



Vehicle Crime Detection, Investigation & Prevention

2013 Training Seminar

RACV Royal Pines Resort, Gold Coast, Queensland
14 - 16 April, 2013



Seminar Theme: "Looking Forward"

- What can we expect from future generation security systems?
- What will be offender's next move?
- What does the future hold for investigators?
- What are the most pressing policies and strategies we will need to address in the coming years?

In association with our Seminar Partners:

- Suncorp Insurance ▪ BAE Systems Detica NetReveal
- DataDot Technology ▪ National Motor Vehicle Theft Reduction Council ▪ F.I.R.E.S.
- KordaMentha



1993 - 2013
YEARS



SEMINAR PARTNERS

The Australasian Branch of the International Association of Auto Theft Investigators (IAATI) is a non-profit organisation. Without the ongoing support of seminar partners each year it would not be possible for the branch to hold the high quality training seminars that the branch is renowned for. The branch is forever grateful for the support of its seminars partners. The branch would like to take this opportunity to acknowledge the following 2013 Seminar Partners:

Platinum Partners:



Detica NetReveal

Gold Partners:



Bronze Partner:



Exhibitors:

- DataDot Technology • CARS - Comprehensive Auto-theft Research System
- Caterpillar • Maurice J. Kerrigan & Associates - IAATI Certification Program
- BAE Systems Detica NetReveal • Polonious Case Management Solutions • Visual Analysis



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WELCOME TO THE GOLD COAST

On behalf of the Australasian Branch committee I would like to welcome you to our 20th Annual Training Seminar here on the Gold Coast, Queensland. In particular I would like to welcome the many new members attending their first IAATI seminar and acknowledge the ongoing support of the Australian members who have travelled to the Gold Coast for this training seminar. Please make yourself known to myself and your fellow IAATI members.

I would also like to extend a warm welcome to our five international keynote speakers - Mr Craig Foster, from Caterpillar (Singapore), Mr Frank Sztuk, Coalition Against Insurance Fraud / The Hanover Insurance Group (USA), Mr Chris Vargyas, SBD (UK), Steve Clark, Detica NetReveal (UK) and Mr David Picking, Crawford & Company (Asia Pacific) Management Services, Singapore. I am also pleased that here on the Branch's 20th anniversary we are able to welcome Mr John O'Byrne as the International President of IAATI. John is only the second Australian in the Association's 61 year history to be appointed International President of IAATI.

I can assure you there has been extensive work undertaken to ensure everything runs smoothly and the contents provide a good mixture of interesting and informative material. In this regard I would like to express my sincere thanks to the branch's Committee members who have worked tirelessly to make this seminar happen.

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 our membership consists of a unique blend of police personnel (investigators, forensic officers, intelligence analysts), insurance personnel (investigators, claims 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 opportunity to mix and learn from others with slightly different skill and knowledge sets. I encourage you to interact with your colleagues as much as possible during the next few 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 the next seminar. To facilitate this I encourage you to complete the web based survey that you will receive in the next few weeks. This is your opportunity to tell us what aspects of this seminar you liked and what aspects you would like changed for 2014. It is only through this type of feedback that we can tailor our seminar to meet your requirements.

Secondly, I would encourage you to consider offering your services to the branch. This can be either by assisting in the 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

In closing, I wish to acknowledge the generous assistance provided by our seminar partners – Platinum Partners: Suncorp Insurance, Detica NetReveal; Gold Partners: the National Motor Vehicle Theft Reduction Council (NMVTRC), DataDot Technology (Australia) Pty Ltd and F.I.R.E.S; and our Bronze Partner: KordaMentha.



We are particularly grateful to our Awards Program partners DataDot Technology (Australia) Pty Ltd, William Roberts Lawyers, Maxim Forensic Locksmith Services, and Maurice J Kerrigan & Associates for their sponsorship of our branch awards.

I also encourage you to visit our exhibitors during the course of the seminar and speak to them about their products.

Only with the support of all our partners 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.

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

A handwritten signature in black ink, appearing to read 'Mark Bennedick', with a horizontal line extending to the right.

Mark Bennedick
Australasian Branch President
International Association of Auto Theft Investigators

AUSTRALASIAN BRANCH COMMITTEE

President:	Mark Bennedick	
Vice Presidents:	John Hambridge Jason Smith	Frank de Jong
Executive Director:	Keith Schmidt	
Immediate Past President:	Dennis Connor	
Committee Members:	Frank Colborne Amanda Gleeson Ian Gunthorpe Jim Manser Angharad McCormack Todd McCormack	Mark Pollard Harry Rakintzis Emily Scanlan Paul Thomas Maurie Tong Andrew Waterman

Australasian Branch Representatives on the International Board of IAATI:

International President:	John O'Byrne	
International Directors:	Mark Bennedick	Dennis Connor



GENERAL INFORMATION

Mobile phones

As a courtesy to speakers and other delegates please turn off or mute all mobile phones before entering any conference session or the seminar dinner.

Name badges

All delegates will be given a name badge on registration. For security reasons, we ask that all delegates wear their name badge at all times. This name badge is your official entrance pass to all sessions, morning & afternoon tea's, lunches, the President's reception and the Seminar dinner.

President's Reception

The President's reception will be held from 5 - 8 pm on Sunday 14 April in the 1st floor convention lobby. The reception is an informal event for delegates to meet and renew friendships prior to the formal start of the Seminar. Drinks will be provided from 5 pm and a BBQ dinner will be served from 6 pm. Attire is casual.

Questions to presenters

If time permits it is the intention that delegates will be given an opportunity to ask a limited number of questions to each speaker at the end of their presentation. However, to be fair to subsequent speakers, we will endeavour to stick as closely as possible to the published timetable. Therefore, if at the end of the scheduled time of each presentation, there is not time for questions, delegates are asked to contact the speaker during the next available refreshment break rather than delay the next scheduled speaker.

Seminar and Awards Dinner

The Seminar dinner will be held on Monday night with 30 minutes of pre dinner drinks at 7.00 pm and the dinner commencing at 7.30 pm. During the night there will include a short presentation by Mr Laurie Ratz, Insurance Council of Australia, who will provide an update on the Insurance Fraud Bureau of Australia. The evening will also include the announcements and presentations of the 2013 Branch Awards. This is a special evening and attire is formal.

Session start times

Delegates are asked to be seated by the allocated start times as sessions will run according to the printed schedule. Your attention is particularly drawn to the start time of 8:30 am on day 2.

Speakers

Please contact a committee member or the staff on the registration desk asap if you have a PowerPoint presentation so it can be loaded and tested well in advance of your session.

Special Dietary Requirements

If any delegate has special dietary requirements not recorded on their registration form can you please contact a committee member or the staff at the registration desk as soon as possible so the hotel catering staff can be notified.

Taxis / Tourist Shuttle Bus

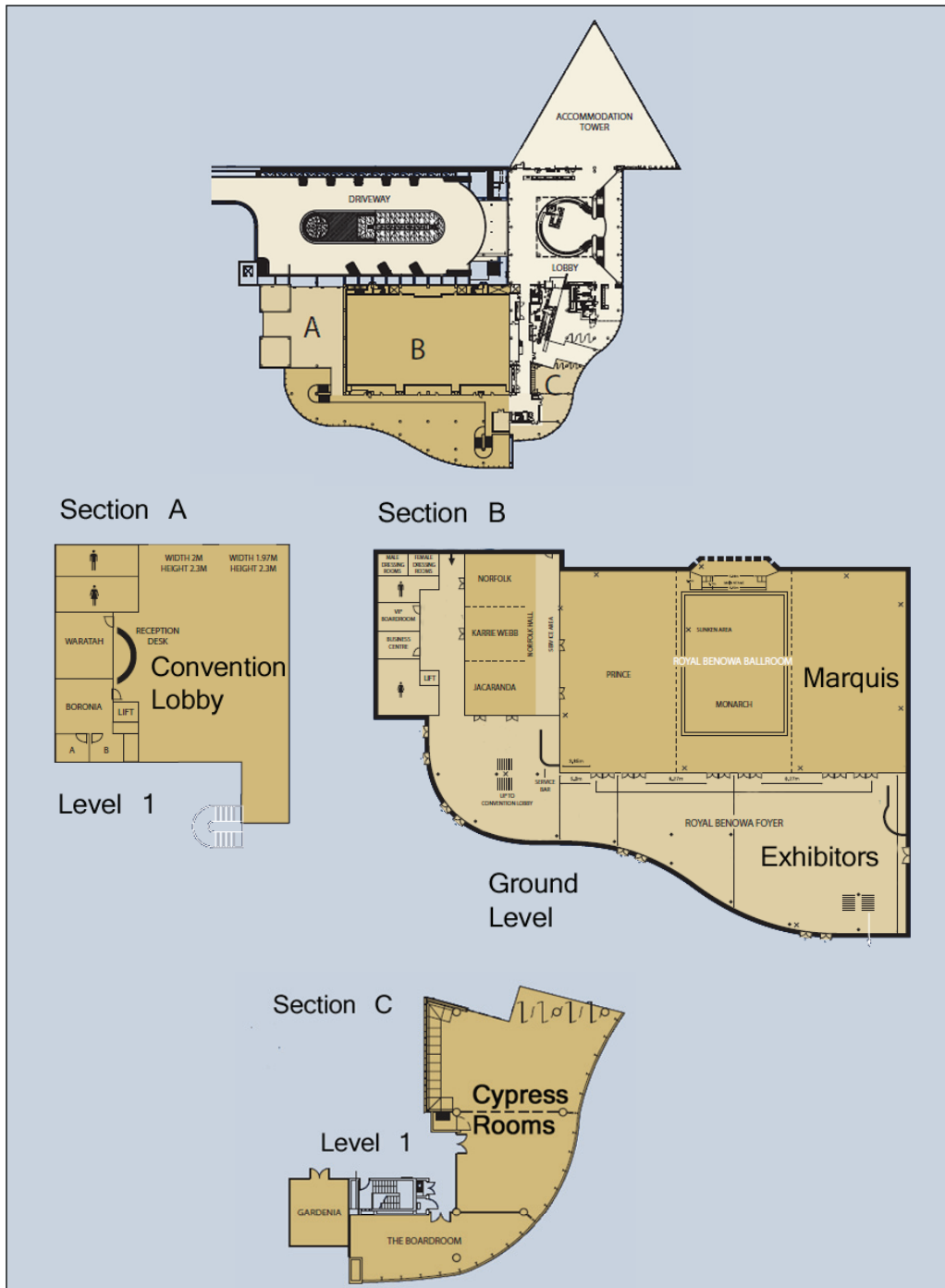
Gold Coast Cabs Phone: 131 008

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VENUE FLOOR PLAN

The President's reception will be held in the Convention Lobby on Level 1 with a car display in the under-cover area outside. The classroom presentations will be held in the Marquis Room on the ground level and the exhibitor displays will be in the Royal Benowa Foyer. On Monday night pre dinner drinks will be served at 7 pm in the Cypress rooms with dinner commencing at 7.30 pm in the Convention lobby on level 1.



SUNCORP INSURANCE CONGRATULATES IAATI AUSTRALASIAN BRANCH 20 YEARS IN AUSTRALIA



Vehicle theft and auto crimes have a significant impact on the Australian insurance industry and Suncorp is determined to work closely with law enforcement bodies to address these issues. The International Association of Auto Theft Investigators, Australasian Branch training seminar brings together major Insurers, law enforcement bodies, manufacturers and other industry professionals who are involved in the detection, investigation and reduction of vehicle theft and auto crimes. Suncorp is delighted to be the Platinum Sponsor of the Australasian Branch's 20th Annual Training Seminar.

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CONFERENCE PROGRAM

SUNDAY 14TH APRIL

4.30 pm. Registration Desk Opens

5.00 pm President's Reception

Convention Lobby, Level 1
Includes a classic car display and BBQ dinner and drinks

8.00 pm Close

MONDAY 15TH APRIL

8.30 am to 10.20 am Session 1

8.30 am Welcome
Mark Bennedick, Australasian Branch President & International Director, IAATI

8.40 am Welcome
Mr John O'Byrne, International President IAATI

8.45 am Official opening
Acting Deputy Commissioner Clem O'Regan, Queensland Police

8.55 am "Organised Property Crime in Queensland"
Ms Lauren Hancock, Research Officer, Crime and Misconduct Commission

9:25am "The Global Vehicle Theft Situation and its Future Threats"
Mr Chris Vargyas, Senior Project Manager, SBD (UK)

10.20 am to 10.40 am Morning tea

10.40 am to 12.20 pm Session 2

10.40 am "Sustaining Theft Reductions in Challenging Times"
Mr Ray Carroll, Executive Director, National Motor Vehicle Theft Reduction Council

11.20 am "Insurance Fraud in the US 2013—The Problem, The People and the Solutions"
Mr Frank Sztuk, Co-chair Coalition Against Insurance Fraud and National SIU Strategist, The Hanover Insurance Group (USA)

12.20 pm to 1.10 pm Lunch



MONDAY 15TH APRIL

1.10 pm to 3.20 pm Session 3

- 1.10 pm "The Interview Myth—The Science of Getting Information from Others"
Mr Anthony McLean, Managing Director, Social Influence Consulting Group
- 1.55 pm "Challenges Insurers in Asia are facing on Fraud"
Mr David Picking, Technical Director – Motor, Crawford & Company (Asia Pacific) Management Services, Singapore
- 2.30 pm "Insurance trends and cases studies"
Mr Chris Loane, Manager Motor Investigations GI, Suncorp Group

3.15 pm to 3.30 pm Afternoon tea

3.30 pm to 5.30 pm Session 4

- 3.30 pm "Data and Intelligence sharing in the Insurance Industry - targeting the organised fraudsters "
Steve Clark, Global Product Manager (Insurance Fraud Solutions) , BAE Systems Detica NetReveal@
- 4.10 pm "Making Microdots Mammoth—Continuing improvements in technology & global uptake"
Mr Chris Stott, Executive Director, DataDot Technology (Asia) Pte. Ltd. & **Ms Nici Andronicus**, Business Development Manager, DataDot Technology (Australia)
- 4.40 pm "Assessment of Fraudulent Hail Damage"
 Mr Andreas Sandvik, Forensic Engineer, Delta-V Experts
- 5.10 pm Australasian Branch Annual General Meeting

7.00 pm to 11.00 pm Seminar Dinner

- 7.00 pm Pre Dinner Drinks

7.30 pm Seminar Dinner & Australasian Branch Awards Presentations

- 11.00 pm Close

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BAE SYSTEMS



TUESDAY 16TH APRIL

8.30 am to 10.20 am Session 5

- 8.30 am "Staged Collision Claims"
Mr Andreas Sandvik, Forensic Engineer, Delta-V Experts
- 9.10 am "International Trafficking in Stolen Vehicles: Understanding the Australian Context"
Dr Rick Brown, Deputy Director (Research), Australian Institute of Criminology
- 9.50 am "The next generation of Connected Vehicles"
Mr Matt Hansford, General Manager Business Development, Intelematics Australia

10.20 am to 10.40 am Morning tea

10.40 am to 12.35 pm Session 6

- 10.40 am "Strike Force Adderton "
Det. Senior Constable Matt Taylor, Property Crime Squad, New South Wales Police
- 11.20 pm "Project Gypsy and Caravanning Queensland – a winning partnership "
Det. Sgt. Naomi Cornish, Organised Crime Investigation Unit, Queensland Police
- 11.50am already "The Rise and Rise of Cyber Crime—If you're connected to a computer you're compromised"
Det. Superintendent Brian Hay, Fraud & Corporate Crime Group, Queensland Police

12.35 pm to 1.25 pm Lunch

1.25 pm to 3.30 pm Session 7

- 1.25 pm "Strategies & practices to investigate & suppress motor vehicle theft - Canada & the United States, April-May 2012"
Det. Sgt. Bruce Lin, New South Wales Police
- 2.05 pm "Caterpillar Heavy Equipment Theft Awareness Program"
Mr Craig Foster, Regional Security Director– Asia Pacific, Caterpillar Inc. (Singapore)
- 2.50 pm "The impact of changes to Australia's Statutory Write-offs on New Zealand"
Mr Bill Hyslop, Senior Engineer, NZ Transport Agency

3.30 pm to 3.45 pm Afternoon tea



TUESDAY 16TH APRIL

3.45 pm to 5.00 pm Session 8

- 3.45 pm East "Scientific examination of re-identified boats, machinery, cars and trucks in South Queensland"
Sgt. Brad Bardell, Queensland Police
- 4.25 am "Private Sector Investigation - Current and Future Landscape"
Mr Nick Gianoudis, Managing Director, NKG Management Services
- 4.55 pm Seminar Close
Mr Mark Benedick, IAATI Australasian Branch President

Celebrate with us in Italy

2013 will also be a very special year for multiple reasons. In addition to being the Australasian Branch's 20th Anniversary, it also marks the year long reign of our own John O'Byrne as IAATI's International President. One of John's last roles as International President will be presiding over the 61st International IAATI Seminar at Rimini, Italy from 29th September to 4th October.

To celebrate the end of John's term as International President a number of Australasian Branch members and their partners are planning to travel to Italy. So why not join us as and take the opportunity to combine attendance at the 2013 International Seminar and a European holiday in one trip.

If you need a further incentive to join us then please note that Riccione is just 120 kms away from Bologna, where visitors can take factory and museum tours of some of Italy's most famous manufacturers including Ferrari, Lamborghini, Pagani, Maserati and Ducati.

Registrations for the International seminar are now open with a very reasonable registration fee of only €925 for a single room or €775 pp for a double room.



This **all inclusive** rate includes 5 days hotel room (September 29 until October 4, 2013), full Board (3 meals per day), Seminar registration fee, President's reception, Seminar Banquet and coffee breaks.

For further information about the seminar visit the European Branch website www.eb-iaati.org





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DataDot Technology manufactures & distributes globally, with representation in 26 countries.

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The DataDot Technology product suite is constantly evolving to provide theft prevention and asset authentication solutions across a wide range of industry sectors.

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DataDot Technology supports law enforcement agencies worldwide and is crime prevention partner with Crime Stoppers Australia and Crime Stoppers USA.



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SPEAKER BIOGRAPHIES



Acting Deputy Commissioner Clem O'Regan is a career police officer with over 32 years service in the Queensland Police Service. He has had a variety of experience including general duties, investigations, prosecutions, policy development, education and training, and in operational management in both regional and metropolitan settings. He has undergraduate qualifications in accounting and human resource management, and post graduate qualifications in applied management, leadership, education and public administration. In the 2003 Queen's Birthday Honours he was awarded the Australian Police Medal for his contribution to and leadership of education and training within the Queensland Police Service.

He participated in the Senior Executive Mobility Program within the Queensland Public Service in 2004 as part of the implementation team for the creation of the Department of Child Safety. He is the first police officer in Queensland to have completed the Executive Masters Program with the Australian and New Zealand School of Government in 2006.

In 2007 he was part of the national implementation team for the Australian New Zealand Police Advisory Agency. Clem is a Fellow of the Australian Institute of Management and a Graduate member of the Australian Institute of Company Directors. He was appointed as Assistant Commissioner for the Townsville centred Northern Region in August 2008.



Lauren Hancock, Research Officer, Crime and Misconduct Commission (CMC) in Queensland. Since 2007, she has contributed to research projects in the CMC's key focus areas of police integrity, Tasers, police powers and child-sex offending. In 2012, Lauren was seconded to the CMC's Strategic Intelligence Unit to assist with the latest assessment of organised crime markets in Queensland. Lauren has a Master of Criminology and Criminal Justice and a Bachelor of Psychological Science with Honours.

She was the primary author of the report Organised property crime in Queensland, which examined current and emerging trends in the organised theft of motor vehicles, heavy equipment, boats and copper.



Chris Varygas is a Senior Project Manager in SBD's Consulting Division, where he is responsible for leading SBD's Secure Car research team. He joined the company as a Mechanical Engineering graduate in 2003 and over that time has gained a detailed knowledge of vehicle security from both a practical and technical point of view and has experience of working with a wide range of vehicle manufacturers and suppliers in Europe and Japan. Chris' presentation is titled "The Global Vehicle Theft Situation and its Future Threats".



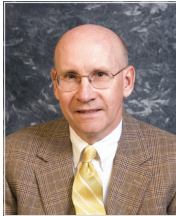
Ray Carroll was appointed Executive Director of the NMVTRC when it was formed in 1999. During twenty two years with the Victoria Police, Ray served in various areas of criminal investigation and in his later years of service specialised in crime prevention through his role as manager of the Force's crime prevention bureau.

Ray was the principle author of the National Motor Vehicle Theft Task Force's final report which constituted a comprehensive vehicle theft reduction plan that led to the formation of the Council

Continued over the page



Australia's successes in vehicle crime reduction have been recognised internationally and in recent years Ray has consulted on national strategy development in Europe, South Africa, Taiwan and the United States.



Francis X. Sztuk is the national SIU strategist for The Hanover Insurance Group, responsible for the development and delivery of the company antifraud strategies. He is also responsible for antifraud training and regulatory filings for all of the Hanover companies. Mr. Sztuk began his career in insurance in 1981 as a special investigator in the New Jersey claims office of The Hanover Insurance Company. He is the current chairperson of the Massachusetts Insurance Fraud Bureau Board of Governors and an appointed member of the New Jersey Insurance Commissioners Fraud Advisory Board.

He is co-chair of the National Coalition Against Insurance Fraud in Washington, D.C., and serves on the Executive Board of that organization, chairing the Public Information Committee. Mr. Sztuk is a member of the ISO National Insurance Fraud Managers Advisory Panel and a director and treasurer of the New England Anti-Fraud Association. He is a past chairperson of the New York Alliance Against Insurance Fraud (NYAAIF) and is a current member of the executive committee chairing the Public Information Committee of NYAAIF. Before joining Hanover, he was a police officer for the Morris Township Police Department in Morristown, New Jersey.



Anthony McLean is Managing Director, Social Influence Consulting Group. As the co-founder and former National Manager for Interview Skills at New Intelligence, Anthony took decades of research and practice and designed and developed the proprietary interview framework known as PROSPECT for use in the corporate and non-police government arena. Anthony has delivered interview skills training to organisations such as ICAC, Dept of Immigration, ASIC, Centrelink, ANSTO, Dept of Defence, Australian Federal Police, Attorney Generals, Customs, Corrections, Suncorp, Super Cheap Auto and more. Anthony has facilitated specialist Behaviour-al Interviewing Skills Enhancement Programs for the Australian Commission for Law Enforcement Integrity and trained staff from every integrity agency in Australia and nearby neighbor's.

A former Queensland Police Officer, Anthony has worked with every police agency in Australia, New Zealand and more recently all ASEAN countries via the Asia Regional Law Enforcement Management Program (ARLEMP), the Joint ASEAN Senior Police Officers' Course and the AFP International Management of Serious Crime (IMOSC) program.

Anthony is an active member of the International Investigative Interviewing Research Group and presented at the International Investigative Interviewing Conference in Quebec on Behavioural Interviewing. He has twice been asked to present at the National Investigation Symposium alongside international experts such as Dr Aldert Vrij and Dr Karl Roberts.

Anthony has recently written his first book title "The Interview Myth" which is currently in press and as the founder and Managing Director of the Social Influence Consulting Group Anthony is using the secrets from the science of persuasion to help his clients ethically influence others so they hear "YES" more often.

The title of Anthony's presentation is "The Interview Myth – The Science of Getting Information from Others". The field of interview has long been shrouded in myths and misconceptions; many created at the hands of interviewers themselves. This presentation will use decades of research to smash some of the myths you have about interviewing and leave you with some takeaway tools you can use immediately. As a former police officer, an interview practitioner, trainer, consultant and now author of the book "The Interview Myth" (in press) Anthony McLean will make you think differently about how you conduct your interviews. Interviewing is not an assumed skill and for some just because they can talk to people doesn't mean they should!



David Picking is Technical Director - Motor, with Crawford & Company (Asia Pacific) Management Services Pty Ltd, in Singapore. David has been heavily involved in all facets of motor insurance including underwriting, claims and broking for over 25 years, mainly in New Zealand. He has been based in Singapore in the last five years. Mr Picking joined Crawford & Company in March 2010 after completing three successful years as motor underwriter for Allianz Singapore. Between 2005 and 2007, he was the National Motor Underwriter for Allianz New Zealand before relocating to Singapore.

During his time in Allianz Singapore, Mr Picking also served on the motor committee for General Insurance Association (GIA) Singapore from mid-2007 to end-2009. In 2008, he was Chairman for the GIA committee on the Bodily Injury Taskforce.

As Technical Director Motor for Crawford & Company, Mr Picking has travelled in the last 24 months to various local offices in Asia Pacific, discussing with clients the current issues they face and providing solutions to help control claim costs.

In 2011 Mr Picking was invited as a speaker at the 2nd Asian Motor Insurance and Claims Management Conference in Sri Lanka and also in 2012 a speaker at the International Claims Convention 2012 held in Malaysia by Malaysian Insurance Institute.



Chris Loane has an extensive background in the Law and in investigations, having previously worked in the Queensland Courts, and the Queensland Police for almost 20 years, where he served as an Inspector from 1998.

Chris has been both a Barrister and a Solicitor in private practice in Queensland since leaving the Police in 2001. He holds a Master Of Insurance from Deakin University; a Bachelor of Arts from Griffith University; the Queensland Barristers Board Examinations with 2nd class Honours; Bar Practice Course at QUT, an Associate Diploma of Business Management and he has also undertaken a Diploma of Commercial Property Management. Chris is a Fellow of ANZIIF.

Chris previously worked for AAMI Insurance, where he held roles as the Manager of Insurance Investigations, Claims Administration Manager, and Business Administration Manager. Chris joined Suncorp in March 2008 as the Manager of Insurance Investigations. Chris is currently the National Motor Investigations Manager for the Suncorp Group.

This past year Chris has presented at the National Public Sector Fraud & Corruption Seminar in Sydney in July 2012; the Queensland Conference of the Institute of Mercantile Agents (IMA) at the Gold Coast in October 2011, and at the National Conference of the IMA in Adelaide in April 2012. Chris's most recent engagement was to speak at the IAATI New Zealand Seminar on auto theft held in Auckland New Zealand in October 2012.

WISH YOU'D CHECKED YOUR USED CAR WAS LEGIT

Combating profit-motivated theft continues to be a primary focus of the National Motor Vehicle Theft Reduction Council (NMVTRC).

The NMVTRC places a strong emphasis on tackling the major structural weaknesses in our government and industry practices and policies that allow profit-motivated thieves to continue to ply their trade.

Our key strategies are aimed at disrupting the separated parts and vehicle laundering markets and include such initiatives as:

- developing new damage assessment criteria for the management of written-off vehicles (WOVs) to better meet the system's current and future needs;
- the establishment of Inter-agency Task Forces to gain new insights into the trade in separated parts; and
- continuing to promote better access to vehicle status information for consumers such as the introduction of the Personal Properties Security Register.

Ultimately, sustainable theft reduction requires action across a broad range of disciplines and our objectives can only be effective if supported by active and specialist vehicle theft investigation. The NMVTRC is proud to be a long time supporter of IAATI.

The NMVTRC is an initiative of Australian governments and the insurance industry. We strive to deliver the lowest rate of vehicle theft in the developed world.

Join the fight against vehicle crime by keeping in touch with the NMVTRC's many initiatives at www.carsafe.com.au



National Motor Vehicle
Theft Reduction Council



Steve Clark is a leading Insurance fraud expert. He is responsible for ensuring Detica NetReveal provides the Insurance industry with 'best-in-class' fraud detection and prevention solutions, and for shaping NetReveal products so that they support optimal 'Target Operating Models'. Steve works closely with insurance organisations, both single insurers and cross-industry collaborative bodies, to help them target financial crime, improve savings and optimise resources in their fight against fraud.

Criminals are taking a long-term and more systematic approach to making money. Insurers, in particular, are being seen as low-risk, high-return targets. This presentation will explore how Insurance businesses can take advantage of developments in analytics technology, to make use of all of what they know in the process of fraud detection. We will discuss examples that show how claims fraud that appears opportunistic can be connected and part of organised crime.

Using real industry examples, we will also explore how cross-industry data sharing works in practice. How a 'consortium' approach can augment crime disruption and conviction, reduce detection timescales and identify more complex fraud in harmony with insurer's in-house fraud systems.

Detica NetReveal® software solutions are used by a wide range of financial service organisations and government clients across the globe. Our solutions combine innovative technology with deep domain expertise to enable our customers to detect and prevent fraud, non-compliance and organised financial crime faster and more accurately than many other current approaches.

The software platform combines real-time profiling, scoring and investigations of the individual with predictive analytics/ social network analytics to understand and assess the wider network in which the individual operates.



Chris Stott was a founding Director of DataDot Technology in 2000 and has worked in several roles in the company over the past 12 years including Head of Sales and Marketing, COO and CEO. Chris is currently Executive Director of DataDot Asia based in Taiwan and China.

Chris also established the first Sales Division for DataDot Technology in the USA, and spent 2 years working in Seattle. In this time DataDot was adopted by Lexus and Nissan North America to assist deal with high rates of component theft.

Chris' main hobby is flying light aircraft and he is a part-time flying instructor at Bathurst based Central West Flying.



Nici Andronicus is the Business Development Manager with DataDot Technology (Aust) Pty Ltd.

Nici joined DataDot Technology in August 2012 and has been tasked with the responsibility to update the DataDot services offering, with a focus on improved support of law enforcement services.

With a background in media, marketing and sport, Nici has the energy and commitment to update and improve the role that DataDot Technology can play in support of police investigations, to improve communications and distribution of information and align to target auto theft.



Andreas Sandvik is a Forensic Engineer with Delta-V Experts, based in Melbourne. Andreas has been involved in the investigation and reconstruction of over 250 expert reports in matters ranging from personal injury claims, workplace accidents, single and multivehicle collisions, to heavy vehicle collisions and mining accidents. Many of these cases involved traumatic and serious injuries and fatalities. Andreas has also given evidence in the County Court as an expert witness.

Andreas has conducted numerous assessments for fraudulent insurance claims, which include hail damage claims and staged collision claims. He has inspected over 100 vehicles for hail damage and over 200 vehicles for collision damage. He has also inspected numerous repair shops specialising in structural vehicle repairs, identifying repair methods, assessing methods and the quality of repairs being conducted. Assessments of the practices and methods used in the repairs of heavy vehicle collisions were identified.

Andreas has designed and conducted an experiment identifying the damage caused to a test vehicle by hail impacts. Various tools and other methods were used to attempt to recreate hail damage to the test vehicle. The damage was documented and analysed. The abstract for the paper has been accepted, with the publishing of the paper pending. Andreas is currently planning and designing additional tests which will be published upon completion.

Andreas has completed and been certified to conduct computer simulations of vehicle collisions using the software package ARAS360. Andreas has also completed the Crash Data Specialists LLC 48 Hour Crash Data Retrieval (CDR) course. Andreas is certified to download, remove, and analyse crash data contained within vehicles, with particular attention paid to GM (Holden), Ford, Toyota (including Lexus), Mazda, Nissan and Chrysler vehicles.

Andreas will give the following two presentations

"Assessment of Fraudulent Hail Damage." An overview of the methods and procedures for identifying fraudulent hail damage to a vehicle. Includes insight into the latest testing and research such as hail impacts at 110km/h, microscope imaging, laser scanning and whole vehicle surveys.

"Staged Collision Claims." An introduction into the methodology of collision reconstruction and its applications in relation to insurance assessments. Topics covered include scene and vehicle documentation, relevance of medical information and vehicle black box data retrieval.



Dr Rick Brown is a Deputy Director with the Australian Institute of Criminology, where he oversees the Institute's extensive research program. He has worked on vehicle crime related research for 20 years, most of which was conducted in the United Kingdom. This has included studies of lorry, van and car theft, vehicle security, intelligence led vehicle crime reduction and organised vehicle crime. He has also completed studies of trafficking in stolen vehicles in the UK.

He previously worked for ten years as a consultant on crime reduction and as a Research Manager with the Home Office in London. He holds a Masters degree in Research Methods from the University of Westminster and a PhD from the London School of Economics.

His presentation will explore the nature of trafficking in stolen vehicles from Australia to other countries. Drawing on previous research and other open source material the presentation will use 'script analysis' to explore what is known about the structures of the organised crime groups involved in this activity and identify the key roles and the common modus operandi employed in transporting stolen vehicles to other countries.



F.I.R.E.S.

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Matt Hansford is General Manager Business Development with Intelematics in Australia. He has 14 years experience in the vehicle telematics industry. During that time he has been responsible for Project Management and Operations of telematics programs on behalf of Toyota, Holden and Mitsubishi. He is currently working on the implementation of 'next generation' connected vehicle programs on behalf of vehicle manufacturers and for the aftermarket.

Matt's presentation is titled "The next generation of Connected Vehicles". It will provide an overview of what we can expect in the connected vehicle space over the next 5 years, how and why this is a global approach and the opportunities and challenges vehicle connectivity presents to Emergency Service Organisations.



Detective Senior Constable Matt Taylor graduated from the NSW Police Academy at Goulburn in May 2000 and was first stationed at Holroyd Local Area Command where he performed general duties and assisted with Highway Patrol and Proactive Crime duties.

In October 2003 Matt transferred to the Brisbane Waters Local Area Command in general duties before commencing his criminal investigative training at Brisbane Waters Detectives in 2004. In 2006 he moved into the Target Action Group and began his relieving as a Supervisor and the continuation of criminal investigations.

In March 2008 Matt transferred to the Redfern Region Enforcement Squad and continued his criminal investigative duties and relieved as a Team Supervisor. In May 2010 he successfully applied for transfer into the State Crime Command where he took up a position on the Motor Unit, Property Crime Squad.

On 31 December 2011 Matt obtained his designation as Detective



Detective Sergeant Naomi Cornish has in excess of 18 years with the Queensland Police Service and is currently attached to the Vehicle Crime Unit within the Organised Crime Investigation Unit, Brisbane.

During her career Detective Sergeant Cornish has performed as a surveillance operative and for the last 12 years has worked within numerous squads within the State Crime Operations Command.

This presentation will provide a follow up on the success that have resulted from Project Gypsy and the newly developed partnership with Caravanning Queensland. Project Gypsy is the Queensland Police Service response to the increase in caravan and camper trailer theft.



Detective Superintendent Brian Hay has been a member of the Queensland Police Service for 32 years. Since 2004, Mr. Hay has had principal responsibility for the management and direction of the Fraud & Corporate Crime Group.

Mr Hay has a broad investigative background with forays into the investigation of drugs, outlaw motorcycle gangs, sexual predators and public sector corruption. These duties have been interspersed with uniform general duties and corporate responsibilities.

Continued over the page



**VEHICLE CRIME
THEFT
BURGLARY
VEHICLE ACCIDENTS
INSURANCE FRAUD**



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Mr Hay was a pivotal driver in a number of key national initiatives and has a proven record in partnering industry. He is Chair of the AZPAA eCrime Working Group and a member of the National Cybercrime Working Group.

In 2006 Mr Hay completed a Masters in Public Policy and Administration. In 2009 he was the recipient of the Australian Police Medal and also received an international award from McAfee for efforts in combating cyber crime. In 2010 he was the recipient of the National AusCERT Award for Individual Excellence in Information Security.



Det. Sgt Bruce Lin graduated from the NSW Police Academy in July 1988 and his initial posting was to 31 Division at Peakhurst Police Station. In 1991 Bruce took up training duties at Kogarah Detectives office. Bruce later performed criminal investigation duties in the central business district of Sydney.

In 1995 Bruce received his Detectives designation. From 1996 Bruce has performed duties and secondments at the major crime level in various units such areas as Task Force Oak, Homicide, Violence and Major Offenders squad and over seven years experience at the Joint Asian Crime Group & Asian Crime Squad where major drug importation, supply and extortions were investigated.

In November 2007 Bruce transferred to the Motor Unit, Property Crime Squad and obtained experience in investigating vehicle theft rebirthing and conducting business compliance inspections. From July to December 2010 Bruce was the officer in charge of Strike Force Nelme which investigated the movement of stolen parts in the Sydney metropolitan area. In 2011 Bruce was awarded Churchill Fellowship to study the methods used in Canada & America by law enforcement in targeting vehicle theft. Bruce transferred to the Fraud & Cybercrime Squad NSW Police, State Crime Command., in January 2013.



Craig Foster is the Regional Security Director—Asia Pacific for Caterpillar Inc. Craig has enterprise-wide oversight for corporate security in the Asia Pacific Region. Prior to joining Caterpillar he held a senior executive management position with a leading international risk-consulting firm. He has worked on risk management and asset protection projects across the Region and lived in Hong Kong, Indonesia and now Singapore.

A University of London graduate, Craig served for 12 years in the Royal Hong Kong Police Force, specialising in diplomatic security and risk assessments. His final years were as the Superintendent, Diplomatic Protection Unit, Special Branch. In this role Craig was responsible for the planning, preparation & implementation of all special security measures during the handover of sovereignty of Hong Kong to China in 1997.

Craig is a member of the American Society for Industrial Security and is a Certified Protection Professional. He is also the Co-Chair of the Singapore OSAC Committee, and has completed a Diploma in Security Management with Edith Cowan University, Perth.



Bill Hyslop works for the New Zealand Transport Agency (NZTA) as a Senior Engineer. He is responsible for the auditing and technical requirements in relation to the Inspection and certification of imported new and used vehicles. Bill's work involves working with Border Inspection Organisations, Vehicle Manufacturers, Inspection organisations and vehicle inspectors.

Bill's presentation is titled, "The impact of changes to Australia's (NSW) Statutory Write-offs on New Zealand"



Brad Bardell is the Officer-In-Charge of the South Eastern Region Scientific Section – Qld Police Service based on the Gold Coast. This is a specialised unit of highly-qualified experts responsible for providing forensic examination and reconstruction services to investigators of major, complex and high-profile incidents in the South Eastern Region of Qld, including deaths, fires, and organised and sophisticated fraud; including automotive, vessel and heavy machinery arson, theft and re-identification.

Brad has over 15 years service with the Qld Police Service and more than 11 years experience as a Senior Forensic Scientist in metropolitan and regional/remote Qld, having been previously stationed in Brisbane and the Northern Region (Townsville).

Brad has undertaken extensive training in various fields of forensic science, including international exposure to crime scene reconstruction, bloodstain pattern analysis and comparative analysis. Brad holds a Bachelor of Science and a Masters degree in Forensic Science, and is currently completing a Masters of Business Administration.

Brad has provided professional development seminars to the Office of the Director of Public Prosecutions and international Law Enforcement Agencies, represented the Qld Police Service on National Scientific Working Groups, produced and coordinated Expert Evidence workshops for new forensic practitioners, and has provided expert testimony on numerous occasions at all levels of Qld Courts.



Nick Gianoudis is the Managing Director of NKG Management Services a leading Fraud Investigation and Risk Management firm based in Sydney, Australia. Mr Gianoudis is a highly experienced fraud investigator and fraud risk management consultant with experience and qualifications in fraud risk management, prevention, detection and investigation for over 24 years.

Previously Mr Gianoudis held senior roles with NRMA Insurance Australia's largest general insurer for 10 years, AXA Australia for 11 years (as a consultant to the internal fraud risk panel) whilst commencing his practice in 1999.

Mr. Gianoudis has led investigation teams into many complex and high value fraud and misconduct matters. Mr. Gianoudis has delivered training seminars in areas of investigation and claims management within the general and life insurance industries with emphasis on fraudulent claims and complex claims management.

In addition to the Certificate III in Investigative Services and Certificate IV in Government Investigations, a Graduate Diploma in Fraud Management (University of Western Sydney), Certified Fraud Examiner (CFE) of the global Association of Certified Fraud Examiners and qualified in the SCAN (Scientific Content Analysis) interview technique. Mr Gianoudis is a member of the Risk Management Institute of Australasia and a member of the Australian Insurance Law Institute.



Laurie Ratz is Special Risks Manager, Insurance Council of Australia & the Insurance Fraud Bureau of Australia. He served 28 years in the Victoria Police including three years as a Chief Investigator with the National Crime Authority. In 1998 Laurie resigned with the rank of Detective Chief Inspector to manage the Loss Prevention, Corporate Security and Training portfolios of Qantas Group Security. In December 2007 he took up his current position with the Insurance Council of Australia as the Special Risks Manager and is the permanent Chair of the Insurance Fraud Bureau of Australia and responsible for the coordination of the general insurance industry's response to insurance fraud and crime prevention.

Laurie has a Post Graduate Degree in Criminology (Melbourne University) and an Advanced Certificate in Aviation Security (University of Western Sydney). He holds the National Medal and the Victoria Police Medal.



Auto Theft Certification Program

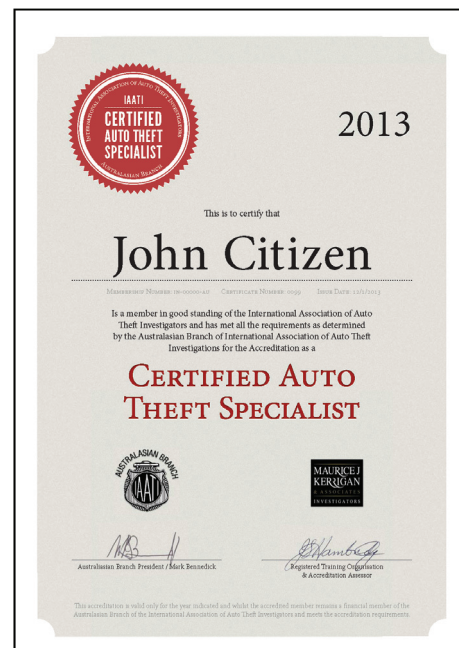
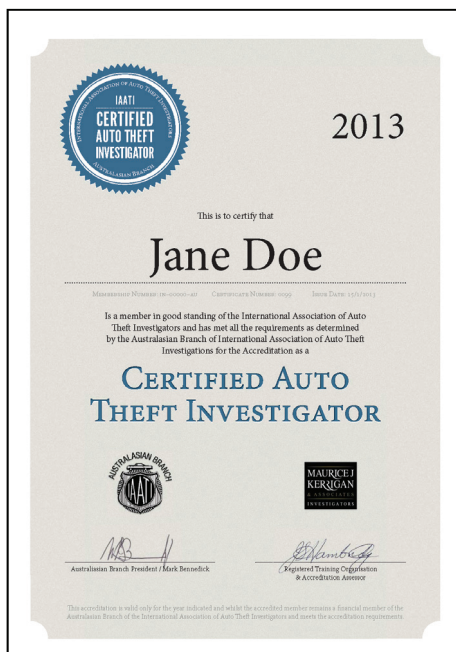
The Australasian Branch of the International Association of Auto Theft Investigators has established a Certification program for members. The Branch has partnered with a Registered Training Organisation (RTO) Maurice J Kerrigan & Associates Pty Ltd as an independent assessment body to review applications against the Auto Theft Certification program competencies.

Members can now have their knowledge, expertise and qualifications acknowledged by taking part in the Australasian Branch's accreditation program. The certification program is available to IAATI members working in the fields of law enforcement such as Investigations, Intelligence, and Forensics, members from the insurance industry such as Licensed Investigators, Claims Officers or Claims Assessors, members working for Government Authorities and Regulators and members that are Technical Specialists.

Details of the Certification Program and the Certification Kits can be downloaded from the RTO's web site www.kerrigans.com.au. Go to the web site and click on the training tab. Applicants need to register their details to access the applications under 'Products and Services' on the Kerrigans Training Portal.

For more information about the accreditation program email your questions to accreditation@iaatiaus.org

Book your Auto Theft Certification Assessment by emailing training@kerrigans.com.au.





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www.socialinfluenceconsultinggroup.com.au

The image shows a business card for Anthony McLean of Social Influence Consulting Group. The card is divided into two main sections. The top section is white and contains the company logo (an orange circle with a white stylized figure) and the company name 'SOCIAL INFLUENCE CONSULTING GROUP'. To the right of the logo, there is a vertical line, and to the right of that line, the name 'Anthony McLean' is listed along with his title 'Managing Director' and 'Cialdini Method Certified Trainer (CMCT)'. Below this, his contact information is provided: 'Phone: 1300 822 247', 'Mobile: 0414 015 218', and 'Email: anthony@sicg.com.au'. The bottom section of the card is orange and features the tagline 'learning • consulting • embedding • speaking' in white text, followed by the website address 'www.socialinfluenceconsultinggroup.com.au'.



Before you go, don't forget ...

To complete the upcoming Member Survey

In the next two weeks you will be receiving a questionnaire in your in-box which seeks your feedback about the Association. The online questionnaire will take 10–15 minutes to complete and we appreciate your assistance, so we can tailor the Association to better meet your needs.

Not receiving your APB, VIN or E-news?

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

Consider submitting a newsletter article

Remember the only way IAATI members can benefit is via the sharing of information. So why not consider writing a short article for one of our newsletters (VIN, APB or E-news). It doesn't need to be long and can be a short summary of an investigation, a book or product review, a funny story or photograph, or your review of the seminar. All material for the VIN, APB or E-News can be sent to the editor at info@iaatiaus.org

Nominate for an Award

In today's fast pace world we are all so busy that we seldom have 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 and nominate for an award. You can nominate at any time for one or more of the Branch or International Awards. The 2013 International Awards close 1st May and the 2014 Australasian Branch Awards will close in January 2014.

Become IAATI Certified in your field of expertise

Remember you can have your knowledge, expertise and qualifications acknowledged by taking part in the Australasian Branch's certification program. The certification program is available to IAATI members working in the fields of law enforcement such as Investigations, Intelligence, and Forensics, members from the insurance industry such as Licensed Investigators, Claims Officer or Claims Assessors, members working for Government Authorities and Regulators and members that are Technical Specialists. Go to www.iaatiaus.org or contact John Hambridge at john.hambridge@kerrigans.com.au for more information.

The 61st International Training Seminar in Rimini, Italy

Consider joining a group of fellow Australasian Branch members who will be attending this year's 5 day International Training Seminar in Rimini, Italy, 29 September to 4th October. For further information about the seminar visit the European Branch website www.eb-iaati.org or contact Mark Bennedick via president @iaatiaus.org.

The most important thing

Remember to make use of IAATI. Visit our websites regularly and make use of the information and contacts you have developed throughout this seminar. You will find that IAATI members throughout the world are generally very willing to help fellow IAATI members whenever they can. Like most things in life, the more you get involved, the more you will get out of the Association.

Finally,

Thank you for attending this Training Seminar at the Gold Coast and helping us celebrate our 20th Anniversary. Have a safe journey home and we hope to see you again next year.