

Unanswered Questions

Question

What is the correct procedure for migrating approved production facilities to manufacturing facilities. I cant seem to find the procedure via Rover?

The legislated time period of 30 business days for the processing of a Concess. RAV entry approval is too long for SPVs. Applications are generally submitted as soon as possible but a significant number are becoming urgent. When all applications come through to ROVERinfo as "Urgent" what's the plan?

Why has a response not yet been received to Test Facility related queries raised more than 6 weeks ago and also related to RAV entry fee Payment agreement(s) being sought from the Dept, despite also several follow-up emails being sent, since the initial lodgement of all queries?.

There have been a number of TFI's raised for issues that could have been requested when filling in the original form. Given that it is taking in excess of 4 weeks to get the RFI this is causing massive delays until people become familiar with the process and/ or the forms get fixed.

Votes Response

1 Production facilities have been replaced by manufacturing and design facilities that are entered with each application, so no migration is required. Applicants submitting multiple applications may find use of a browser, such as Chrome, that allows auto entry of addresses to be of assistance.

1 Legislated periods for assessing approval applications are defined in the RVS legislation. The department has developed its systems and staffing levels to meet these timeframes. With the full commencement of the RVS legislation on 1 July 2021, the department is processing a significantly higher number of applications; and we are focussed on meeting the timeframes defined in legislation. As the ROVER system and industry applications improve we expect a reduction in approval assessment timeframes. The department has commenced reaching out to SPV peak bodies to better understand the import process for these vehicle and is also engaging with the NHVR to review application requirements. In the meantime, the department has asked that industry help us better respond to urgent applications by emailing ROVERinfo@infrastructure.gov.au with the application number and explaining why you need the application to be processed ahead of the 30 day statutory period.

0 The department has been receiving a very high volume of queries and is addressing these as fast as it can while trying to prioritise more urgent requests for assistance. All applications to enter into an agreement to pay RAV entry charges after vehicles have been entered on the RAV should now have been responded to - if you still have an application outstanding, please email ROVERinfo@infrastructure.gov.au and include "Pre-approved RAV submitter agreement application" in the subject line.

0 The form will highlight in red if information has not been provided against some of the fields. Every form also has a comments section that can be used to provide additional information if you feel that any information you have included does not fully address the form requirements and/or you wish to clarify the response you have provided. The department is keen to receive feedback from industry about future improvements that can be made to ROVER and we encourage you to provide specific examples, with screenshots if possible, of these types of issues to ROVERinfo@infrastructure.gov.au

Lack of a dedicated person to assist in resolving bugs and workarounds or questions on how to use the system is causing delays. In these situations it is not acceptable to wait weeks for an email response

Many people seem to be putting a trial application through the systems to understand the rules around what then need to do. after several weeks they have no response. Need a process for prioritising the first applications so people can find out what they are doing wrong faster

the System should autofill details that are repeated frequently. This should be done in ROVER because it has the correct data in the system. Some users have been recommended to use Chrome for the autofill function this is not satisfactory

test facility approvals have been listed in person names rather than company names. Only registered ACN/ABN holders should be listed

When attaching files in response to a RFI (Test Facility Approval), files that I attached didn't show up later. So I had to attach them several time without any success. But when I contacted you over the phone all the files that I tried to attach had been actually attached. That's the bug.

0 The ROVER call centre team is able to troubleshoot basic ROVER issues. Due to the Canberra COVID lockdown the call centre has only recently been able to resume taking calls in real time. The call centre teams is working through a backlog of emails and call backs. Complex ROVER issues, such as bugs, should be sent to ROVERinfo@infrastructure.gov.au

0 Application are assessed in the order that they are received, and are expected to be completed within legislated timeframes. However, applications are not necessarily decided upon in date order due to factors such as the need to seek additional information from applicants, and the time taken to respond to such requests.

0 ROVER autofills applicant information automatically. Information relating to non-regulated entities is not stored in ROVER.

0 Testing facility approvals are issued in the name of the applicant. Applications for testing facilities can be granted for individuals or organisations.

0 Thank you for updating us with the status of this issue. Where there are difficulties using ROVER, we appreciate reports of specific issues with screen shots being emailed to ROVERinfo@infrastructure.gov.au

Is the department to audit VTA applications and the AVV to cover RAW and Model Reports?

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The department no longer conducts audits as it did under the MVSA. Under the RVSA, it may undertake inspection activity related to applications, monitoring compliance and investigating non-compliance. Inspections may be undertaken as part of processing and considering an application. Both delegated officers and appointed RVSA inspectors may undertake inspection activities related to applications. In the future, targeted proactive compliance monitoring activities will occur. These activities will be undertaken to ensure that relevant approval conditions are been adhered to and/or to monitor a regulated entity's compliance with the RVS legislation. For more information regarding compliance and enforcement please see https://www.infrastructure.gov.au/vehicles/compliance_and_enforcement/index.aspx