5th Review of the NMVTRC

Stakeholder Views

October 2014

Prepared by: Nexus Research
Summary

Background

The National Motor Vehicle Theft Reduction Council (NMVTRC), since its inception in 1999, has worked with police, insurance companies, vehicle manufacturers, motor trades, registration authorities and justice agencies towards reducing the cost and frequency of motor vehicle theft within Australia.

The NMVTRC’s term is subject to a programmed triennial review. Its current term ends in mid-2015. 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 2014.

This research was conducted to document stakeholders’ perceptions of the NMVTRC’s performance, as well as to provide 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 2011 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, publications and statistical services produced by the NMVTRC and strong support for them to continue. The vast majority of stakeholders (91%) are in favour of extending the NMVTRC's activities.

Overall, stakeholders:

- Indicate that there has been a positive impact on the reduction in motor vehicle theft as a result of the reforms and initiatives put in place by the NMVTRC
- Value the performance of the NMVTRC in coordinating the development and progress of the reforms, and involving stakeholders in the consultation
- Are appreciative of the information generated and disseminated by the NMVTRC, for the benefit of the stakeholders
- Are of the opinion that there is still more work to be done by the NMVTRC and without its existence, the reforms and initiatives may stall and the benefits to the stakeholders, and the general community may not continue.

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 46 Senior Managers from stakeholder organisations who took the time to participate in the study.

A full list of respondents is contained in Appendix A.
## Contents

1. Introduction .................................................................................................................. 1
   1.1 Background ........................................................................................................... 1
   1.2 Survey Objectives ............................................................................................... 1
   1.3 Method .................................................................................................................. 2

2. Detailed Findings ......................................................................................................... 3
   2.1 Overall Views of the NMVTRC ........................................................................... 3
   2.2 Critical Observations and Improvements ............................................................ 5

3. Reforms and Programs ................................................................................................. 6
   3.1 Awareness of Reforms/Programs ......................................................................... 6
   3.2 Coordinating Development and Progress ............................................................. 7
   3.3 Consulting Stakeholders ....................................................................................... 8

4. Consultation and Dissemination ............................................................................... 9
   4.1 General Consultation ........................................................................................... 9
   4.2 Dissemination of Information ............................................................................. 10

5. Impact on Reforms/Programs ................................................................................... 11
   5.1 Progress and Contribution .................................................................................. 11
   5.2 Importance and NMVTRC Impact ....................................................................... 12
   5.3 Possible Reforms to Consider ............................................................................. 13

6. Resources and Publications ....................................................................................... 14
   6.1 Awareness of Publications and Statistical Services ............................................. 14
   6.2 Quality and Usefulness ....................................................................................... 15
   6.3 Suggested Improvements .................................................................................... 16
   6.4 Meeting the Objectives ....................................................................................... 17

7. Profile of Vehicle Theft as an Issue ........................................................................... 18
   7.1 General Public and the Media .......................................................................... 18
   7.2 Amongst Stakeholders ....................................................................................... 19
   7.3 Police Services .................................................................................................... 20
   7.4 Other Methods to Lift the Profile ....................................................................... 21

8. Support for Dissolution or Extension .................................................................... 22
   8.1 Reasons for the Decision .................................................................................... 22
   8.2 In the Future ....................................................................................................... 24

Appendix A: Participating Executives ......................................................................... 25

Appendix B: The Questionnaire .................................................................................... 26
1. Introduction

1.1 Background

The National Motor Vehicle Theft Reduction Council (NMVTRC) is a joint initiative of 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-2015. 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 2014.

The 2014 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 2009, 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 46 in-depth telephone interviews were conducted from the 24th July to 12th August 2014 with Senior Managers of the NMVTRC’s stakeholder organisations. Kerryn Waddell, Director of Nexus Research conducted all interviews to ensure consistency in 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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Year Base</th>
<th>2014 (46)</th>
<th>2011 (48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIC</td>
<td>9</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>7</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>QLD</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>WA</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>SA</td>
<td>6</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>TAS</td>
<td>6</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>NT</td>
<td>4</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>ACT</td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Table 1.1: Sample profile by State

<table>
<thead>
<tr>
<th>Industry</th>
<th>Year Base</th>
<th>2014 (46)</th>
<th>2011 (48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance</td>
<td>13</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Motor Trades</td>
<td>7</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Transport</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Police</td>
<td>4</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Manufacturers</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

Table 1.2: Sample profile by Industry

The sample profile by state and industry was similar in structure to the September 2011 survey.

The 2014 survey achieved a high response rate – of the 47 stakeholders contacted, 46 were successfully interviewed. The consultant made multiple efforts (via telephone and email) to accommodate all stakeholders in order for their feedback to be collected.

On average, each in-depth interview took 30 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.

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) through meetings, forums, workshops, strategic planning sessions, specific initiatives or working groups organised through the NMVTRC. In addition, there was regular communication via email, telephone, written correspondence or newsletters provided from the NMVTRC.

In addition, some respondents mentioned working with Ray Carroll and/or Geoff Hughes, having known them for a while; or meeting them when they were involved on other committees, councils or at conferences where the respondents had attended.

On their circulation list for public information and publications, email, invitation list for annual strategic review which I attend and I interact with them at industry functions and events, I know Ray and Geoff well (Other)

Attended National workshops, went through issues and their strategic direction, met Geoff at the Austroads task force registration and licensing meeting, he was an attendee (Transport)

I meet with Ray and Geoff on a regular basis and participate in the review processes they undertake and I’m involved in significant projects with them for written off vehicles providing information to road authorities (Motor Trades)

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

- Providing valuable statistics, data, information, updates, research and publications to assist in reducing motor vehicle theft

  Very effective dissemination of information, clear concise relevant information, all the work they do is particularly focussed and organised, they are a damn good organisation and damn good at what they do (Insurance)

  Provide research data and information for motor vehicle theft and policy development, excellent data base with statistical information on theft and we also get data from police and compare both sets (Transport)

- Instigating and being involved with successful strategies, programs, initiatives and campaigns to reduce vehicle theft

  A lot of their public campaigns have worked well and are having the desired effect; they have good programs to do with rebirthing and young offenders, providing them with a pathway (Insurance)

  They have been key to driving the project and the research related to crime, drawn on knowledge of other projects for Mission Australia, U-turn and Synergy, working in a collaborative fashion to tackle the problems they are focussed on (Other)

- Informing, communicating and collaborating with key stakeholders, industry and government; having an excellent contact list and providing opportunities for stakeholders to network and focus on vehicle theft reduction

  Good communicators about the issues of stolen vehicles, communicate well with stakeholders and with government organisations, a good voice to share the concerns (Insurance)

  They’re great at bringing together all the relevant pieces in the entire industry, we come together and formulate strategy; and from a regulatory perspective they are a voice for everyone. An outside connection that brings everyone together, with a National focus (Other)
• Making a difference, reducing motor vehicle theft and raising the awareness/profile of vehicle theft to benefit society

_Raise the awareness of vehicle theft in Australia, done that very well, have to keep at it, they focus solely on that issue, responsible for the written off vehicle register that has been driven by them_ (Transport)

_Achieved a reduction in vehicle theft over the last 10 years, seeking council from the various stakeholders, very active in taking feedback and developing programs, they do a good job_ (Motor Trades)

• Good at strategic planning, identifying issues and forecasting vehicle theft trends

_They present issues well to key stakeholders, the impact of vehicle theft and ways to work together to reduce it. NMVTRC have useful data available and resources on how to reduce motor theft, they are very strategic in their planning and consult a broad profile of stakeholders_ (Other)

• Being experts, experienced in the area of motor vehicle theft, accessible, approachable, focused, organised, professional and effective

_Highly experienced and understand the area, Ray and Geoff have good contacts with police, understanding of issues for consumers, insurers and government. They are very approachable and open to ideas, their statistics are good and the wider lobbying they do_ (Insurance)

_Are accessible and provide expertise on motor vehicle theft issues relevant to us as regulators, raising awareness of those issues, Geoff is part of the Austroads task force, a voice at the table when discussing issues, expert on theft reduction issues, advice on WOVR, and he has a national perspective and is very helpful_ (Transport)

• Providing a National perspective and a unified approach to reducing motor vehicle theft

_They provide a national perspective and a starting point for collaboration across industry, provide us with networking opportunities in different parts of the industry, and provide forums for us all to get together. Networking is valuable in looking at emerging trends and issues_ (Police)

_Good at spreading the news of what’s required to reduce theft on a National basis, good at engaging with stakeholders, undertake the role they do professionally, effectively and efficiently_ (Manufacturers)
2.2 Critical Observations and Improvements

Around one third of the respondents could not think of any areas in which the NMVTRC could improve. The following suggestions were offered by three or more respondents:

- Increase public awareness/education of vehicle theft (7 respondents)
  
  *Maybe just continue to increase the public awareness to the consumer, there is a detrimental effect to consumers with stolen cars, e.g. informing people about leaving keys in their cars and what the implications could be (Insurance)*

- Provide additional data/information on organized crime, international trends, heavy or marine vehicles and for commercial insurers (5)

- Offer more forums, communication and face-to-face opportunities (4)

- Spread information further than the select key stakeholders, get other stakeholders involved at meetings (4)

- Quicker delivery of results (3)

- Generate more support/funding from organisations such as the Insurance Council Australia, Queensland State Government and specific Ministers (3)

While individual improvements included:

- More communication with media, public relations

- A physical presence in Tasmania

- Connectivity between relevant transport bodies

- Direct business benefit tracking, and

- National standard guidelines on vehicle identity
3. Reforms and Programs

3.1 Awareness of Reforms/Programs

This survey, spontaneous awareness of NMVTRC reforms or programs was highest for the Young Offender Programs (52% aware), followed by Assessment Criteria for Written off Vehicles (46%) and Management of Recycled Parts (28%); with any other reform or program noted spontaneously by 17% or fewer respondents.

In addition to the list provided, respondents mentioned reforms/programs to do with engine immobilisers (6 respondents), vehicle tracking, tracking devices, theft of parts, diversion programs, using data dots, compliance plates, registration lifecycle, exported cars and scooter alarms.

When prompted with names of the reforms or programs, 93% of respondents were aware of the Young Offender Programs; 89% for both the Management of Recycled Parts and End of Life Vehicles; followed by 85% for both the Comprehensive Auto-theft Research System (CARS) and Regulatory Reform; and 80% for both the Personal Property Securities Register and Theft of Keys.

<table>
<thead>
<tr>
<th>Q8/9. Familiarity with NMVTRC Reforms/Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>YEAR (Base)</td>
</tr>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td>Young Offender Programs</td>
</tr>
<tr>
<td>(U-turn, Choose a ride, Synergy Repairs)</td>
</tr>
<tr>
<td>End of Life Vehicles</td>
</tr>
<tr>
<td>Comp. Auto-theft Research System (CARS)</td>
</tr>
<tr>
<td>Personal Property Securities Register</td>
</tr>
<tr>
<td>Theft of Keys</td>
</tr>
<tr>
<td>Assessment Criteria for Written off Vehicles</td>
</tr>
<tr>
<td>Use of Inter-agency Task forces</td>
</tr>
<tr>
<td>Operation Bounce Back (OBB)</td>
</tr>
<tr>
<td>Whole of Vehicle Marking (WoVM)</td>
</tr>
<tr>
<td>Vehicle Information Request System (VIRS)</td>
</tr>
<tr>
<td>Secure Compliance Labels</td>
</tr>
<tr>
<td>Vehicle Crime Managers Network</td>
</tr>
<tr>
<td>None by Name</td>
</tr>
</tbody>
</table>

Table 3.1: NMVTRC reforms most familiar with

This survey, 7 reforms/programs generated awareness levels of 80% or higher, compared with only 4 reforms/programs in 2011. When comparing total awareness levels with 2011, there was significantly lower awareness recorded for Secure Compliance Labels, Whole of Vehicle Marking and Assessment Criteria for Written off Vehicles; and significantly higher awareness generated for the Personal Property Securities Register.
3.2 Coordinating Development and Progress

When asked to rate the NMVTRC’s performance in coordinating the development and progress of the reforms/programs, 96% of respondents rated the NMVTRC’s performance positively, the same percentage as recorded in 2011, although more respondents (76% vs 65%) this survey rated the performance as being very good or excellent.

<table>
<thead>
<tr>
<th>NMVTRC’s Performance in Coordinating Development and Progress of Reforms /Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014 (n=46)</strong></td>
</tr>
<tr>
<td>Not Sure</td>
</tr>
<tr>
<td>2%</td>
</tr>
<tr>
<td><strong>2011 (n=48)</strong></td>
</tr>
<tr>
<td>Not Sure</td>
</tr>
<tr>
<td>4%</td>
</tr>
</tbody>
</table>

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:

- The NMVTRC communicates, consults, engages, interacts with the States/stakeholders for the mutual benefit of reducing vehicle theft
- They share and distribute information, providing good communication and seeking feedback
- The NMVTRC lead/implemented reforms and initiatives; and are passionate about the cause
- Of the impact made and success in reducing motor vehicle theft
- They do a good job, are efficient, effective, unbiased and organised

*All the information is distributed and their communication is good. We get the information prior to decisions being made, which enables us to add input (Police)*

*The programs are complex and the process is engaging with all parties, the skills of Ray and Geoff, they have to negotiate at a high level to achieve good outcomes (Motor Trades)*

*They have had to bring so many parties together, have to be unbiased, look at the benefits of each program to get to the end result, outlined a clear strategy, they led the charge around the reforms and were very good at how they went about it (Other)*
3.3 Consulting Stakeholders

89% of respondents rated the NMVTRC’s performance in consulting stakeholders regarding the development and progress of the reforms or programs positively; this compared with 86% in 2011, with 65% this survey rating the performance as being very good or excellent.

<table>
<thead>
<tr>
<th>Rating</th>
<th>2011 (n=48)</th>
<th>2014 (n=46)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Sure</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>Poor/Not Really Good</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Good</td>
<td>25%</td>
<td>24%</td>
</tr>
<tr>
<td>Very Good/Excellent</td>
<td>61%</td>
<td>65%</td>
</tr>
</tbody>
</table>

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 consultation with stakeholders, getting the right people involved, working together and being willing to share knowledge, information and ideas
- The regular/ongoing communication, emails, publications and updates about the reforms
- Involving the stakeholders, briefing them and seeking their input/feedback
- Having the skills and organisation levels to do the initiatives well
- Always being accessible, available and helpful
- Providing appropriate meetings, forums and strategic reviews for consultation

The consultations are really good. I always appreciate the ability to have input at the local government level and be involved in the higher level discussions (Other)

Kept stakeholders engaged, always available, help when required, sharing the information and research they have, it’s great working together (Other)

When attending the review meetings they were very prepared and open. Good with discussions and management of the reforms; very open feedback on their direction and funding model (Transport)

Among the four respondents rating the NMVTRC’s performance in consulting stakeholders regarding the development and progress of the reforms or programs lower than ‘good’, the prime reason was the lack of communication and/or information.
4. Consultation and Dissemination

4.1 General Consultation

94% of respondents rated the NMVTRC’s general consultation with stakeholders positively; this compared with 90% in 2011, with more respondents (72% vs 63%) this survey rating the consultation as very good or excellent.

Similarly, 94% of respondents rated the NMVTRC’s consultation with stakeholders in the review of its strategic plan positively. This was significantly more than the 73% recorded in 2011, with significantly more respondents (59% vs 44%) this survey rating the consultation as very good or excellent.

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

95% of respondents rated the NMVTRC’s dissemination of vehicle theft data positively, significantly more than the 84% recorded in 2011, however fewer respondents (65% vs 74%) this survey rated the dissemination as very good or excellent.

83% of respondents rated the NMVTRC’s information on the vehicle theft reform process positively, above the 78% recorded in 2011, with 37% this survey rating the information as being very good or excellent.

Dissemination of Information

<table>
<thead>
<tr>
<th></th>
<th>2014 (n=46)</th>
<th>2011 (n=48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissemination of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Theft Data</td>
<td>5% 30% 65%</td>
<td>8% 8% 10% 74%</td>
</tr>
<tr>
<td>Information on</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Theft Reform</td>
<td>8% 9% 46% 37%</td>
<td>16% 6% 38% 40%</td>
</tr>
<tr>
<td>Process</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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, 83% of respondents rated how well the reforms had progressed positively, a similar level to the 81% recorded in 2011, with fewer respondents (33% vs 42%) this survey rating the progression very or extremely well.

Six of the 46 respondents were uncertain about the NMVTRC’s influence on reforms to do with vehicle theft this survey.

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 main driver and influence on the reforms/programs. The progress of the reforms/programs was significantly attributed to the efforts of the Council, some respondents even thinking that the NMVTRC was totally responsible. Respondents felt that the NMVTRC was a united advocacy, continually pushing the reforms/programs, with many indicating that the initiatives may not have occurred without the Council’s involvement.

- Consulting with transport inspectors it has gone smoothly, if we didn't have a national body it wouldn't get done, especially if it was left to the individual states (Police)
- More a matter of implementation than what the reform is; they are a major part in the reforms, without Council some would not have progressed at all (Transport)
- Very well, a lot of the reforms would never have happened without the work of the Theft Reduction Council (Other)
- All those things take a long time, without the Council they wouldn't happen in a National co-ordinated manner. They need more resources, effort, time, applications that they don't have (Motor Trades)
5.2 Importance and NMVTRC Impact

All respondents rated the importance of the reforms in reducing vehicle theft as important, above the 96% recorded in 2011; with 76% of respondents this survey rating the reforms as being very or extremely important in reducing vehicle theft.

![Diagram: Importance of Reforms in Reducing Vehicle Theft]

89% of respondents felt that 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 85% recorded in 2011, with 54% this survey indicating a minor positive impact and 35% a major positive impact.

![Diagram: Level of Influence of NMVTRC on Implementing Vehicle Theft Reforms in your Organisation/Industry]

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

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, approximately one quarter of the respondents suggested continuing with the current reforms/programs, or they were uncertain and could not think of any other reforms.

No others, council is already looking at the next wave of reforms: key security, end of life vehicles, removing repairable write-offs from re-registrations (Transport)

What they are doing is good, I’m not sure what other improvements could be done. They still need to do more, so people are aware of what they are doing about vehicle theft (Manufacturers)

They have a handle on everything; it comes down to resources and jurisdictions going in the same direction (Motor Trades)

Suggestions for additional or ongoing reforms the NMVTRC could be promoting to reduce vehicle theft included:

- Theft/security of keys (6 respondents)
- Working more closely with Manufacturers and Insurers (4)
- Tracking and identity of recycled parts (3)
- Consumer/public awareness and education programs (3)
- Heavy motor vehicles and machinery (2)

While individual comments were focused on repairable write offs, increasing penalties for theft, lobbying government, heavy motor vehicles, comprehensive security measures, alternative funding streams, number plate theft, mobile phone/apps, using genuine parts and the exporting of stolen vehicles.

Work more closely with the heavy vehicle industry, also wholesalers and retailers of heavy machinery, produce a data base and better intelligence about what gets sold and who to in plant and equipment, does PLC include all vehicles regardless of ownership? Split commercial vs personally owned vehicles in the statistics (Insurance)

Certainly be urging the Council to press motor vehicle manufacturers for more comprehensive security measures, looking beyond the next 5-10 years and how we’re going to secure vehicles in the future, voice recognition, fingerprint and facial recognition (Insurance)

Using genuine parts, insurance companies trying to cut costs, which encourage people to steal from cars, promote genuine parts, will cut down illegal activity, council should push with that reform (Manufacturers)

At the April conference, micro dots were raised, given modern technology it is relatively expensive for motorcycles, we need better ways to identify motorcycles and parts, e.g. using mobile phones/apps trialling that idea, and easier ways of reporting theft, computers and iPads can have electronic tracking devices in them (Other)
6. Resources and Publications

6.1 Awareness of Publications and Statistical Services

Almost all 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 where 76% of the respondents mentioned them spontaneously, this was followed by the CARS statistics database (54%), CARSAFE website (24%) and the Strategic Plan and Annual Report (20%); with any other publication or statistical services noted spontaneously by 7% or fewer respondents.

When prompted with names of the publications or statistical services, 96% were aware of Theft Torque, Theft Watch and Theft Matters, 93% of both the CARSAFE website and Strategic Plan and Annual Report; 83% of the CARS statistics database and 74% of the public education brochures and posters.

<table>
<thead>
<tr>
<th>Q21/22. Awareness of NMVTRC Publications/Statistical services</th>
</tr>
</thead>
<tbody>
<tr>
<td>YEAR (Base)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Theft Torque, Theft Watch and Theft Matters</td>
</tr>
<tr>
<td>CARSAFE website</td>
</tr>
<tr>
<td>Strategic Plan and Annual Report</td>
</tr>
<tr>
<td>CARS statistics database</td>
</tr>
<tr>
<td>Public education brochures and posters</td>
</tr>
<tr>
<td>Project-specific reports</td>
</tr>
<tr>
<td>Local Communities Guide</td>
</tr>
<tr>
<td>None by Name</td>
</tr>
</tbody>
</table>

Table 6.1: Awareness of NMVTRC publications

This survey, increases in total awareness had been noted for four of the seven publications and statistical services, with awareness of project-specific reports having declined significantly when compared with the 2011 survey findings.
6.2 Quality and Usefulness

96% of respondents rated the overall quality of the NMVTRC’s publications and statistical services positively, a similar level to the 98% recorded in 2011, however more respondents (83% vs 77%) this survey rated the quality as being very good or excellent.

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, 94% of respondents rated the publications and statistical services positively, above the 88% recorded in 2011, with 57% this survey indicating that the services meet their needs very or extremely well.

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 statistics (CARS database), being able to compare and trend data
- Theft Torque, Theft Watch and Theft Matters publications
- Specific project and Annual reports
- The CARSAFE website
- Meetings, conferences and strategic planning sessions

Statistics are used in putting a new proposal or program forward, based on the national statistics, and how it will impact us in the future (Police)

We use the CARS statistics, the vehicles stolen and the frequency and also the publications are read Theft Torque and Theft Matters (Insurance)

Theft Torque keeps you up to date, the strategic plan is forward looking, and I read the project reports (Manufacturers)

Don’t remember needing to go anywhere else, they have been our sole source of information, I am interested in the statistics and trends, the underlying issues and how they change (Other)

6.3 Suggested Improvements

When asked what could be improved about the NMVTRC publications and statistical services, two thirds of respondents indicated “nothing”.

Individual requests from respondents included: more regular/specific distribution to stakeholders, information specific to the jurisdictions, detail on commercial motor vehicles and equipment; and new methodologies for stealing cars; while ease of using the statistics was noted by two insurers.

A wider range of publications, good to have more statistics in a format to share with the community, statistics and marketing materials relevant for each state specifically (Other)

Sometimes the level of detail can make some publications difficult to read, perhaps have an executive summary with dot points to highlight changes year on year, one page (Insurance)

Ease of using the statistical reports, make them more user friendly, explanation of what is available and what it means, an overview summary, to assist with distribution to others in the organisation (Insurance)

In terms of the NMVTRC providing other publications or statistical services to support theft reduction, two thirds of the respondents were satisfied with the comprehensive situation. There were few suggestions for desired information which included information on number plate theft, breakdowns of rebirthing and distribution of stolen parts; statistics on stolen marine vehicles, provision of stolen car VIN numbers and in general, greater public awareness.

More general community information for local government or law enforcement agencies on car theft, numbers where they’re stolen from and what’s stolen on a local level (Insurance)

Advertising or posters that will reinforce the awareness and implications of vehicle theft and how doing it would affect young people later in their lives (Insurance)
6.4 Meeting the Objectives

When asked how well the publications and statistical services have met the objectives of the NMVTRC, 89% of respondents answered positively, a similar level to the 92% recorded in 2011, with 67% this survey indicating that the publications and statistical services met the objectives of the NMVTRC very well or extremely well.

How well Publications have met Objectives of the NMVTRC

<table>
<thead>
<tr>
<th>Year</th>
<th>Not Sure</th>
<th>Well</th>
<th>Very Well/Extremely Well</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>8%</td>
<td>21%</td>
<td>71%</td>
</tr>
<tr>
<td>2014</td>
<td>11%</td>
<td>22%</td>
<td>67%</td>
</tr>
</tbody>
</table>

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; 93% of respondents think that the profile of vehicle theft has changed amongst the public and the media, significantly more than the 79% recorded in 2011; only 7% of respondents this survey did not think that the profile of vehicle theft had changed.

<table>
<thead>
<tr>
<th>Public &amp; Media</th>
<th>Year</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014 (46)</td>
<td>2011 (48)</td>
</tr>
<tr>
<td>Yes</td>
<td>93%</td>
<td>79%</td>
</tr>
<tr>
<td>No</td>
<td>7%</td>
<td>10%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>-</td>
<td>11%</td>
</tr>
</tbody>
</table>

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:

- Generated awareness amongst the public about motor vehicle theft prevention and causes
- Produced advertising, publications and posters on the issue
- Publicised and distributed the CARS statistics, database and website
- Communicated with and informed the media about initiatives/reforms
- Helped to reduce motor vehicle theft, and influenced legislation change

*Public awareness directed to the consumer has helped and promoting their youth programs (Insurance)*

*Highlighted more than it used to be, they have been able to engage with media, developed multi-media ads about vehicle theft, focus the minds of Ministers and regulators about the importance of vehicle theft and influenced regulation change (Transport)*

*The public is more aware of the impacts of vehicle theft and what vehicles are being used or stolen for, through the data provided by the NMVTRC (Other)*

Although the NMVTRC was identified as doing a good job to raise the profile of motor vehicle theft, a few respondents thought that with it reducing, the public and media profile was not as prominent as it once was.

*It has become less of an issue, not enough (profile), that is one of their major challenges (Insurance)*

*It's less prominent in people's minds, due to reductions in vehicle theft; it was more effective earlier on, now there are fewer advocacies and more with getting on with the job (Other)*
7.2 Amongst Stakeholders

Thinking about the profile of vehicle theft as an issue since the NMVTRC’s inception; 80% of respondents think that the profile of vehicle theft has changed amongst Stakeholders, a similar level to the 79% recorded in 2011. This survey 9% of respondents are undecided and five (11%) don’t believe that the profile of vehicle theft has changed amongst Stakeholders since the inception of the NMVTRC.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>2014 (46)</th>
<th>2011 (48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Base</td>
<td>80%</td>
<td>79%</td>
</tr>
<tr>
<td>Yes</td>
<td>11%</td>
<td>15%</td>
</tr>
<tr>
<td>No</td>
<td>9%</td>
<td>6%</td>
</tr>
</tbody>
</table>

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

- Organised forums, meetings, conferences and strategic planning sessions to involve the stakeholders
- Collaboration, consultation and cooperation with stakeholders to ensure that they are better informed with data and about the initiatives
- Directed programs, reforms, initiatives to help reduce motor vehicle theft
- Produced publications, data, information to assist and educate stakeholders on the issues
- Raised awareness via the media and amongst key stakeholder groups

Their engagement with stakeholders and the opportunity to enter into direct dialogue with the Council, has put motor vehicle theft top of mind for the insurance industry (Insurance)

Collaboration, a team working together, police, insurance, auction houses, how we can all work together to reduce theft, get together and thrash out the issues (Other)

Become a central agency that have generated the information that people can go to, programs and public information, people use them as the vehicle theft organisation (Other)

In transport and road maritime it has changed, the information available, the trends and good analysis of emerging trends, we have different elements to address and rational for why the trends are emerging (Transport)
7.3 Police Services

Thinking about the profile of vehicle theft as an issue since the NMVTRC’s inception; 57% of respondents think that the profile of vehicle theft has changed amongst police services, just above the 52% recorded in 2011. This survey 39% of respondents are unsure or undecided, and two (4%) don’t believe the profile of vehicle theft has changed since the NMVTRC’s inception.

<table>
<thead>
<tr>
<th>Police Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Base</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Not Sure</td>
</tr>
</tbody>
</table>

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

- Invited police to attend meetings, conferences and strategic planning reviews
- Regular communication and engagement with police on motor vehicle theft issues
- Provided police with information, data and publications to raise the theft profile
- Provided police with networking opportunities to discuss and increase their awareness of causes and trends in motor vehicle theft

*It has changed in recent times, we have commenced a specific vehicle crime unit, and awareness has increased significantly with the support from the Council (Police)*

*Make sure everyone had access to the websites and data, and make sure people are aware of what is available (Police)*

*Very focused, just as interested as ever, very good dealing with police, NMVTRC excellent due to their police backgrounds and they get a lot of support from police (Insurance)*

*Given the police a good opportunity to engage with other stakeholders, help us with information and data; and investigate law changes. In the past police had limited power, now it has changed, as they are provided with regular data (Other)*

71% of respondents felt that the profile of vehicle theft had lifted a little (41%) or a lot (30%) among police since the inception of the NMVTRC, significantly more than the 56% recorded in 2011; while 29% of respondents this survey were unsure about how the profile of vehicle theft had changed.
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, more than half of the comments concentrated around community or public campaigns; (more) media, marketing and promotion; and public relations.

*Some funding for advertising, perhaps TV advertising to raise the attention to the general public, so they understand the security of their keys is paramount* (Insurance)

*Very good media case studies get the council to promote the good stories of retrieving cars quickly, generating awareness among the general public* (Insurance)

*Higher awareness amongst the public of what the issues are and how to deal with it, perhaps with potential juvenile offenders, campaigns at school, this will have a long term impact on stolen cars. Awareness further than the current group of stakeholders, about what the NMVTRC does* (Insurance)

Further, respondents suggested:

- Continued communication with, and support for stakeholders
- Possibly having more stakeholders involved at meetings
- Lobbying with government and Ministers
- The NMVTRC having larger budgets for marketing and promotion
- Continuing with the same approach/initiatives

*They need to continue engagement with police and government in terms of the key issues that involve around theft, lobbying is a critical element of this* (Insurance)

*Use local councils as a stakeholder, target hotspots and disseminate information more, through police re the increase of stealing keys from homes* (Transport)

*Spend more money on a wider basis, they are doing it the right way and need to continue going about it* (Manufacturers)
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 91% of respondents considered that the NMVTRC should be extended beyond 2015, somewhat more than the 83% recorded in 2011; 2% were uncertain and 7% this survey (3 respondents) felt that the NMVTRC should be wound up beyond 2015.

Should NMVTRC be Wound Up or Extended beyond 2015?

<table>
<thead>
<tr>
<th></th>
<th>2014 (n=46)</th>
<th>2011 (n=48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Sure</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Wound Up</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Extended</td>
<td>91%</td>
<td>83%</td>
</tr>
</tbody>
</table>

Q.33a In your mind, should the NMVTRC be wound up or extended beyond 2015?

8.1 Reasons for the Decision

The vast majority of respondents were in favour of extending the NMVTRC beyond 2015, the main reasons for their decision included the NMVTRC being:

- A National body, one group, central, consistent, with a clear focus on the issue
  
  *Really think there is a place for a national body to co-ordinate what is done by individuals across the country, all stakeholders together generate positive outcomes (Police)*

  *Just in terms of the enormous social and economic cost to the economy, how will it continue to be addressed without the Council, we need a National perspective/coordination of the issues, rather than duplicating the effort (Other)*

- Ease of access to information, data analysis, support and advice
  
  *It's created a better flow of information between the agencies involved, to discuss and make contact, networking, we just have to pick up the phone to get the information needed (Police)*

  *Important database and information system, that helps us gather state-wide what is happening, directly contact one group that people can go to, someone to have the time to gather the information, investigators don't have the time (Police)*
There were unfinished projects and business that needed to continue

Their work is not yet done, so much is in place but it is not finished yet, more time is needed to complete current and future plans from their strategic reviews (Other)

Don’t think the job is finished, the trend lines are headed in the right direction and the public benefits along with the insurance industry. Police also have benefited, they get information that they would not get, brings jurisdictions together to reduce theft (Motor Trades)

A need to continue raising the profile of motor vehicle theft and driving reforms

They have done a very good job with law enforcement and the public on the projects they’ve done, as the offenders and methods are changing all the time and the council has been able to stay on top of that and keep stakeholders informed, ongoing crime needs to be monitored (Other)

Without it we would go backwards, we need to have meetings with stakeholders and raise the awareness to keep people ahead of the game; theft is getting more technically advanced (Motor Trades)

The networking, bringing everyone together and sharing information

In the absence of a suitable replacement we fall into a gap, we need to bring manufacturers, police and insurers together on a national scale, in its (NMVTRC) absence car theft will increase and the momentum will be lost, the dialogue needs to be shared (Insurance)

They play a positive role in fostering a community of interested professionals concerned about motor theft. Theft is a national/international interest, having one body is useful, limited in leading reform but they have a degree of neutrality between states, can be more detached, this is a unique role that cannot be replicated by a government body (Transport)

And, the outcome if the NMVTRC did not exist

Fearful of the outcome if we don’t have it (NMVTRC), we will all fall back into our old ways as we have a broader business to be involved in. It brings everyone together for a national initiative, the security of vehicles and theft may change, so it should be extended (Insurance)

If it were to be wound up, the work that has been done and the achievements made will start to go backwards, and the cost is small in the context of the value delivered to the community (Motor Trades)

Among the three respondents who felt that the NMVTRC should be wound up beyond 2015, there was a perception that the role could now be handled by the ICA or state jurisdictions, while one stakeholder did not recognise the value for money.

I think there has been a significant body of work completed and achievements made, which has gotten to a point of reduction in motor vehicle theft, now activity could be consumed back into the ICA (Insurance)

This is predominantly state based, each jurisdiction has control over it, and it’s not a criticism of the Council more a reflection of jurisdiction control (Motor Trades)

I personally don’t benefit from any of their initiatives or know where the value of money is in funding the organisation (Other)
8.2 In the Future

98% of respondents thought that there was more for the NMVTRC to do to reduce vehicle theft in Australia, somewhat more than the 90% recorded in 2011.

<table>
<thead>
<tr>
<th>More to Do?</th>
<th>2014 (46)</th>
<th>2011 (48)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>98%</td>
<td>90%</td>
</tr>
<tr>
<td>No</td>
<td>2%</td>
<td>10%</td>
</tr>
</tbody>
</table>

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

- The NMVTRC continue with what they’re doing, an ongoing focus with the strategic plan
  
  *Continue with campaigns - theft of keys and crime gangs involved with MVT, without the council we would see that emerge more, continue with WOVR, vehicle theft would escalate if the Council is not around, identify what are the key risks and emerging trends, and getting private companies to assist with the issues (Insurance)*

  *The current rate of vehicle theft is coming off a high base, theft from vehicles, motorcycle increasing theft rates, the problems shift and need to be an integrated program ongoing. The work is not done and current programs need to be continued with a central national group to put them in place effectively (Other)*

- Continue with the reforms including rebirthing of stolen parts, end of life vehicles, written off vehicle register and preventative measures
  
  *Continuing focus on what happens to vehicles once they’re stolen, interfering with the market for stolen vehicles and stolen parts, removing the incentive for profit motivated theft (Motor Trades)*

  *Always be more to do, still having cars stolen at quite a rate, they need to do more of the same, still send messages out, so people don’t forget, addressing vehicle theft and rebirthing, dealing with the professional car thieves and the stolen parts area (Transport)*

- Raising the profile amongst stakeholders and advertising to the general public
  
  *More of the same, thinking strategically, getting intelligence internationally, keep engaging with stakeholders, the operating model is sound and an over-arching strategy in what they do and report back (Insurance)*

  *Current program seems quite full, perhaps working with local government more, finding practical low cost options, looking at their communications as well (Transport)*

- Specific suggestions including generating data on high end vehicles, marine vessels and motorbikes; moving into the commercial insurance space, use of genuine parts, increasing penalties for theft, paying a fee for NMVTRC services, and the need for more staff/resources
  
  *Promoting use of genuine parts, talk to the insurance companies and the repair industry to promote and use good quality original parts in repairs, provide information on the VIN we can report it in our system and they can’t rebirth it anywhere in the world (Manufacturers)*

  *Areas where theft is on the increase, looking into niche areas, the professional theft market, stripping down of vehicles, motorcycles, having a broader perspective (Other)*
## Appendix A: Participating Executives

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation</th>
<th>Sector</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tim Harker &amp; Amanda Corrigan</td>
<td>Department of Planning, Transport and Infrastructure</td>
<td>Transport</td>
<td>SA</td>
</tr>
<tr>
<td>Peter McMahon</td>
<td>Motor Trades' Association of SA</td>
<td>Motor trades</td>
<td>SA</td>
</tr>
<tr>
<td>Ashley Sanders</td>
<td>Mitsubishi Motors</td>
<td>Manufacturer</td>
<td>SA</td>
</tr>
<tr>
<td>Michelle O'Rielley</td>
<td>South Australia Police</td>
<td>Police</td>
<td>SA</td>
</tr>
<tr>
<td>Sharon Hanlon</td>
<td>Crime Stoppers SA</td>
<td>Other</td>
<td>SA</td>
</tr>
<tr>
<td>Peter Mount</td>
<td>Australian Motorcycle Council</td>
<td>Other</td>
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<tr>
<td>Glen Walker</td>
<td>RAC Insurance</td>
<td>Insurance</td>
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<tr>
<td>Andrew Lee</td>
<td>Department of Transport</td>
<td>Transport</td>
<td>WA</td>
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<tr>
<td>Stephen Moir</td>
<td>Motor Trades Association of Western Aust.</td>
<td>Motor trades</td>
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<tr>
<td>Roger Beer</td>
<td>WA Police</td>
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<td>Martin Crane</td>
<td>Department of State Growth</td>
<td>Transport</td>
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<tr>
<td>Trent Sayers</td>
<td>RACT Insurance</td>
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<tr>
<td>Will Oakley</td>
<td>Glenorchy City Council</td>
<td>Other</td>
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<tr>
<td>Malcolm Little</td>
<td>Tasmanian Auto. Chamber of Commerce</td>
<td>Motor trades</td>
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<tr>
<td>Greg Rogers</td>
<td>Tasmania Police</td>
<td>Police</td>
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<tr>
<td>Noel Mundy</td>
<td>Mission Australia</td>
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</tr>
<tr>
<td>Michael Case</td>
<td>RACV</td>
<td>Other</td>
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<tr>
<td>Frank Peppard</td>
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<tr>
<td>Adrian Blackwell</td>
<td>Manheim Australia</td>
<td>Other</td>
<td>Vic</td>
</tr>
<tr>
<td>Stuart Hartley</td>
<td>BMW Group Australia</td>
<td>Manufacturer</td>
<td>Vic</td>
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<tr>
<td>David Nolan</td>
<td>Auto Recyclers’ Association of Australia</td>
<td>Motor trades</td>
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<td>Kylee Bates</td>
<td>Mission Australia</td>
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<tr>
<td>David Russell</td>
<td>VACC</td>
<td>Motor trades</td>
<td>Vic</td>
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<tr>
<td>Harry Rakintzis</td>
<td>CGU Insurance</td>
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<td>Vic</td>
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<td>Rob Bartlett</td>
<td>AAMI</td>
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<tr>
<td>Simon Saunders</td>
<td>Department of Transport</td>
<td>Transport</td>
<td>NT</td>
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<tr>
<td>Margaret Prattten</td>
<td>TIO Insurance</td>
<td>Insurance</td>
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<tr>
<td>Mark Stringer</td>
<td>Northern Territory Police</td>
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<tr>
<td>Peter Donovan</td>
<td>MTA Northern Territory</td>
<td>Motor trades</td>
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<tr>
<td>Wayne Stapylton</td>
<td>Allianz Insurance</td>
<td>Insurance</td>
<td>NSW</td>
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<tr>
<td>Col Blaydon</td>
<td>QBE Australia</td>
<td>Insurance</td>
<td>NSW</td>
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<tr>
<td>Hee-Loong Wong</td>
<td>Hyundai Motor Company Australia</td>
<td>Manufacturer</td>
<td>NSW</td>
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<tr>
<td>Hiep Bui</td>
<td>Subaru Australia</td>
<td>Manufacturer</td>
<td>NSW</td>
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<tr>
<td>Will Morgan</td>
<td>Pickles Auctions</td>
<td>Other</td>
<td>NSW</td>
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<tr>
<td>Adam Plummer</td>
<td>Zurich Financial Services Australia</td>
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<tr>
<td>Cheryl Richey</td>
<td>Transport for NSW</td>
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<tr>
<td>Damien Brock</td>
<td>A &amp; G Insurance</td>
<td>Insurance</td>
<td>Qld</td>
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<tr>
<td>Richard Pratt</td>
<td>I-CAR</td>
<td>Other</td>
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<tr>
<td>Rob Wass</td>
<td>National Transport Insurance</td>
<td>Insurance</td>
<td>Qld</td>
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<tr>
<td>Ben Chesterfield</td>
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<td>Mike Sopinski</td>
<td>RACQ Insurance</td>
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<tr>
<td>Shane Harry</td>
<td>Wesfarmers Insurance</td>
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<td>Qld</td>
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<tr>
<td>Mark Bennedick</td>
<td>International Ass. of Auto Theft Investigators</td>
<td>Other</td>
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<tr>
<td>Craig Newland</td>
<td>Australian Automobile Association</td>
<td>Other</td>
<td>ACT</td>
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<tr>
<td>Rod Paule</td>
<td>Justice and Community Safety Directorate</td>
<td>Other</td>
<td>ACT</td>
</tr>
<tr>
<td>Naveen Wijemanne</td>
<td>Justice and Community Safety Directorate</td>
<td>Other</td>
<td>ACT</td>
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</tbody>
</table>
Appendix B: The Questionnaire

NMVTRC Stakeholder Survey – July/August 2014

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

Q.1 ID NUMBER (RECORD FROM SAMPLE)

Q.2 State (RECORD FROM SAMPLE)

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

Q.3 Industry (RECORD FROM SAMPLE)

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

Background

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

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


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


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


Process of Reform (Program Coordination and Consultation)

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

Q.9 And, are you familiar with any of the following reforms/programs? READ THOSE NOT MENTIONED (Q8) (Q9)

- Vehicle Information Request System (VIRS) ......................... 1 .......... 1
- Personal Property Securities Register ........................................ 2 .......... 2
- Comprehensive Auto-theft Research System (CARS) .................. 3 .......... 3
- New damage assessment criteria for written-off vehicles ............ 4 .......... 4
- Secure compliance labels ..................................................... 5 .......... 5
- Whole of Vehicle Marking (WoVM) ........................................ 6 .......... 6
- Operation Bounce Back (OBB) ............................................. 7 .......... 7
- Secure by Design (SBD) ..................................................... 8 .......... 8
- Young offender programs (U-turn, Choose a Ride, Synergy) ....... 9 .......... 9
- Use of Inter-agency Task Forces ........................................... 10 ......... 10
- Theft of Keys ........................................................................ 11 ......... 11
- End of Life Vehicles ................................................................ 12 ......... 12
- Regulatory Reform ............................................................... 13 ......... 13
- Management of Recycled Parts .............................................. 14 ......... 14
- Vehicle Crime Managers Network ......................................... 15 ......... 15
- Other (specify) ...................................................................... 98 ......... 98
- None of these ......................................................................... 99 ......... 99

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.

Q.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?

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<tr>
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Q.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?

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Q.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?

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

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

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

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**Influence on Reforms**

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?

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<th>Not well at all</th>
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<th>Well</th>
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Q.17 To what extent do you attribute the progress of these reforms to the NMVTRC?
Q.18 How would you rate the importance of these reforms in reducing vehicle theft?

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<th>Important</th>
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Q.19 What other reforms should the NMVTRC be promoting to reduce vehicle theft?

[Blank]

Q.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? READ OUT

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

Resources and Publications

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

Q.22 And which of the following are you aware of? READ THOSE NOT MENTIONED (Q21) (Q22)

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

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

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

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Q.25  What could be improved?

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

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

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Profile

Q.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?

Q.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?

Q.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?

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

Q.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 2015?

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.

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**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