



Guidance note

December 2021

Requesting priority assessment of an RVS application

This guidance note outlines the position of the Department of Infrastructure, Transport, Regional Development and Communications (the department) for dealing with requests for prioritisation of an application submitted under the Road Vehicle Standards (RVS) legislation.

Assessment timeframes

A timeframe starts when the application is submitted and fees have been paid. For applications to vary an approval, the timeframe is the same.

The department works to meet or better the timeframes for deciding applications as set out below.

Application type	First 3 letters of the application number	Legislated timeframe
Vehicle type approval	VTA	60 business days
Concessional RAV entry approval	CRE	30 business days
Non-RAV entry import approval	NRI	30 business days
Reimportation import approval	RIM	30 business days
Component type approval	CTA	60 business days
Testing facility approval	TFA	30 business days
Specialist and Enthusiast Vehicles Register	SEV	30 business days
Registered automotive workshop	RAW	30 business days
Model Report	MRI	60 business days
Authorised vehicle verifier	AVV	30 business days

The following application type is subject to a service charter timeframe

Advisory notice (not a road vehicle)

30 business days

* A business day under section 5 of the RVS Rules means a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

You can check the status of your application through the ROVER portal.

Assessment timeframes and requests for further information or inspections

Under the RVS legislation, the assessment clock is paused when a request for further information (RFI) is sent or an inspection is requested to assist in the decision making process. The clock starts again once an RFI or inspection is satisfactorily completed.

To support the quickest assessment time, it is important to submit your application with all the necessary fields completed, and all the required information and supporting documents attached. By responding quickly to any RFIs and providing all requested information you will ensure the assessment is undertaken as fast as possible.

Can an applicant seek a faster assessment of an RVS application?

The department's standard practice is to work through applications in the order in which they are received. We do this in fairness to all applicants, and it assists the department to work within legislative or service charter timeframes.

The department *rarely* provides special priority to applications. However, where unforeseen or extenuating circumstances exist, certain applications may be prioritised at the department's discretion.

How to request prioritisation of an RVS application?

An applicant may request prioritisation of their application by completing the [enquiry form](#) on the department's website. The enquiry form includes free text options that allows users to set out the reasons for their request. Applicants can also upload up to two files to support their request if they need to.

The request **must**:

- be for an application that has been submitted and has a status in ROVER of 'Paid awaiting assessment'
- provide the application number and contact details for the person making the request, and
- clearly explain the unforeseen or extenuating circumstances that require a prioritised decision process (an example would be: to assist with a state or national emergency).

The department will generally **not** prioritise an application in the following circumstances:

- The applicant was not aware of the requirement to seek an approval – it is the applicant's responsibility to make themselves aware of when an approval is required and the decision-making timeframe that applies under the RVS legislation.
- An applicant is seeking an approval for a road vehicle where they had knowingly organised freighting to Australia without having been granted an approval, or at least not having taken the application assessment timeframe into account (Note: it is an offence under the *Road Vehicle Standards Act 2018* to import a road vehicle without permission).
- The application is incomplete or requires further supporting material.
- There has been a miscommunication between an applicant and their authorised agent that leads to an application being submitted late, or with incorrect or incomplete information.
- The applicant is working with outdated information about the department's assessment timeframes or assessment processes (e.g. relying on the former Motor Vehicle Standards legislation).

The department will respond to a request by email within 10 business days. All department responses to requests for prioritisation are final and cannot be appealed to the Administrative Appeals Tribunal.

Please note: verbal requests to prioritise an application will not be accepted. Requests should be submitted through the department's [online enquiry form](#).

What does it mean if the department agrees to assess an application faster?

- The department will move the assessment forward as a priority.
- The application will still need to undergo all assessment and decision-making steps, including technical assessment if required.
- If the department needs to request further information about the application, it will still make that request through ROVER.

Please note: prioritisation of your application does not mean the approval has been granted.

What does it mean if the department does not agree?

If the department does not agree to prioritise your application, you will be notified of the reasons and the department will continue to assess your application based on the order in which it was received.