



Australian Government

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



How to report a vehicle safety or non-compliance issue without a ROVER account

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How to report a vehicle safety or non-compliance issue without a ROVER account

A vehicle safety or non-compliance report (a report) notifies the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) of potential vehicle safety issues or alleged non-compliance with the Road Vehicle Standards (RVS) legislation.

Anyone can submit a report. You can include your contact details with a report or submit it anonymously. Reports can be submitted through [ROVER](#), the department's online applications and approvals portal.

There are four categories for reporting vehicle safety or legislative non-compliance issues – a road vehicle, a road vehicle component, a company or person, and a matter unrelated to the other three categories. This guide covers all four categories and is for people reporting an issue **without** a ROVER account.

Recommended browsers

The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are **not** recommended.

Note: Red asterisks * in the report form are **mandatory** fields. These fields must be answered before proceeding further.

How to submit your report

Open the [online form](#).

Step 1.

Read the **Before you begin** page. To acknowledge that you have read and understood the **Privacy Declaration**, tick the box at the bottom of the page. After completing the declaration, select the **arrow** to go to the **Reported by** page.

The screenshot shows the 'Vehicle Safety or Non-Compliance Report' form. The header is dark blue with a home icon and the title 'Vehicle Safety or Non-Compliance Report'. On the left is a sidebar with a 'Before you begin' section containing a right-pointing arrow icon, and links for 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Before you begin' and contains the following text:

If your concern relates to driver behaviour or a vehicle that is not roadworthy, please report that to your state or territory police or vehicle registration authority.

Before reporting your concerns please consider the following:

- Read and understand the owner's manual for your vehicle. Sometimes a concern can be quickly resolved by understanding how particular features of your vehicle operate.
- See if your vehicle is subject to a recall. You can search for your vehicle on the [Vehicle Recalls website](#) or contact the vehicle manufacturer.
- Contact your dealership or supplier and discuss your concern or issue directly with them.
- Contact the vehicle manufacturer. Most manufacturers have a customer service section that may be able to assist. After reporting a concern to the manufacturer, distributor or supplier you should allow a reasonable time for them to reply and address your concern or issue.

Collection and use of information

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) collects personal information in accordance with the *Privacy Act 1988*, and as authorised under the *Road Vehicle Standards Act 2018* and *Road Vehicle Standards Rules 2019*, for the purpose of considering or addressing your concern or issue.

Please note the department collects, and may use the personal information in a *Vehicle Safety or Non-Compliance Report* to assist in identifying systemic vehicle safety issues or legislative non-compliance. In some cases the information you provide may be used to support compliance monitoring and enforcement responses.

The department will store your personal information securely. Your personal information may be disclosed to third parties including:

- Vehicle manufacturers or suppliers
- Commonwealth, state or territory regulatory authorities or law enforcement agencies
- State and territory vehicle registration authorities
- State and territory emergency services
- Coroners.

If you do not want your report to be disclosed, select 'no' to the question 'Can this information be disclosed to other parties?'.

You may choose to submit your report without personal or contact information. You may also provide explanatory notes that you are comfortable with your information being disclosed to some parties but not others.

The department's [Privacy Policy](#) contains information regarding complaint handling processes, and how to access or seek correction of personal information held by the department. The Privacy Officer can be contacted at privacy@infrastructure.gov.au.

Privacy Declaration *

☐ have read and understood the department's Privacy Policy and how the department will use information I have provided.

Two red boxes with right-pointing arrow icons highlight the 'Before you begin' section in the sidebar and the 'Privacy Declaration' checkbox area.

Who is submitting the report?

Step 2.

On the **Reported by** page you have 3 choices: **Myself**, **Someone else I represent** and **I would like to report anonymously**. Depending on which one you choose, the information you need to provide will differ.

Submitting a report as yourself

Select **Myself**. A **Submitter details** (your details) form will appear. Complete the fields and click the **arrow** to move to the **Report details** page.

The screenshot shows the 'Reported by' form. On the left is a sidebar with steps: 'Before you begin' (marked with a red X), 'Reported by' (highlighted with a blue bar and a right arrow), 'Report details' (marked with a red X), 'Road vehicle details' (marked with a red X), 'Comments and any other matters' (marked with a green check), and 'Declarations' (marked with a green check). The main content area is titled 'Reported by' and contains the question 'Who is submitting this report? *'. There are three radio button options: 'Myself' (selected and highlighted with a red box), 'Someone else I represent', and 'I would like to report anonymously'. Below this is a light blue box titled 'The reporter can be:' with a bulleted list: 'Myself', 'Another individual', 'Organisation', and 'Anonymous'. Underneath is a section titled 'Submitter details' with four text input fields: 'First name *', 'Last name *', 'Email *', and 'Phone'. At the top right of the form are three circular navigation icons: a lock, a left arrow, and a right arrow (highlighted with a red box). At the bottom right is a circular right arrow icon (also highlighted with a red box).

Submitting a report on behalf of someone else

Select **Someone else I represent**. A **Submitter details** form and an **Entity details** form will appear. Complete the fields, then click the **arrow** to move to the **Report details** page.

The screenshot shows the 'Reported by' form with the 'Someone else I represent' radio button selected and highlighted with a red box. The 'The reporter can be:' box and 'Submitter details' section are identical to the previous form. Below the 'Submitter details' is a new section titled 'Entity details' with five text input fields: 'Legal entity name *', 'Email *', 'Phone', 'Website', and 'ABN/ACN/ARBN'. The navigation icons at the top right and the bottom right arrow icon are also present and highlighted with red boxes.

Submitting a report anonymously

Select **I would like to report anonymously**. Then click the **arrow** to move on to the **Report details** page.

The screenshot shows a web form with a sidebar on the left and a main content area. The sidebar contains a list of steps: 'Before you begin', 'Reported by', 'Report details', 'Road vehicle details', 'Comments and any other matters', and 'Declarations'. The 'Reported by' step is highlighted with a blue bar and a right-pointing arrow icon. The main content area is titled 'Reported by' and contains the question 'Who is submitting this report? *'. Below this question are three radio button options: 'Myself', 'Someone else I represent', and 'I would like to report anonymously'. The 'I would like to report anonymously' option is selected and highlighted with a red box. Below the radio buttons is a light blue box containing the text 'The reporter can be:' followed by a bulleted list: 'Myself', 'Another individual', 'Organisation', and 'Anonymous'. At the bottom of the main content area is a yellow box with the text: 'If you are reporting anonymously, please provide all relevant information before submitting as we will not be able to contact you for further details.' In the top right corner of the form, there are three circular icons: a document icon, a left-pointing arrow, and a right-pointing arrow. The right-pointing arrow icon is highlighted with a red box. In the bottom right corner of the form, there is another circular icon with a right-pointing arrow, also highlighted with a red box.

Important: If you report **anonymously**, the department will not have your contact details to obtain further information. This may result in the case being closed if there is insufficient information provided.

How to add Report details

Step 3.

On the **Report details** page, under **What does your concern relate to?** open the dropdown menu and select the type of concern you want to report. The choices are:

- a road vehicle
- a road vehicle component
- a company or person, and
- other (this covers matters unrelated to the other 3 categories. If you select **Other**, a free text box will appear asking you to provide details).

Next, complete all the fields. Depending on your answer, you may be asked for further details.

If you select **Yes** for **Has there been a death or injury relating to this report?** a free text field will prompt you for additional information.

Once you have added all the relevant information, click the **arrow** to move to the specific details page for the category you have selected.

The screenshot shows the 'Report details' form. On the left is a sidebar with steps: 'Before you begin' (marked with a red X), 'Reported by' (marked with a red X), 'Report details' (highlighted with a blue bar and a right arrow), 'Comments and any other matters' (marked with a green check), and 'Declarations'. The main form area has a title 'Report details' and navigation icons (back, forward, and a magnifying glass). The 'What does your concern relate to?' dropdown is highlighted with a red box. Below it, the 'Category' dropdown is also highlighted. The 'Has there been a death or injury relating to this report?' section is highlighted with a red box; it contains radio buttons for 'Yes' and 'No', a 'This is a required field' error message, and a text area for details. Below this is the question 'Have you reported the matter to responsible person or organisation?' with 'Yes' and 'No' radio buttons. A privacy notice is present. The 'Can this information be disclosed to other parties?' section is highlighted with a red box, containing 'Yes' and 'No' radio buttons.

If you select Other

If you select **Other**, under **What does your concern relate to?**, a mandatory **Please specify** free text field will appear for you to provide details. Once you have added all the relevant details, click the **arrow** to go to **Step 5, [Comments and any other matters](#)**.

This screenshot shows the 'Report details' form after selecting 'Other' from the 'What does your concern relate to?' dropdown. The 'Comments and any other matters' step in the sidebar is now highlighted with a blue bar. The 'Other' category is selected in the dropdown. A new 'Please specify' text field is highlighted with a red box, intended for the user to provide details about their concern. The navigation icons at the top right remain the same.

How to enter road vehicle, road vehicle component or company/person details

Step 4.

Depending on the type of issue you are reporting – road vehicle, road vehicle component or company/person – the information you need to provide will differ. Complete the mandatory fields (marked with a red asterisk*) and as many optional fields as possible. Then click the **arrow**.

For a road vehicle

The mandatory fields are **What type of vehicle are you reporting on?**, **Make** and **Model**.

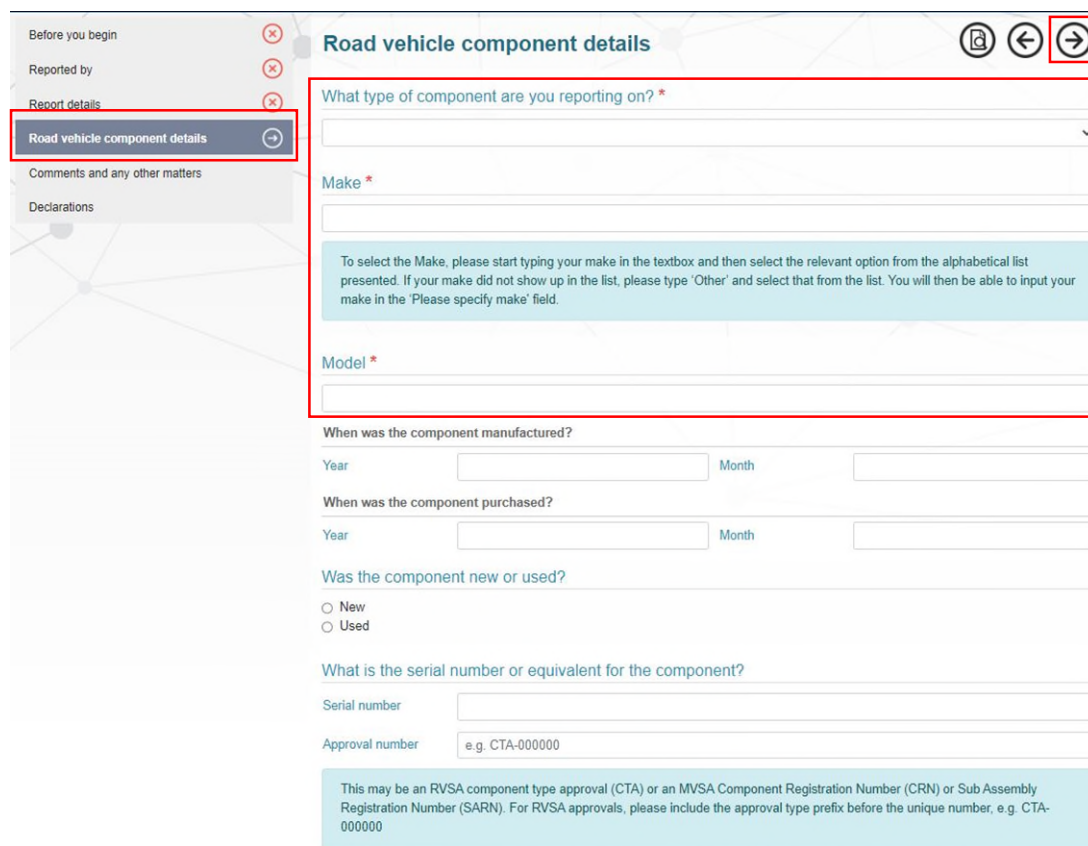
The screenshot shows the 'Road vehicle details' form. On the left is a sidebar with navigation links: 'Before you begin', 'Reported by', 'Report details', 'Road vehicle details' (highlighted with a red box and a right arrow icon), 'Comments and any other matters', and 'Declarations'. The main form area is titled 'Road vehicle details' and contains the following fields:

- What type of vehicle are you reporting on? ***: A dropdown menu.
- Make ***: A text input field with a blue tooltip that reads: 'To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.'
- Model ***: A text input field.
- Variant**: A text input field.
- Seating capacity**: A text input field.
- When was the vehicle manufactured?**: Fields for Year and Month.
- When was the vehicle purchased?**: Fields for Year and Month.
- Was the vehicle new or used?**: Radio buttons for 'New' and 'Used'.
- Please provide either the VIN or the chassis number for the vehicle.**: Fields for VIN and Chassis number.
- Approval number**: A text input field with the example 'e.g. VTA-000000'.
- Fuel type**: A dropdown menu.
- Transmission type**: A dropdown menu.
- Odometer reading (km) ⓘ**: A text input field.
- Gross Vehicle Mass (GVM) (kg) ⓘ**: A text input field.

A red box highlights the first three fields: 'What type of vehicle are you reporting on?', 'Make', and 'Model'. A red arrow icon is located at the bottom right of the form.

For a road vehicle component

The mandatory fields are **What type of component are you reporting on?**, **Make** and **Model**.



Road vehicle component details

What type of component are you reporting on? *

Make *

To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.

Model *

When was the component manufactured?

Year Month

When was the component purchased?

Year Month

Was the component new or used?

☐ New
☐ Used

What is the serial number or equivalent for the component?

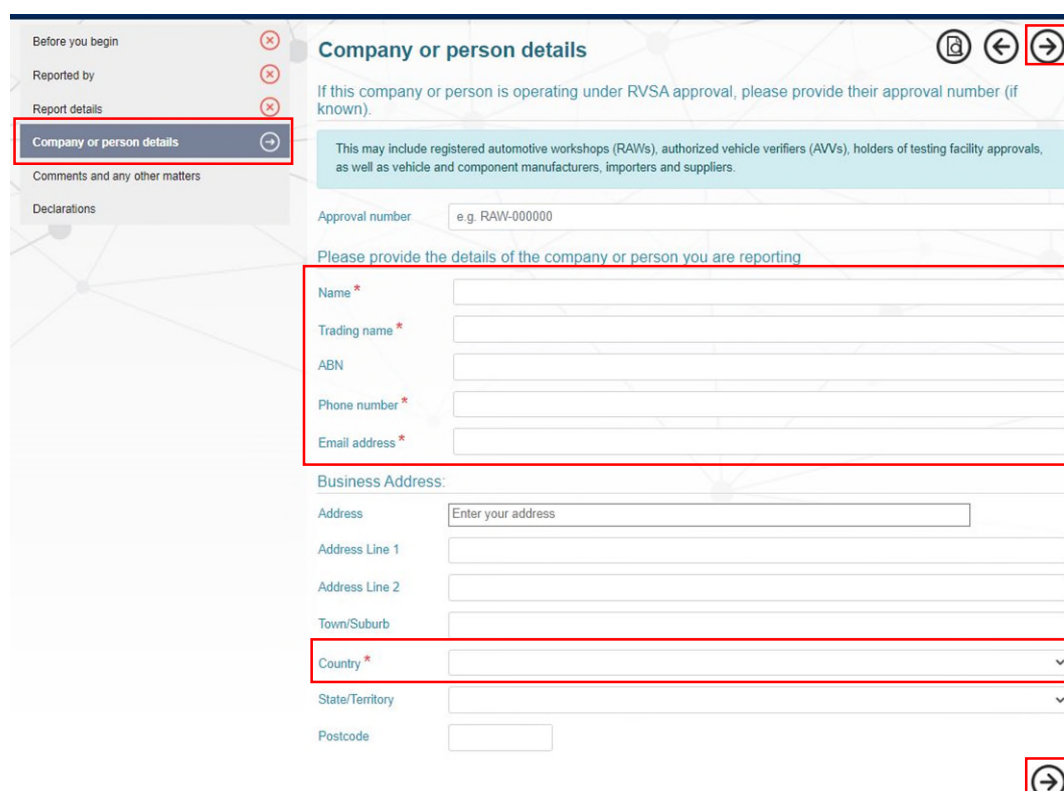
Serial number

Approval number e.g. CTA-000000

This may be an RVSA component type approval (CTA) or an MVSA Component Registration Number (CRN) or Sub Assembly Registration Number (SARN). For RVSA approvals, please include the approval type prefix before the unique number, e.g. CTA-000000

For a company or person

The mandatory fields are **Name**, **Trading name**, **ABN**, **Phone number**, **Email address** and **Country**.



Company or person details

If this company or person is operating under RVSA approval, please provide their approval number (if known).

This may include registered automotive workshops (RAWs), authorized vehicle verifiers (AVVs), holders of testing facility approvals, as well as vehicle and component manufacturers, importers and suppliers.

Approval number e.g. RAW-000000

Please provide the details of the company or person you are reporting

Name *

Trading name *

ABN

Phone number *

Email address *

Country *

Business Address:

Address Enter your address

Address Line 1

Address Line 2

Town/Suburb

State/Territory

Postcode

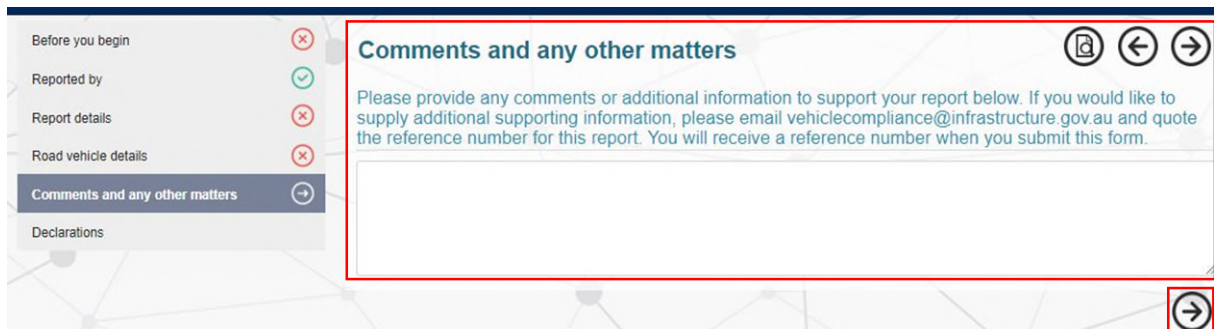
Adding comments and any other matters

Step 5.

Write any comments or additional information in the free text field provided. If you have extra supporting information, such as digital photos, you can email them to vehiclecompliance@infrastructure.gov.au quoting the reference number you will receive after submitting your report.

If your report is anonymous, please provide as much detail as possible as the department will not be able to contact you once it is submitted.

Once you have added your comments, click the **arrow** to move on to the **Declarations** page.



The screenshot shows a web form titled 'Comments and any other matters'. On the left is a vertical sidebar with five items: 'Before you begin' (with a red 'X' icon), 'Reported by' (with a green checkmark icon), 'Report details' (with a red 'X' icon), 'Road vehicle details' (with a red 'X' icon), and 'Comments and any other matters' (with a blue right-pointing arrow icon and highlighted in dark blue). Below these is 'Declarations' (with a grey right-pointing arrow icon). The main content area has the title 'Comments and any other matters' at the top right, followed by three circular icons: a document, a left arrow, and a right arrow. Below the title is a paragraph of text: 'Please provide any comments or additional information to support your report below. If you would like to supply additional supporting information, please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You will receive a reference number when you submit this form.' Below the text is a large, empty text input field. At the bottom right of the form, there is a circular icon with a right-pointing arrow, which is highlighted with a red square.

Declarations

Step 6.

Read the **Declarations**. Then select the tick box at the bottom of the page and click on the blue **Submit** button when it appears.

The screenshot shows a web form titled 'Declarations'. On the left is a sidebar with a list of steps: 'Before you begin', 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations' (which is highlighted with a blue bar and a right-pointing arrow). To the right of the sidebar, under the 'Declarations' heading, is a text area with the following content: 'By ticking the box below, I, or I on behalf of an organisation I represent, declare that the information I have provided in this *Vehicle Safety or Non-Compliance Report* form (my report) including any documents (and images) that I have provided in support of my report, are true and accurate. I also confirm that I have not provided any false or misleading information in providing my report to the department. I also understand that I may not be further contacted by the department in relation to my report and I acknowledge the department does not provide status updates regarding the progress (or not) of my report.' Below this text is a section labeled 'Declaration *' with a checkbox that is checked. The checkbox is highlighted with a red box. To the right of the checkbox is the text 'I declare that the content of this report is true and accurate and confirm that no false or misleading information has been provided.' At the bottom right of the form is a blue 'Submit' button, also highlighted with a red box. In the top right corner of the form area, there are two circular icons: one with a document and a magnifying glass, and another with a left-pointing arrow.

Once you have submitted your report, a confirmation page with your report reference number will appear on the screen. From here, you should download a PDF copy of the report for your records.

The screenshot shows a confirmation page. At the top, there is a section titled 'Documents' with a light grey background. Below this, there is a box containing the text '1 File (Download All)' and a list item 'Vehicle Safety or Non-Compliance Report (pdf)'. Below the 'Documents' section is a section titled 'Report submitted' with a light grey background. Below this, there is a box containing the text 'Thank you for reporting your concerns.' and 'Your report reference is: REP-2022-10-000247'. Below this box, there is a paragraph of text: 'All reports are recorded and forwarded to the relevant operational areas within the department for further consideration.' followed by another paragraph: 'If you would like to submit any further information to the department please email vehiclecompliance@infrastructure.gov.au and include your report reference number in the email subject.' Below this is a section titled 'Your report may be used to assist in monitoring:' followed by a bulleted list: 'compliance with Road Vehicle Standards (RVS) legislation, the performance of vehicle recalls; and potential systemic vehicle safety issues.' Below this is a paragraph: 'Please note we do not provide general updates about the status of our considerations regarding a report. If you have provided your contact details, we may contact you if we have any specific questions regarding your report.' followed by two more paragraphs: 'For further information about how we undertake compliance and enforcement under the RVS legislation please refer to the [Compliance and Enforcement webpage](#).' and 'For further information about vehicle recalls please refer to the [Vehicle Recalls website](#).' Below this is a paragraph: 'For issues relating to customer satisfaction, vehicle quality, warranty, repairs or durability please contact the relevant consumer protection agency in your State or Territory. Contact details for these agencies can be found on the [Australian Competition and Consumer Commission website](#).' Below this is a final paragraph: 'Important: The department is not a consumer advocate and is unable to assist with disputes involving vehicle dealerships or vehicle suppliers, compensation and re-imbursement of costs related to issues with your vehicle.'

Further information

For further information on ROVER, please visit [ROVER resources](#) or submit an [online enquiry](#).