Questions Answered During Webinar

Question	Votes	Response
For opt-ins, what is the difference between application submission, commencement, receipt of confirmation letter from DITRDC and date we can add to the RAV?	5	Once you opt-in (and meet the conditions of opt-in), there is no actual approval process. However, we do need to reflect this in the computer system (ROVER), so we need to look at your opted in and IPA approvals and check you've opted in correctly, and confirm this in the system so you are able to upload vehicles to the RAV. It is a two-step process. We are finding that people are using the wrong name, for example, if you have three words in your IPA name and you've only added two words in your opt-in process, we can't process it. We need the exact same name as in your IPA approval. If your operations have changed and your name has changed you will need to change it in the other system/IPA first and then we can process the opt-in.
Why have we been advised that " Your first annual levy for T/F approval is due for payment etc., after first being advised this fee will be waived?	4	If you applied before 1 July then your levy should have been waived, but if post 1 July you would be liable for the levy. If you did apply before 1 July and were charged, please let us know by emailing us at ROVERinfo@infrastructure.gov.au - we will follow up if anyone has been accidentally charged.
Re: RAV post-payment charges, what is the invoice timing? Is it immediate upon RAV submissions, end of month, or other?	5	For every application you submit in April you'll see the invoice on 1 May, whether on a weekend or public holiday as it generates it itself.
Can the non-RAV entry import approval decision notice be expanded to clearly state the conditions of the approval? It is currently very generic.	7	We are currently going back through ROVER to look at what's been produced. We are looking at streamlining the process and it is being updated. There are basically two types of conditions, but standard conditions are set out in legislation and set out for each approval type. The department can add specific conditions. The standard conditions will always apply but we have redrafted approval notices to try to include additional information.
Why do applicants not receive an email notification to show that an agent has applied for an import approval on their behalf?	3	Our intent is for applicants and approval holders to both receive an email notification.
Why can't draft applications be deleted?	9	A fix is on the way. In the meantime, if it is causing a serious impediment to submitting an application, please send an email to ROVERinfo and we will do our best to remove the draft applications from the portal on the backend. We will do our best to help you out, but can't prioritise these requests at this stage.
Why do images need to be supplied for SEVs applications?	5	This is not mandatory - you can submit a SEVs applicationwithout images, however, images are required for Model Reports so it's a good idea to include them if you can provide them.

Please justify the length of 30 days for the service charter, as we believe it is too long.	7	We are processing the majority of applications within the new legislative timeframes and what we can achieve depends on the quality of the applications submitted. It is important to note the actual eligibility criteria have changed. Previous charter under MVSA was 2 days from the last day of correct evidence supplied, but under the RVSA it is a cumulative timeframe. The department expects processing times will decrease over time as applicants and assessors become more familiar with the system, processes and requirements. If we see incomplete applications we've got limited ability to add information to applications on behalf of industry, and this will affect processing timeframes. Assessors have been given quite a lot of training but we are in an implementation phase of a completely new regulatory framework - but we will always do our best to help. If you are coming up against a deadline for a supply point, please let us know through ROVERinfo and we will help you. We don't want to put out arbitrary timeframes and want to make sure we direct our resources to the most urgent and priority matters. We do have legislated timeframes that were approved by Parliament and we aim to work with them. If you think that it will present a problem for a specific reason, I encourage you to plan early and we'll try to help you. We aim to do better than legislated timeframes and we don't expect to go beyond these, but if you have any issues and come and talk to us please make sure your application is complete.
Why do RFI emails have no reference to the client or CRE number?	6	This will be fixed with the next release of ROVER.
Is FEA software analysis conducted in-house by TB manufacturer an acceptable ADR62 (eg. drawbar) evidence for TB approval application?	5	ADR 62 allows for approved calculations to be used. FEA is a type of application where a calculation can be used, however the model used will need to be validated.
When making a SEVS application, how does the applicant know if someone else is applying for the exact same vehicle range. Visibility required to reduce costs	5	If someone puts in an application while we are assessing a similar application and before we have published a SEVs entry, we can refund the application fee. Each SEVs application is assessed on its merit - if we have two applications for the same vehicle and one has all the supporting information it will go through, but if the other has limited or some data is incorrect it may not be approved. All applications are in confidence and we don't release any information to any other parties.

Question		Answer
Given the huge delays in processing anything concessional Rover related, do you feel contrary to what industry advised that you have sufficient resources	6	The Australian Government gave the department 18 additional positons in the Budget last year, and our Executive have approved additional labour hire and contractors. The challenge we are facing at the moment is about getting appropriate staff on board in the current employment market. We already have significantly more resources now than we had this time last year and can confirm that the continuing need to invest in additional resources has been recognised and is being actioned.
Why did you not acquire and train staff prior to the July 1 implementation	2	In anticipation of RVSA commencement, the department commenced recruitment and training activities early in 2021. Additional resources have been provided by the department to cover surge requirements during transition.
What is the current status of the ADR Administrator circulars? There are numerous important and active circulars that are not applicable to RVSA.	6	We are still in the process of updating and providing additional guidance material. The Admin Circulars are different to the ADR circulars, which will be updated separately. The Admin Circulars were guidance only, however, in recognition of the importance industry placed on these the department will further review and cross check guidance materials to see whether anything else is required. However, it is not our intentions to replicate everything in the Admin Circulars as we don't believe this is necessary or appropriate.
To what extent (if any) does the RAV submission payment process delay the lodgement of the RAV entry?	3	The payment should be processed within about 15 minutes if paid by credit card. If payment is made by EFT this will take a bit longer because we have to issue an invoice.
Why is a ROVER account essential to obtain RAV Org & Submitter IDs (as inferred in the RAV Guide)?	3	A ROVER account is required in order to become an approval holder under RVS legislation. An individual ROVER user with an appropriate level of authority to act for a type approval holder will be able to manage RAV Org and Submitter IDs. RAV submitters will not need a ROVER account.
How to update a single ADR (such as ADR 35/06 which will be in effect for all existing vehicles from Jan 1st 2022) to an approved VTA Opt-In?	6	There are a number of options - you can update the details in your existing IPA and then opt-in, or alternatively you can opt in-first and once your RVSA approval is listed in ROVER there is an option to submit a VTA variation.
Why does it take a month to get a rover info response	5	Everyone should receive an email acknowledgement of receipt. We then forward your email to relevant SMEs for response. We have prioritised certain types of responses, for example, if you have issues getting into the system, we contact you as soon as possible. Some questions take quite a lot of investigation. Some technical questions need toi be referred to the assessment teams. We have increased the number of people working on our email inbox. If you feel the delay is a problem please reply back to us and mark it as urgent in the subject heading.

ARD 38/05 – Trailer brakes, Light Trailer overrun brakes, ATM under 4.5 ton, "must be equipped with an efficient Service Brake System" How to supply proof	6	The requirements have changed in the production of the new legislation. It's more declaration-based so no evidence or proof is required to be submitted. If you are unsure or you have a proposal you want to discuss with us, please send us an email.
Will a component manufacturer's statement of compliance to the applicable ADRs constitute proof of compliance for that component?	5	There is no self-certification, so if you make an application for a component type approval you should provide supporting information, for example, in the form of an EC approval - but some information or evidence needs to be provided before we can provide an approval.
When is the next ROVER update and what will change in the next upgrade	6	Early October - but not during the public holiday. There will be a number of new functions in the next upgrade, including enhanced authority to act functionality. Not everyone will need to have a signed letter to act on behalf of an organisation, they will be able to be signed through ROVER itself with the ability to send contribution and elements of an application for others to complete. Others have already been mentioned, including RFIs with record numbers attached to it so you know where to look. Also additonal vary functionality – we have CTA and VTA vary but not currently for RAWs and other types - these will be rectified in the update.