



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications



➤ Guide to registered automotive workshops

July 2022

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March 2022 – Further information section updated.

July 2022 – withdraw, amend and resubmit or delete information and specified conditions information added.

Introduction

A registered automotive workshop (RAW) approval allows the approval holder to manufacture or modify vehicles in accordance with an approved Model Report for that vehicle.

What is the Road Vehicle Standards legislation and how does it relate to registered automotive workshops?

The *Road Vehicle Standards Act 2018* (RVSA) replaced the *Motor Vehicle Standards Act 1989* (MVSA) on 1 July 2021 and is being administered by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department).

The detail of how the new regulatory framework operates is contained in subsidiary legislation the Road Vehicle Standards Rules 2019 (the Rules).

The RVSA, the Rules and other related legislation are collectively referred to as the Road Vehicle Standards (RVS) legislation.

The Secretary of the department (the Secretary) or their delegated decision-maker is authorised under the RVS legislation to, among other things, grant or refuse to grant an approval for a corporation to operate as a RAW.

This guide explains how to apply for a RAW approval and describes how a RAW approval holder is expected to operate under the approval.

This guide may be updated from time to time in response to changing circumstances, feedback or to reflect changes to legislation or policy.

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 a RAW approval holder in accordance with an approved [Model Report](#), and
- verified by an [authorised vehicle verifier](#) (AVV) approval holder.

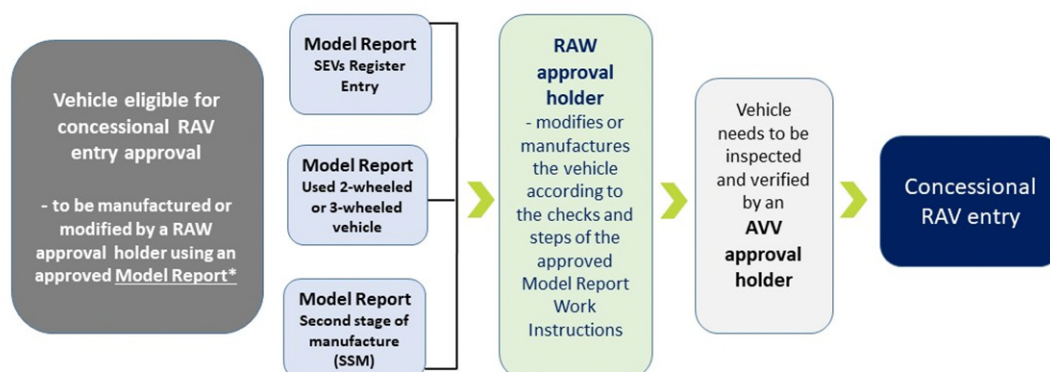
To ensure a manufactured or modified vehicle can be entered on the RAV, a RAW approval holder must follow the requirements specified in the Work Instructions of the vehicle's approved Model Report, then complete and sign a RAW Declaration (see [Appendix 1](#)) before presenting the vehicle to an approved AVV for verification.

Figure 1 shows when a RAW approval holder would be engaged and what is expected.



Important: Please see the [RVS Glossary of terms](#) on our website for a comprehensive list of RVS terms and their meanings.

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

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 a RAW approval holder in accordance with an approved Model Report MUST be independently verified in Australia by an AVV approval holder before the vehicle can be entered on the RAV.

Who engages a RAW?

Unlike the MVSA framework, to be granted 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 the 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 on the [ROVER](#) website.

The department will also publish the business names and contact details of RAW approvals in force on the list of RAW approvals.

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 vehicle in question according to the Work Instructions contained 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
- 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 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.

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 [applicable determinations](#) and details for how a RAW approval holder must operate are outlined below.

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 a 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 an AVV approval holder from verifying a road vehicle. 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 not been exceeded.



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 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 it will meet the national road vehicle standards or requirements detailed in the Road Vehicle Standards (Model Reports – Compliance with Standards) Determination 2021.

Applying for a RAW approval

To apply for a RAW approval, an applicant must be a corporation ('corporation' has the same meaning as in the *Corporations Act 2001*).

Who can apply for a RAW approval?

An authorised agent or representative of the corporation may apply on behalf of the applicant. The agent or representative must have access to, and be able to provide, the relevant documents and information required by the application, and have an [authority to act](#) on behalf of the corporation.

The named corporation, not the agent or representative, holds the RAW approval and is responsible for meeting the RAW approval's conditions, if granted. Penalties may apply where false or misleading information is submitted or where the conditions of the RAW approval are not met.



A corporation includes:

- a company, and
- any body corporate (whether incorporated in Australia or elsewhere), and
- an unincorporated body that, under the law of its place of origin, may sue or be sued, or may hold property in the name of its secretary or of an office holder of the body duly appointed for that purpose.

What IT system do I need to access?

All RVS applications must be submitted through [ROVER](#) the department's online application and approval portal.

Creating a user account in ROVER

Before applying, an applicant or their representative must first [create a user account in ROVER](#). Creating an account for agents or representatives also requires details about the company or individual on whose behalf they will be making the application.

To prove an applicant's representative has the [authority to act](#) on behalf of the applicant, the representative must upload documentation (for example, a letter from an appropriately authorised person on company letterhead) stating that the agent or corporation representative is authorised to act on behalf of the corporation applicant.

This verification process may occur at the time of creating a ROVER account or when the representative first submits an application on behalf of an already registered applicant.

What information do I need to provide in an application?

To apply for a RAW approval, you must complete the online application form and provide or upload the required information so your application can be assessed.

When applying for a RAW approval you are required to:

- confirm that you meet the eligibility criteria
- provide supporting documentation relating to the eligibility criteria
- provide details about where the RAW operations are located

- provide details about all of the corporation's key management personnel
- provide details about the span of operations intended under the RAW approval
- declare that you will provide a signed declaration when presenting a vehicle to an AVV for verification
- declare that you will comply with all of the conditions the approval will be subject to, if granted.

The information provided in your application enables the department to:

- identify the corporation that is applying and would be granted the approval
- assess whether the corporation (or any key management personnel) has contravened, or may have contravened, road vehicle legislation
- assess whether the applicant's [quality management system](#) (QMS) demonstrates they have, or have access to, necessary equipment and trained personnel to meet the requirements of an approved Model Report
- assess whether the applicant is capable of complying with all of the standard and any specified conditions the RAW approval will be subject to
- if granted, use details provided to publish the approval holder's business contact details and span of operations on the department's website.

Please see [Appendix 2](#), 'Information required to apply for a RAW approval' for further details.

Meeting eligibility criteria

The Secretary or delegated decision-maker needs to be satisfied that you meet all the eligibility criteria set out under section 58 of the Rules.

The details in Table 1 outline all the eligibility criteria and what the department expects the applicant will have in place or need to provide when applying for an approval.

Table 1: Expectations against eligibility criteria to be granted a RAW approval.

Rules reference	Eligibility criterion	What the applicant is expected to have in place or provide
58(a)	The corporation is not in liquidation or under administration.	<p>Once you start adding your applicant details the application will automatically populate from the details in your ROVER account.</p> <p>The applicant's Australian Business Number (ABN), Australian Company Number (ACN) or Australian Registered Body Number (ARBN) will indicate whether you are an Australian or foreign corporation.</p> <p>If you are an Australian corporation, you will be expected to have a valid Australian Securities and Investments Commission (ASIC) registration and you will be asked to submit with your application a copy of the ASIC registration dated within 30 days before. If you are a foreign corporation, an equivalent registration from the overseas country will be required.</p>
58(b)	The corporation has a quality management system (QMS).	<p>You are expected to provide the relevant supporting document(s) that ensures the corporation has a quality management system (QMS) covering all of the measures, actions and written procedures of the following:</p> <ul style="list-style-type: none"> • the corporation has, or has arrangements to access, equipment and trained personnel to ensure that vehicles are

Rules reference	Eligibility criterion	What the applicant is expected to have in place or provide
		<p>manufactured or modified in a way that meets the requirements set out in an approved Model Report applicable to a specific vehicle</p> <ul style="list-style-type: none"> the corporation will meet any conditions to which the approval will be subject the corporation will meet any conditions relating to the QMS to which the approval will be subject <p>Supporting document(s) submitted with the application include a:</p> <ul style="list-style-type: none"> valid ISO 9001 series certification* covering the scope of the manufacture or modification operations, or summarised version of the measures, actions and procedures in place (referred to as a QMS summary). <p>Please see more details about what is expected in a QMS summary at Appendix 3</p> <p>Australian corporations</p> <p>A full QMS is not expected to be uploaded with the application where the corporation is based in Australia, but it may be requested if the summarised version of the QMS, or the ISO certification is not sufficiently detailed to satisfy the assessment process.</p> <p>Foreign corporations</p> <p>Must have the full QMS document available at the time of applying.</p>

Relevant ISO 9001 accreditation certificate*

The ISO 9001 series provides the quality assurance framework for the manufacturing and modification processes within an organisation to operate effectively and ensure that all vehicles will meet requirements. An ISO 9001 certificate is not a requirement under the RVS legislation, however where an ISO 9001 certificate is held and relied on, you must ensure that it is current and the scope of the certification is relevant to your scope of operations under your RAW approval.

58(c)	Each member of the key management personnel* of the corporation is at least 18 years of age and not an undischarged bankrupt.	<p>You will need to provide details for each member of the corporation's key management personnel, including their date of birth.</p> <p>You will also need to declare that each member of the key management personnel is at least 18 years of age and not an undischarged bankrupt.</p> <p>It is expected that the corporation holds current personnel records and you will be able to provide relevant identity or bankruptcy documentation to confirm these claims if requested in writing by the department.</p>
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***Key management personnel, of a body corporate, means persons who have authority and responsibility for planning, directing and controlling the activities of the body corporate (whether directly or indirectly) and includes any director (whether executive or otherwise) of the body corporate).**

58(d)	A personal insolvency agreement under Part X of the <i>Bankruptcy Act 1966</i> is not in	You will need to declare that each member of the key management personnel does not hold an insolvency agreement under Part X of the <i>Bankruptcy Act 1966</i> . This declaration requires that the
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Rules reference	Eligibility criterion	What the applicant is expected to have in place or provide
	effect in relation to any member of the key management personnel of the corporation.	<p>corporation has processes to ensure current personal information and the status of each member of your key management personnel.</p> <p>It is expected that you will be able to provide relevant supporting documentation to confirm this claim if requested in writing by the department.</p>
58(e)	The corporation will comply with the conditions to which the approval will be subject.	<p>You are expected to be able to demonstrate that you meet this eligibility criterion by ensuring that you have processes and procedures in place that assures the decision-maker you have:</p> <ul style="list-style-type: none"> • an ability to comply with all of the standard and any specified conditions in the approval, if granted, and • an ability to meet all other requirements of the RVSA, the Rules or any instrument under the RVS legislation that apply to the corporation as the RAW approval holder. <p>The department expects to assess that you can:</p> <ul style="list-style-type: none"> • retain all records, reports and authorisation letters relating to the manufacture or modifications of vehicles in accordance with an approved Model Report under the approval • allow or can arrange access to information and premises • inspect for damage or corrosion and repair of damage or corrosion and the accuracy of the vehicle's odometer • complete and sign declarations before presenting a vehicle for verification by an AVV approval holder • report within regulated timeframes any changes to key management personnel or changes to your RAW operations • stop modifications and not present a vehicle for AVV verification if certain steps or checks in the Model Report Work Instructions have not met the final specification and report to the department about possible errors in the approved Model Report. <p>See also details about a RAW approval holder's responsibilities under Approval holder responsibilities and Appendix 4, Conditions applied to a RAW approval.</p>

Personal and commercial information

Collecting personal details such as name and contact information has been considered under the *Privacy Act 1988* and the department's Privacy Policy as reasonably necessary to administer the provisions of the RVS legislation, to assess your application and make decisions. Contact information associated with a concessional RAV entry approval is also required to maintain communication with applicants and approval holders.

Further information on [how your personal and commercial information is managed in ROVER](#) is available.

Application fee and annual levy charges

The Australian Government continues to recover the costs of activities relating to the administration of the RVS legislation from industry participants, consistent with the Australian Government Charging Framework. The [RVS legislation fees, charges and payments](#) for applications, including registered automotive workshop approval applications reflects the actual cost of processing applications.



Important: applications are not complete until the application fee has been paid through ROVER. Applications will not be considered until your payment has been received.

In addition to the application fee, a RAW approval holder is required to pay an annual levy charge. Your approval will not come into force until the first annual levy charge is paid for the first 12-month period that the approval is expected to be in force. Your approval will have a status of 'pending commencement' until the first annual levy is paid.

Once paid, the approval status will be updated to 'in force'. The annual levy charge will need to be paid on the 12-month anniversary of the second and subsequent years that the RAW approval is in force, unless revoked earlier. Payments are made through your ROVER account. Please be aware the preferred and quickest method of payment for all fees and levies in ROVER is by credit card (Visa or MasterCard).

Timeframe to decide your application

The decision maker must decide on your application within a [legislated timeframe](#) of 30 business days after receiving the application. However, if a request for further information or an inspection of premises is needed, the time needed to decide may be longer. The decision clock stops until the information is provided and or the inspection conducted.

Can I change details in my application?

When you start an application, ROVER allows you to save it, exit and return to your saved work in ROVER at any time before you submit it.

If you need to amend your application after it has been submitted, but before you've paid the fee, you can withdraw, amend and resubmit it, or delete it.

You can also [withdraw an application](#) and then amend and resubmit or delete it after you have submitted it and paid the fee if its status in ROVER is 'Paid—Awaiting Assessment', or 'Assessment in progress'.

The process for withdrawing, amending and resubmitting, or deleting an application after the fee has been paid is explained in the guide, [How to withdraw, amend and resubmit or delete an application in ROVER](#).

If the assessment has been completed and an approval issued, then you need to apply for a variation of the approval and pay any applicable fees (see also [Can I change details in a RAW approval?](#))

If you withdraw an application that has already been submitted and paid, the application fee will not be refunded.

It is important that you ensure all aspects of your application for a RAW approval are accurate and comprehensive, so that the assessment period is not delayed.



Important: The definition of a business day under section 5 of the Rules means a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

How do I re-apply for a RAW approval after it expires?

RAW approvals expire 5 years from when the approval first comes into force, unless revoked earlier. When the approval expires, the approval holder must no longer operate as an approved RAW unless a new RAW approval is granted.

If your approval is due to expire, you will be sent a notification and be able to select an option to re-apply for a RAW approval. In the application to re-apply, questions will be limited to whether you wish to make changes to the last version of your approval before it expires.

If granted, your approval will retain the same RVS approval number.

The approval notice will confirm that it comes into force after the annual levy charge is paid for the first 12-month period for the re-applied approval, as well as confirming that it will expire 5 years after the approval comes into force, unless revoked earlier.

Decision making – granting or refusing an approval

The department will assess information submitted in your application against eligibility criteria set out in section 58 of the Rules, in addition to other considerations and relevant matters under section 59 of the Rules.

How do we assess RAW applications?

The department will consider:

- details about the corporation seeking the approval
- the corporation's status and validity under the Australian Securities and Investment Commission (ASIC)
- whether the corporation can demonstrate there is an appropriate quality management system in place
- whether all members of the key management personnel are at least 18 years of age and not an undischarged bankrupt or subject to a personal insolvency agreement
- whether the corporation or any key management personnel of the corporation have, or may have, contravened road vehicle legislation
- whether the corporation can comply with all of the conditions the RAW approval will be subject to.
- the declarations that have been made as required in the application
- whether all the information required and supporting documentation has been submitted with the application
- any additional information provided by the applicant when requested by the department, and
- any other matter considered relevant to the specific application.



Important: The assessment focuses on the information, declarations and supporting documents submitted with the application. It is therefore important that your application provides enough detail to enable the decision-maker to be satisfied to grant a RAW approval.

A recommendation will then be provided to the Secretary or the delegated decision-maker whether to grant, or refuse to grant, a RAW approval.

Providing insufficient or incorrect information with your application, or not complying with a request for information or an inspection under section 56 of the Rules, may result in the application being refused for consideration.

Request for further information or inspection

During assessment, you may be asked to provide more specific information relevant to your application, under section 56 of the Rules, to help decide whether to grant an approval.

You may also be asked for an inspection of any premises:

- occupied by the corporation, and
- to be used by the corporation in the manufacture or modification of road vehicles under the approval, if granted.

You will receive a notification, with details about the request for information or inspection and explaining what information needs to be provided and when. The department will contact you to arrange a suitable time to inspect premises.

If you receive a request for further information (RFI) or inspection, you will be given a period of 30 business days, or longer time as specified in the request. When an RFI is sent the time to decide the application is paused until all the requested information is supplied or the inspection is completed.

An example where a longer period may be allowed is where the RFI is complex or detailed, or where the inspection may be at premises located in a regional or remote area.

While under an RFI, the status of the application will be updated to 'on hold–query pending'.

The assessment will resume once the request for additional information or an inspection has been completed and the application status will be updated to 'in progress'.

Responses to RFIs will be taken into account when deciding whether to grant the approval.

Example: Further information may be requested about the corporation's quality management system, processes or procedures that demonstrate an ability to modify certain vehicle types. For instance, a left hand drive to right hand drive conversion.

A request for further information will be sent to the corporation seeking detail about the skills and qualifications of staff, or how access to those staff will be managed and who will conduct the conversion in accordance with an approved Model Report Work Instructions.

The corporation will need to provide the relevant supporting documentation to comply with the request. If the corporation requires further time to comply with the request, they will need to contact the department to seek an extension of time to provide the information.

Refuse to consider an application for a RAW approval

Applications need to include all relevant information, be in the approved form and accompanied by the application fee, to be considered.

The decision-maker may decide to [refuse to consider](#) an application, if the application does not provide the relevant information or if requests made by the Secretary or decision-maker have not been met.

This means that the application is not assessed and no decision is made to either grant or refuse to grant an approval. You will be notified if the Secretary or delegated decision-maker decides to refuse to consider your application.

Where a request for further information or an inspection has been made, you are able to submit relevant details or allow an inspection, to support your application. This ensures all required information is made available for the decision-maker to fully consider and decide the application.

If you fail to comply with an RFI or inspection within the time allowed, or fail to provide the relevant information requested, your application may be refused to be considered, under section 57 of the Rules.

Specifically, the decision-maker may refuse to consider an application for a RAW approval if:

- the application is not in the approved form, noting that the IT system automates this process, however the required documents may not have been submitted with the application (while an upload may have been made it may not contain the required information)
- you have not complied with a request for further information or inspection within the 30 business days, or longer period if allowed.

If you disagree with the decision to refuse to consider your application, you may apply for a review of the decision and this will be explained in the refuse to consider application notice.

Deciding an application for a RAW approval

The decision-maker will consider specific criteria that must be satisfied when deciding your application for a RAW approval. These are set out in sections 58 and 59 of the Rules.

You will be informed of the decision to grant or refuse to grant a RAW approval with an appropriate decision notice. Where refusal decisions are made, the notice will include how to seek a review of the decision.

The decision to grant a RAW approval notice will clearly indicate the standard and any [specified conditions](#) that the approval is subject to.

The guide, [How to add your road vehicle to the Register of Approved Vehicles once specified conditions have been met](#), provides further information.

Approval numbering

If approval is granted, you will receive a RAW approval number, which will be unique and generated automatically from ROVER, allocated sequentially commencing RAW000001.

If you re-apply for a RAW approval under the RVS legislation before the previous RAW approval expires, your RAW approval (if granted) will retain the same approval number.

Approval holder's responsibilities

A RAW approval holder under RVS legislation has important responsibilities. These will 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 relating 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.

A RAW approval holder must comply at all times with all the conditions of their approval. See also the information provided under the heading [Complying with your responsibilities](#). More details about the department's expectations for each of the standard and specified conditions are listed in [Registered automotive workshops](#) at the end of this guide.

Can I change details in a RAW approval?

You may request changes to the information you originally provided for your approval, such as administrative updates (for example, contact name/area and address).

You may also [apply to vary](#) your RAW approval where you need to:

- update supporting documentation provided in connection to the approval that was found to be in error and requires re-assessment and a decision, for example if incorrect details were provided about key management personnel or procedures associated with your QMS
- change the categories of road vehicles or scope of operations you can manufacture or modify
- seek to have a specified condition varied, removed or added
- update key management personnel details or significant control changes as required by the condition on your approval under section 67 of the Rules.

You can submit an application to vary your RAW approval through your ROVER account. Where the variation is assessed as a minor administrative or technical update, for example changing contact details, a variation fee will not be applied. However, if the assessment of the requested variation involves significant updated supporting documentation and assessment, for example new QMS material, the application fee for variation of a RAW approval may apply.

The application fee for a variation of a RAW approval is \$55 and will need to be paid before the variation takes effect.

Application to suspend or revoke an approval

An approval holder may also seek to have their approval suspended or revoked. There is no associated fee for suspension or revocation of an approval.

If a suspension is requested, the specified time period for the suspension must be included.

The approval holder might request a suspension if they are making substantial changes to their business operations. During the suspension period the RAW approval is not in force and the published details will be highlighted as suspended.

A request to revoke a RAW approval means that the approval is ceased. A new application for a RAW approval would need to be submitted if operations start up again after being revoked.

Late payment (more than 30 days after the invoiced due date) of the second or subsequent annual levy charge, required for each 12-month period the approval is expected to be in force, may require the department to suspend your approval until the annual levy is paid.

If you revoke your approval after an annual levy charge is due, the annual levy payment debt remains payable regardless.

Complying with your responsibilities

The department monitors and enforces compliance with the RVS legislation under both the RVSA (applying penalties) and the Rules (obligations of an approval holder).

We encourage voluntary compliance and undertake informed risk-based compliance activities to confirm compliance with the RVS legislation. These compliance activities may involve:

- asking you to provide information in writing to assess whether you are complying with the RVS legislation
- appointed inspectors physically entering premises to confirm compliance with the RVS legislation (monitoring powers).

Appointed inspectors may also physically enter premises to gather material at your premises that is evidence of a contravention of the RVS legislation (investigation powers).

What if I don't comply?

Under the RVS legislation, offences and civil penalty provisions apply when a person (individual or company):

- breaches a condition of their approval
- breaches an obligation to provide records after an approval ceases to be in force
- provides a false or misleading declaration
- provides false or misleading information.

If the department identifies non-compliance, our response will be proportionate to the risk being managed. This may include issuing infringement notices, applying for civil penalty orders or injunctions, or entering into enforceable undertakings.

Self-assessment checklist – am I ready to apply?

Before you create an account in ROVER

- ✓ Do you have an electronic copy of your authority to act on behalf of the corporation applicant?
- ✓ Do you have proof of identity documents required to create a ROVER account?

Before you start the application for a RAW approval

- ✓ Have you identified who or which area will be the primary contact for the approval and for publishing on the list of approvals on the department's website? Do you have those details?
- ✓ Do you have electronic copies of the supporting documentation to satisfy the eligibility criteria? (refer to the table in Appendix 2 Information required to apply for a RAW approval).
- ✓ Do you have the valid ISO certificate, full [quality management system](#) (QMS) documentation or a summarised version that describes the procedures for how the corporation ensures the equipment and trained personnel are managed to allow each road vehicle manufactured or modified in accordance with an approved Model Report aligns to the type of operations they will perform under the approval?
- ✓ Do you have the details for each of the corporation's key management personnel?
- ✓ Do you have relevant documentation or records that ensures each member of the corporation's key management personnel meets the specific criteria under section 58 of the Rules, for example personal identity evidence that confirms their age and bankruptcy status?
- ✓ Do you have the relevant record keeping processes in place to keep original and subsequent versions of the corporation's QMS documentation and procedures, as well as retaining records of information, test results, photographs, video material, the signed RAW declaration presented to the AVV approval holder and any other relevant records?

Further information

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

Quick links

- [Registered automotive workshops](#)
- [How to create a user account in ROVER.](#)
- [ROVER portal](#)
- [RVS legislation and determinations](#)
- [Guides and resources](#)
- [ROVER application statuses and notifications](#)
- [What are the RVS fees and charges?](#)
- [What are RVS decision-making timeframes?](#)
- [How to withdraw, amend and resubmit or delete an application in ROVER](#)
- [Guide to withdrawing, amending and resubmitting an application](#)
- [How is my personal and commercial information in ROVER managed?](#)
- [Guide to varying an approval in ROVER](#)
- [How to add your road vehicle to the Register of Approved Vehicles once specified conditions have been met](#)
- [Industry guide to refuse to consider powers](#)