



Australian Government

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



ROVER guide: How to report companies or people for a vehicle safety or non- compliance issue

November 2022

Table of contents

<u>How to report companies or people for a vehicle safety or non-compliance issue</u>	3
Recommended browsers.....	3
How to submit your report.....	4
Submitting a report as yourself	5
Submitting a report on behalf of someone else	6
Submitting a report anonymously	7
How to add report details.....	8
How to add company or person details.....	11
<u>Further information</u>	13
Quick links.....	13

Published November 2022

How to report companies or people for a vehicle safety or non-compliance issue

A vehicle safety or non-compliance report (a report) for companies or people notifies the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) of potential 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.

If you **do not** have a ROVER account you can still [submit a report](#). The guide: [How to report a safety or non-compliance issue without a ROVER account](#) explains how.

Guides on how to report a potential vehicle safety concern or alleged non-compliance are also available:

- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle](#)
- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle component](#)
- ROVER guide: [How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component](#).

Recommended browsers

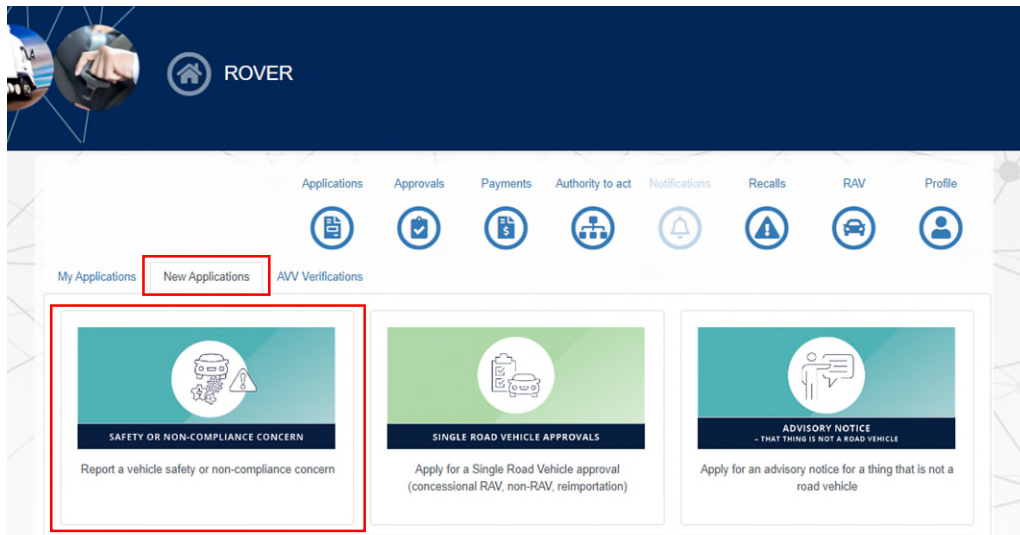
The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are not recommended.

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

How to submit your report

Step 1.

Sign in to ROVER and select the **New Applications** tab. Then select the **Safety or Non-Compliance Concern** icon. This will take you to the **Before you begin** page.



Step 2.

Read the **Before you begin** page and tick the box at the bottom of the page to acknowledge that you have read and understood the **Privacy Declaration**. Click the **arrow** to go to the next page.

A screenshot of the 'Before you begin' page in the ROVER application. The left sidebar contains a navigation menu with 'Before you begin' (selected), 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Before you begin' and contains several sections of text and a list of bullet points. At the bottom of the page, there is a 'Privacy Declaration' section with a checkbox that has been checked. To the right of the checkbox is the text: 'I have read and understood the department's Privacy Policy and how the department will use information I have provided.' A red box highlights the 'Next' arrow icon in the top right corner of the page.

Step 3.

Next, select who is submitting the report. You can submit as yourself (**Myself**), as someone you represent (**Someone else I represent**), or anonymously (**I would like to report anonymously**). Instructions for each type of submission are below.

The screenshot shows the 'Reported by' section of the ROVER reporting form. On the left is a sidebar with navigation links: 'Before you begin' (with a green checkmark), 'Reported by' (highlighted with a right arrow), 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Reported by' and contains the question 'Who is submitting this report? *'. Below this are three radio button options: 'Myself', 'Someone else I represent', and 'I would like to report anonymously'. A light blue box below the options explains that the reporter can be 'Myself', 'Another individual', 'Organisation', or 'Anonymous', and provides instructions on how to proceed based on the selection. Navigation arrows are visible in the top right and bottom right corners.

Submitting a report as yourself

Under **Who is submitting this report?** select **Myself**. As you are signed in to your ROVER account, the form will be automatically pre-filled with your information. Click the **arrow** to go to the **Report details** page.

Now move on to [How to add Report details](#) on page 8.

This image shows the

This screenshot shows the 'Report details' section of the ROVER reporting form. The sidebar on the left is the same as in the previous image, with 'Reported by' highlighted. The main content area is titled 'Report details' and contains the question 'Who is submitting this report? *'. The 'Myself' radio button is selected and highlighted with a red box. Below this is a light blue box with the same explanatory text as in the previous image. A red box highlights the 'Details' section, which includes a 'Title' dropdown menu (set to 'Mr'), and fields for 'First Name', 'Last Name', 'Date of Birth', 'Email Address', 'Mobile Phone', 'Home Phone', 'Work Phone', 'Fax', and 'Website'. Navigation arrows are visible in the top right and bottom right corners.

Submitting a report on behalf of someone else

Under **Who is submitting this report?** select **Someone else I represent**.

You can submit a report on behalf of another individual or organisation you have an authority to act for. Select the individual or organisation submitting the report from the dropdown menu list of accounts you have authority to act for. ROVER will prefill the form with their details. If you want to report on behalf of someone else but do not have an authority to act, tick the box next to **I do not have an authority to act in ROVER**.

Who is submitting this report? *

☐ Myself

☒ Someone else I represent

☐ I would like to report anonymously

The reporter can be:

- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Please select *

☐ I do not have an authority to act in ROVER

Once the form is prefilled, click the **arrow** to go to the **Report details** page.

Now move on to [How to add Report details](#) on page 8.

Before you begin

Reported by

Report details

Comments and any other matters

Declarations

Reported by

Who is submitting this report? *

☐ Myself

☒ Someone else I represent

☐ I would like to report anonymously

The reporter can be:

- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Please select *

ROVER Inc.

☐ I do not have an authority to act in ROVER

Primary Contact Details

Email * ROVER@infrastructure.gov.au

Phone * 0400000000

Website

Details

Legal Entity Name ROVER Inc.

ABN

ACN

ARBN

Submitting a report anonymously

You can submit a report in ROVER without disclosing your identity.

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.

Under **Who is submitting this report?** select **I would like to report anonymously**. You will need to provide all relevant information before submitting the report because the department will be unable to contact you.

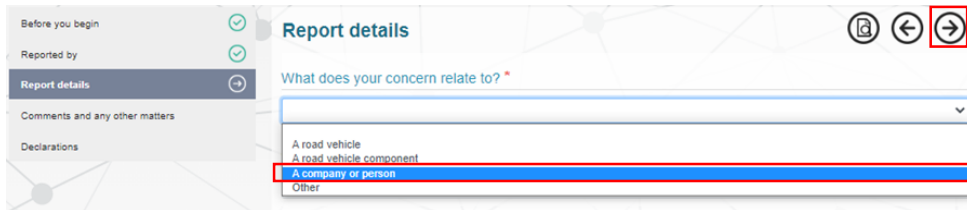
Click the **arrow** to go to the **Report details** page.

The screenshot shows the 'Reported by' section of the ROVER form. On the left is a sidebar with a progress indicator and a list of steps: 'Before you begin' (checked), 'Reported by' (active), 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Reported by' and contains the question 'Who is submitting this report? *'. There are three radio button options: 'Myself', 'Someone else I represent', and 'I would like to report anonymously' (which is selected and highlighted with a red box). Below these options is a light blue box explaining that the applicant can be 'Myself', 'Another individual', or an 'Organisation', with details copied from the user profile or authority to act. A note states that an 'authority to act' must be recorded if reporting on behalf of someone else. At the bottom, a yellow box advises providing all relevant information for anonymous reports. Navigation icons are visible: a lock icon, a back arrow, and a forward arrow (highlighted with a red box) at the top right, and another forward arrow (highlighted with a red box) at the bottom right.

How to add report details

Step 4.

Under **What does your concern relate to?**, click the dropdown menu and select **A company or person** from the list.

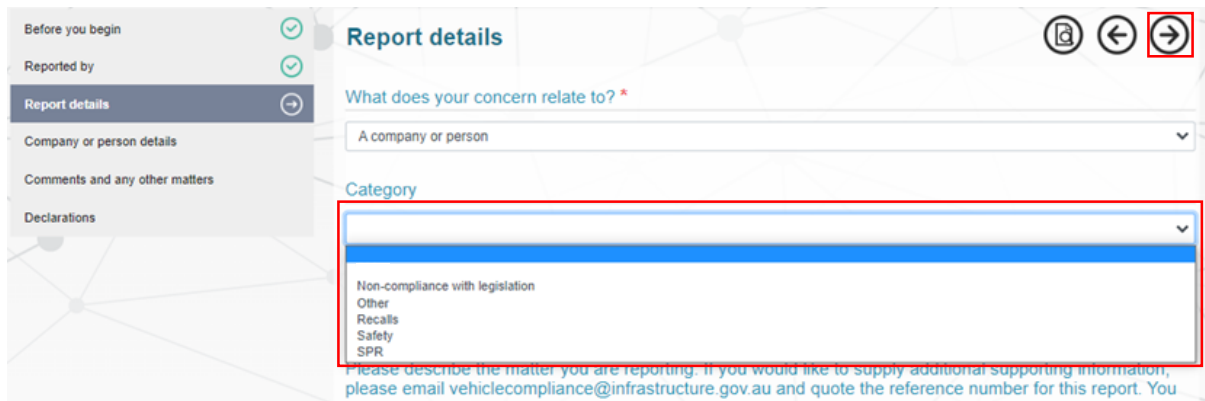


The screenshot shows the 'Report details' section of a form. On the left is a sidebar with steps: 'Before you begin', 'Reported by', 'Report details' (highlighted), 'Comments and any other matters', and 'Declarations'. The main area is titled 'Report details' and contains a dropdown menu labeled 'What does your concern relate to? *'. The dropdown is open, showing five options: 'A road vehicle', 'A road vehicle component', 'A company or person' (highlighted in blue), and 'Other'. Navigation icons (back, forward, and a lock) are visible in the top right corner.

Step 5.

Select one of the 5 options from the **Category** dropdown menu or leave the field blank.

If you choose **Other** from the list, you will need to describe the issue your concern relates to.



This screenshot shows the 'Report details' form with the 'Category' dropdown menu open. The 'What does your concern relate to?' dropdown is now set to 'A company or person'. The 'Category' dropdown shows five options: 'Non-compliance with legislation' (highlighted in blue), 'Other', 'Recalls', 'Safety', and 'SPR'. Below the dropdown, there is a text input field and a note: 'Please describe the matter you are reporting. If you would like to supply additional supporting information, please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You'. Navigation icons are in the top right corner.

If you choose one of the other categories, a **Subcategory** dropdown menu will appear. You can choose a subcategory from the dropdown menu's list or leave it blank.



This screenshot shows the 'Report details' form with the 'Category' dropdown set to 'Non-compliance with legislation'. A new 'Subcategory' dropdown menu has appeared below it. The sidebar on the left now includes 'Company or person details' as a new step. Navigation icons are in the top right corner.

Step 6.

Then, under **Has there been a death or injury relating to this report?**, select either **Yes** or **No** as applicable.

Step 7

Under **Please describe the matter you are reporting**, provide a description of the matter, regardless of whether you selected yes or no in the previous step.

If you wish to provide further information, email it to vehiclecompliance@infrastructure.gov.au and quote the report's **reference number**. This reference number is provided after you have submitted the report, so you will need to send the email after completing the report.

Step 8.

Under **Have you reported the matter to responsible person or organisation?**, select **Yes** or **No** as applicable.

If you selected **Yes**, fill out the field asking **What was the outcome?**

Report details

What does your concern relate to? *

A company or person

Category Please specify *

Other

Has there been a death or injury relating to this report? *

☐ Yes
☐ No

Please describe the matter you are reporting. 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.

Have you reported the matter to responsible person or organisation?

☒ Yes
☐ No

What was the outcome?

Personal information is collected, used and disclosed in accordance with the Privacy Act 1988. For more information on how the department protects privacy, please see the department's [online privacy policy](#).

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.) *

Step 9.

Under **Can this information be disclosed to other parties?**, select **Yes** or **No** as applicable. Then click the **arrow** to go to the **Company or person details** page.

Have you reported the matter to responsible person or organisation?

☐ Yes
☒ No

Personal information is collected, used and disclosed in accordance with the Privacy Act 1988. For more information on how the department protects privacy, please see the department's [online privacy policy](#).

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.) *

☐ Yes
☒ No

Next

How to add company or person details

Step 10.

If the company or person is operating under an RVS legislation approval, enter their approval number (e.g. RAW-000000) under **Approval number**. If the company or person is not operating under an RVS legislation approval, go to **Step 11**.

Note: Reporting a company or person may include registered automotive workshops (RAWs), authorised vehicle verifiers (AVVs), testing facility approval holders, as well as vehicle and component manufacturers, importers and suppliers.

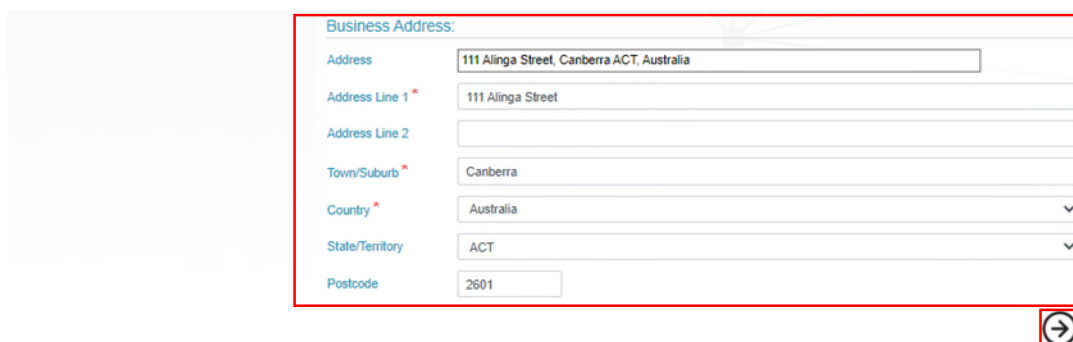
Step 11.

Next, enter the **Name**, **Trading name**, **Phone number**, and **Email address** of the company or person you are reporting. If the company or person has an Australian Business Number (ABN), enter the ABN details under **ABN** (if known).

Step 12.

Enter the **Business Address** details for the company or person you are reporting. Begin typing in the **Address** field to auto-fill the address fields below.

Alternatively, you can manually enter their address information yourself. You must, at a minimum, complete the mandatory fields. Then click on the **arrow** to go to the **Comments and any other matters** page.



Business Address:

Address: 111 Alinga Street, Canberra ACT, Australia

Address Line 1 *: 111 Alinga Street

Address Line 2:

Town/Suburb *: Canberra

Country *: Australia

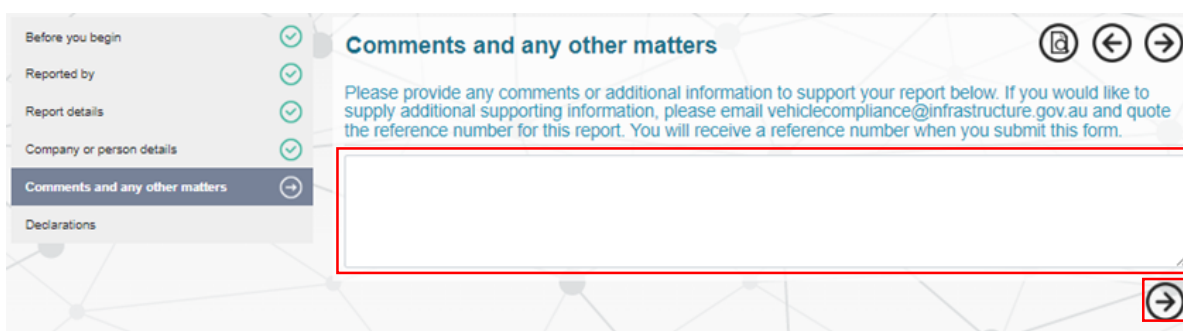
State/Territory: ACT

Postcode: 2601

→

Step 13.

On the **Comments and any other matters** page, type in any comments or additional information you may have to support your report, and then select the **arrow** to go to the final page.



Before you begin ✓

Reported by ✓

Report details ✓

Company or person details ✓

Comments and any other matters →

Declarations

Comments and any other matters

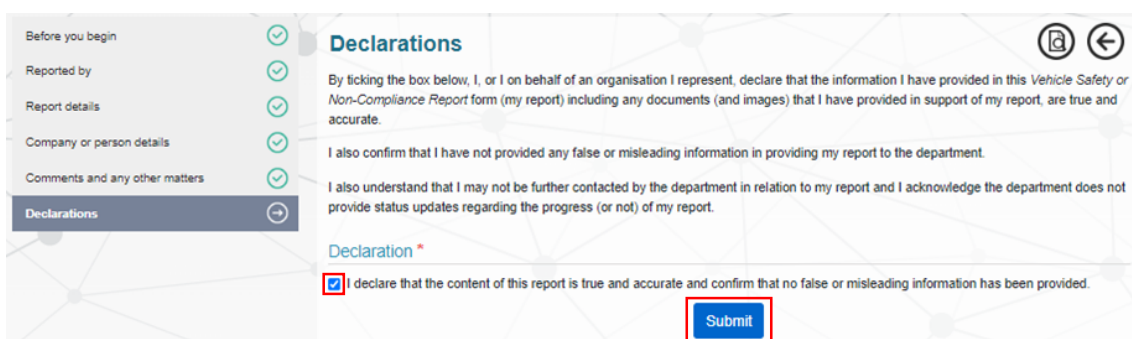
Please provide any comments or additional information to support your report below. If you would like to supply additional supporting information, please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You will receive a reference number when you submit this form.

→

Step 14.

This is the final page of the report. Read the text under **Declarations**, then tick the box at the bottom of the page to acknowledge the declaration.

You can now click **Submit** to submit your report. Once submitted, a report record is created in ROVER. Each report is assigned a unique identifying reference number in the format REP-YYYY-MM-#####.



Before you begin ✓

Reported by ✓

Report details ✓

Company or person details ✓

Comments and any other matters ✓

Declarations →

Declarations

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.

Declaration *

☒ I declare that the content of this report is true and accurate and confirm that no false or misleading information has been provided.

Submit

Once you have submitted your report a confirmation page with your report reference number will appear on the screen. From here, you can download a PDF copy of the report for your records. You will also be sent an automated email with your reference number.

Please note: We do not provide general updates about the status of a report. If you have provided your contact details, we may contact you if we have any specific questions regarding your report.

Documents

1 File (Download All)

- Vehicle Safety or Non-Compliance Report (pdf)

Report submitted

Thank you for reporting your concerns.

Your report reference is: REP-2022-10-000247

All reports are recorded and forwarded to the relevant operational areas within the department for further consideration.

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.

Your report may be used to assist in monitoring:

- compliance with Road Vehicle Standards (RVS) legislation,
- the performance of vehicle recalls; and
- potential systemic vehicle safety issues.

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.

For further information about how we undertake compliance and enforcement under the RVS legislation please refer to the [Compliance and Enforcement webpage](#).

For further information about vehicle recalls please refer to the [Vehicle Recalls website](#).

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](#).

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

Quick links

- [ROVER portal](#)
- [ROVER resources](#)
- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle](#)
- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle component](#)
- ROVER guide: [How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component](#).
- [How to report a safety or non-compliance issue without a ROVER account](#).