



Australasian Branch  
2004 Annual Training Seminar

Brisbane Holiday Inn  
29th February - 3rd March 2004

# 2004 Training Seminar

## Delegate's Handbook



### In association with our Seminar partners:

- Queensland Transport
- National Motor Vehicle Theft Reduction Council Inc.
- Fraud International
- Suncorp / GIO
- Brookside Investigations
- Made-To-Measure Publications (Publishers of 'Identical')

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# Welcome

On behalf of the Australasian Branch committee I would like to welcome you to our 11th Annual Training Seminar here in Brisbane. In particular I would like to welcome the many new members who are attending their first IAATI seminar. Please make yourself known to myself and your fellow IAATI members.

I would also like to extend a warm welcome to four international guests who have braved the seemingly endless plane flights to join us here in Brisbane.

Specifically:

Ton Van der Lee, Director and Past President European Branch, IAATI  
Guus Wesselink, Director, Foundation for Tackling Vehicle Crime (Netherlands)  
Dr. Graham Wright, Director, Organised Crime Project, Business Against Crime and  
Director, Crime Prevention Centre (South Africa)  
Inspector Mike Diack (RCMP), Officer in Charge IMPACT (Integrated Municipal  
Provincial Auto Crime Team), British Columbia

As with previous years we are very honoured to host a visit from IAATI's International President. This year is extra special as our International President is the Australasian Branch founding President, Craig Petterd. Craig was elected International President at the 52nd International Seminar in Los Angeles last August. He is the first International President of IAATI from outside North America and his appointment reflects the devotion that Craig has shown to promoting IAATI and its principles at both a national and an international level.

Having worked with the organising committee for this year's seminar I can assure you there has been extensive work gone into the planning to guarantee everything runs as smoothly as possible and the content provides a good mixture of interesting and informative material (along with a large dose of fun). I therefore would like to express my sincere thanks to John O'Byrne, Chair of the 2004 Seminar Organising Committee and his fellow committee members – Keith Schmidt and Ian Gunthorpe. They have put in numerous hours each week over the over the last 12 months and deserve our congratulations for their efforts. They have also been supported by their fellow Branch committee members who assisted with the securing of speakers and seminar partners. They have all done an exceptional effort.

When planning these seminars we are consistently aware of the uniquely diverse membership of the Australasian Branch. Unlike many of the other IAATI branches which are dominated by law enforcement personnel our branch consists of a unique blend of police personnel (investigators, forensic officers, intelligence analysts), insurance personnel (investigators, claim managers, fraud specialists, analysts), registration personnel (vehicle inspectors, policy staff), academics and researchers, crime prevention officers, forensic locksmiths, motoring club representatives, private investigators, vehicle manufacturers and those involved in the development of vehicle security systems. This diverse membership while creating challenges for the development of a balanced seminar program, does, however, give delegates the opportunities to mix and learn from others with slightly different skill and knowledge sets.

Staging these annual seminars is a difficult and time consuming task but one that can prove extremely beneficial when they meet the needs and expectations of the delegates. To ensure that future seminars are as beneficial as possible I seek your assistance in two areas.

Firstly, we require your feedback as to what you want to see and do at our next seminar. To facilitate this I encourage you to complete and return the questionnaire (included at the back of this handbook) indicating what aspects of this seminar you liked and what aspects you would like to see different next year. It is only through this type of feedback that we can tailor our seminar to meet your needs.



Secondly, I would encourage you to consider offering your services to the branch. This can be either by assisting in future seminars and training sessions, by nominating to stand for the Branch Committee or by sharing information and experiences with your colleagues through the Association's International Magazine 'APB' or the Branch website ( [www.iaatiaus.org](http://www.iaatiaus.org))

In closing, I wish to acknowledge the generous assistance provided by our seminar partners - *Queensland Transport*, *Suncorp/GIO*, the *National Motor Vehicle Theft Reduction Council*, *Brooksight Investigations*, *Made-To-Measure Publications* and *Fraud International*. Only with their support are we able to provide these training seminars and the range of interesting and informative presenters. I encourage you to offer your return support to them whenever possible. I would also like to thank *Insurance Australia Group (IAG)* for their continued sponsorship of the Australasian Branch Awards. Their support of these awards has ensured that a number of highly skilled and devoted individuals achieve the recognition they deserve.

Once again welcome to Brisbane, thank you for supporting IAATI and I hope you have an enjoyable and fruitful time during the next three days.

Paul Thomas  
Australasian Branch President

For the benefit of both delegates and speakers, members are asked to please switch all mobile phones off or to silent mode during the presentations and the Annual Dinner.

## Seminar Etiquette

Delegates will be given an opportunity to ask questions of speakers at the end of each presentation if time permits, however, to be fair to subsequent speakers, we will endeavor to stick as closely as possible to the published timetable. We therefore ask that, if at the end of the scheduled time of each presentation, there is no time for questions, that delegates contact the speaker during the next available refreshment break rather than delay the next scheduled speaker.

Delegates are also reminded that there will be an Open Forum on Wednesday afternoon and this will provide an opportunity to raise any questions or make comments on issues that could not be made during the rest of the seminar.

If any delegate or their dinner guest has special dietary requirements not recorded on their

## Special Dietary Requirements Venue

registration form can you please contact Keith Schmidt as soon as possible so the hotel catering staff can be notified.

# Seminar Dinner

The Seminar Dinner will take place on Tuesday 2nd March at the Holiday Inn. Delegates are advised that this is a formal occasion and lounge suits are suggested. Pre-dinner drinks will be served from 7.00 pm and dinner will commence at 7.30pm. The 2003 Annual Australasian Branch awards, sponsored by Insurance Australia Group (IAG), will be announced during the evening and we will also have a speech by Mark Le Grand, former Director, Official Misconduct Division, Criminal Justice Commission, Queensland.

Unfortunately numbers for the free post seminar field trip to the Mack/Volvo Tuck factory

## Post Seminar Field Trip

and a local heavy vehicle wrecking yard are limited and restricted to those members who registered an expression of interest to Ian Gunthorpe prior to 15th February. If, however, you had booked to attend but can no longer participate then please contact Ian Gunthorpe so that another member can take your place.

Delegates attending this field trip will be transported to the site and back to the Holiday Inn by mini bus. Details of the pickup and drop off times will be announced during the seminar.

Members are reminded that the Branch is always keen to welcome new members to the Committee. This is a rewarding job and a great way for you to influence the direction of your Association. More importantly, it is only through the involvement of members on the

## Branch Elections

Committee that the Association can survive. The positions available include President, Vice-President (2 positions) and Committee member (6 positions).

Members wishing to nominate for the 2004 Branch Committee are asked to complete the nomination form on page 23 of this handbook to the Returning Officer, Mr. John O'Byrne, before 1.30 pm Tuesday 2nd March. If required, elections for the 2004 Committee will take place at the AGM on Tuesday afternoon with the result being announced during the Seminar Dinner on Tuesday night.

Remember, even if you do not wish to stand for the committee but wish to assist in other ways such as assisting with:

- ◆ the Seminar 2005 Organising Committee;
- ◆ the Ethics Committee;
- ◆ the Accreditation Committee;
- ◆ the Branch Awards Committee;
- ◆ articles for the Website or APB

please contact one of the current or new committee members.

# Seminar Program

## SUNDAY 29th FEBRUARY 2004

1200 - 1600	Australasian Branch Committee Meeting
1700 - 1830	Registration
1730 - 1930	President's Reception

## MONDAY 1st MARCH 2004

0815 - 0900	<b>REGISTRATION</b>
0900 - 0910	Welcome by International President, Craig Petterd
0910 - 0955	Graham Wright, Director, Organised Crime Project, Business Against Crime, South Africa "Current Vehicle Theft trends and Issues in South Africa"
0955 - 1040	Guus Wesselink, Director, Foundation for Tackling Vehicle Crime, Netherlands "Current and new strategies in Europe"
1040 - 1100	<b>MORNING TEA</b>
1100 - 1145	Ray Carroll, Executive Director, National Motor Vehicle Theft Reduction Council Inc. "Reducing Vehicle Theft - Australia's Current and Future Initiatives"
1130 - 1230	Ton Van der Lee, Director and Past-President, European Branch, IAATI. "Co-operating on tackling vehicle crime in the Netherlands and Europe."
1230 - 1315	<b>LUNCH</b>
1315 - 1400	Peter Butts, Director, Australian Transport Investigations "Heavy vehicle theft - Identifying those involved"
1400 - 1445	Det. Sgt Jamie Craig, Organised Crime Investigative Group-Auto Theft, Queensland Police "Re-identification and theft of parts from trucks"
1445 - 1500	<b>AFTERNOON TEA</b>
1500 - 1700	Case Studies: <ol style="list-style-type: none"><li>1. Detective Senior Constable Mark Kennedy, Queensland Police Service "An insurance fraud case study"</li><li>2. Alan Beddall, NSW Roads and Traffic Authority "A registration case study"</li><li>3. Senior Constable Josh Rayner, Queensland Police Service</li></ol>

# Seminar Program (continued)

TUESDAY 2nd MARCH 2004

- 0815 - 0900      **REGISTRATION**
- 0900 - 0940      Roy Linssen, Queensland Transport  
"Grey Imports - Operation Copra"
- 0940 - 1020      Inspector Mike Diack, Officer-in-Charge, IMPACT, Royal Canadian Mounted Police  
"Vehicle theft - a Canadian perspective"
- 1020 - 1100      Lisa Carr, Coordinator, National Fraud Desk, Australian Crime Commission  
"Identity Fraud"
- 1100 - 1120      **MORNING TEA**
- 1120 - 1200      Gavin Willson, Australian Polygraph Services  
"Polygraphs - Their use in investigations"
- 1200 - 1240      Sgt. Jim Hinckley, Marine Area Command, NSW Police  
"Vessel Theft - From Berth to Re-birth"
- 1240 - 1325      **LUNCH**
- 1325 - 1405      Det. Sgt. Dennis Connor, Drugs & Organised Crime Investigation Branch,  
South Australia Police,  
"Harley Davidson thefts and frauds"
- 1405 - 1450      Federal Agent Ben Santamaria, Investigator - Vehicle Rebirthing,  
Australian Crime Commission  
"Organised vehicle theft in Australia"
- 1450 - 1530      Sergeant Nicole Fox, Accident Investigation Squad, Queensland Police Service  
"Understanding the Fingerprints left by traffic accidents"
- 1530 - 1550      **AFTERNOON TEA**
- 1550 - 1715      AGM and 2003 Branch Elections (Lucky door prizes )
- 1900 - 1930      **Pre-Dinner Drinks**
- 1930 - 2300      **ANNUAL SEMINAR DINNER & BRANCH AWARDS PRESENTATION**  
Sponsored by IAG.
- Dinner speech - Mr. Mark Le Grand, Former Director, Official Misconduct Division,  
Criminal Justice Commission



# Seminar Program (continued)

WEDNESDAY 3rd MARCH 2004

0900 – 1000 Ian Gunthorpe, Queensland Police

“Determining Authenticity - The Fundamentals of Vehicle Identification Examination.”

1000 – 1050 Demonstration: - Number Restoration and inspection of re-identified vehicles

1050 – 1110 **MORNING TEA**

1110 – 1150 Presentation by 2004 Winner of “Investigation of the Year” Award

1150 – 1230 Presentation by 2004 Winner of “Outstanding Achievement” Award

1230 – 1315 **LUNCH**

1315 – 1400 Crime Prevention and Community Safety Council Secretariat, Tasmania Police

“Tasmania’s U-Turn Project: The lessons learnt, challenges and success stories from the first year “

1400 – 1445 Det. Senior Constable. Keith Schmidt, Queensland Police

“The motivations and perceptions of a seasoned offender”

1445 – 1545 Open Forum

This is an opportunity for delegates to raise issues for discussion, pass comment or ask questions of their fellow delegates in an open forum.

1545 - 1600 Official Close.

THURSDAY 4th MARCH 2004

Optional free morning tour to the Volvo/Mack Truck factory and a local heavy vehicle wrecking yard.

The departure time and further details regarding this field trip will be announced on Day 1 of the Seminar.

# Speaker Profiles

## **Dr. Graham Wright**

Director, Organised Crime Project, BAC & Director, Crime Prevention Centre, CSIR, South Africa

Graham Wright has multi-faceted responsibilities within both Business Against Crime (BAC) and the CSIR, the South African equivalent of Australia's CSIRO. Within BAC Graham is Director of the Organised Crime project where one of his major responsibilities lies with the National Vehicle Crime Project. This project serves as a national coordinating mechanism for combating and prevention of all forms of vehicle crime in South Africa. Graham also heads both the Crime Prevention Centre and the Sports Technology Centre within the CSIR.

## **Mr. Guus Wesselink**

Director, Foundation for Tackling Vehicle Crime, Netherlands

Guus Wesselink started out as a senior police officer in 1974 at the State Police in the Netherlands. He had many functions within CID and was a deputy police chief when he switched to the insurance world (1990). There he was head of a risk management and loss-adjusting department. During that period he helped establish a professional and dedicated register for stolen vehicles by the insurers. A foundation was set up and he became the first director. Co-operating with the Dutch government and the police, both private and public partners decided in 1997 to set up a public-private co-operation in the form of a Foundation for Tackling Vehicle Crime (AVc) and he was appointed the founding director. Now, he and his project co-ordinators and assistants run a program to diminish the theft of vehicles, parts of vehicles and fraud in the Netherlands. AVc also participates in European developments on the subject.

## **Mr. Ray Carroll**

Executive Director, National Motor Vehicle Theft Reduction Council, Australia

Ray Carroll is the Executive Director of the National Motor Vehicle Theft Reduction Council (NMVTRC) and has been involved in vehicle theft reform since 1996 when he was appointed the Project Manager for the National Motor Vehicle Theft Task Force. Prior to taking up the NMVTRC role in 1999 Ray was a member of Victoria Police for 22 years serving most of his career as a detective. His last position with VicPol was as officer in charge of the Crime Prevention Bureau. Ray holds a Bachelors Degree in Criminal Justice Administration. Ray was the inaugural winner of the Australasian Branch of IAATI "Outstanding Contribution to the Reduction of Motor Vehicle Theft" Award for his achievements as Project Manager of the National Motor Vehicle Theft Task Force in 1996/97 and his work as Executive Director of the National Motor Vehicle Theft Reduction Council.

## **Mr. Ton van der Lee**

Director and Past President, European Branch, IAATI Netherlands

Ton van der Lee is a commissioner for the Dutch National Police, having commenced service in 1966. He has served as a district superintendent in the city of Aalburg (1979-1989), head of the recruiting department at the police academy (1989-1993), head of the criminal investigation dept. on transfer of payments (1993-1997). Since 1997 Ton van der Lee has been on detachment at the Foundation for Tackling Vehicle Crime, where he runs multiple projects. In 2003 Ton became the national police coordinator on vehicle crime. Since 2001 Ton has also served as President of the European Branch of IAATI.

## **Mr. Peter Butts**

Managing Director, Australian Transport Investigations

Peter, a former Victoria Police officer having served the state for a period in excess of 24 years, resigned from the Force in 1996 as a Detective Senior Sergeant attached to the CIB Homicide Squad. He is now the managing director of Australian Transport Investigations.

Born in Albury NSW he has from a very young age been around transports and for many years drove for a number of interstate transport companies on a part time basis during his years within VICPOL. In 1996 he purchased his own prime mover and sub contracted to a number of local and interstate firms before creating Australian Transport Investigations in 1998. Peter is also a committee member of IAATI & AISP and a member of APII. His presentation will focus upon issues that surround the theft and investigations of heavy vehicles and trailers together with information and knowledge to assist other investigators and insurers in dealing with operators in the transport industry as a whole.

# Speaker Profiles (cont.)

## **Det. Sgt. Jim Craig**

Organised Crime  
Investigative Group -  
Auto Theft,  
Queensland Police Service

Jim has been a sworn member of the Qld Police Service since the 12<sup>th</sup> of December 1991. He has spent the majority of his career in the Logan District which is probably the busiest Police District in Queensland. Jim has been a plain clothes officer since 15<sup>th</sup> of April 1995 and was appointed a Detective on 5<sup>th</sup> October 1998. Jim now has almost 5 years of auto theft investigative experience after beginning full-time auto theft investigations under Operation ANCIENT in January 1999.

Jim has a long association with all and anything related to motor vehicles, having a father and brother who are drag racers, as well as being the previous owner/builder of several street machines and the current builder of a street rod. Jim is a current member of the Australian Street Rod Association (ASRF) as well as a current member of IAATI.

Jim is a specialist auto theft investigator in the Organised Crime Investigative Group in Brisbane. He is also the training officer in the Auto Theft Unit with responsibilities relating to auto theft investigation courses for the entire Qld Police Service. Jim has travelled the State delivering one-day Auto Theft workshops to Qld Police Service members, Qld Transport staff, insurance assessors and community members as an initiative to enhance the general knowledge of vehicle identification issues. Jim is a previous joint-winner of the IAATI 'Investigation of the Year' (2002) with Detective Keith SCHMIDT for Operation ANCIENT.

Jim's presentation will include details of two recent truck theft case studies from Qld, including the re-identification and theft of parts from trucks.

Mark is a Detective Senior Constable presently attached to the Logan District Criminal Investigation Branch. He was previously attached to the Auto Theft Unit of the Logan C.I.B. and has also served with the Australian Federal Police. Mark still conducts inspections of vehicles with suspect identifiers in the Logan Police District. He has a keen personal interest in restoration of motor cars and motorcycles.

Mark's presentation will be in relation to a joint investigation conducted by NRMA and the Queensland Police, wherein the subject person has been charged with an attempted insurance fraud against NRMA and a fraud against Suncorp.

Alan has worked for the NSW Roads and Traffic Authority since 1972 and was assigned to manage the Vehicle Identification Inspection unit (VIIU) and the N.S.W Written Off Vehicle Register (WOVR) in 1999.

The VIIU is responsible for a number of specialised tasks including the development and operation of a 3<sup>rd</sup> tier vehicle examination scheme designed to ensure that second hand high risk vehicles are examined and correctly identified prior to registration in NSW; conducting of high level audits and investigations into the operation of the non government Authorised vehicle inspection scheme; and investigations relating to the registration of vehicles referred to the unit from internal and external sources .

The WOVR is responsible for the recording, audit and corrections of some 36,000 written off vehicles reported to the register each year in NSW. The unit works closely with all motor vehicle insurers in ensuring that the statutory reporting period for written off vehicles is maintained.

## **Det. Snr. Const. Mark Kennedy**

Executive Director,  
National Motor Vehicle Theft

## **Mr. Alan Beddall**

Manager, Vehicle  
Identification Inspection Unit  
and the Written Off Vehicle Register,  
NSW Roads and Traffic  
Authority

# Speaker Profiles (cont.)

## **Sen. Const. Josh Rayner**

Cairns Scientific Section,  
Queensland Police Service

Senior Constable Josh Rayner joined the Queensland Police Service in 1997 after completing a Bachelor of Applied Science at Central Queensland University. Posted to Cairns he spent a year in General Duties followed by a year in the Criminal Investigation Branch before taking up a position as a Forensic Scientist in 2000. Currently stationed at Cairns Scientific Section he performs examinations of a variety of crime scenes and physical evidence including vehicle examinations.

Case Study: Late model Toyota Landcruisers are a target for vehicle thieves due to their high value, popularity and relatively low levels of built-in security features and identifiers. A rebirthing organisation was uncovered in Cairns involving vehicles stolen from Queensland and Western Australia using identifiers from vehicles originating in Australia and now located overseas in mining applications. These vehicles were then on-sold to private purchasers.

## **Mr. Roy Linssen**

Manager, Vehicle  
Identification Unit  
Queensland Transport

Roy is an A grade motor mechanic who commenced work with Queensland Transport about 5 years ago. He was initially involved with vehicle modifications and issuing of permits to imported vehicles. He is currently the Manager/Advisor of the Vehicle Identification Unit of Queensland Transport in Brisbane, which comprises 10 permanent staff, including 3 Queensland Police on secondment.

Roy will be presenting a paper on Operation Copra, which was a multi-disciplinary task force set up at Queensland Transport in Feb 2001, comprising staff from Q.T., QPS, Customs and the Office of Fair Trading. The paper will focus on the ways cars are imported, types of cars being imported, insurance claims relating to imports, and a relevant offender case study.

## **Inspector Mike Diack**

Officer in Charge , IMPACT Royal  
Canadian Mounted Police, Van-  
couver,  
British Columbia

Mike Diack is a 25 year member of the RCMP. After training Mike was transferred to the province of Alberta where he spent 23 years doing rural policing, large municipal policing, native policing, Commercial Crime, auto theft, undercover operations, and major crimes. In 2001 Mike was commissioned to Inspector and placed in charge of Operational Support for G8, the world leaders conference in Kananaskis, Alberta. After G8 Mike was transferred back to Surrey in the Lower Mainland of British Columbia and he is now the Office in Charge of the provincial integrated multi police force auto theft unit IMPACT, the Integrated Municipal Provincial Auto Crime Team. IMPACT is located in Surrey which has one of the highest auto theft rates in the world.

Mike's presentation will give a general overview of auto theft in Canada, in particular the cross border and export of stolen vehicles. It will then outline the cause and effect of auto theft in BC, the strategies being used, including GPS tracking, suspect rating model, bait cars, street level surveillance, and the Crimepoint geographical mapping and analysis program.

## **Sgt. Lisa Carr**

Coordinator, National Fraud  
Desk, Australian Crime  
Commission

Lisa is a Sergeant of Police with the New South Wales Police Force and currently on secondment to the Australian Crime Commission (ACC). Prior to her appointment at the ACC she was the Intelligence supervisor in a Sydney Crime Management Unit. Lisa is currently coordinating the National Fraud Desk at the Australian Crime Commission from Canberra. One of the main functions of the National Fraud Desk is to facilitate the sharing and coordination of fraud intelligence for law enforcement in Australia. She has prepared numerous Intelligence assessments and assisted in the implementation of the Identity Fraud Register Pilot. Identity crimes, in particular identity fraud is one Australia's fastest growing crimes and is estimated to cost the community \$1.1 billion per year.

Lisa's presentation will outline the concept of the Identity Fraud Register Pilot, some of the analysis from the pilot period, an update on developments and some further analysis of the data submitted since the completion of the pilot.

# Speaker Profiles (cont.)

## **Mr Gavin Willson**

Certified Polygraph Examiner,  
Australian Polygraph Services

Gavin is a certified Polygraph Examiner having graduated from an approved course of study in polygraph training under Nathan Gordon, Director, Academy for Scientific Investigative Training in Philadelphia, USA. Gavin's certification as a Polygraph Examiner satisfies the standards stipulated for education and training of individuals involved in the science of Forensic Psychophysiology published by the American Society of Testing and Materials (ASTM). Whilst in Philadelphia Gavin received training in the calibration and operation of computerised polygraph instrumentation including Axciton Systems, Lafayette and Stoelting whilst conducting validated polygraph testing techniques.

Gavin is also the first and only polygraph examiner in Australia that has completed training in Post Conviction Sexual Offender Testing (Philadelphia PA) which utilises polygraph testing in the treatment and surveillance of convicted sexual offenders and paedophiles. He is also an Associate Member of the American Polygraph Association having met the level of ongoing training and education prescribed and adopted by the Board of Directors of the American Polygraph Association.

## **Sgt. Jim Hinckley**

Coordinator, Eden Water Police,  
NSW Marine Area Command,  
NSW Police Service

Jim joined the NSW Police in 1980 and stationed at Darlinghurst & Kings Cross for 3 years then transferred to Sydney Water Police in 1983. In 1986 he transferred to Broken Bay Water Police where he became interested in Criminal Analysis and established a Marine Intelligence Unit in that area. In 1995 he was seconded to the Special Service Group as an Intelligence Analyst to carry out a Comprehensive Review of the NSW Water Police. This review resulted in a shift from Search and Rescue as a primary role and function of the NSW Water Police to a focus on Combating Marine Crime.

In 1997 Jim was appointed State Marine Intelligence Coordinator and tasked with the creation of a State Marine Intelligence Unit. His focus was on all aspects of Marine based criminal activity and the development of tactical and strategic plans and responses to combat such activities. In November 2002, he took a sea change and is currently Office in Charge, Eden Water Police responsible for the South Coast of NSW from Ulladulla to the Victorian border.

Presentation Title: "Vessel Theft - From Berth to Re-birth"

In this presentation Jim will explore vessel theft in NSW both historically and present trends. Each year the number of vessels stolen far exceeds the numbers recovered. As the years pass the outstanding vessel figure increase. Where do they go?

## **Det. Sgt. Dennis Connor**

Drug and Organised Crime Investigation Branch,  
South Australian Police Service

Dennis has 30 years service with South Australia Police Force including 23 years CIB service and the last 14 years within the Drug & Organised Crime Investigation Branch (DOCIB). Investigating all aspects of drug & organised crime, motor cycle gang and armed hold up task forces.

Dennis has led a number of successful investigations into organised vehicle theft, cross border rebirthing operations involving late model 4 wheel drives and other prestige vehicles. Dennis is SAPOL's representative on the South Australian Vehicle Theft Reduction Committee and is Vice President of the Australasian Branch of IAATI and chair of its Ethics subcommittee.

His presentation is on "Motor Cycle Gangs - Harley Davidson motor cycle theft/fraud".

# Speaker Profiles (cont.)

## **Federal Agent Ben Santamaria**

Investigator - Vehicle Rebirthing,  
Australian Crime  
Commission, Sydney

Ben is a Federal Agent with the Australian Federal Police (AFP) and is currently on secondment to the Australian Crime Commission (ACC) in Sydney. Prior to this secondment Ben was an investigator in the AFP Counter Terrorism Teams. Ben has also worked at the local Police level, having started his career in ACT Policing.

Ben is part of the Vehicle Rebirthing Determination at the ACC. This determination is a 'special intelligence operation' as determined by the board, which means the use of the ACC's coercive powers is authorised. The ACC's role in this area is to identify relevant persons involved in the organised theft and rebirthing of vehicles across state/territory borders and the international barrier. In achieving this the ACC is working in a collaborative manner with our partner law enforcement agencies and the private sector.

Ben's presentation will outline how the ACC is planning to achieve this and what measures have been implemented thus far.

## **Sgt. Nicole Fox**

Accident Investigation Squad,  
Queensland Police Service

Nicole Fox is a sergeant in the Queensland Police Service. Since 1999 she has been stationed at the Accident Investigation squad. Her duties include the forensic examination of the scenes of traffic accidents and vehicles involved in traffic accidents.

Her presentation is titled, "Understanding the Fingerprints left by traffic accidents."

## **Mark Le Grand**

Mark Le Grand & Associates

Mark graduated from Melbourne University with a Bachelor of Laws in 1969 and in 1970 was admitted to practice Supreme Court of Victoria and High Court of Australia. Since that time Mark has led a distinguished career with just some of the highlights being:

1979 - Appointed Officer in Charge, Prosecutions Section, Commonwealth Crown Solicitor's Office

1981 - Senior Solicitor to the Royal Commission of Inquiry into Drug Trafficking conducted by Justice Stewart (the "Mr Asia" Inquiry).

1984 - Deputy Director of Public Prosecutions, Melbourne

1986 - General Counsel to the National Crime Authority, Melbourne.

1989 - Member of the National Crime Authority for South Australia

1990 – 1999 Director, Official Misconduct Division, Criminal Justice Commission, Queensland.

The Criminal Justice Commission was set up in the wake of the Fitzgerald Commission of Inquiry which exposed and reported upon institutionalized corruption within the Police Service and Public Sector in Queensland. The Official Misconduct Division was the investigative arm of the Commission. Its brief was to investigate official misconduct (including corruption) and organized crime within the State of Queensland. The Division, which comprised 140 persons (50% of the staff of the Commission), completed approximately 30,000 investigations in its nine years of operation under his direction. It had several hundred current investigations at any one time ranging from simple complaints of official misconduct to complex investigations of organized criminal activity. It operated five multi-disciplinary teams consisting of seconded police, contract investigators, accountants, intelligence analysts, complaints officers and lawyers together with registry, computer and other support staff. The Division had access to Royal Commission type powers of subpoena and examination on Oath. The Division produced 23 public reports after inquiry on matters as diverse as jury tampering, local government corruption, aboriginal riots and environmental crime. In total, under his direction, the Commission laid approximately 6,000 criminal and disciplinary charges.

# Speaker Profiles (cont.)

under his direction, the Commission laid approximately 6,000 criminal and disciplinary charges.

In 1996 Mark was also a member of the Police Review Committee chaired by Sir Max Bingham QC. The Police Review Committee was appointed by the Queensland Government to review the structure and management of the Queensland Police Service. It provided a comprehensive report to government recommending substantial change to the structure, management and operations of the Queensland Police Service. These recommendations were adopted by the Queensland Government and fully implemented.

Mark Le Grand is currently a legal consultant on compliance and regulatory issues, principle of a Brisbane based legal practice styled *Mark Le Grand & Associates* and a sessional lecturer on organized crime at Queensland University of Technology.

Ian is a foundation member of the Australasian Branch of IAATI and is a serving police officer stationed at the South East Region Scientific Section in the Queensland Police Service. His duties and areas of expertise include Fire Scene Examination, Crime Scene Examination and Vehicle Identification Examination. He has been performing these duties as a police scientific officer since 1990. He is also the training officer for the Queensland Police Service's South East Region Scientific Section responsible for training and monitoring the progress of trainee scientific officers in that region. His presentation is entitled "The Fundamentals of Vehicle Identification Examination." The aim of the presentation is to explain and teach the basic methodology and thought processes required to detect and recognise a reidentified motor vehicle. It includes a practical session where delegates are encouraged to apply the methodology learnt to the inspection of actual vehicles suspected of having altered identifiers.

Vanessa Goodwin has worked for Tasmania Police, in the Crime Prevention and Community Safety Council Secretariat, since 1997, and is responsible for managing projects, conducting research and developing crime prevention advice. She is currently the Project Manager for Project U-Turn.

Vanessa has a Bachelor of Arts and Bachelor of Laws from the University of Tasmania, a Master of Philosophy (Criminology) from the University of Cambridge, and is currently completing a Ph.D. in Law at the University of Tasmania. She has previously been employed as a Judges Associate, a Public Affairs Officer and as the Governor's Research Assistant.

Her presentation will provide an overview of U-Turn, an innovative diversionary program for young motor vehicle thieves, which is being piloted in Tasmania over two years with funding provided by the National Motor Vehicle Theft Reduction Council and the Australian Government. The lessons learnt, challenges and success stories from the first year will be highlighted.

Keith is currently attached to the Beenleigh C.I.B. with the Queensland Police Service. He was previously officer in charge of auto theft Operation Ancient and the Logan Auto Theft Unit. Keith is also the Executive Director of the Australasian Branch of IAATI.

Keith will present a case study on a particular offender specialising in the theft, re-identification and sale of parts of stolen Toyota 4WDs in South East Queensland, indicating methods of theft and re-identification, and the offender's position towards to Police, insurance and finance companies. This will include a videotaped interview with the offender involved.

## **Ian Gunthorpe**

South East Region Scientific Section,  
Queensland Police Service

## **Vanessa Goodwin**

Crime Prevention and  
Community Safety Council Secretariat,  
Tasmania Police

## **Det. Sen. Const. Keith Schmidt**

Beenleigh CIB,  
Queensland Police Service

# General IAATI Information

## APB

The Association's international magazine is 'APB'. It is circulated to financial members four times a year and includes updates on vehicle theft issues, case studies, upcoming training information and material from each Branch and Chapter. The APB Editor is constantly on the look out to include any articles, news items, photographs etc. that would be of interest to either Australasian or international members. If you have come across a new *modus operandi*, an interesting case study or simply want to 'brag' about a successful investigation then please take the time to write a small article and send it to our Executive Officer ([executive@iaatiaus.org](mailto:executive@iaatiaus.org)). Items can be as small as a single paragraph to as long as a couple of pages. If you have any photographs relating to the article please feel free to include those as well. (Naturally, the names of individuals involved in any case studies can be changed to protect the guilty!)

If you are a financial member and have not received a copy of APB within the last four months then please check your contact details under the 'member services' section on the international website ([www.iaati.org](http://www.iaati.org)) to ensure we have your correct postal address.

## Websites

The International IAATI website can be found at [www.iaati.org](http://www.iaati.org). It is a mine of information including details on:

- ◆ upcoming International and Branch/Chapter Training seminars;
- ◆ highlights from past seminars;
- ◆ membership directories/ member search;
- ◆ purchasing IAATI merchandise;
- ◆ IAATI Forums - Bulletin Board System;
- ◆ viewing or changing your membership details;
- ◆ details about IAATI awards;
- ◆ links to all other Branch and Chapter websites.

A relatively new addition to the International Website is the establishment of IAATI forums. This is a bulletin board system whereby members can ask questions, request assistance or simply share information. Currently there are a number of forums including:

- ◆ IAATI General Forum
- ◆ Anti Theft Questions
- ◆ Component Parts Markings
- ◆ Insurance Fraud Trends
- ◆ Seminar critique - Questions and Comments
- ◆ E-News comments/concerns/questions
- ◆ Investigative Positions/Opportunities
- ◆ Member News

The system has only been operating a few months but has the potential to be a valuable source of information for all members and I encourage you to visit it regularly.

Please note when visiting the International website that the membership application and renewal forms are applicable for North American members only. To obtain a membership or renewal form for the Australasian Branch, please visit the Australasian Branch website or use the one in this handbook.

The Australasian Branch website is maintained by Ian Gunthorpe and can be found at [www.iaatiaus.org](http://www.iaatiaus.org). Financial members can access the 'members only' pages of the Australasian Branch by contacting Ian to obtain their password. Ian can be contacted via [webmaster@iaatiaus.org](mailto:webmaster@iaatiaus.org)

Ian is happy to receive any news items, short articles, case studies or photographs that would be of interest to members. Such items can be sent to Ian for inclusion on the Australasian website via [webmaster@iaatiaus.org](mailto:webmaster@iaatiaus.org)



# General IAATI Information

## Australasian Branch Awards

The Australasian Branch of the International Association of Auto Theft Investigators (IAATI), in partnership with our Award Sponsors, Insurance Australia Group Ltd, is seeking nominations for its 2005 Awards Programme. The IAATI Branch awards seek to recognise and reward outstanding achievement, innovation, or exceptional performance in the area of auto theft prevention and investigation. Nominations are currently invited for the following three categories:

### **“Investigation of the Year”**

This award is open to any individual or team of professionals involved in the identification and investigation of motor vehicle theft. The investigation may be deemed exceptional for a range of reasons including its use of innovative methodologies or techniques, the complexity of the investigation, the involvement and cooperation of multiple agencies, or the size of the operation. It is open to members of police forces, custom services, insurance investigators, private investigators, or anyone else involved in investigations. This may involve cooperation of international agencies but at least part of the investigation must have taken place in Australia or New Zealand during the last 3 years.

### **“Outstanding Achievement in the Reduction of Motor Vehicle Theft in Australasia”**

As this title suggests this award is open to any individual, organisation or agency that has made a significant contribution to assist in the reduction of motor vehicle theft in Australia. For example, potential nominations in this category may include:

- ◆ individuals or organisations involved in the development of security devices;
- ◆ vehicle manufacturers;
- ◆ governments for their introduction of new legislation;
- ◆ insurance companies the introduction of new procedures or incentives to vehicle owners or the funding of crime prevention programs;
- ◆ police services for the introduction of initiatives or the development and distribution of training programmes;
- ◆ car park operators and shopping centre managers for introduction of safer parking environments;
- ◆ local crime prevention practitioners;
- ◆ youth workers or organisations involved in prevention programs for offender or age risk individuals;
- ◆ advertising agencies for the development of an awareness campaign etc.;
- ◆ schools/education authorities for the introduction of motor vehicle theft prevention issues into the curriculum;
- ◆ motor Registration authorities or consumer protection agencies for the development of policies or procedures aimed at restricting the activities of car thieves and protecting the unsuspecting consumers; or
- ◆ individuals or organisations involved in the media for the development of responsible reporting practices, the dissemination of vehicle theft prevention material, or the reporting of vehicle theft issues.

### **“Outstanding Contribution by a member to the International or Australasian Branch of IAATI”**

Nominations for this award are only open to present or past members of the Australasian Branch of IAATI. This award is to recognise the work of an individual member, who through their dedication and involvement, has helped in the development, growth or professionalism of IAATI within the Australasian Branch or at the international level.

Nominations for any of the above awards can be made by sending details of the person or group being nominated and stating the category they are being nominated for, reasons for your nomination and your name and contact details

to: IAATI Awards Committee  
PO Box 919  
Beenleigh, QLD 4207

Nominations should be type written on A4 paper and not exceed four pages. The closing date for 2005 nominations is 3rd December 2004 with winners being announced at the 12<sup>th</sup> Annual Training Seminar.

\*\*\*\* NEWS FLASH \*\*\*\*

**Details of an exciting new Award Category, commencing in 2005, will be announced during the Seminar .**

# General IAATI Information

## Contact Details

### Contacting IAATI

The Australasian Branch mailing address is:

IAATI Australasian Branch  
PO Box 919  
Beenleigh,  
QLD 4207  
Australia

Alternatively you can contact the Branch President via the following email address:  
[president@iaatiaus.org](mailto:president@iaatiaus.org)

### Contacting You

The main form of communication with Australasian Branch members is via email. Members should ensure that their email address, along with all other contact details, have been correctly recorded on the membership database. To check your contact details have been correctly recorded please log onto the international website [www.iaati.org](http://www.iaati.org) and click on 'View/Change membership information' under Member Services.

## IAATI Training Seminars

### Australasian Branch Seminars

The Australasian Branch Training Seminars are held annually during the first week of March. Details of upcoming seminars are sent to all financial members around November each year and are posted on the Australasian Branch Website ([www.iaati.org](http://www.iaati.org)).

If you wish to present a paper, case study, poster display, assist in the organization, have a suggestion for a speaker, or simply would like to provide some feedback on past seminars, then please contact the Branch President ([president@iaatiaus.org](mailto:president@iaatiaus.org)).

We are always looking for new ideas and would welcome any offers of assistance with the planning of future seminars.

### International Training Seminars

A highlight of each year is the International IAATI Seminar. Held in early August each year they attract between 300-500 IAATI members from all over the world. They are a great source of information and a great lot of fun at the same time. The atmosphere is always fantastic as each year the host branch tries to top the previous hosts in terms of hospitality.

The 2004 Seminar is being hosted by the European Branch and will be held at Antwerp, Belgium between the 8th and 13th August. As this years seminar will signify the end of Craig Petterd's term as International President we are hopeful that a large Australasian contingent will be able to attend and celebrate his term in office.

For those interested in attending the Antwerp Seminar a copy of the Seminar Registration form and Hotel Reservation Form is included in this handbook. Further details regarding the seminar and partner programs will be posted on the International website ([www.iaati.org](http://www.iaati.org)).

Why not consider attending the Antwerp Seminar as you may be able to claim it as a tax deduction and then stay on treat yourself and your partner to a European holiday afterwards. It is guaranteed to be more enjoyable than spending winter at work.

# 2004 International Seminar

8-13th August 2004, Antwerp, Belgium

Sunday 8th	Times	Monday 9th	Tuesday 10th	Wed. 11th	Thursday 12th	Friday 13th
<b>Arrival of the International participants</b>		07.00 - 08.30 Registration				
	8.30 - 10.00	Opening Ceremony  Awards Ceremony	<b>Breakout Sessions</b>  Alternative Vehicle ID  Heavy Equipment (basics)  Vehicle Arson Investigations	<b>Breakout Sessions</b>  Large Trucks  Insurance Fraud Investigations  Chop Shops	<b>General Session</b>  Anti-theft Labels	<b>General Session</b>  NAEC Committee Report  Ports Network Report
<b>10.00 - 16.00</b> <b>IAATI Merchandise Sales</b>	10.00 - 10.15	BREAK	BREAK	BREAK	BREAK	BREAK
	10.15 - 11.45	<b>General Session</b>  10.15-10.30 53rd Seminar Presentation  10.30 - 11.00 Auto Theft - Organised Crime  11.00 -11.30	<b>Breakout Sessions</b>  Insurance Fraud Investigations  Heavy Equipment (basics)  Air Bag Theft Investigations and Safety	<b>Breakout Sessions</b>  VIN Restoration  Bar Code Labels  Harley Davidson ID	<b>General Session</b>  How to Prevent Auto Theft  Insurance Branch  Car Manufacturer Branch  Auto Security Branch  Press - Publicity  Law Enforcement	<b>General Session</b>  10.15 Closing Ceremonies  Press Conference
<b>10.00 - 17.00</b> <b>Seminar</b>	11.45 - 1.00	LUNCH	LUNCH	LUNCH	LUNCH	12.00 END
<b>Registration at the hotel</b>	13.00 - 14.45	<b>General Session</b>  Interpol Presentation  Europol Presentation	<b>Breakout Sessions</b>  Chop Shops  Heavy Equipment (field)  Bar Code Labels	<b>Breakout Sessions</b>  Exportation Stolen Vehicles  Cloned Vehicles  Container traffic	<b>General Session</b>  Auto Theft Traffic Indicators	
	14.45 - 15.00	BREAK	BREAK	BREAK	BREAK	
<b>Registrations will continue at 07.00 Monday</b>		General Session  E-bay and Auto Theft  Money Laundering	Breakout Sessions  Outlaw Motorcycle Networks  Heavy Equipment (field)  Harley Davidson ID	Breakout Sessions  Air Bag Theft Investigations and Safety  Vehicle Arson Investigations  Container traffic	IAATI General Meeting  Including Chapter/Branch Reports  15.00 Finish  <b>Cocktail Hour 18.00</b>	
<b>18.30 - 21.00 Pres. Reception</b>		Reception: Antwerp City Hall	Party: Cruise Terminal Antwerp	Board Dinner	Banquet 19.00	

# ANTWERP REGISTRATION FORM

# ANTWERP HOTEL RESERVATION

# Fraud International Advertisement

# 2004 Committee Nomination Form

Please complete all three sections below. Section A is to be completed by the person nominating the member. Section B is to be completed by the person seconding the nomination and Section C is to be completed by the person being nominated.

## Section A

I  a financial member of the Australasian Branch of IAATI wish to nominate

President / Vice President / Committee member \*

Signature:

## Section B

I  being a financial member of the Australasian Branch of IAATI second the nomination of

for the position of  on the 2004 Committee.

President / Vice President / Committee member \*

Signature:

Date:

## Section C

I  being a financial member of the Australasian Branch of IAATI accept the above nomination for the position of

President / Vice President / Committee member \*

Signature:      Date:

Completed forms should be submitted to the Returning Officer, Mr. John O'Byrne, by 1.30 pm Tuesday 2nd March 2004.

\* Please circle one option only





# New Member Application



International Association of Auto Theft Investigators, IAATI, Australasian Branch ABN: 72 348 221 762

I ..... wish to apply for membership of the Australasian Branch of IAATI. I agree to be bound by the Rules of the Australasian Branch. I declare that I am a fit and proper person to be a member of the International Association of Auto Theft Investigators.

Signature of applicant: ..... Date: .....

## Applicant's Personal Particulars

Title: ..... Surname: .....

Given names: .....

Preferred Name: ..... Date of Birth: .....

Occupation Title: .....

Area(s) of Expertise: .....

(eg. Investigating – private motor vehicle theft, commercial vehicle theft, forensic examination etc.)

Employer Name: .....

Employment address: .....

..... State: ..... Postcode: .....

Business Phone Number: ..... Business Fax: .....

Business email: .....

Home address: .....

..... State: ..... Postcode: .....

Home Phone Number: ..... Home Fax: .....

Home email: .....

I prefer all correspondence to be sent via my: Home  address, or or Work  address (Please tick one)

Our Association provides a membership list to current members which includes name, company and contact phone numbers. If you prefer that your details are not published please tick this box:

Are you a retired/resigned Police Officer? Yes  No

If so, what was your rank on retirement / resignation? .....

Date of retirement / resignation: .....

Name of Police Service: ..... **Please turn over**

# New Member Application (cont.)



## This application must be proposed & seconded by two members of IAATI

I, ..... nominate the applicant, .....

for membership of the Australasian Branch of IAATI. I know the applicant as a fit and proper person to be a member of the Branch.

Signed: ..... Date: .....

I, ..... second the nomination of .....

for membership of the Australasian Branch of IAATI. I know the applicant as a fit and proper person to be a member of the Branch.

Signed: ..... Date: .....

This application will not be considered unless accompanied by the new member application fee of \$55.00 (\$50.00 + 5.00 GST). In the event this application is unsuccessful the application fee will be returned immediately. A GST receipt will be sent to all successful applicants.

**Note:** Membership fees apply to the calendar year January 1st - December 31st each year. If you attend the Annual Training Seminar your membership fees are included in your seminar registration fees.

## Payment

**Method of Payment:**  VISA  MASTERCARD  CHEQUE

Name shown on Credit Card: .....

Card Number: ..... Expiry Date: .....

Signature: .....

Please post completed application forms to:

**Executive Director, IAATI, Australasian Branch, PO Box 919, Beenleigh, QLD, 4207**

# Membership Renewal



International Association of Auto Theft Investigators, IAATI, Australasian Branch ABN: 72 348 221 762

I, ..... wish to renew my membership of the Australasian Branch of IAATI. I agree to be bound by the Rules of the Australasian Branch. I declare that I am a fit and proper person to be a member of the International Association of Auto Theft Investigators .

Signature of applicant: ..... Date: .....

## Applicant's Personal Particulars

Title: ..... Surname: .....

Given names: .....

Preferred Name: ..... Date of Birth: .....

Occupation Title: .....

Company/Organisation: .....

Nature of Organisation:  ce      Insu  ce Company      Private In  y Agent  
 Registration Authority      Other  ernment agency  
 hicle Manufacturer      Motor  rganisation  
 r (please specify) .....

Work Address: .....

..... State: ..... Postcode:.....

Work Phone Number: ..... Work Fax: .....

Work email: .....

Home address: .....

..... State: ..... Postcode:.....

Home Phone Number: ..... Home Fax: .....

Home email: .....

I prefer all correspondence to be sent via my:      H  address, or      Work  less (Please tick one)

Our Association provides a membership list to current members which includes name, company and contact phone numbers. If you prefer that your details are not published please tick this box:

**Please turn over**

# Membership Renewal (cont.)



**2004 Renewal fee: \$55.00 including GST (A GST receipt will be issued.)**

**Note:** Membership fees apply to the calendar year January 1st - December 31st each year. If you attend the Annual Training Seminar your membership fees are included in your seminar registration fees.

## Payment

**Method of Payment:**

VISA

MASTERCARD

CHEQUE

Name shown on Credit Card: .....

Card Number: ..... Expiry Date: .....

Signature: ..... Amount: \$55.00

I no longer wish to be a member of the Australasian Branch of IAATI, please remove my name from the IAATI mailing list.

Name:

Address :

Reason for non renewal (optional):

Please post completed application forms to:

**Executive Director, IAATI,  
Australasian Branch,  
PO Box 919, Beenleigh  
Queensland 4207**



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Page 4 of 4



# INTERNATIONAL ASSOCIATION OF AUTO THEFT INVESTIGATORS

## AUSTRALASIAN BRANCH

(ABN 72 348 221 762)

### Privacy Policy

#### **1. Your Privacy is important to us.**

The Australasian Branch of IAATI (The Branch) has created this Privacy Policy in order to demonstrate its firm commitment to privacy and compliance with the Privacy Amendment Act 2000

The Branch reserves the right to modify this Privacy Policy at any time. If it is changed, the changes will be posted on Branch website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by The Institute.

If at any time IAATI is required by law to release information about you or your organisation, The Branch must cooperate fully.

#### **2. What sort of information does the Australasian Branch of IAATI collect?**

The type of information the Branch collects and holds includes (but is not limited to) personal information about:

- Members' official and preferred names, titles, private and business address details, telephone and facsimile contact details both private and business, email address;
- Members' occupation, employer, skills, areas of practise, details of any branch disciplinary action;
- Financial details including credit card numbers (re membership, seminar, merchandise payments), financial status of membership and details of Training Seminar attended.

#### **3. How do we collect your personal information**

The Branch collects personal information about you in the following ways:

- When you apply to become a member, register for a Training Seminar, request certain services or products, or otherwise contact or do business with the Institute.
- Other personal information may be collected telephone calls, faxes, e-mails, letters sent by students, members and other contacts of the branch and from renewal forms.

#### **4. What happens if you do not provide the information?**

If you do not provide the personal information required, you may not be able to become a member or you may not be able to receive the information or service you requested by the method you have requested.

## **5. How we use your personal information**

We will use personal information we collect for the primary purpose for which it is collected and for such other secondary purposes that are related to the primary purpose and are reasonably expected, or for which consent has been given. For example, we may use the information you provide us to:

- Process your membership application, process your membership renewal, update your details and profile information or fulfil an order or request for information.
- Send you information on relevant IAATI services, training and events.
- Send your membership renewal, APB magazine, voting papers or other information required under the Charter or By-laws.
- Communicate with you on any issues relevant to your membership or transactions with the Branch.

We may also use your personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration
- Regulatory reporting and compliance

If at any time you receive material that you do not wish to receive, please see “Correcting and Updating Your Personal Information” below.

## **6. Who does the Branch disclose personal information to?**

The Branch will not sell, rent, trade or otherwise supply to third parties any personal information obtained from you without your consent.

- The Branch will confirm current and historical membership status of IAATI to members of the public, employers, other professional bodies.
- The Institute will disclose your name, title, employer, phone number, facsimile or email business to other IAATI members (including members of other IAATI Branches and Chapters). If you do not wish this information to be disclosed please advise the Branch.
- The Institute will provide only such information as is required to suppliers and business partners to enable a particular service to be fulfilled (eg distribution companies for the mailing of APB, Seminar coordinators, etc.)
- The Association develops aggregate (i.e. not individual) reports, which incorporate some of the Information. The reports are for use by our business partners or by the Association to review statistics or analyse trends. However, these reports do not include any personally identifiable information.

## **7. How will the Branch keep your personal information secure?**

The Branch protects any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those authorised office bearers who need it, either to process information or to provide you with services.

Your personal information may be stored in hardcopy documents, as electronic data, or in our software or systems. We maintain security over our paper and electronic data stores and premises.

IAATI will keep your information for as long as it is need to provide you with the products and services that you have requested from us. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

### **8. Correcting and updating your personal information.**

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect or use it. If you find that current personal information we hold about you is incorrect, incomplete or out of date please contact us immediately.

The Branch gives you the following options for accessing and modifying personal information previously provided:

- You may gain access to personal information that the Association has collected about you, by contacting the person named below. We will not charge you for responding to such a request.
- You can change or update personal information online ([www.iaati.org](http://www.iaati.org)) or you can also advise of changes via telephone, fax, email or letter.
- Each year members are invited to update their personal information when they renew their membership.

### **9. Your privacy when visiting the Australasian Branch website**

When you visit the website of the Australasian Branch of IAATI ([www.iaatiaus.org](http://www.iaatiaus.org)), we may make a record of your visit and record or log some or all of the following information for statistical purposes:

- Your server or IP address (the name or number which uniquely identifies the computer through which you are connected to the Internet);
- The address of the referring site;
- The date and time of your visit;
- Your top level domain name (eg .gov., .org., .uk, .au etc.)
- The address of the pages access and the documents you downloaded;
- The type of browser that you used.

No attempt will be made to identify individual users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect our Internet Service Provider's logs.

Some web sites use 'cookies' to record information about an individual access to a site. This site does not use cookies to gather personal information about users.

Your email address will only be recorded if you send us a message. It will only be used for the purpose for which you have provided it and it will not be added to a mailing list, nor disclosed, without your consent.

There are risks associated with the use of the Internet for the transmission of information . If we use electronic forms to collect information, we will provide you with optional alternative means of providing it, such as a mailing address or telephone contact number.

### **10. Contacting the Branch:**

If you have any questions or complaints about this Privacy Policy, you should contact:

**Executive Director  
IAATI, Australasian Branch  
PO Box 919  
Beenleigh QLD 4027**

# 11th Annual IAATI Training Seminar

## Brisbane, 1st - 3rd March 2004

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**Seminar Partners:** Queensland Transport ♦ Suncorp / GIO ♦ National Motor Vehicle  
Theft Reduction Council ♦ Brookside Investigations ♦ Fraud International ♦  
Made-To-Measure Publications  
**Awards Partner:** Insurance Australia Group

# 11th Annual IAATI Training Seminar

## Brisbane, 1st - 3rd March 2004

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Theft Reduction Council ♦ Brookside Investigations ♦ Fraud International ♦  
Made-To-Measure Publications  
**Awards Partner:** Insurance Australia Group

# 11<sup>th</sup> Annual IAATI Training Seminar

Brisbane, 1<sup>st</sup> - 3<sup>rd</sup> March 2004

## Feedback Form

We would appreciate if you would spent a few minutes completing this form to enable us to tailor future training sessions to your needs. All responses will be treated in strictest confidence. On a 10 point scale where 1 represents 'extremely poor' and 10 represents 'extremely good' can you please rate the following aspects of this year's Annual Training seminar.

1. Venue **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

2. Subject matter **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

3. Speakers **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

4. Off-site visits **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

5. Food **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

6. Overall cost **Poor** 1 2 3 4 5 6 7 8 9 10 **Good**

Comment:.....

7. Value for money **No** 1 2 3 4 5 6 7 8 9 10 **Yes**

Comment:.....

8. Worthwhile (Did you gain anything from attending?) **No** 1 2 3 4 5 6 7 8 9 10 **Yes**

Comment:.....

9. What aspects of the seminar did you like best?  
.....  
.....

10. What aspects of the seminar did you least enjoy?  
.....  
.....

11. How could future seminars be improved?  
.....  
.....

12. Do you have any suggestions for topics, speakers, demonstrations, visits etc. for next year's seminar?  
.....  
.....

13. Would you like to present a paper, case study or poster display next year? If so, please write your name and contact details below:  
.....  
.....

Thank you for your time. Please return completed surveys to:

Paul Thomas, c/o National CARS Project  
GPO Box 464, Adelaide 5001  
or Fax (08) 8204 9575