



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

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# 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

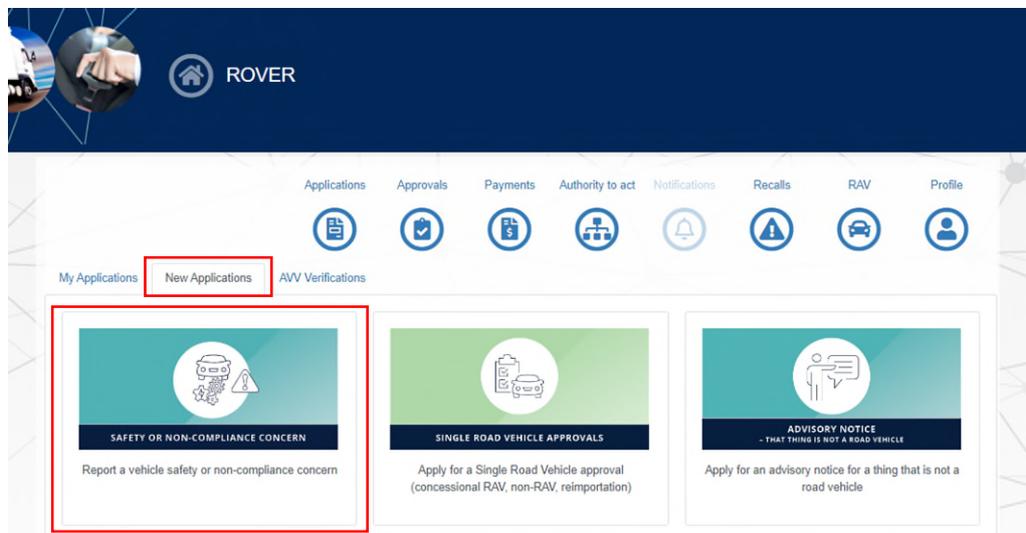
The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are not recommended.

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

# How to submit your report

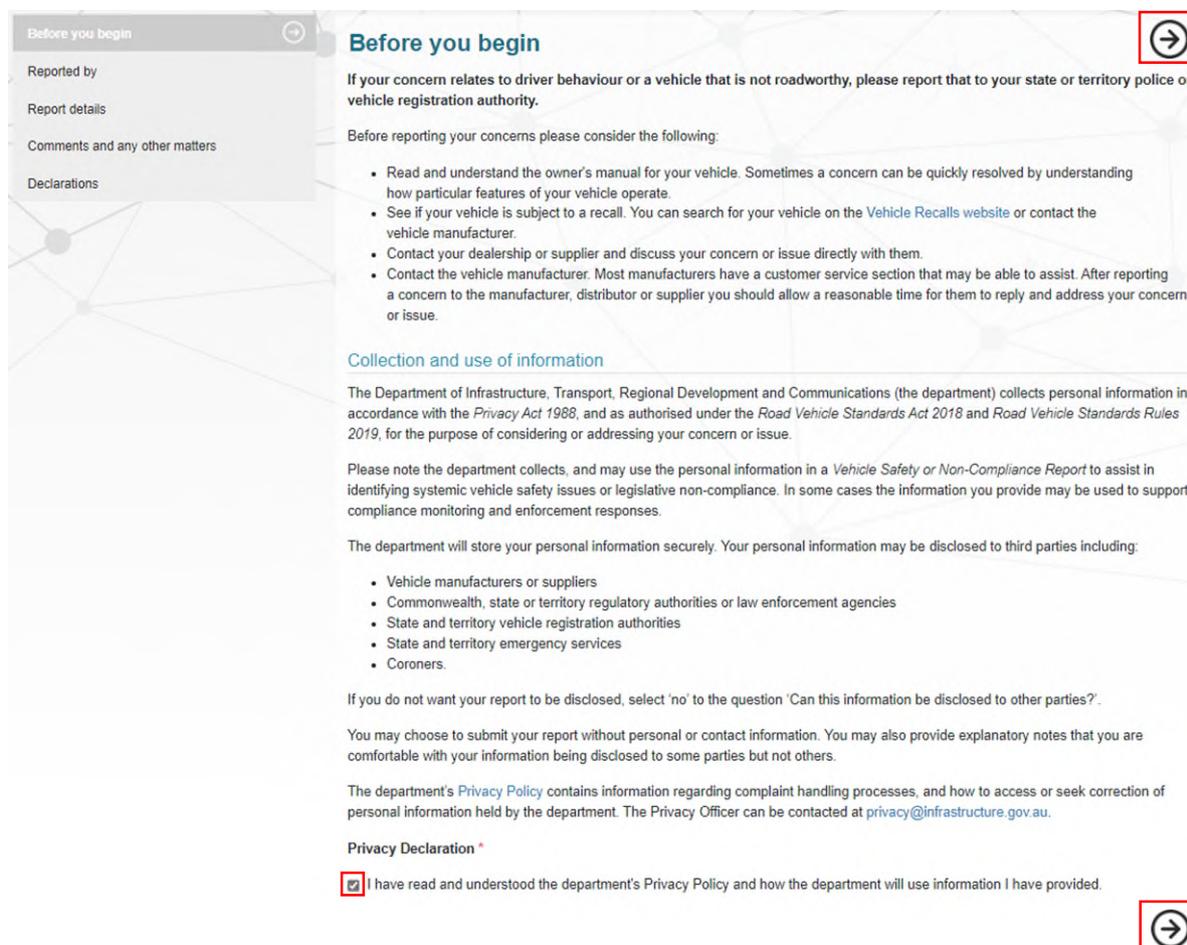
## Step 1.

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.



### 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.

**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".

## 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

**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".

**Details**

Title

First Name \*

Last Name \*

Date of Birth \*

Contact Information

Email Address \*

Mobile Phone ^

Home Phone ^

Work Phone ^

Fax

Website

## 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 \*

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

Navigation arrows: Left arrow, Right arrow, and a bottom right arrow.

## 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 navigation menu with items: 'Before you begin', 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations'. The 'Reported by' section is active. 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'. The 'I would like to report anonymously' option is selected and highlighted with a red box. Below the options is a light blue information box stating: 'The applicant can be: Myself (applicant details are copied from your user profile), Another individual (applicant details are copied from their user profile), Organisation (applicant details are copied from your authority to act). To apply on behalf of someone else, an authority to act must be recorded before starting an application.' Below this is a yellow warning box: 'If you are reporting anonymously, please provide all relevant information before submitting as we will not be able to contact you for further details.' Navigation icons (back, forward, and a lock icon) are visible in the top right corner, with the forward arrow icon highlighted by a red box.

## 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.

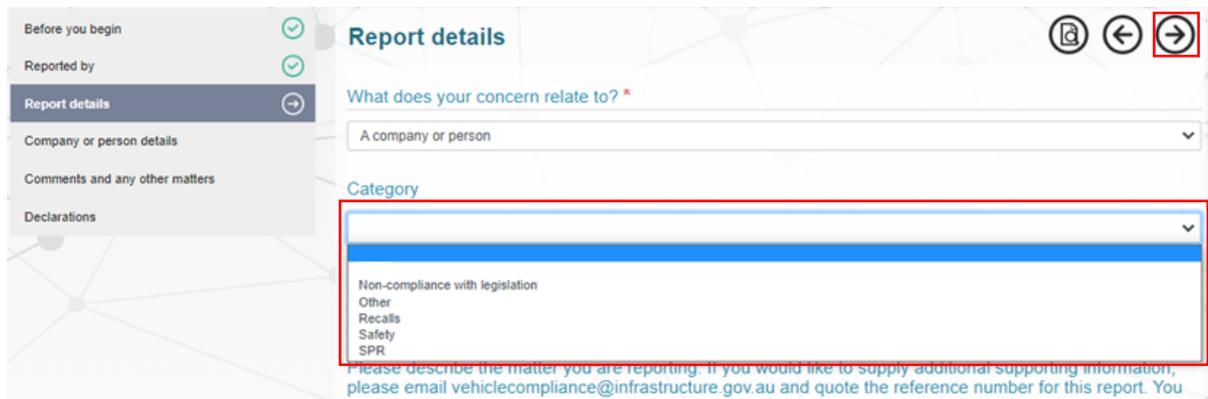


The screenshot shows the 'Report details' section of a form. On the left, a sidebar lists steps: 'Before you begin' (checked), 'Reported by' (checked), 'Report details' (active), 'Comments and any other matters', and 'Declarations'. The main form area has a title 'Report details' and a back/forward navigation bar. Below the title is the question 'What does your concern relate to? \*'. A dropdown menu is open, showing five options: 'A road vehicle', 'A road vehicle component', 'A company or person' (highlighted in blue), and 'Other'. A red box highlights the dropdown menu.

### 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.



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

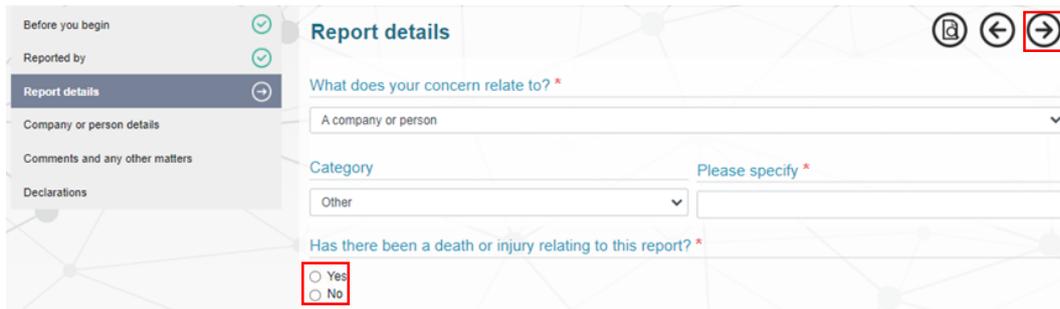
If you choose one of the other categories, a **Subcategory** dropdown menu will appear. You can choose a subcategory from the dropdown menu's list or leave it blank.



The screenshot shows the 'Report details' section of a form. The 'Category' dropdown menu is now set to 'Non-compliance with legislation'. Below it is the 'Subcategory' dropdown menu, which is open and empty. A red box highlights the 'Subcategory' dropdown menu.

## Step 6.

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

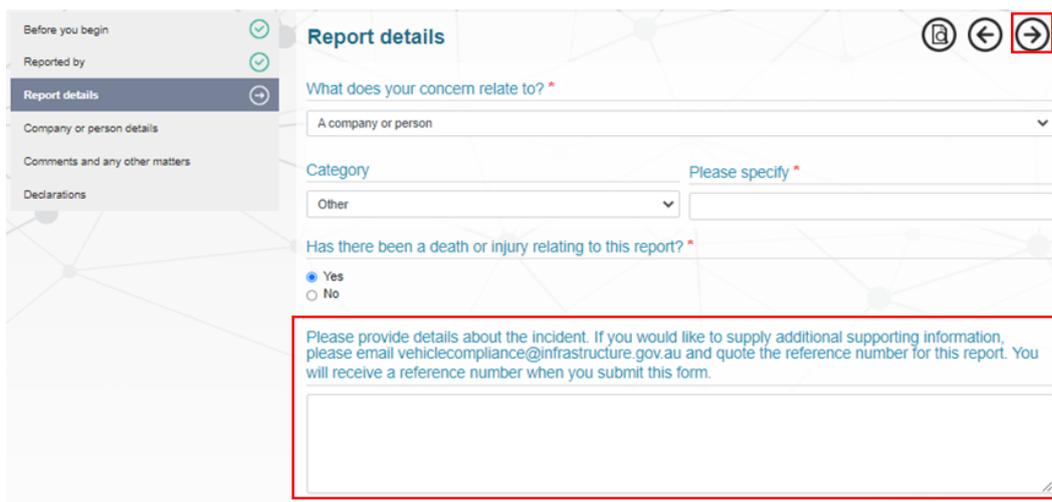


The screenshot shows the 'Report details' form. On the left, a sidebar lists steps: 'Before you begin' (checked), 'Reported by' (checked), 'Report details' (active), 'Company or person details', 'Comments and any other matters', and 'Declarations'. The main form area is titled 'Report details' and contains the following fields: 'What does your concern relate to?' with a dropdown menu set to 'A company or person'; 'Category' with a dropdown menu set to 'Other' and a 'Please specify' text box; and 'Has there been a death or injury relating to this report?' with radio buttons for 'Yes' and 'No'. The 'No' radio button is selected. A red box highlights the 'Yes' and 'No' radio buttons.

## 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](mailto: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.



The screenshot shows the 'Report details' form, similar to Step 6. The 'Has there been a death or injury relating to this report?' radio buttons are now 'Yes' (selected) and 'No'. A red box highlights the 'Yes' and 'No' radio buttons. Below this, a text box is highlighted with a red border, containing the following text: 'Please provide details about the incident. If you would like to supply additional supporting information, please email [vehiclecompliance@infrastructure.gov.au](mailto:vehiclecompliance@infrastructure.gov.au) and quote the reference number for this report. You will receive a reference number when you submit this form.'

### 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?**

The screenshot shows the 'Report details' section of a web form. On the left is a navigation menu with items: 'Before you begin', 'Reported by', 'Report details' (highlighted), 'Company or person details', 'Comments and any other matters', and 'Declarations'. The main form area has the title 'Report details' and navigation icons (lock, back, forward). The 'What does your concern relate to?' dropdown is set to 'A company or person'. The 'Category' dropdown is set to 'Other'. The question 'Have you reported the matter to responsible person or organisation?' has radio buttons for 'Yes' (selected) and 'No'. Below this is a text area for 'What was the outcome?'. A privacy notice is visible below the text area. At the bottom, there is a question 'Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)' with 'Yes' and 'No' radio buttons. A red box highlights the 'Yes' radio button and the 'What was the outcome?' text area. Another red box highlights the forward arrow icon in the top right.

### 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.

This screenshot shows a portion of the form, specifically the question 'Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)'. The radio button for 'No' is selected. Below the question is a privacy notice. At the bottom right, there is a forward arrow icon highlighted with a red box.

## 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.

The screenshot shows a web interface for reporting company or person details. On the left is a navigation menu with items: 'Before you begin', 'Reported by', 'Report details', 'Company or person details' (highlighted), 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Company or person details' and includes a note: 'If this company or person is operating under RVSA approval, please provide their approval number (if known)'. Below this is a text box: '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.' A text input field labeled 'Approval number' contains the text 'e.g. RAW-000000' and is highlighted with a red box. Below the field is the instruction 'Please provide the details of the company or person you are reporting'. Navigation icons (back, forward, search) are visible in the top right.

### 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).

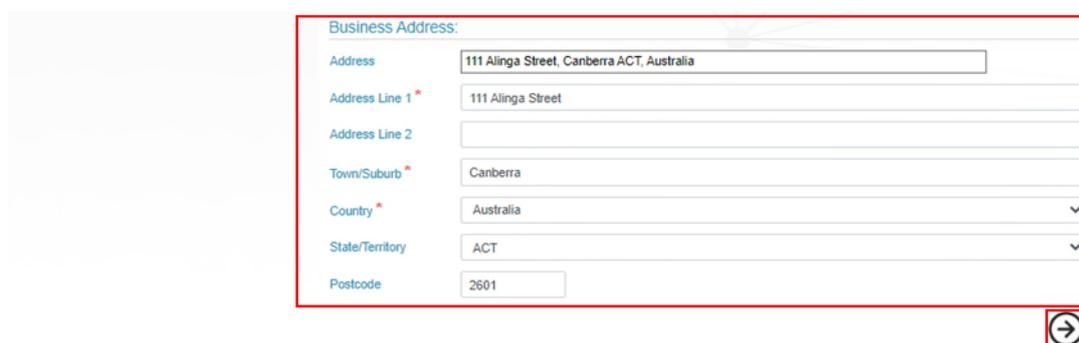
This screenshot shows the same 'Company or person details' step as Step 10. The 'Approval number' field is now empty. Below it, a section titled 'Please provide the details of the company or person you are reporting' contains five text input fields: 'Name \*', 'Trading name \*', 'ABN', 'Phone number \*', and 'Email address \*'. These fields are highlighted with a red box. The rest of the interface, including the navigation menu and the note about RVSA approval, remains the same.

### 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.

The screenshot shows the 'Business Address' section. It features a text input field for 'Address' containing '111 Alinga'. Below this field is a dropdown menu with several address suggestions: '111 Alinga Street Canberra ACT, Australia', '111, Alingal- Codacal Road Tripirangode, Kerala, India', '111 Alingasa Valencia City, Bukidnon, Philippines', '111, Alingal Canal Road Mangalam, Kerala, India', and '111 Alinga Street Cabramatta West NSW, Australia'. The 'Address' field and the dropdown menu are highlighted with a red box. Below the dropdown are fields for 'Country \*', 'State/Territory', and 'Postcode'. A navigation icon (forward arrow) is visible in the bottom right corner.

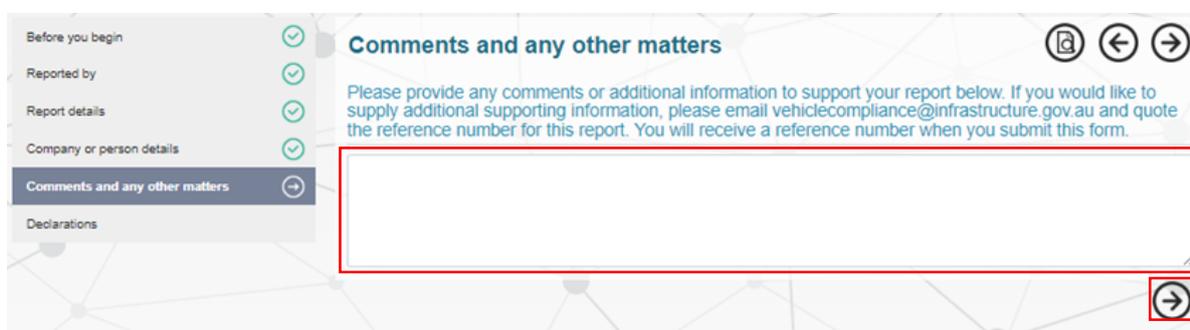
Alternatively, you can manually enter their address information yourself. You must, at a minimum, complete the mandatory fields. Then click on the **arrow** to go to the **Comments and any other matters** page.



The screenshot shows a 'Business Address' form with the following fields: Address (111 Alinga Street, Canberra ACT, Australia), Address Line 1 (111 Alinga Street), Address Line 2 (empty), Town/Suburb (Canberra), Country (Australia), State/Territory (ACT), and Postcode (2601). A red box highlights the entire form, and a red box with a right-pointing arrow is located at the bottom right corner.

### 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.

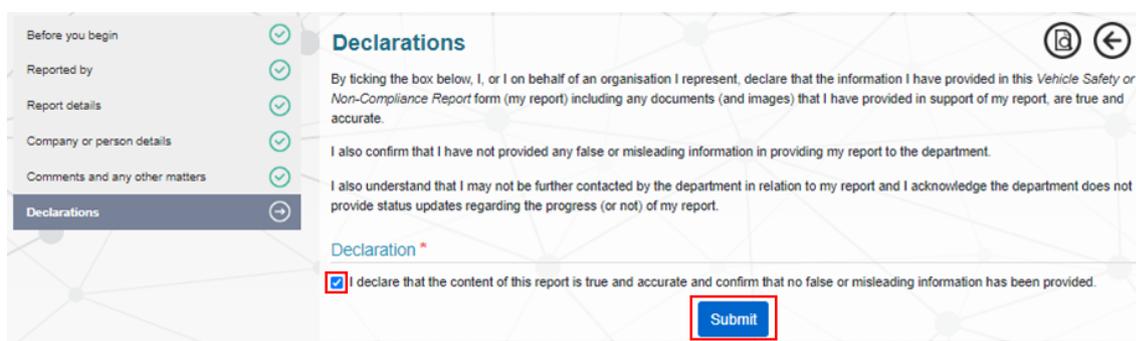


The screenshot shows the 'Comments and any other matters' page. The left sidebar has 'Comments and any other matters' selected. The main content area has a heading 'Comments and any other matters' and a text input area. A red box highlights the text input area, and a red box with a right-pointing arrow is at the bottom right corner.

### 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-#####.



The screenshot shows the 'Declarations' page. The left sidebar has 'Declarations' selected. The main content area has a heading 'Declarations' and a text input area. A red box highlights the declaration checkbox, and a red box with the 'Submit' button is at the bottom right corner.

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](mailto: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-imbusement 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](#).