



Australian Government

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



ROVER guide: How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component

November 2022

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How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component

A vehicle safety or non-compliance report (a report) for an issue not related to a road vehicle, a road vehicle component, 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 vehicle 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 companies or people for a vehicle safety or non-compliance issue](#)

Recommended browsers

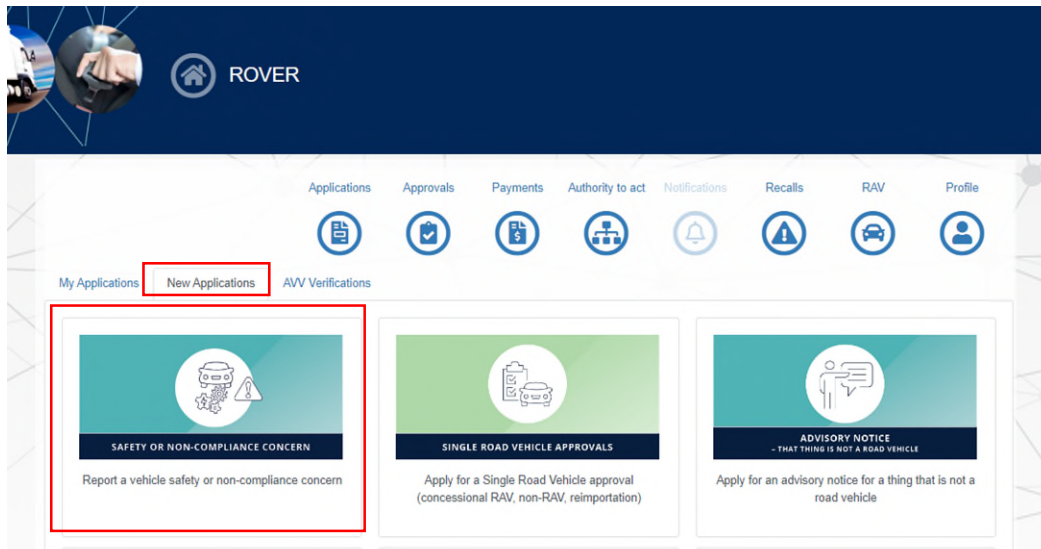
The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are not recommended.

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. On the left is a sidebar with links: 'Before you begin', 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Before you begin' and contains instructions on how to report a concern, a list of considerations before reporting, and information about data collection and use. At the bottom, there is a 'Privacy Declaration' section with a checkbox that is checked, indicating the user has read and understood the policy. Two red boxes highlight navigation arrows: one at the top right and one at the bottom right.

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 included below.

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".

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.

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".

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 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 completed, click either **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.

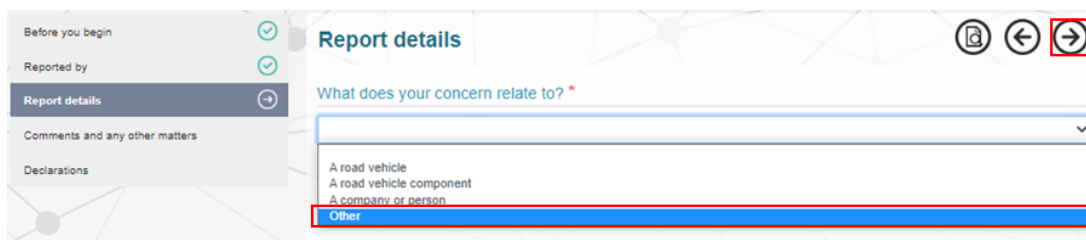
Click the **arrow** to go to the **Report details** page.

The screenshot shows the 'Reported by' section of the ROVER form. On the left is a sidebar with navigation links: 'Before you begin', '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? *'. 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 applying on behalf of someone else. At the bottom of the form, a yellow box advises that all relevant information must be provided before submitting if reporting anonymously, as the department cannot contact the reporter for further details. Navigation icons are visible: a right arrow in the top right corner and a right arrow in the bottom right corner, both highlighted with red boxes.

How to add report details

Step 4.

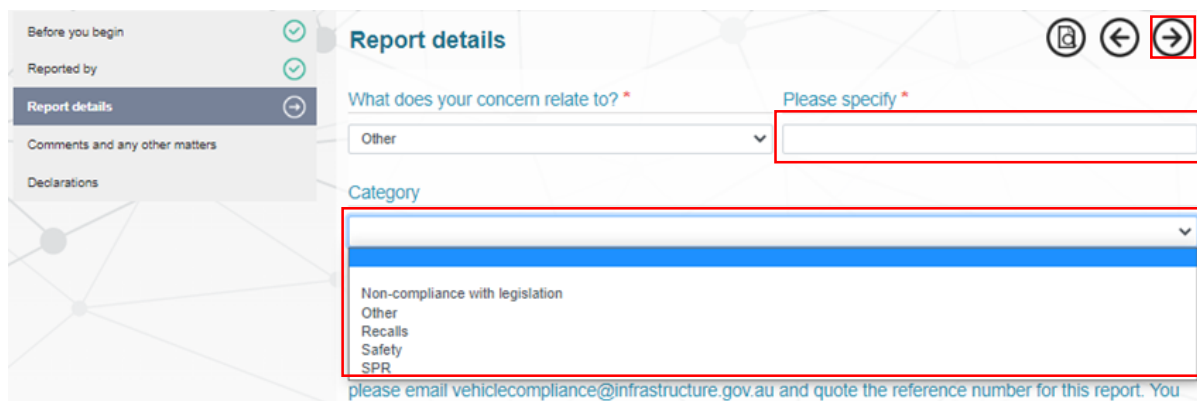
Under **What does your concern relate to?**, click the dropdown menu and select **Other** from the list.



The screenshot shows the 'Report details' section of a form. On the left, a sidebar lists 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 options: 'A road vehicle', 'A road vehicle component', 'A company or person', and 'Other' (which is highlighted in blue). Navigation icons (back, forward, and a magnifying glass) are visible in the top right corner.

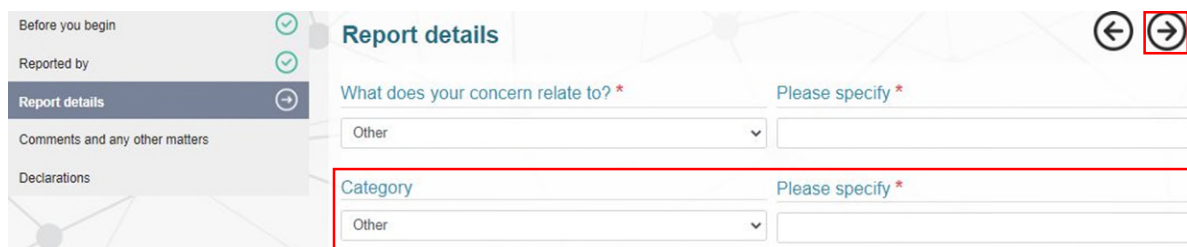
Step 5.

After selecting **Other**, the form will expand, and you will need to describe the matter your report relates to in the **Please specify** field. Then, select one of the 5 options from the **Category** dropdown menu or leave the field blank.



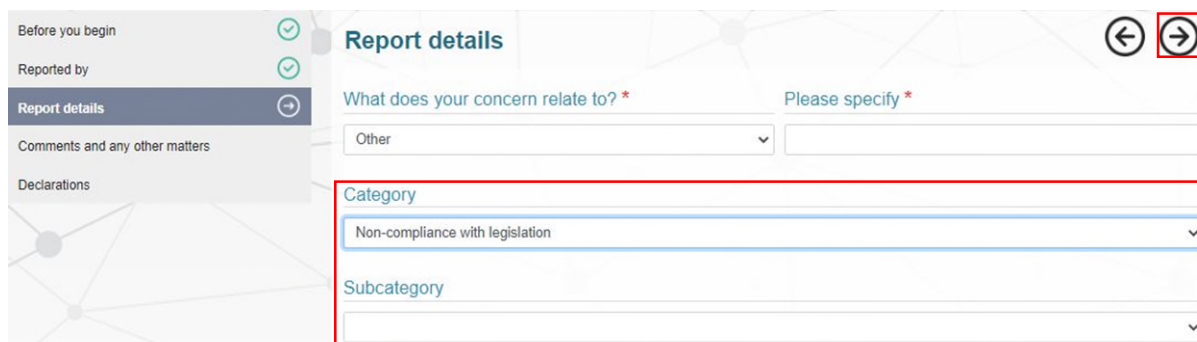
This screenshot shows the expanded 'Report details' form. The 'What does your concern relate to?' dropdown now shows 'Other'. To its right is a text input field labeled 'Please specify *'. Below these is a 'Category' dropdown menu with options: 'Non-compliance with legislation', 'Other', 'Recalls', 'Safety', and 'SPR'. The 'Please specify' field and the 'Category' dropdown are highlighted with red boxes. The same sidebar and navigation icons are present.

If you select **Other** from the **Category** menu as well, you will need to describe issue your concern relates to in the **Please specify** field that appears.



This screenshot shows the 'Report details' form with 'Other' selected in the 'Category' dropdown. A second 'Please specify *' text input field has appeared below the first one. Both the 'Category' dropdown and the new 'Please specify' field are highlighted with red boxes. The sidebar and navigation icons remain the same.

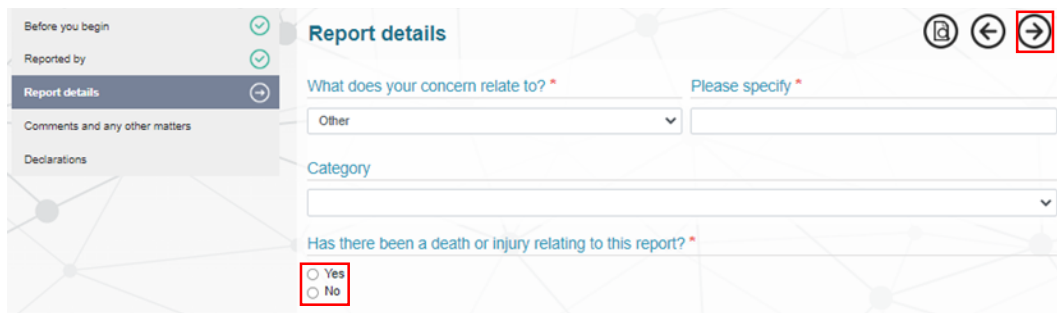
If you choose one of the remaining 4 options, you may also select a subcategory where applicable.



This screenshot shows the 'Report details' form with 'Non-compliance with legislation' selected in the 'Category' dropdown. A 'Subcategory' dropdown menu has appeared below the 'Category' dropdown. Both the 'Category' and 'Subcategory' dropdowns are highlighted with red boxes. The sidebar and navigation icons are consistent with the previous screenshots.

Step 6.

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

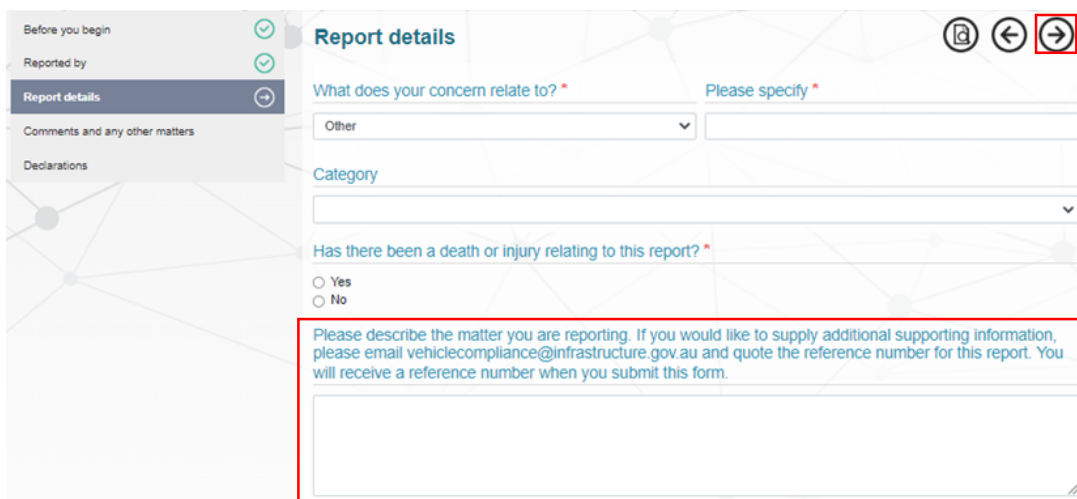


The screenshot shows the 'Report details' form. On the left is a sidebar with steps: 'Before you begin' (checked), 'Reported by' (checked), 'Report details' (active), 'Comments and any other matters', and 'Declarations'. The main form area has the title 'Report details' and navigation icons. It contains the following fields: 'What does your concern relate to?' with a dropdown menu showing 'Other' and a 'Please specify' text box; a 'Category' dropdown menu; and the question 'Has there been a death or injury relating to this report?' with radio button options for 'Yes' and 'No'. The 'No' option is highlighted with a red box.

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.



This screenshot shows the 'Report details' form with the 'Please describe the matter you are reporting' section highlighted by a red box. The sidebar and previous form fields are the same as in Step 6. The highlighted section contains the text: '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.' Below this text is a large empty text area for the user to provide details.

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?**

Before you begin

Reported by

Report details

Comments and any other matters

Declarations

Report details

What does your concern relate to? * Please specify *

Other

Category

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 **Road vehicle 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

Step 10.

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

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 11.

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' step of a report submission process. On the left is a sidebar with a progress indicator showing steps: 'Before you begin', 'Reported by', 'Report details', 'Comments and any other matters', and 'Declarations' (which is highlighted with a right-pointing arrow). The main content area is titled 'Declarations' and contains the following text: '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.' followed by 'I also confirm that I have not provided any false or misleading information in providing my report to the department.' and '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 is a section labeled 'Declaration *' with a checkbox that is checked and contains 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.

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 reports. If you have provided your contact details, we may contact you if we have any specific questions regarding your report.

The screenshot shows the confirmation page after a report has been submitted. It features a 'Documents' section with a link to '1 File (Download All)' and a list item 'Vehicle Safety or Non-Compliance Report (pdf)'. Below this is a 'Report submitted' section with the text 'Thank you for reporting your concerns.' and 'Your report reference is: REP-2022-10-000247'. The page also includes several informational paragraphs: '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](#).', and '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 companies or people for a vehicle safety or non-compliance issue](#)
- [How to report a vehicle safety or non-compliance issue without a ROVER account](#).