation	Complete
	Improve the quality of point of sale information provided to RWO buyers about the pre-requisites for re-registration PMT/20/007)	Commence implementation	Complete
	Look for low-cost opportunities to further promote consumer awareness of the Personal Property Securities Register (PMT/20/008)	Maintain	Maintain
<b>Vehicle ID</b> Disrupting the vehicle laundering market through improved vehicle identification	Engage the mining industry about mitigating identification risks posed by 'off-register' PLC mine vehicles (PMT/20/009)	Implement any remedial actions identified	Complete implementation of any remedial actions
	Maintain dialogue with Commonwealth in respect to Secure Vehicle Identification (ADR 61-3) (PMT/20/010)	Maintain watching brief	Maintain watching brief
<b>Police responses</b> Facilitate inter-agency cooperation and knowledge sharing	Maintain the Vehicle Crime Managers' Network to facilitate cooperation and intelligence sharing (PMT/20/011)	Review/refine	Maintain

		Action	
Reform theme/project element/ desired outcome	Year 1 (2019-2020)	Year 2 (2020-2021)	Year 3 (2021-2022)
Building stakeholder capacity and promoting innovation			
Better networks	Boost social media messaging via collaboration with stakeholders (BCI/20/001)	Maintain	Review
	Improve liaison with rider groups to look to disseminate theft prevention messages (BCI/20/002)	Review/refine	
Technology	Maintain collaboration with IAG's Technical Research Centre on e-theft and cyber security risks (BCI/20/003)	Maintain	Review
Showcase emerging/low cost technologies as crime reduction tool			

## Part C – Work program summary continued

Reform theme/project element/ desired outcome	Action		
	Year 1 (2019-2020)	Year 2 (2020-2021)	Year 3 (2021-2022)
<b>Better data</b>			
<b>Expert systems</b>	Maintain expert data systems (EDS) (BDU/20/001)	Review/refine	Review/refine
<b>Consumer insights</b>	Monitor motorists' attitudes to vehicle security and crime issues via annual survey and focus group testing (BDU/20/002)	Review/refine	Review/refine
<b>Mitigating insurers' risks</b> Reduced opportunity for fraudsters to disguise activities as theft	Work with Insurance Fraud Bureau Australia – to review fraud risk indicators (BDU/20/003)	Maintain	Maintain
	With interested insurers develop Application Programming Interfaces (APIs) to automate exchange of sanctioned data (BDU/20/004)	Maintain	Review/refine
<b>Deeper analysis</b>	Investigate external data holdings to quantify impact of ancillary uses of stolen vehicles (BDU/20/005)	Review any remedial actions identified	
	Develop mechanisms to improve the quality of plant and equipment and motorcycle theft data recorded by police and secure the active participation of specialist insurers in providing data (BDU/20/006)	Review/refine	Maintain
	With ACT Justice and Community Safety Directorate complete a deep analysis of local theft characteristics (BDU/20/007)	-	-

# Appendix A – Parties consulted in the development of this plan

Allianz Australia Insurance  
Austroads  
Auto & General Insurance  
Auto Recyclers Association of Australia  
City of Salisbury  
Crime Stoppers (Victoria)  
Dynamco  
Federal Chamber of Automotive Industries  
Insurance Australia Group  
Insurance Council of Australia  
Lake Macquarie City Council  
Manheim Auctions  
Mission Australia  
Mitsubishi Motors  
Motor Trades Association of Western Australia  
New South Wales Police Force  
Northern Territory Police Service  
Pickles Auctions  
QBE Insurance  
Queensland Department of Child Safety, Youth and Women  
Queensland Department of Transport and Main Roads  
Queensland Inspection Service  
Queensland Police  
RAA of South Australia  
RAC Insurance  
RACQ Insurance  
Royal Automobile Club of Queensland  
Royal Automobile Club of Victoria  
Sims Metal Management  
South Australia Department of Human Services  
South Australia Police Service  
South Australian Department of Planning, Transport and Infrastructure  
Suncorp Group  
TIO Insurance  
Transport for New South Wales  
VicRoads  
Victoria Police  
Victorian Automobile Chamber of Commerce  
Victorian Department of Justice and Community Safety  
Western Australia Police Service  
Western Australian Department of Transport  
Youi Insurance  
Zurich Insurance Group

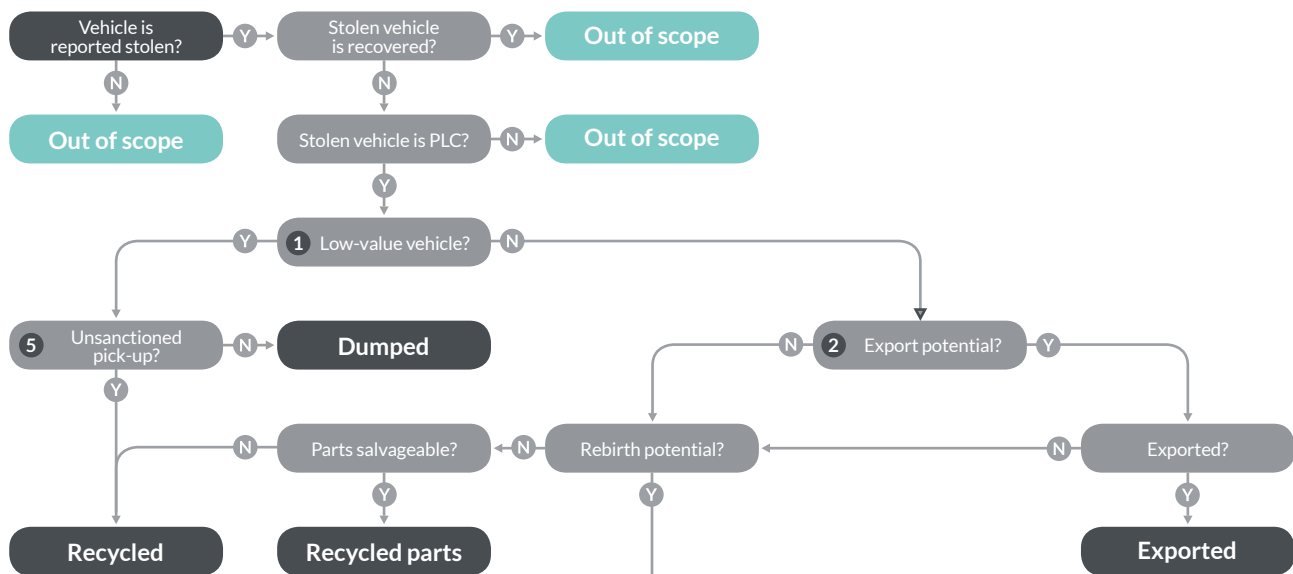
## Appendix B – Project Assessment Framework

Priority projects included in this Plan have each been evaluated against the following assessment framework to ensure candidate projects support the NMVTRC's vision and goals

<b>1. Contributes to vision</b>	Possible rankings essential, value adding, discretionary
<b>2. Object definition</b>	Clearly articulated objective with specific goals/targets
<b>3. Problem identification</b>	Comprehensive identification of current deficiencies, likely future trends, stakeholder recognition
<b>4. Problem assessment</b>	Full analysis of the underlying cause of the deficiency and scale of impacts
<b>5. Problem analysis</b>	Clear articulation of why deficiency exists and contributing factors
<b>6. Option assessment</b>	Assessment of the range of possible interventions/means of implementation (advocacy, subsidies/incentives, regulation/penalties)
<b>7. Solution assessment</b>	Full analysis of why selected solution is favoured over alternative options <ul style="list-style-type: none"> <li>• likely impact and effectiveness</li> <li>• interdependencies (the extent to which success relies on parallel sectoral reforms, national harmonisation, etc)</li> <li>• achievability</li> <li>• constraints/downsides</li> <li>• timeliness (quick (1-2yrs), medium (3-5), long (5+))</li> </ul>
<b>8. NMVTRC cost</b>	Estimate of NMVTRC costs



# Appendix C – NMVTRC Decision Tree Model



## Decision point notes

- 1 All pre-1992 cars are assessed to be low value. Based on *RedBook* values, 71 per cent are valued at under \$1,000, and are assumed to have little or no value to criminal professionals or rebirthing potential. They can therefore only be destined to be stripped for parts, retrieved for scrap metal or simply abandoned.
- 2 It is assumed that vehicles valued at over \$2,000 can be exported. Based on an assessment of the world markets, it is assumed that exports are likely to be limited to luxury and/or sports vehicles sold as new in multiple markets. Allowance is also made for a small number of locally produced vehicles that have legitimate export markets, such as Holden Commodore in the Middle East.
- 3 This assumption suggests that fraud is only perpetrated in circumstances where the vehicle is insured and/or subject to a financial encumbrance.
- 4 Rebirths can also occur when errors (complicitous or otherwise) are made by a motor registry authority (MRA), or through deliberate deception using false identifiers plates or rebuilding a written-off vehicle with stolen parts. Unrecovered vehicles over \$2,000 that are neither exported nor rebirthed are assumed to be recycled for parts rather than simply for scrap metal. Removing parts and then dumping/scraping the rest is probably the most likely outcome.
- 5 It is surmised that very low-value vehicles would simply be abandoned in bushland, waterways or other remote locations.

# Appendix D – Key Performance Indicators for NMVTRC operations

The NMVTRC is a joint initiative of 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 100,000 persons. The following countries are to be compared: Canada, Germany, Italy, Japan, Netherlands, New Zealand, United Kingdom and United States.
Baseline	Rolling five years (now 2014).
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 2014).
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 short-term theft. Vehicles unrecovered or recovered in a substantially stripped condition attributed to profit-motivated theft. Vehicles which do not fall distinctly into either categories shall not be included.
Baseline	Rolling five years (now 2014).
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 hold-ups.
Baseline	2019 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	2018/19 financial year.

## B: Assessment of NMVTRC consultation processes

Program code	B1
Indicator	Stakeholders' perceptions of the Council's program co-ordination and consultation performance.
Source	Stakeholder survey.
Format	Qualitative analysis of data collected.
Baseline	Rating of the Council's program co-ordination 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 of having car stolen; rating of anti-theft measures; locking and security practices; beliefs regarding key theft and residential burglaries; and, types of cars stolen and offending groups.
Baseline	2019 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.

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