



## **Australasian Branch 2005 Annual Training Seminar**

Citigate Sebel Sydney  
27th February - 2nd March 2005

# **2005 Training Seminar Delegate's Handbook**



#### **In association with our Seminar Partners:**

- AAMI
- National Motor Vehicle Theft Reduction Council Inc.

#### **And Branch Award Sponsors:**

- Insurance Australia Group
- DataDot Technologies

The IAATI Australasian Branch Committee gratefully  
acknowledge the support of our

**2005 Seminar Partners:**



**and our Branch Awards Sponsors:**



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# Welcome

On behalf of the Australasian Branch committee I would like to welcome you to our 12th Annual Training Seminar here in Sydney. In particular I would like to welcome the many new members for 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 Sydney.

In particular:

Karen Metz, International President, IAATI  
Bryan Sheppard, UK Branch President, IAATI  
James Hampshire, National Criminal Intelligence Service, UK  
Tracie Mortenson, 3M, USA

And our friends from across the Tasman:

Victoria Knight, New Zealand Police  
Mark Winnington, New Zealand Police  
Ben Young, Ministry of Justice,

Having worked with the organising of this seminar I can assure you there has been extensive work gone into ensuring things run smoothly and the content provides a good mixture of interesting and informative material (along with a large dose of fun).

I would like to take this opportunity to express my sincere thanks to all member of the 2005 Organising Committee - John O'Byrne, Alan Beddall, Keith Schmidt and Warren Lewington. Having worked closely with them during the past 12 months I know the extensive number of hours they have put into this seminar. I therefore congratulate them on their efforts in staging this seminar along with the members of the Branch Committee who have assisted with the securing of speakers, seminar partners and the hundreds of other tasks that are required to host a seminar. They have all done an exceptional effort and deserve our praise.

In planning these seminars we are consistently aware of the uniquely diverse membership of the Australasian Branch. Unlike many of the other 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 and I encourage you to interact with your colleagues as much as possible during the next three days.

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 in 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 newsletters or the Branch website ( [www.iaatiaus.org](http://www.iaatiaus.org))

In relation to the AGM and Branch Elections I would like to remind you that we have revised the timing of these events to allow more content during the next three days. Consequently, the 2005 AGM is being held on Sunday 27th February at 3.30 - 4.30 pm. This will be followed by drinks at nibbles at the President's reception between 5.00 - 7.00 pm.

In closing, I wish to acknowledge the generous assistance provided by our seminar partners - *AAMI* and the *National Motor Vehicle Theft Reduction Council*. 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, and welcome for the first time DataDot Technologies as an award sponsor. 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 Sydney, 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

## Seminar Etiquette

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

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.

Dress for the seminar is neat casual although delegates reminded that the Seminar and Awards Dinner on the Monday night will be a formal occasion and a suit and tie are recommended.

## Special Dietary Requirements

If any delegate or their dinner guest has special dietary requirements not recorded on their registration form can you please contact Keith Schmidt or Alan Beddall as soon as possible so the hotel catering staff can be notified.

## Seminar Dinner

The Seminar Dinner will take place on Monday 28th February at the Citigate Sebel. 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 2005 Annual Australasian Branch awards, sponsored by Insurance Australia Group (IAG) and DataDot Technologies, will be announced during the evening.

## Field Trips

On Wednesday we will be leaving the Citigate Sebel for the day and traveling by bus to three sites. Delegates will visit the NRMA Salvage yard at Smithfield, stop off at the Burwood RSL for lunch and a presentation from Mike Seidl on OEM security, and visit the RTA's Vehicle Inspection Station at Botany.

To avoid overcrowding at each site, delegates will be divided into two groups with one bus visiting the NRMA Salvage Yard in the morning while the second group goes to Botany. Both groups will meet at the RSL for Mike's presentation and lunch before swapping sites.

The bus that visits the RTA in the afternoon will stop off at Kingsford Smith Airport before returning back to the Citigate Hotel. Delegates wishing to take advantage of this service should bring their luggage and check out of the hotel on Wednesday morning before boarding the bus. Details of the bus departure times and estimated arrival at the airport will be announced during the seminar.

Any delegates not intending of taking part on the field trip are asked to advise Keith Schmidt as soon as possible.

## Branch Elections and AGM

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

Any members wishing to nominate for the 2005 Branch Committee are encouraged to contact the Returning Officer, Mr. Paul Thomas between 1.30 - 2.30 pm Sunday 27th February and nominations close at 3.30 pm Sunday 27th. If required, elections for the 2005 Committee will take place at the AGM on Sunday 27th between 3.30 - 4.30 pm with the result being announced during the Seminar Dinner on Monday night.

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

- ♦ the Seminar 2006 Organising Committee;
- ♦ the Ethics Committee;
- ♦ the Accreditation Committee;
- ♦ the Branch Awards Committee;
- ♦ articles for the Website, VIN, APB or E-News

please contact one of the current or new committee members.

# Seminar Program

## SUNDAY 27th FEBRUARY 2005

- 1100 - 1300 Australasian Branch Committee Meeting (Committee Members only)
- 1330 - 1430 Interviews for members wishing to nominate for the incoming Branch committee
- 1500 - 1530 Registration opens
- 1530 - 1630 2005 Annual General Meeting
- 1630 - 1700 Registration re-opens
- 1700 - 1900 President's Reception - Complimentary welcome drinks and hors d'oeuvres

## MONDAY 28th FEBRUARY 2005

- 0830 - 0900 **REGISTRATION**
- 0900 - 0910 Welcome by Branch President, Paul Thomas
- 0910 - 0920 Official Welcome, Commander Graeme Morgan, NSW Police
- 0920 - 0935 Karen Metz, International President, IAATI  
"International President's Message"
- 0935 - 1020 Frank Peppard, Manager, Corporate Affairs, AAMI.  
"IFRAG - Insurance Fraud Risk Assessment Group"
- 1020 - 1040 **MORNING TEA**
- 1040 - 1120 Ray Carroll, Executive Director, National Motor Vehicle Theft Reduction Council Inc.  
"Reducing Vehicle Theft - Australia's Current and Future Initiatives"
- 1120 - 1200 Detective John Pinney, Victoria Police.  
"Theft Trends and Investigation Strategies in Victoria."
- 1200 - 1240 James Hampshire, Head of Organised Vehicle Crime Section,  
National Criminal Intelligence Service (UK).  
"Organised Vehicle Crime in the UK."
- 1240 - 1330 **LUNCH**
- 1335 - 1420 Darryn Gunn & Darren Law, State Crime Command, NSW Police  
"Motor Vehicle Cloning & Ebay sale trends."
- 1420 - 1500 Victoria Knight, Royal New Zealand Police Service  
"Current vehicle theft trends and issues in New Zealand"
- 1500 - 1540 Lisa Young, Senior Intelligence and Risk Analyst, IAG  
"Transnational Vehicle Crime: Scope, Impact and Relevance for Australia"
- 1540 - 1600 **AFTERNOON TEA**
- 1600 - 1700 Ross Squire, ABC Forensic Services  
"Forensic Locksmithing"
- 1900 - 1930 Pre-Dinner Drinks
- 1930 - 2300 **ANNUAL SEMINAR DINNER & BRANCH AWARDS PRESENTATION**  
Sponsored by IAG and DataDot Technologies

# Seminar Program (continued)

## TUESDAY 1st MARCH 2005

- 0830 - 0900 Registration Desk reopens
- 0900 – 0930 Presentation by 2005 Winner of “Outstanding Achievement” Award
- 0930 – 1000 Presentation by 2005 Winner of Investigation of the Year Award
- 1000 – 1030 Presentation by 2005 Winner of DataDot Award
- 1030 – 1050 **MORNING TEA**
- 1050 – 1130 Stuart Hickman, Theft & Investigations Manager, AAMI  
“Recovery Agents: A New Emerging Trend”
- 1130 – 1220 Andrew Carruthers, Manager, Salvage Operations Smithfield, NRMA  
“Salvage Auctions Now and Then”
- 1220 – 1240 Tracie Mortenson, Security Systems Division, 3M  
“Identity Theft: Security features of the laminate used in Australian Passports”
- 1240 - 1330 **LUNCH**
- 1330 – 1430 Peter Butts, Director, Australian Transport Investigations  
“Earthmoving Equipment Theft”
- 1430 - 1520 Mark Sculthorpe, FAIR  
“Forensic Accident Investigation”
- 1520 - 1540 **AFTERNOON TEA**
- 1540 - 1600 Ben Young, Ministry of Justice, New Zealand  
“New Zealand’s Vehicle Crime Reduction Programme”
- 1600 - 1640 Warren Lewington, DAPSCO  
“Number Plate Recognition Technology”

## WEDNESDAY 2nd MARCH 2005

- 0830 Depart Hotel by Bus to visit:
- **NRMA Salvage Yard** where Andrew Carruthers, Mark Sculthorpe and staff will be our hosts. We will be shown the online intrastate assessing system which centrally records theft/accident details; inspect damaged cars; see how identification details of write-offs are gathered and recorded; shown their auction participant identification procedures (including iris scanning); and total losses booking in procedures/assessment/salvage processes.
  - **Burwood RSL** where we will receive a presentation from Mike Seidl (Manager Security Research, IAG) on vehicle security. Following Mike’s presentation we will enjoy lunch at the Burwood RSL. (Name badges required for free lunch and drinks)
  - **RTA Botany** where Alan Beddall and staff as well as DataDot Technologies will be our hosts. Delegates will be able to inspect DataDot identified vehicles and learn how to, and where to find DataDots on vehicles. We will also be shown a recovered stolen vehicle and there will be a number of static displays related to vehicle theft and the RTA.
- 1630 Arrive at the Airport to drop off any interstate delegates and then return to the Citigate Sebel Sydney



# Speaker Profiles

**Ms. Karen Metz**  
International President  
IAATI

Karen Metz is a certified Police Officer retired from the Ft. Lauderdale Florida Police Department where she gave 20 years of service. Her Police career consisted of 15 years of undercover and investigative work. After retirement she went to Alamo Rent A Car as their Security Manager where she was instrumental in identifying and recovering stolen vehicles from the Island of St. Martin. From Alamo, Karen went to work for her current employer, Broward County Sheriff's Office. Karen holds a Bachelor's Degree in Professional Management from Nova University and has held several positions on the IAATI Board, including Recording Secretary, Associate Director, Director, VP and is our International President for 2004-2005.

**Mr. Frank Peppard**  
Manager,  
National Corporate Affairs  
AAMI

Frank is the Convenor of the Insurance Fraud Risk Assessment Group, the insurance industry's peak forum discussing the issue of insurance fraud. He is also the Manager of National Corporate Affairs for AAMI and a former political adviser to Premier Jeff Kennett and Howard Government Minister Peter McGauran. Frank is also Chairman of the MacKillop Family Services Capital Appeal.

The Insurance Fraud Risk Assessment Group (IFRAG) is made up of senior operation level managers in claims & investigation departments from IAG, Suncorp GIO, AAM, Vero, Allianz, QBE MM, Lumley General and Australian Insurance Holdings. The group meet regularly to discuss meaningful ways to reduce the level of insurance fraud perpetrated against the industry. The Insurance Council of Australia, representatives of federal and state police forces and affiliated organisations also attend meetings. IFRAG participants identify common scams, consider preventative measures and collate briefs for criminal investigations. Members of the group lobby government where legislative change may further assist in the fight against insurance fraud.

**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.

**Det. Sgt. John Pinney**  
Organised Motor Vehicle  
Theft Squad  
Victoria Police

John joined Victoria Police in July 1976, and was appointed to Fraud Squad, September 1982 as a Detective Senior Constable. He was promoted to Sergeant in October 1987 and appointed to Major Fraud Group as a Detective Sergeant in December 1987. Continuous service at Major Fraud Group including appointment as an investigator with the Pyramid Group Inquiry, July 1990 to October 1994, until seconded to OMVTS in February 2003 as part of Operation Lictor. Obtained full time appointment to OMVTS December 2004 as a Detective Sergeant.

His presentation will include an overview of current vehicle theft trends, current investigations involving: personal and vehicle identity fraud; fraudulent rebuilds and the future direction of the OMVTS in Victoria – industry focus.

# Speaker Profiles

## **James Hampshire**

Head, Organised Vehicle Crime Section,  
National Criminal Intelligence Service

James Hampshire is the Head of the Organised Vehicle Crime Section at the National Criminal Intelligence Service (NCIS) and joined the section after working on Organised Immigration Crime and Cocaine Trafficking units. James is an NCIS officer and joined the service after completing an undergraduate degree in History and a Masters in War Studies (majoring in intelligence). NCIS is a multi-agency intelligence service and provides strategic and operational intelligence, and coordination services to UK and international law enforcement agencies. This presentation will provide an overview of the current threat to the UK from Organised Vehicle Crime. It will also outline the UK's response to the threat.

## **Det S.C. Darryn Gunn and**

**Det. S.C. Darren Law**  
Stolen Vehicle Investigation Squad, State Crime Command, NSW Police

Detective Leading Senior Constable Darryn Gunn has 15 years Policing experience with past 10 years criminal investigation. Detective Leading Senior Constable Darren Law also has 15 years Policing experience with past 8 years criminal investigation. They are both currently attached to the NSW Police State Crime Command, Property Squad investigating Motor Vehicle theft & re-birthing.

Their presentation will cover two recent operations. Strike Force Wattley is currently investigating cloning of motor vehicles. The presentation will be focussed on the trends and methods used in cloning (vehicle duplication/re-birthing). The second operation, Strike Force Maserati, has recently investigated the high volume theft of Subaru spare wheels and personal possessions which are later sold upon Ebay.

## **Ms. Victoria Knight**

Strategic Crime Analyst,  
Royal New Zealand Police

Victoria has a Bachelor of Arts (Hons) majoring in Criminology (1st Class) from Victoria University of Wellington. For the last 2½ years she has been employed as a Strategic Crime Analyst for the Royal New Zealand Police in the Wellington District. Her presentation will provide an overview of current trends in New Zealand. It will discuss national distribution, historical trends, fleet composition and target vehicles, offender profile, importation procedures, an operation, NZ/Australian comparisons and strategic opportunities for the future.

## **Ms. Lisa Young**

Senior Intelligence and Risk Analyst,  
Insurance Australia Group

Lisa Young has previously worked as a Senior Intelligence Analyst with NSW Police, where she spent most of that time working on motor vehicle issues including a major assessment on rebirthing. She is currently employed as a Senior Risk & Intelligence Analyst with Insurance Australia Group where she has worked for the last three years. Lisa has been a member of IAATI for a number of years and is currently a Vice President of the Australasian Branch. The work presented here is generated from her Master's thesis in Criminal Intelligence via Charles Sturt University, completed in 2004.

## **Mr. Ross Squire**

Master Locksmith,  
ABC Forensic Services

Ross has worked as a locksmith since 1975 and is proprietor of ABC Forensic Locksmiths. Ross was recognised as a Master Locksmith by the Master Locksmith's Association in 1981 and his areas of expertise are automotive, commercial and forensic locksmithing. He has appeared as an expert witness at all levels of the NSW judicial system, and the Federal and Supreme Courts of Australia. In matters of litigation, he has worked for individual clients as well as for and against large insurers. He has also been involved in the development of security products achieving Australian and international patents that were widely used in the motor industry locally and in the United States.

# Speaker Profiles

## **Mr. Stuart Hickman**

Theft & Investigations  
Manager, Home and Motor  
Products  
AAMI Ltd

Stuart Hickman started in AAMI Ltd in 1994. He has worked in the Motor, Home & CTP Products and an AAMI Customer Contact Centre. He was a founding member of the AAMI Investigations Team in 1997. He has also completed studies in Fraud Risk Management at the University of Western Sydney. He is currently the Theft & Investigations Manager overseeing Motor & Home products & manages 14 staff.

## **Mr. Andrew Carruthers**

Manager,  
Salvage Operations,  
Smithfield,  
NRMA Insurance

Andrew Carruthers Dip Bus (Gen Ins), ANZIIF (Snr) has worked for NRMA Insurance (IAG) for over 25 years. Currently he is the Manager Salvage Operations Smithfield (NRMA Salvage Auctions Smithfield) This is the largest individual insurance owned auction yard in Australia and each week auctions an average of 275 damaged vehicles. Over the years Andrew has completed a number of tertiary courses in Management and Insurance.

## **Ms. Tracie Mortenson**

Senior Account Rep,  
3M Security System Division

Tracie has been employed for 24 years by 3M. During the last 16 years with 3M Security Systems Division (3M SSD) she has acquired extensive knowledge about document security, authentication/tamper indicating devices, tracking technologies and auto theft. She is currently a Senior Account Representative for 3M SSD Asset Tracking and Protection products. Tracie is currently responsible for 3M RFID Tracking Systems. Past sales and marketing responsibility includes the security label required by the U.S. National Highway Traffic Safety Association which is placed on component parts of high theft rate vehicles sold in the U.S. and security films used to protect documents of value. From 1999 through 2003, Tracie was a member of the IAATI Board of Directors and has been an active IAATI member for 14 years. Through IAATI she has provided training on all 3m SSD products to thousands of investigators globally.

## **Mr. Peter Butts**

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 AIPI. His presentation will focus upon issues that surround the theft and investigations of earth moving equipment together with information and knowledge to assist other investigators and insurers in dealing with operators in the transport industry as a whole.

## **Mr. Mark Sculthorpe**

Director,  
Forensic Accident  
Investigation & Reconstruc-  
tion Pty Ltd.

After many years experience as a Traffic Accident Investigation Specialist with the NSW Police Service, Mark has demonstrated himself to be one of Australia's leading experts in the area of accident investigation and reconstruction. He regularly provides training to Police and other service personnel and lectures in the Forensic Law Course (Dept. Forensic Medicine) at the University of Western Sydney and the Law facility at Newcastle University. In 1997 he resigned from the Police service to established Forensic Accident Investigation & Reconstruction Pty. Ltd.

# Speaker Profiles

## **Mr. Ben Young**

Policy Adviser,  
Crime Prevention Unit,  
Ministry of Justice,  
New Zealand

For the last 2 years Ben has been employed as a Policy adviser at the Crime Prevention Unit, Ministry of Justice, Wellington, New Zealand. He has been responsible for developing and recommending New Zealand's strategy to reduce theft of and from cars. In addition to vehicle crime Ben also works on burglary and general crime prevention initiatives for the Ministry of Justice. Ben moved to New Zealand from England 3 years ago to escape rain, traffic, crowds and dismal showers! His sole reason for existence is to attend the Ashes cricket series in England later this year to watch Australia capitulate to our reinvigorated cricket geniuses. (Editor: He is bound to be disappointed once again!)

Ben's paper will discuss New Zealand's recently announced Vehicle Crime Reduction Programme. It will outline why it is needed, what initiatives it contains, the process of implementation and conclude with a look at the key benefits and risks of the programme.

## **Mr. Warren Lewington**

Founding Partner  
Dapsco Pty. Ltd.

Warren is a founding partner of Dapsco Pty Ltd, with many years working in the automotive industry as a technical consultant on motor vehicle electronics and other specialist technical services. Warren also runs a technical writing business. Dapsco Pty Ltd is developing a service station drive-off fuel theft prevention system. Their work developing an advanced number plate recognition system designed for Australian conditions has provided unique insight about problems using number plate recognition in law enforcement/road safety. Their solution to drive-offs from service stations, using number plate recognition, a combination of hardware and software, local and remote databases provides an automated and effective solution to loss resulting in this type of theft. Dapsco believe their system provides vehicle theft investigators with potentially valuable sources of vehicle usage patterns, vehicle location and a capacity to assist in apprehending offenders.

In his presentation Warren will review the recent developments in the area of automated number plated recognition.

## **Mr. Mike Seidl**

Manager, Security Research  
Insurance Australia Group

Mike is Manager Security Research, for Insurance Australia Group and has been working in vehicle security evaluation and design, including Australian Standards Committees for the last 12 years. He assists with technicalities of motor vehicle theft detection and provides training to IAG Assessing, Claims, Investigations and Legal staff.

His presentation will include a brief outline of the evolution of vehicle security and some expected future developments with highlights of theft methods used today and a few myths and media hype explained.

# Lists of Delegates

Name	Affiliation
Jon Alt	New South Wales Police
Derek Ashby	Subaru Australia
Delis Aston	New Zealand Transport
Gerry Bashford	Victoria Police
Erin Bates	New Zealand Transport
Graham Bath	National CARS Project
Alan Beddall	Roads & Traffic Authority, NSW
Mark Bennedick	Kerrigans
Allan Bewley	Transport SA
Todd Blunt	Allianz Insurance
Denis Bouchard	Stoptheft/Trailersafe
Charbel Boustani	New South Wales Police
Peter Butts	Australian Transport Investigations
Geoff Cain	AAMI Insurance
Ray Carroll	National Motor Vehicle Theft Reduction Council
Andrew Carruthers	NRMA Insurance
Tamara Clark	AAMI Insurance
Dennis Connor	South Australia Police
Kim Crebbin	Australian Crime Commission
Luke Dobbin	Queensland Police
Gerry Dyer	Suncorp
Shane Egeskov	LPR Tech
Chris Enright	Australian Crime Commission
Callie Fitzgibbon	Suncorp Insurance
Brett Florence	Victoria Police
Brett Forward	Forensic Locksmiths
Kylie Ganzer	Queensland Police Scientific
Amanda Gleeson	AAMI Insurance
Nick Grant	Brant Corporation
Mark Grulke	Victoria Police Forensic
Darryn Gunn	New South Wales Police
Ian Gunthorpe	Queensland Police
Chris Hackett	South Australia Police
James Hampshire	National Criminal Intelligence Service (UK)
Russell Harrison	Australian Transport Investigations
Stuart Hickman	AAMI Insurance
Greg Hill	RACV Insurance
Brian Hogan	Queensland Police Scientific
Darren Hooper	Insurance Australia Group
David Howard	SRMS Global
Scott Hurley	Victoria Police (Forensic)
Moira Johnson	Australian Federal Police (Forensic)
David Jones	Roads & Traffic Authority, NSW
Vicki Knight	New Zealand Police
Branko Laic	ACT Transport
Darren Law	New South Wales Police

# Lists of Delegates

Name	Affiliation
Warren Lewington	Dapsco
Roy Linssen	Queensland Transport
Roy McDonald	ACT Transport
Bob McKay	McKay Investigations
Brett Meara	Queensland Police Scientific
Karen Metz	IAATI, International President
John Minutolo	Victoria Police Forensic
Graeme Morgan	New South Wales Police
Tracie Mortenson	3M Corporation (USA)
Sam Norman	Australian Federal Police (Forensic)
John O'Byrne	Verifact Pty. Ltd.
Brett Padget	Queensland Police Scientific
Rob Parsons	DataDot Technologies Ltd.
Frank Peppard	AAMI Insurance
Andy Perkins	LPR Tech
John Pinney	Victoria Police
Harry Rakintzis	AAMI Insurance
Patrick Russell	Intertrace Pty. Ltd.
Troy Russell	New South Wales Police
Murray Ryan	Queensland Police
Keith Schmidt	Queensland Police
Vincent Scopelliti	LKA Group Pty. Ltd.
Trevor Scott	AAMI Insurance
Mark Sculthorpe	Forensic Accident Investigation and Reconstruction Pty Ltd
Michael Seidl	Insurance Australia Group
Bryan Sheppard	National Criminal Intelligence Service (UK)
Allie Smith	Kerrigans
Sharon Smith	LKA Group Pty. Ltd.
Ross Squire	ABC Forensic Services
Mark Stansfield	RACQ Insurance
Wayne Stapylton	Allianz Insurance
Michael Steendam	Allianz Insurance
Paul Thomas	National CARS Project
Steve Tully	South Australia Police
Gayle Van	RACQ Insurance
Phillip Wales	Insurance Australia Group
Kevin Walsh	Vero Insurance
Scott Whyte	New South Wales Police
Grant Williams	Insurance Australia Group
Mark Winnington	New Zealand Police
Hee-Loong Wong	Subaru Australia
Nathan Woolard	Australian Crime Commission
Adam Wright	RACQ Insurance
Ben Young	Ministry of Justice New Zealand
Lisa Young	Insurance Australia Group
Emma Ziersch	National CARS Project

# General IAATI Information

## Newsletters - VIN, APB and E-News

Australasian Branch members have access to three regular Newsletters - Vehicle Investigator News (VIN), APB and E-News. After a couple of years without a local newsletter the Branch relaunched it's newsletter, VIN, during 2004 as an electronic publication. Distributed as an acrobat document and circulated by email to all branch members, VIN is a new and refreshing way of sharing information with our members. The 'APB' is the Association's international magazine which is posted out to member's preferred mailing address three times a year. Finally, ENews, is an international equivalent of our ENews. Rather than included as an attachment to an email, however, members are sent a email alert indicating the latest edition is available for download from the members only page on the website. (If you have never accessed the members only page of the website or forgotten your password follow the links on the website.)

All three newsletters include updates on vehicle theft issues, case studies, upcoming training information and material from each Branch and Chapter and are a valuable source of information. The Editors of each are 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 (kschmidt@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!)

**As an added incentive to contribute to our newsletters the Australian Branch is announcing a new rewards scheme that will be trialed during 2005. The scheme will enable authors of articles to the newsletters to claim credits towards the costs of next years seminar. For further information attend the 2005 AGM or look out for more details in your next issue of VIN.**

If you are a financial member and have not received copies of VIN, APB or E-News please contact Keith Schmidt at kschmidt@iaatiaus.org to ensure we have your correct email and 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

# General IAATI Information

- ◆ Member News
- ◆ Vehicle theft related websites
- ◆ Current auto theft cases

Included in the Forums are links to various VIN decoders, various manufacturer sites and some component parts number decodes.

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).

## 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 and DataDot Technologies, are seeking nominations for its 2006 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 four categories:

### **"Investigation of the Year"**

Sponsored by IAG, 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 for 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.



# General IAATI Information

- ♦ 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.

This award is sponsored by Insurance Australia Group.

## **"DataDot™ Investigation of the Year Award"**

The DataDot Investigation of the Year Award awarded for the first time in 2005, aims to highlight the investigation of vehicles using microdot technology.. Entries are open to any individual or organisation (public or private), that has relied upon the DataDot component identification product in an investigation of motor vehicles. This award is sponsored by DataDot Technology Ltd.

## **"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 2006 nominations is 2nd December 2005 with winners being announced at the 13<sup>th</sup> Annual Training Seminar.

## International Awards

As well as our Australasian Branch Awards, members can nominate for a number of the International Awards. Full details of each of the International Awards are listed on the international website ([www.iaati.org](http://www.iaati.org)) and include:

### **The IAATI Award of Merit**

The IAATI Award of Merit was created in 1992 in order to honour a person, group, department or company for outstanding contribution in the area of vehicle theft investigation or prevention.

### **The Raymond H. Dreher Memorial Award**

This award, named in honour of the late Raymond H. Dreher of the Missouri Highway Patrol, is given to the IAATI members who have distinguished themselves by service to the association or for other outstanding acts in the vehicle theft field. Candidates are selected based upon extraordinary service to the association and not for those services normally required of association members or for other significant acts bringing favourable credit to the association or its members.

### **AGC/IAATI Award**

This award was created as a joint venture between the Association of General Contractors of America and IAATI. It is intended to honour any person possessing the qualifications of an active member of the Association although membership is not a prerequisite, who has in some way distinguished themselves in the field of off-road (farm and construction) equipment investigation/recovery. It is not intended to be awarded to anyone other than actual field investigators or first-line supervisors of field investigators.

Nominations for any of the above listed International awards should be forwarded to the Executive Director via email ([jvabounader@iaati.org](mailto:jvabounader@iaati.org)) or via mail at P.O. Box 223 Clinton, New York 13323-0223 USA.

All nominations must be received before May 1, 2005. Winners will be announced at the 53rd Annual Training Seminar in New Orleans, 31st July - 5th August.

# General IAATI Information

## 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 200-500 IAATI members from all over the world and are always a great source of information and a lot of fun. After experiencing the wonderful hospitality of the European Branch last year this years seminar returns to North America and will be hosted by the New Orleans Police Department between the 31st July - 5th August.

The Seminar will be held at The Hilton New Orleans Riverside, Two Poydras Street, New Orleans, Louisiana. The room rate is \$US 99.00 a single/double per night and further information regarding the accommodation can be obtained from <http://www.neworleans.hilton.com/>

For additional information regarding the Seminar, please contact the Seminar Director at [seminar@iaati.org](mailto:seminar@iaati.org). or check out the international website: [www.iaati.org](http://www.iaati.org)

So why not consider joining a group of Australasian members and attend what is sure to be unique experience. You may be able to claim it as a tax deduction and then stay on treat yourself and your partner to an American holiday afterwards. It's guaranteed to be more enjoyable than spending winter at work!

## 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 Executive Director via the following email address:  
[kschmidt@iaatiaus.org](mailto:kschmidt@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.

# General IAATI Information



## INTERNATIONAL ASSOCIATION OF AUTO THEFT INVESTIGATORS

S.C.R.C.                      I.A.A.T.I.                      N.O.P.D.

53<sup>rd</sup> I.A.A.T.I. Annual Training Seminar  
July 31 to August 5, 2005  
The Hilton New Orleans Riverside Hotel  
New Orleans, Louisiana

### Mail in Seminar Registration Form

Name: \_\_\_\_\_ Rank/Title: \_\_\_\_\_  
Agency/Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone No: \_\_\_\_\_ Fax No: \_\_\_\_\_  
E-MAIL: \_\_\_\_\_ Membership # \_\_\_\_\_

**Seminar Cost: Members \$US175.00 Non Members \$US200.00**

**If received AFTER 6/15/05 Members \$US200.00 Non Members \$US225.00**

Will you be attending the Banquet Thursday evening at 6pm in the Napoleon Room? [ ] Yes [ ] No  
Additional Banquet tickets \$US40.00 X \_\_\_\_\_ = \$ \_\_\_\_\_

**A certificate will be given to each participant indicating attendance. Please indicate below exactly how you would like your name to appear on the certificate.**

\_\_\_\_\_  
*Name as you want it to appear on your certificate*

**Make check payable to: IAATI 2005 or Use Credit Card on line WWW.IAATI.ORG**

 **Mail Checks to: SCRC NO-CON 2005 P.O. BOX 1083 Lewisville, TX 75067-1083** 

***Hotel arrangements" MUST" be made by 6-15-05 to get this rate.***

**The Hilton New Orleans Riverside  
Room Rate: \$US99.00 for Single or Double**

~~~~~  
**To Reserve a Room Call: 504 561 0500  
Register on-line or Reserve Room on the Web: [www.iaati.org](http://www.iaati.org)**

# General IAATI Information

## 2005 Auto Theft Training Seminars

Training is one of the most important areas that we as auto theft investigators need to continually seek out. With the trends in auto theft changing on a daily basis, we need to stay on top of these new developments that can assist us with prevention, identification, investigation, and prosecution. If you know of any other auto theft courses that are being offered, please contact Denny Roske at: [iaatidenny@aol.com](mailto:iaatidenny@aol.com)

IAATI will post course announcements on our web site during the year. Always check the IAATI web site for training information at: [iaati.org](http://iaati.org) The following auto theft training courses are being offered at this time:

| <b>TRAINING LOCATION</b>                                            | <b>DATE</b>        | <b>CONTACT INFO</b>                                                                                       |
|---------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------|
| United Kingdom Branch<br>Castle Bromwich, West Midlands             | April 20th-21st    | Ken Howard<br><a href="mailto:Ken.howard@dsl.pipex.com">Ken.howard@dsl.pipex.com</a>                      |
| North Central Regional Chapter<br>Novi, Michigan                    | May 2nd-5th        | Cheryl Zofki<br><a href="mailto:czofkie@nicb.org">czofkie@nicb.org</a>                                    |
| North East Regional Chapter<br>Cromwell, Connecticut                | May 10-12th        | Robert Repik<br><a href="mailto:atukrow@iaati.org">atukrow@iaati.org</a>                                  |
| North American Export Committee<br>Tucson, Arizona                  | May 15-17th        | Mikel Longman<br><a href="mailto:mlongman@iaati.org">mlongman@iaati.org</a>                               |
| Arizona Summit on Vehicle Theft<br>Tucson, Arizona                  | May 18th           | Mikel Longman<br><a href="mailto:mlongman@iaati.org">mlongman@iaati.org</a>                               |
| South East Regional Chapter<br>Baltimore, Maryland                  | June 12-16th       | Bob Jagoe<br><a href="mailto:rjagoe@aol.com">rjagoe@aol.com</a>                                           |
| Texas DPS Auto Theft<br>Austin, Texas                               | July 11-15th       | Sgt Larry Kocurek<br><a href="mailto:larry.kocurek@txdps.state.tx.us">larry.kocurek@txdps.state.tx.us</a> |
| 53rd IAATI International Seminar<br>New Orleans, Louisiana          | July 31st-Aug. 5th | Sgt. Brett Thorne<br>Ph. 504-243-3160                                                                     |
| Western Chapter & WSATI<br>Training Seminar<br>Monterey, California | Sept. 25-27th      | <a href="http://www.wsati.org">www.wsati.org</a>                                                          |
| South Central Chapter<br>Shreveport, Louisiana                      | Nov. 7-11th        | Bill Skinner<br><a href="mailto:bskinn4309@yahoo.com">bskinn4309@yahoo.com</a>                            |
| United Kingdom Branch<br>Dunton, Essex, UK                          | Nov. 11-13th       | <a href="mailto:shurr@ford.com">shurr@ford.com</a>                                                        |

# 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  Work Address (Please tick one box)

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 \$70.00 (including 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 are included in the registration fee for the Annual Training Seminar. If you are also registering for the 2005 Training Seminar please complete the above questions and the payment section on the seminar registration form only. If you wish to join IAATI but will not be attending the 2005 Training Seminar then please complete all sections of this form including the payment section below.

## 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:  Police  Insurance Company  Private Inquiry Agent  
 Registration Authority  Other Government agency  
 Vehicle Manufacturer  Motoring Organisation  
 Other (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:  Home address or  Work Address (Please tick one box)

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.)



**2005 Renewal fee:** \$70.00 including GST (A GST receipt will be issued.)

**Note:** Membership fees are included in the registration fee for the Annual Training Seminar. If you are also registering for the 2005 Training Seminar please complete the questions on the previous page and the payment section on the seminar registration form only. If you wish to renew your IAATI membership for 2005 but will not be attending the 2005 Training Seminar then please complete all sections of this form including the payment section below.

## Payment

**Method of Payment:**  VISA  MASTERCARD  CHEQUE

Name shown on Credit Card:

Card Number:  Expiry Date:

Signature:

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, QLD, 4207**



# A Word From Our Sponsor...

## Who is AAMI?

As a leading Australian insurer, AAMI's fundamental purpose is to help people – we do this by eliminating stress and providing peace of mind to our customers. We help people protect themselves financially against a mishap affecting their car or home. And, if the worst happens, we help people put their lives back in order.

AAMI operates in all States and Territories except Western Australia and commenced business on 1 January 1970 as a motor vehicle insurer in Victoria, Queensland and Tasmania. AAMI employs 3000 people in some 50 offices, branches and customer service centres, who deal directly and personally with more than 2 million customers.

The investment AAMI has made in its people, processes and presentation has brought about a steady growth in the perception of AAMI as an insurer of choice. Since the early 1990s, AAMI has experienced strong and consistent organic growth in sales and written premium income, as well as positive returns on shareholder funds. AAMI has become a highly respected brand, consistently ranked among Australia's top 30 companies in an annual study of corporate reputations (Harris Interactive Australia).

AAMI's achievements include being awarded General Insurance Company of the Year (2004 Australia and New Zealand Insurance Industry Awards), Winner of Best General Insurance Product (2004) and Best Insurance Web site (2003 & 2004) in *Australian Banking and Finance Magazine's* Annual Insurance Awards, being named among the 'Best Employers to Work for in Australia' (Australian Graduate School of Management, 2001), Victorian and National Australian Customer Service Awards (Australian Customer Service Association, 1997), the inaugural Sir Edmund Rice Ethics Award (1997) and the Fair Trader of the Year Award (Victorian Government, 1996).

In 1996, AAMI introduced the Australian retail sector's first customer charter. The *AAMI Customer Charter* contains 19 promises and sets out in plain English the quality of service we promise to provide to our customers. It is supported by monetary penalties for any breaches, an annual conference, annual independent audits, annual reports and a dedicated Charter office. The *AAMI Customer Charter* has received widespread praise, as well as a number of prestigious awards. In 2001, AAMI introduced the first CTP claimant charter, which commits to a high standard of AAMI service in quickly and efficiently managing and resolving personal injury claims made by people who generally are not AAMI customers.

In 1982, AAMI established its Skilled Drivers program, which is available in most capital cities. It is designed to encourage safe driving behaviour among the at-risk under-25 age group. The not-for-profit venture has educated more than 40,000 young drivers about the hazards they face and demonstrates AAMI's commitment to road safety.

Other specialised businesses within AAMI include All States Auto, established in 1991 as an independent motor vehicle assessing company, and Just Car Insurance, established in 1995 as a specialist insurer serving the needs of young drivers.



# 2005 Branch Committee



## Nomination form

Members considering nominating for the committee are encouraged to contact the Returning Officer, Mr. John O'Byrne, prior to the seminar or at the on-site committee room between **1.30 - 2.30 pm** at the Citigate Sebel **on Sunday 27th February 2005**.

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  being a financial member of the Australasian Branch of IAATI wish to nominate  for the position of  on the 2005 Committee.

Signature:

Date:

### Section B

I  being a financial member of the Australasian Branch of IAATI second the nomination of  for the position of  on the 2005 Committee.

Signature:

Date:

### Section C

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

Signature

Date:

*Completed forms should be submitted to the Returning Officer, Mr. John O'Byrne, by 3.30 pm Sunday 27th February 2005 or posted to The Returning Officer, IAATI Australasian Branch, PO Box 919, Beenleigh QLD 4207 to arrive before 5pm Thursday 24th February 2005.*

**\* Please circle one option only**

# 12th Annual IAATI Training Seminar

Sydney, 27th February - 2nd March 2005

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**Seminar Partners:** AAMI ♦ National Motor Vehicle Theft Reduction Council

**Awards Partner:** Insurance Australia Group ♦ DataDot Technologies Ltd.

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**Awards Partner:** Insurance Australia Group ♦ DataDot Technologies Ltd.



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

Sydney, 27<sup>th</sup> February - 2<sup>nd</sup> March 2005

## Feedback Form

We would appreciate if you would spend 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



# Before you go, don't forget.....

## 1. Our New Incentive Scheme

Remember, during 2005 the Australasian Branch is trialing an new incentive scheme to encourage members to write articles for the VIN, APB or ENews and actively participate in the Association. The scheme will enable authors of articles to claim credits towards the costs of the next years seminar. Further details of the scheme will be printed in the next issue of VIN.

## 2. Return your Feedback Forms

To assist in the planning of our 2006 seminar the committee would appreciate if you could please complete the feedback form on the previous page and return it to Paul Thomas via post or fax.

## 3. If you are not receiving APB or VIN

If you are a financial member and have not received a copies of VIN, APB or E-News please contact Keith Schmidt at [kschmidt@iaatiaus.org](mailto:kschmidt@iaatiaus.org) to ensure we have your correct email and postal address. Email is the primary means of communicating with our members so please ensure you keep us informed of any changes.

## 4. We are always seeking sponsors

The Branch is constantly looking for sponsors to join with us in hosting the annual seminar and awards program. We have a range of sponsorship packages ranging from \$200 -\$5,000, so if you would like to demonstrate your company's commitment to the work of IAATI please contact Keith Schmidt at [kschmidt@iaatiaus.org](mailto:kschmidt@iaatiaus.org)

## 5. Nominate for an award

Remember you can nominate at any time for one or more of the Branch or International Awards. Let's face it, we are all so busy that we seldom have to the time to acknowledge the excellent and innovative things that are happening around us. So why not take a few minutes to brag about yourself or a colleague & nominate for an award.

## 6. Participate in the IAATI Web Forums

The IAATI Web Forums are 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

To participate in the Web Forums visit the international website at: [www.iaati.org](http://www.iaati.org)

**Finally, thank you for attending this year's seminar, have a safe journey home and we hope to see you again next year in Wellington.**