



Australian Government

Department of Infrastructure, Transport,  
Regional Development, Communications and the Arts



# ➤ Guide to operating as an approved registered automotive workshop

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Updated July 2022 – Quick links section added

Updated January 2023 – URL links updated.

Updated November 2024 – Added contact details for the department where a vehicle fails the damage or corrosion checks.

Updated February 2025 – removed duplicated content.

# About the guide to operating as an approved RAW

This guide has been prepared by the Department of Infrastructure, Transport, Regional Development Communications and the Arts (the department) to help registered automotive workshops (RAWs) carry out their role and meet their obligations under the Road Vehicle Standards (RVS) legislation.

## What this guide covers

This guide outlines:

- the processes you, as a registered automotive workshop (RAW) approval holder, will follow when manufacturing or modifying vehicles in accordance with an approved Model Report
- your obligations as a RAW approval holder under the Rules when following the approved Model Report Work Instructions to manufacture or modify vehicles to meet the requirements are set out in the relevant [determinations](#)
- the conditions of your RAW approval, including presenting the vehicle for verification.

**Important:** A RAW approval holder must conduct operations to meet the requirements of the Road Vehicle Standards (Model Reports) Determination 2021, specifically, the Model Report Work Instructions that a RAW approval holder must follow.

The Model Report Work Instructions must take account of all the requirements for the manufacture or modification of the specific vehicle to ensure the vehicle will meet the national road vehicle standards or requirements detailed in the Road Vehicle Standards (Model Reports – Compliance with Standards) Determination 2021.

## Why do we need approved RAWs?

Under the RVS legislation, certain vehicles cannot be entered on the [Register of Approved Vehicles](#) (RAV) through the [concessional RAV entry approval](#) pathway until:

- they have been modified or manufactured by the holder of a RAW approval in accordance with an approved [Model Report](#), and
- verified by an [authorised vehicle verifier](#) (AVV) approval holder.

To ensure a manufactured or modified vehicle can be entered on the RAV, a RAW approval holder must follow the requirements specified in the Work Instructions of the approved Model Report for that vehicle, then complete and sign a RAW Declaration ([Appendix 1](#)) before presenting the vehicle to an approved AVV for verification. [Figure 1](#) on page 6 shows when a RAW approval holder would be engaged and what is expected.

## Vehicles a RAW approval holder may modify or manufacture

A RAW approval holder may modify or manufacture:

- a vehicle entered on the [Specialist and Enthusiast Vehicles Register](#) (SEVs Register), or
- a used two-wheeled vehicle or a used three-wheeled vehicle, OR

- a road vehicle that:
  - is entered on the RAV via the type approval pathway, and
  - has not been provided to a consumer for the first time in Australia, and
- has been, is currently undergoing, or will be subject to second stage of manufacture (SSM) before being provided to a consumer for the first time in Australia.

To be able to modify or manufacture one of these vehicles, the RAW must have, or be able to access, an approved Model Report that applies to that vehicle.

**Important:** All vehicles modified or manufactured by the holder of a RAW approval in accordance with an approved Model Report **must** be independently verified in Australia by an approved AVV before the vehicle can be entered on the RAV.

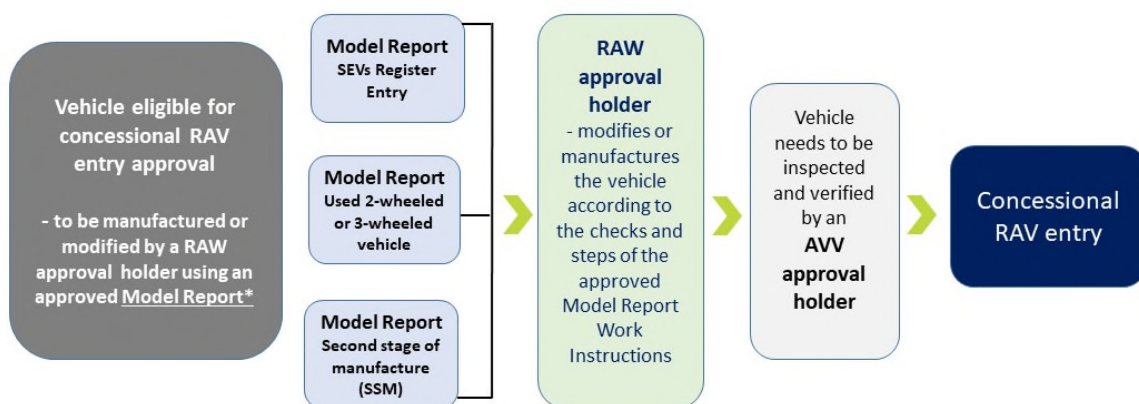
## Who engages a RAW?

Unlike the framework under the Motor Vehicle Standards Act 1989, to be granted an approval to enter a vehicle modified by a RAW on the RAV under the RVS legislation, the applicant must own or intend to own the vehicle. A concessional RAV entry approval also serves as approval to import the vehicle into Australia. It is the concessional RAV entry approval holder’s responsibility to engage a RAW. A condition of the concessional RAV entry approval is that an approved RAW must manufacture or modify the vehicle in accordance with an approved Model Report for the vehicle.

The concessional RAV entry approval holder is also required to have, or be able to access, the approved Model Report for the vehicle. The relevant approved Model Report may be accessed directly from the Model Report approval holder or via the RAW, which accesses it from the Model Report approval holder.

The department is required to publish certain details about RAW approvals on its website. To assist in selecting an appropriate RAW relevant to the type of vehicle to be manufactured or modified, the RAW approval holder’s span of operations and vehicle categories will be publicly available. The department will also publish the business names and contact details of RAW approvals in force on the list of RAW approvals.

Figure 1: Types of vehicles requiring a RAW’s services



\*Model Report must be approved and apply to the vehicle seeking concessional RAV entry approval

## What is a RAW approval holder required to do?

Once engaged by a concessional RAV entry approval holder, a RAW is required to manufacture or modify the relevant vehicle in accordance with the Work Instructions in an approved Model Report for the vehicle.

When the manufacture or modification is finished, the RAW must then complete and sign a RAW Declaration (see [Appendix 1](#)) and present the RAW Declaration, the vehicle, and other relevant supporting documentation to an AVV for inspection and vehicle verification.

Further specific requirements include:

- ensuring you have access to, and are using, the current version of the approved Model Report Work Instructions for the vehicle
- checking the vehicle relates to the concessional RAV entry approval
- checking the vehicle to be modified is the same vehicle that applies to the approved Model Report
- ensuring your RAW approval covers the type of vehicle to be modified, or if not, requesting a variation to your RAW approval to meet additional vehicle categories or span of operations
- notifying the department if you suspect non-compliance or fraud relating to the road vehicle
- notifying the department and discontinuing work on the vehicle if there is any damage or corrosion, or repair of damage or corrosion, that exceeds the limit thresholds detailed in the Road Vehicle Standards (Limit of Acceptable Damage or Corrosion) [Determination](#) 2021
- retaining all records relating to the operations conducted under your RAW approval for 7 years from the date a record was made
- retaining and maintaining procedures that ensure you have the equipment and trained personnel necessary to perform modification or manufacture work in accordance with an approved Model Report
- ensuring all procedures are kept up to date and are readily available to appropriate trained personnel
- notifying the department of any changes to the key management personnel or significant changes in control under your RAW approval as soon as practical
- notifying the department of any errors in approved Model Reports that you become aware of.

**Important:** All steps and checks must be followed in accordance with the approved Model Report Work Instructions before signing the RAW Declaration ([Appendix 1](#)) and presenting the vehicle, a signed RAW Declaration and all supporting material to an AVV approval holder for inspection and vehicle verification.

## Ministerial determinations relating to activities conducted under a RAW approval

The Rules provide for ministerial determinations to be made relating to the information that must be included in a Model Report. This includes the requirements relating to the standards applying to road vehicles manufactured or modified in accordance with a Model Report. These determinations are legal documents that provide details relating to sections of the Rules.

As a RAW approval holder, you must operate in accordance with the Model Report that has been approved as meeting the requirements set out in these determinations. While your work is performed by using the Model

Report Work Instructions, it is important to understand how the Model Report you have accessed has been developed and why the Work Instructions require certain steps and checks to be performed.

The relevant determinations and details for how a RAW approval holder must operate are outlined below. Links to these determinations are available on the [Guides and resources](#) webpage.

## **Determination made under section 88 of the Rules – Road Vehicle Standards (Model Reports) Determination 2021**

This determination includes the information a [Model Report](#) must contain. Division 3 – Work Instructions details the checks, steps, actions and required components the RAW approval holder needs to perform, including the required order they must be performed in.

## **Determination made under subsection 89(2) of the Rules – Road Vehicle Standards (Model Reports – Compliance with Standards) Determination 2021**

This determination directs the Model Report author to the applicable national road vehicle standards that will need to be demonstrated or specific standards and additional requirements applying to vehicles, such as those meeting the mobility criterion or campervan and motorhome criterion on the SEVs Register.

## **Determination made under section 107 of the Rules – Road Vehicle Standards (Limit of Acceptable Damage or Corrosion) Determination 2021**

This determination sets out the extent and types of damage or corrosion or repair of damage or corrosion that will not prevent a road vehicle from being verified by an AVV approval holder.

It is also a condition of a RAW approval that before a road vehicle is modified the vehicle is inspected to ensure the threshold limits of acceptable damage or corrosion have been met.



# Model Report Work Instructions to be followed by a RAW approval holder

The approved Model Report Work Instructions require the holder of a RAW approval to undertake certain checks and the order the checks must be performed.

See also Division 3 – Work Instructions of the [Road Vehicle Standards \(Model Reports\) Determination 2021](#).

The approved Model Report Work Instructions include specific steps and checks depending on the type of vehicle and complexity of the manufacture or modification work. All Model Report Work Instructions will include the following items that a RAW approval holder must follow:

## Item 15 – Order of implementation

Order of the steps that must be followed:

- perform the vehicle scope checks first, and
- conduct recall checks before any modifications are made to the vehicle.

## Item 16 – Scope checks

Check to be conducted before commencing work on the road vehicle to confirm the pre-modification specifications (not relevant if the vehicle is to be manufactured). The requirements may include returning a vehicle to pre-modification or original manufacture specifications, for example replacing an aftermarket exhaust system.



**Stop:** If the vehicle does not fall within the vehicle scope, the RAW approval holder must not continue to modify the vehicle – check with the vehicle owner or Model Report approval holder.

## Item 17 – Component checks

Before modifying the vehicle, you may be required to perform checks to confirm the vehicle is fitted with the components identified in the supporting information included at the time the Model Report was approved. Any unmodified vehicle of the same model or variant should be fitted with the identified components.

## Item 18 – Damage or corrosion checks

- Inspect the vehicle for damage or corrosion or repair of damage or corrosion, and retain all inspection results and records.
- If applicable, and where evidence of repair of damage or corrosion exists on the vehicle, the RAW approval holder may be required to:
  - conduct a body alignment test to assess if there is evidence of any reduction in the structural integrity due to the repair by following the requirements for how to conduct the test for that vehicle, and

- seek information about the vehicle's history to assist in determining the structural integrity by following how to obtain that information for that vehicle.



**Stop:** If the vehicle does not pass the inspection, the RAW approval holder must **not** continue to work on the vehicle or declare the vehicle was modified in accordance with an approved Model Report, as detailed in the condition on your RAW approval under subparagraph 65(3)(b)(ii) of the Rules.

The RAW approval holder must notify the department by completing an enquiry form in ROVER once signed in or by emailing [ROVERinfo@infrastructure.gov.au](mailto:ROVERinfo@infrastructure.gov.au).

## Item 19 – Recall checks and rectification action

- These checks must be carried out for each vehicle manufactured or modified to identify all applicable recalls issued in the vehicle's source market and how to go about locating that information, for example, the manufacturer's website recall information site.
- These steps must be taken if identified recall action has not been undertaken in accordance with the recall action required for the vehicle, including:
  - Give written notice to the concessional RAV entry approval holder that the vehicle is affected by recall action and seek instructions to:
    - request the RAW approval holder to rectify the vehicle, or
    - make other arrangements to rectify the vehicle in accordance with the recall action required, including third party work, and
- if rectification work has been performed by a third party, the RAW approval holder checks that the rectified vehicle meets the recall action requirements.
  - Notify the Model Report approval holder and the department if the rectification work to action the recall requires a departure from the Work Instructions and/or that the final specification will be impacted by the recall rectification work actioned.
  - Ensure that the vehicle is not presented to an approved AVV for verification if the vehicle subject to unrectified recall action.



**Warning:** The RAW approval holder must not proceed to the next stage of the Work Instructions unless, and until, the vehicle has been rectified in accordance with the recall action.

## Item 20 – Steps required to manufacture or modify the vehicle

- The order and relevant specifications for each step that must be taken to manufacture or modify the road vehicle to ensure it meets the final specification that would comply with, or to a certain extent, with the applicable national road vehicle standards or standards determined by the Minister under subsection 89(2) of the Rules, or both.
- Identify the qualifications, if any, of the personnel and the specific equipment required to carry out each step.

## Item 21 – Checks of the manufacture and modification work performed

- Follow the steps that must be performed to ensure the manufacture or modification work has been completed in accordance with the approved Model Report Work Instructions. These steps ensure:
  - each modification or stage of manufacture has been carried out correctly, and
  - all systems of the vehicle are functioning correctly.
- Where the vehicle does not meet the final specification of the approved Model Report Work Instructions, the RAW approval holder must give written advice to the:
  - Model Report approval holder, and
  - the department



**Warning:** The RAW approval holder must not proceed to the next stage of the Model Report Work Instructions unless, and until, all stages of manufacture or modification have been carried out correctly and the vehicle meets the **final compliant specification**. If any discrepancy exists, the RAW approval holder must provide written advice to the Model Report approval holder and the department that will result in directing the RAW approval to either use a new/updated approved version of the Model Report or to cease work on the vehicle.

## Item 22 – Deterioration checks and rectification action required

- Follow the checks that must be performed to ensure the vehicle does not exceed the deterioration limit. The Work Instructions for this item will have been drawn from the deterioration limits detailed in Schedule 6 of the [Road Vehicle Standards \(Model Reports\) Determination 2021](#).
- Where a vehicle exceeds the deterioration limit, you must follow the steps to:
  - rectify the vehicle where the deterioration has exceeded limits, for example, by replacing a cracked or faded lamp, cracked safety glazing or retreaded tyres, or
  - not proceed to the next steps in the Work Instructions.



**Warning:** The RAW approval holder must not present the vehicle to an approved AVV for verification if the non-compliance due to deterioration of the vehicle cannot be rectified.

## Item 23 – Odometer checks

- Follow the instructions that set out the checks in relation to each vehicle's odometer to ensure that the:
  - reading accurately reflects the distance the vehicle has travelled, taking account of the condition and service history of the vehicle that would indicate the reading recorded is an accurate reflection of the distance travelled, and
  - odometer has not been tampered with.
- Where a vehicle's odometer has been changed, the Model Report Work Instructions require the RAW approval holder to obtain supporting material that clearly demonstrates the new odometer accurately reflects the distance travelled by the vehicle.

## Item 24 – Consumer information notice for certain vehicles

- Follow any requirements where a certain vehicle covered by an approved Model Report is modified by the RAW approval holder to ensure the RAW approval holder:
  - prepares a consumer information notice that meets the following requirements:
    - if a passenger vehicle – attach the notice to the passenger-side windscreen, or
    - if a goods vehicle – place the notice in a document holder attached to the vehicle
  - where a consumer information notice is required it must take the form as set out in Schedule 5 of the Road Vehicle Standards (Model Reports) Determination 2021, and
  - be prepared on durable and fade-resistant material.



**Warning:** Where a consumer information notice is required for the vehicle, it must be placed as directed in the Model Report Work Instructions and **NOT REMOVED** from the vehicle.

## Item 25 – Records that must be kept

- Follow the requirements on what records and supporting material the RAW approval holder must keep, noting that it is also a condition on a RAW approval that the approval holder keep these records.
- The records that must be kept include:
  - the name of each person who performed each step of the modification or manufacture work as set out in the Model Report Work Instructions, and
  - supporting material (documents, photo images or video) that establishes the work performed and the order of each check and step as required by the approval Model Report Work Instructions.

**Important:** The type of records a RAW approval holder must keep include, but are not limited to:

- a) Photographs of the vehicle before and after manufacture or modification
- b) Photographs of all damage or corrosion, and repair of damage or corrosion
- c) Photographs of part numbers
- d) Results of tests undertaken during the manufacture or modification process.

## Final step – Providing the vehicle for verification by an approved AVV

- After all work has been performed on the vehicle in accordance with the Model Report Work Instructions, complete the [RAW Declaration](#) form with all of the required fields. This is a requirement under paragraph 65(2)(a) of the Rules.
- Make necessary arrangements with an appropriate approved AVV for the type of vehicle to conduct a vehicle verification.
- Ensure the completed and signed RAW Declaration is provided to the AVV, along with all relevant supporting documentation, when presenting the vehicle to the approved AVV.
- Ensure you have appropriate records including the:

- evidence that you are Model Report approval holder, and
  - written evidence that you have authorised access to use the approved Model Report.
- Ensure record keeping responsibilities have been addressed, including retaining a copy of the RAW Declaration and all other supporting material and records that were made during the manufacture or modification work performed.

# RAW approval holder responsibilities

A RAW approval holder has certain responsibilities for ensuring legislative requirements are met and vehicles modified or manufactured in accordance with the approved Model Report will comply with the applicable standards.

These responsibilities appear as standard and specified conditions detailed in the approval notice, if granted. Conditions relating to a RAW approval are in sections 64 to 67 of the Rules.

These conditions ensure that legislative requirements can be controlled and to mitigate risks relating to the regulation of road vehicles. It is an offence under RVS legislation if these conditions are not met and penalties may apply.

## Summary of responsibilities

Standard conditions that relate to all RAW approvals are:

- Manufacture and modification requirements
- Record keeping
- Providing information to the Secretary or an inspector

As well as standard conditions a RAW approval is also subject to conditions that may be specified under subsection 64(a) of the Rules, such as:

- The vehicle categories and Model Report types of manufacture or modification work that can be performed under the RAW approval.
- Maintaining effective arrangements to reduce conflicts of interest with the holder of an AVV approval, if considered necessary to manage an identified risk.

## Expectations for conditions applied to a RAW approval

Table 1: Expectations for conditions applied to a RAW approval

Condition details	Expectations
<b>Section 65 – condition about manufacture and modification requirements</b>	
Each road vehicle manufactured or modified under the RAW approval is performed at premises where there is appropriate equipment and trained personnel as required in accordance with the approved Model Report for that vehicle.	<p>A RAW approval holder is expected to have, or have access to (via appropriate ongoing contractual arrangements with other parties) suitable premises.</p> <p>The premises must have, or the approval holder's procedures will have procedures about how and where to access, the necessary equipment and trained personnel to ensure the manufacture or modification activities can be performed in accordance with the approved Model Report. The requirements in the Model Report Work Instructions will need to be followed and the RAW approval holder's procedures and QMS documentation must cover how the requirements of a Model Report will be met.</p>

Condition details	Expectations
<p>Before a road vehicle is modified under the RAW approval an inspection for damage or corrosion or repair of damage or corrosion must be performed.</p>	<p>Before a road vehicle is modified, you must inspect the vehicle to ensure it is free from damage or corrosion, and repair of damage or corrosion. If during the inspection, or the course of modification, you find the vehicle has:</p> <ul style="list-style-type: none"> <li>• damage or corrosion or repair of damage or corrosion that exceeds the threshold limit. The limits are found in the <a href="#">Road Vehicle Standards (Limit of Acceptable Damage or Corrosion) Determination 2021</a>, or</li> <li>• the structural integrity has been reduced by damage or corrosion, then you must notify the department in writing of the facts, including the details of the vehicle, a description of the damage or corrosion or results of a body alignment test, where applicable.</li> </ul> <p>If damage or corrosion or repair of damage or corrosion above threshold limits is identified, you must not continue to work on the vehicle, do not sign the RAW declaration that it has been modified in accordance with the approved Model Report and do not present the vehicle to an AVV approval holder for verification.</p>
<p>Before presenting a vehicle, or modifications of a vehicle, to the holder of an AVV approval for verification a signed declaration must be provided.</p>	<p>As a RAW approval holder you must ensure that a road vehicle manufactured or modified under the approval is not presented to an AVV approval holder for verification unless the vehicle has been manufactured or modified in accordance with the requirements set out in an approved Model Report that applies to the vehicle.</p> <p>When you present of a road vehicle or modification of a road vehicle to an approved AVV for verification, you must also provide to the approved AVV a signed <a href="#">RAW declaration</a>, which must include all of the details required and stating that:</p> <ul style="list-style-type: none"> <li>• the vehicle manufactured or modified was made in accordance with the latest version of the approved Model Report at the time the manufacture/modification was carried out, and</li> <li>• as the RAW approval holder, you were authorised to use the latest version of the approved Model Report.</li> </ul>
<p><b>Section 66 – condition about record keeping</b></p>	
<p>Records are held that each vehicle presented to an AVV approval holder has been manufactured or modified in accordance with an approval Model Report.</p>	<p>As a RAW approval holder you are required to record and retain for 7 years after the record is made specific records and information, including:</p> <ul style="list-style-type: none"> <li>• information that illustrates that each vehicle was manufactured or modified in accordance with an approved Model Report and subsequently provided to an AVV for verification</li> </ul>

Condition details	Expectations
	<ul style="list-style-type: none"> <li>• copies of the signed declarations and all information, photos, videos and other supporting material provided to the holder of the AVV approval</li> <li>• information about the RAW approval holder's authorisation to use the version of the approved Model Report</li> <li>• records of the results of inspections and notices given in relation to damage or corrosion and repair to damage or corrosion, and</li> <li>• any other record or information specified in the Work Instructions of the approved Model Report that requires the RAW approval holder to keep.</li> </ul>

### Section 67 – condition about providing information to the Secretary or an inspector

<p>Written notification about:</p> <ul style="list-style-type: none"> <li>• changes to key management personnel, and</li> <li>• where significant changes impact the control of the RAW approval holder.</li> </ul>	<p>As the holder of a RAW approval, you must give written notification to the Secretary of changes to information that you had previously submitted relating to the RAW approval. Any changes must be notified within 30 days of that change occurring, including:</p> <ul style="list-style-type: none"> <li>• any change in the key management personnel, and</li> <li>• any significant change in the control of the holder of the RAW approval.</li> </ul> <p>Examples of changes that would require you to provide written notification to the Secretary include:</p> <ul style="list-style-type: none"> <li>• details about an addition to, or deletion from, the corporation's key management personnel</li> <li>• the corporation being placed into liquidation or under administration</li> <li>• details about any member of the key management personnel that have been declared bankrupt or enter into a personal insolvency agreement.</li> </ul>
<p>Provide information upon written request of the Secretary or an inspector.</p>	<p>As the holder of a RAW approval, you must provide, upon written request, any information that the Secretary or an inspector reasonably requires for the purposes of deciding whether the holder of the approval is complying with the Act, Rules, or an instrument made under the Act or Rules.</p> <p>The department aims to work with you to determine the time it may take to fulfil the request, including the type of information requested, the urgency and complexity of the request. When requested by the department, such records are expected to be made available and in English.</p>
<p>Allow or arrange access to premises.</p>	<p>As the RAW approval holder, you are expected to comply with any written request and within a reasonable time to allow or arrange for the Secretary or an inspector to inspect premises for deciding</p>



Condition details	Expectations
	<p>whether you are complying with the RVS legislation and the conditions of your RAW approval.</p> <p>This includes premises operated by the RAW approval holder where vehicles are manufactured or modified under the approval, and also the premises occupied by the corporation.</p> <p>This condition also extends to arranging for the inspection of premises of third parties that provide goods or services to you in the operations performed under your RAW approval. This includes things, including documents associated your operations under the approval, QMS documents or IT systems.</p> <p>Access to third party premises, documents or things does not allow the department to directly enter premises of third parties without the consent of the approval holder or the third party.</p> <p>It is expected you will facilitate and make necessary arrangements with the third party, or at least provide relevant contact details when requested by the Secretary or an inspector. If the third party does not allow access, you may be in breach of this condition. As a request may occur at any time during the period your approval is in force, you must ensure you can meet the requirements of the written request. This ensures the integrity of the information you have provided to satisfy eligibility criteria and maintaining effectiveness of the RAW approval process.</p>
<p><b>Paragraph 64(a) – specified condition in all RAW approvals</b></p>	
<p>The types of modifications and road vehicle categories</p>	<p>Your RAW approval will list the types of vehicle modifications and vehicle categories (and sub-categories, where applicable) that you are able to modify under your RAW approval. These will have been drawn from the selections you made and submitted in your application and/or that the decision maker has approved. These details will also appear with your details on the List of the RAW approvals on the department’s website. If you wish to update these details you will need to apply for variation of your approval.</p>

## Further information

For further information, please visit the [department's website](#) or submit an [online enquiry](#).

### Quick links

- [Appendix 1—Registered automotive workshop declaration to be completed and provided when presenting the vehicle to an authorised vehicle verifier approval holder for verification](#)
- [How is my personal and commercial information in ROVER managed?](#)