



Australian Government

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



➤ Guide to registered automotive workshops

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Director – RVS Legislation, Policy and Partnerships
Vehicle Safety Policy & Partnerships Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts
GPO Box 594
Canberra ACT 2601
Australia

Email: RVSAimplementation@infrastructure.gov.au

Website: www.infrastructure.gov.au

Contents

About registered automotive workshops	4
Why do we need RAWs?	4
Vehicles a RAW can modify or manufacture	4
Who engages a RAW and why?	5
What is a RAW required to do?	6
Ministerial determinations relating to RAWs	6
Applying for a RAW approval	8
RAW annual levy	8
Who can apply for a RAW approval?	8
What information do I need to provide in an application?	9
Can I change details in my application?	9
Approval numbering	9
How do I re-apply for a RAW approval when it expires?	10
How will we assess your application?	11
What will we consider?	11
Criteria for deciding an application	11
Requests for further information or inspection	13
Deciding an application for a RAW approval	14
What happens if we refuse to consider your application	14
Approval holder's responsibilities	15
Summary of responsibilities	15
Can I change details in a RAW approval?	15
Request to suspend or revoke an approval	16
Automatic suspension of an approval	16
Your responsibilities as an approval holder	16
Further information	17
Quick links	17

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About registered automotive workshops

This guide explains how to apply for a registered automotive workshop (RAW) approval and describes how a RAW approval holder is expected to operate under an approval.

Why do we need RAWs?

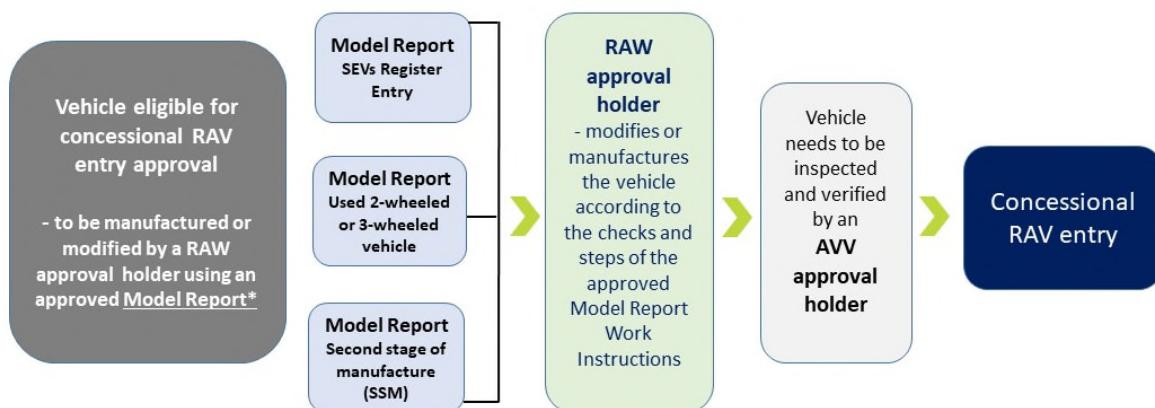
Road vehicles cannot be entered on the [Register of Approved Vehicles](#) (RAV) through the [concessional RAV entry approval](#) pathway until:

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

To enter a vehicle modified by a RAW on the RAV, the applicant **must own or intend to own the vehicle**.

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

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 can modify or manufacture

A RAW can modify or manufacture:

- a vehicle entered on the Specialist and Enthusiast Vehicles Register ([SEVs Register](#))
- a used two-wheeled vehicle or a used three-wheeled vehicle
- a vehicle that:
 - is entered on the RAV via the vehicle type approval pathway, but
 - 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, a Model Report applying to that vehicle.

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

Who engages a RAW and why?

A concessional RAV entry approval holder must engage a RAW if they want to manufacture or modify a vehicle. A condition of the concessional RAV entry approval is that a RAW must manufacture or modify the vehicle in accordance with a [Model Report](#) for the vehicle.

The concessional RAV entry approval holder must also have, or be able to access, the Model Report for the vehicle. The relevant 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 details about RAW approvals on its website. RAW approval holders' range of operations and vehicle categories are publicly available on [ROVER](#) to assist with selecting a RAW. The department also publishes the business names and contact details of RAW approvals in force on the list of RAW approvals.

A concessional RAV entry approval also serves as approval to import the vehicle into Australia.

What is a RAW required to do?

A concessional RAV entry approval holder engages a RAW to manufacture or modify a vehicle according to the Work Instructions in a Model Report for that vehicle.

When a RAW finishes manufacturing or modifying the vehicle, they must complete and sign a RAW Declaration (see [Appendix 1](#)) and present the vehicle, the RAW Declaration and 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 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 Model Report
- ensuring your RAW approval covers the type of vehicle to be modified, and if not, request a variation to your approval to meet additional vehicle categories or span of operations
- notifying the department if you suspect non-compliance or fraud relating to the 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 modify or manufacture vehicles in accordance with the relevant Model Report
- ensuring all procedures are kept up to date and readily available to appropriately 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 Model Reports that you become aware of.

Important: All steps and checks must be followed in accordance with the Model Report Work Instructions before signing the RAW Declaration ([Appendix 1—Registered automotive workshop declaration to be completed and provided when presenting the vehicle to an authorised vehicle verifier approval holder for verification](#)) and presenting the vehicle, a signed RAW Declaration and all supporting material to an AVV for inspection and vehicle verification.

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.

Ministerial determinations relating to RAWs

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 vehicles manufactured or modified in accordance with a Model Report. These determinations are legal documents that provide details relating to sections of the Rules.

A RAW must operate in accordance with a Model Report that meets the requirements set out in the determinations.

It is important to understand how the Model Report 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 must operate are outlined below.

[Road Vehicle Standards \(Model Reports\) Determination 2021](#), made under section 88 of the Rules, 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.

[Road Vehicle Standards \(Model Reports – Compliance with Standards\) Determination 2021](#), made under subsection 89(2) of the Rules, 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.

[Road Vehicle Standards \(Limit of Acceptable Damage or Corrosion\) Determination 2021](#), made under section 107 of the Rules, 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*).

You must complete and submit the application form in [ROVER](#), the department's online applications and approvals portal, before your application can be assessed. This includes uploading any required documents.

A decision must be made on your application within [30 days](#)¹. If a request for further information or an inspection of premises is needed, the time needed to decide your approval may be longer.

Please note that applications are not complete until the [application fee](#) has been paid through ROVER. They will not be considered until your payment has been received. You should also note that draft applications more than 12-months old that have never been submitted will be automatically deleted regularly.



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.

RAW annual levy

In addition to the application fee, a RAW is required to pay an annual levy. Your approval will not come into force until the first annual levy is paid for the first 12-months the approval will 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 is due on the 12-month anniversary of the second and subsequent years that the RAW approval is in force, unless revoked earlier.

Payments need to be made through your ROVER account and the preferred and quickest method of payment is by credit card (Visa or MasterCard).

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 in the application, and have an [authority to act](#) on behalf of the corporation.

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

¹ 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.

What information do I need to provide in an application?

You should ensure all aspects of your application for a RAW approval are accurate and comprehensive, so the assessment period is not delayed.

When applying for a RAW approval you must:

- 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 range of operations intended under the RAW approval
- declare that you will provide a signed declaration when presenting a vehicle to an AVV to be verified
- declare that you will comply with all of the conditions of the approval.

The information in your application allows 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 a 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
- use the details provided to publish the approval holder's business contact details and range of operations in ROVER.

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

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 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 ROVER 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 to vary your 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.

Approval numbering

If approval is granted, you will receive a RAW approval number, which will be unique, generated automatically from ROVER and 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 will retain the same approval number.

How do I re-apply for a RAW approval when 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.

You will be notified before your approval is due to expire so you can re-apply. 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 have 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.

How will we assess your application?

The department will assess 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.

What will we consider?

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 your application. It is therefore important that your application provides enough detail to enable the decision-maker to be satisfied to grant a RAW approval

Criteria for deciding an application

The department needs to be satisfied that all the eligibility criteria, set out under section 58 of the Rules, have been met. Table 1 outlines the eligibility criteria and what the applicant is expected to have in place or needs to provide when applying for an approval.

A recommendation will then be provided to the delegated decision-maker whether or not 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.

Table 1. Expectations against eligibility criteria

Eligibility criteria	What you need to have in place
The corporation is not in liquidation or under administration.	<p>If you are an Australian corporation, you will be expected to have a valid Australian Securities and Investments Commission (ASIC) registration and will be asked to include a copy of the ASIC registration (dated within 30 days before submission) with your application.</p> <p>If you are a foreign corporation, an equivalent registration from the overseas country will be required.</p>

Eligibility criteria	What you need to have in place
<p>The corporation has a quality management system (QMS).</p>	<p>You are expected to provide relevant supporting document(s) that ensure the corporation has a QMS covering 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 manufactured or modified in a way that meets the requirements set out in a Model Report applicable to a specific vehicle the corporation will meet any conditions its approval will be subject to the corporation will meet any conditions relating to the QMS the approval will be subject to <p>Supporting document(s) submitted with the application include a:</p> <ul style="list-style-type: none"> valid ISO 9001 series certification² 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>Appendix 3—Details expected in a quality management system summary provides more details about what is expected in a QMS summary.</p> <p>Australian corporations</p> <p>A full QMS is not expected to be uploaded with the application if the corporation is based in Australia, but may be requested if the QMS summary or the ISO certification is not sufficiently detailed to satisfy the assessment.</p> <p>Foreign corporations</p> <p>You must have the full QMS document available at the time of applying.</p>
<p>Each member of the key management personnel³ of the corporation is at least 18 years of age and not an undischarged bankrupt.</p>	<p>You will need to provide details for each member of the corporation's key management personnel, including their date of birth. 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>

² 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.

³ 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.

Eligibility criteria	What you need to have in place
A personal insolvency agreement under Part X of the <i>Bankruptcy Act 1966</i> is not in effect in relation to any member of the key management personnel of the corporation.	<p>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 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>
The corporation will comply with the conditions to which the approval will be subject.	<p>You need to ensure that you have processes and procedures in place that assures the department you:</p> <ul style="list-style-type: none"> • can comply with all of the standard and any specified conditions in the approval • can meet all other requirements of 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 manufacturing or modifying vehicles in accordance with a 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 to be verified by an AVV • 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 any possible errors in the Model Report. <p>See also Approval holder responsibilities and Appendix 4—Expectations for conditions applied to an approval.</p>

Requests for further information or inspection

During assessment, you may be asked to provide more specific information.

You may receive a request to inspect any premises:

- occupied by the corporation, and
- to be used by the corporation to manufacture or modify vehicles under the approval.

You will be notified of any request for further information (RFI) or inspection including details explaining what information needs to be provided and when. We will contact you to arrange a suitable inspection time.

If you receive a request for further information or inspection, you will be given 30 business days, or longer, as specified in the request to respond.

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

When an RFI is requested, the application's status in ROVER 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 considered when deciding whether to grant the approval.

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

A request for further information will be sent to the corporation seeking details about staff skills and qualifications, or how access to those staff will be managed and who will conduct the conversion in accordance with a 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.

Deciding an application for a RAW approval

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

You will be informed of the decision via a decision notice. Where refusal decisions are made, the notice includes how to seek a review of the decision.

The decision to grant a RAW approval will clearly indicate the standard and any specified conditions the approval is subject to. The ROVER guide, [How to add your road vehicle to the Register of Approved Vehicles once specified conditions have been met](#), provides further information.

What happens if we refuse to consider your application

The department may [refuse to consider](#) an application, if the applicant does not provide the relevant information or our requests are not met within the time allowed. This means the application is not assessed and no decision is made to either grant or refuse an approval. You will be notified if the decision is to refuse to consider your application.

Where a request for further information or an inspection is made, you can submit relevant details or allow an inspection, to support your application.

The department may refuse to consider an application for a RAW approval if:

- it is not in the approved form. While ROVER automates this process, the required documents may not have been submitted with the application (an upload may have been made but without the relevant information).
- you have not complied with a request for further information or inspection within the 30 business days or longer period, if allowed.

Throughout these processes, ROVER will prompt you with email notifications. You can monitor the status of your applications in ROVER at any time. See [ROVER application statuses and notifications](#) for further explanation.

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

Approval holder's responsibilities

As a RAW approval holder you have important responsibilities. These will appear as standard and specified conditions detailed in the approval notice.

Conditions relating to a RAW approval are in sections 64 to 67 of the Rules. These conditions ensure that legislative requirements can be controlled. If these conditions are not met, it is an offence under RVS legislation and penalties may apply. For further information please see [Your responsibilities as an approval holder](#).

Summary of responsibilities

RAW approval holders have responsibilities to ensure:

- manufacturing and modification requirements are met
- record keeping is kept accurate and up-to-date for the period of the approval and where records are required, 7 years from the date they are made
- requests for information or inspections are responded to appropriately.

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 AVV, if considered necessary to manage an identified risk.

A RAW approval holder must comply with all the conditions of their approval at all times. See [Complying with your responsibilities](#) for more information. More details about the department's expectations for each of the standard and specified conditions are in [Appendix 4—Expectations for conditions applied to an approval](#).

Can I change details in a RAW approval?

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

You can 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 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 apply to vary your RAW approval in ROVER. Where the variation is assessed as a minor administrative or technical update, for example changing contact details, there is no variation fee.

However, if the assessment of the requested variation involves significant updated supporting documentation and assessment, for example new QMS material, the [application fee](#) for varying a RAW approval may apply.

Request to suspend or revoke an approval

You can request to have your [approval suspended or revoked](#). You might request a suspension if you are making substantial changes to your business operations.

If you request to suspend an approval, you can specify a timeframe for the suspension or select a date when the suspension should start and end. You can make further edits to the suspension timeframe. However, the decision-maker may specify a different timeframe for the suspension to your request.

During the suspension period, the RAW approval is not in force and the published details will be highlighted as suspended.

If you request to revoke your RAW approval, it ceases. A new application would need to be submitted if operations resume after being revoked.

There is no fee for suspending or revoking an approval.

Automatic suspension of an approval

If the second or subsequent annual levy charge, required for each 12-month period the approval is in force is paid late (more than 30 days after the invoiced due date), the department may 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.

Your responsibilities as an approval holder

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 evidence of a contravention of the RVS legislation (investigation powers).

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 we identify 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.

Further information

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

Details of amended or new ADRs that may impact your vehicle type will be released well before their applicability time. You can [subscribe](#) to receive new or amended ADR notifications.

Quick links

- [Creating a user account in ROVER](#)
- [ROVER application statuses and notifications](#)
- [RVS fees, charges and payments](#)
- [What are RVS decision-making timeframes?](#)
- [How is my personal and commercial information in ROVER managed?](#)
- [Appendix 1—Registered automotive workshop declaration to be completed and provided when presenting the vehicle to an authorised vehicle verifier approval holder for verification](#)
- [Appendix 2—Information required to apply for an approval](#)
- [Appendix 3—Details expected in a quality management system summary](#)
- [Appendix 4—Expectations for conditions applied to an approval](#)
- [Appendix 5—Model Report Work Instructions a RAW must follow](#)

The [RVS Glossary of terms](#) has a comprehensive list of RVS terms and their meanings.