



Australian Government

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



# How to report a vehicle safety or non-compliance issue without a ROVER account

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# How to report a vehicle safety or non-compliance issue without a ROVER account

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

There are 4 categories for reporting vehicle safety or legislative non-compliance issues – a road vehicle, a road vehicle component, a company or person, and a matter unrelated to the other 3 categories. This guide covers all 4 categories and is for people reporting an issue **without** a ROVER account.

## Recommended browsers

The recommended browsers to use when accessing ROVER are Google Chrome, Firefox or Microsoft Edge. We **do not** recommend using Internet Explorer and Safari.

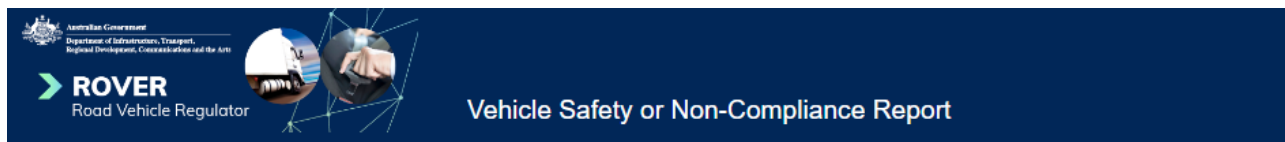
**Important:** Red asterisks \* in the report form are mandatory fields. You must complete those fields before proceeding further.

# How to submit your report

Open the [online form](#).

## Step 1.

Read the **Before you begin** section. To acknowledge that you have read and understood the **Privacy Declaration**, tick the box underneath the **Collection and use of information** section. After you complete the declaration, scroll down to the next section.



### Before you begin

If your concern relates to driver behaviour or a vehicle that is not roadworthy, please report that to your state or territory police or vehicle registration authority.

Before reporting your concerns please consider the following:

- Read and understand the owner's manual for your vehicle. Sometimes a concern can be quickly resolved by understanding how particular features of your vehicle operate.
- See if your vehicle is subject to a recall. You can search for your vehicle on the [Vehicle Recalls website](#) or contact the vehicle manufacturer.
- Contact your dealership or supplier and discuss your concern or issue directly with them.
- Contact the vehicle manufacturer. Most manufacturers have a customer service section that may be able to assist. After reporting a concern to the manufacturer, distributor or supplier you should allow a reasonable time for them to reply and address your concern or issue.

### Collection and use of information

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) collects personal information in accordance with the *Privacy Act 1988*, and as authorised under the *Road Vehicle Standards Act 2018* and *Road Vehicle Standards Rules 2019*, for the purpose of considering or addressing your concern or issue.

Please note the department collects, and may use the personal information in a *Vehicle Safety or Non-Compliance Report* to assist in identifying systemic vehicle safety issues or legislative non-compliance. In some cases the information you provide may be used to support compliance monitoring and enforcement responses.

The department will store your personal information securely. Your personal information may be disclosed to third parties including:

- Vehicle manufacturers or suppliers
- Commonwealth, state or territory regulatory authorities or law enforcement agencies
- State and territory vehicle registration authorities
- State and territory emergency services
- Coroners.

If you do not want your report to be disclosed, select 'no' to the question 'Can this information be disclosed to other parties?'.

You may choose to submit your report without personal or contact information. You may also provide explanatory notes that you are comfortable with your information being disclosed to some parties but not others.

The department's [Privacy Policy](#) contains information regarding complaint handling processes, and how to access or seek correction of personal information held by the department. The Privacy Officer can be contacted at [privacy@infrastructure.gov.au](mailto:privacy@infrastructure.gov.au).

Privacy Declaration \*

have read and understood the department's Privacy Policy and how the department will use information I have provided.\*

# Who is submitting the report?

## Step 2.

In the **Reported by** section, you have 3 choices for who is submitting the report: **Myself**, **Someone else I represent** and **I would like to report anonymously**. Depending on which option you choose, the information you need to provide will differ.

## Submitting a report as yourself

Tick the box next to **Myself**. New fields will appear under **Submitter details**. Enter your details into the fields and scroll down to the next section; **Report details**.

**Reported By**

**Who is submitting this report?\***

**Myself**

Someone else I represent

I would like to report anonymously

The reporter can be:

- Myself
- Another individual
- Organisation
- Anonymous

**Submitter details**

<b>First name*</b>	<b>Last name*</b>
<input type="text"/>	<input type="text"/>
<b>Email</b>	<b>Phone</b>
<input type="text"/>	<input type="text"/>

## Submitting a report on behalf of someone else

Select **Someone else I represent**. New fields will appear under **Submitter details** and **Entity details**. Enter the details for yourself (Submitter) and the entity you are representing (Entity) into the fields and scroll down to the next section: **Report details**.

**Reported By**

**Who is submitting this report?\***

Myself

**Someone else I represent**

I would like to report anonymously

The reporter can be:

- Myself
- Another individual
- Organisation
- Anonymous

### Submitter details

<b>First name*</b>	<b>Last name*</b>
<input type="text"/>	<input type="text"/>
<b>Email*</b>	<b>Phone</b>
<input type="text"/>	<input type="text"/>

### Entity details

<b>Legal entity name*</b>	
<input type="text"/>	
<b>Email</b>	<b>ABN</b>
<input type="text"/>	<input type="text"/>
<b>Website</b>	<b>ACN</b>
<input type="text"/>	<input type="text"/>
<b>Phone</b>	<b>ARBN</b>
<input type="text"/>	<input type="text"/>

## Submitting a report anonymously

Select **I would like to report anonymously**. Then scroll down to the next section: **Report details**.

### Reported By

**Who is submitting this report?\***

- Myself
- Someone else I represent
- I would like to report anonymously

The reporter can be:

- Myself
- Another individual
- Organisation
- Anonymous

If you are reporting anonymously, please provide all relevant information before submitting as we will not be able to contact you for further details.

**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.

# How to add Report details

## Step 3.

In the **Report details** section, under **What does your concern relate to?** open the dropdown menu and select the type of concern you want to report. There are 4 options:

- a road vehicle
- a road vehicle component
- a company or person, and
- other (this covers matters unrelated to the other 3 categories. If you select **other**, a free text box will appear asking you to provide details).

Next, complete all the fields. Depending on your answer, you may be asked for further details.

If you select **Yes** for **Has there been a death or injury relating to this report?** a free text box will prompt you for additional information.

Once you have added all the relevant information, scroll down to the next section where you will provide specific details for the matter you are reporting. Depending on the category you have selected, the information you need to provide will differ.

### Report details

What does your concern relate to?\*

Category\*

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

No  Yes

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.\*

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 will receive a reference number when you submit this form.\*

Have you reported the matter to responsible person or organisation?

No  Yes

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](#).



## If you select Other

If you select **Other**, under **What does your concern relate to?** A mandatory **Please specify** free text box will appear for you to provide details. Once you have added all the relevant details, scroll down to the next section; **Comments and any other matters** and skip to **Step 5** (see page 10).

### Report details

What does your concern relate to?\*

Other

Please specify\*

## How to enter road vehicle, road vehicle component or company/person details

### Step 4.

Depending on the type of issue you are reporting – a road vehicle, a road vehicle component or a company/person – the information you need to provide will differ. Complete the mandatory fields (marked with a red asterisk **\***) and as many optional fields as possible. Then, scroll down to the last section; **Comments and any other matters**.

### For a road vehicle

If you have selected **A road vehicle** from the dropdown in **Step 3**, new fields will appear under **Road vehicle details**. The mandatory fields in this section are **What type of vehicle are you reporting on?**, **Make** and **Model**.

### Road Vehicle details

What type of vehicle are you reporting on?\*

Make\*

To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.

Model\*

Variant

When was the vehicle manufactured?

Year (YYYY)

Month (MM)

## For a road vehicle component

If you have selected **A road vehicle component** from the dropdown in **Step 3**, new fields will appear under **Road vehicle component details**. The mandatory fields in this section are **What type of component are you reporting on?**, **Make** and **Model**.

### Road vehicle component details

What type of component are you reporting on?\*

Make\*

To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.

Model\*

Variant

When was the component manufactured?

Year (YYYY)

Month (MM)

When was the component purchased?

Year (YYYY)

Month (MM)

Was the component new or used?

New

Used

What is the serial number or equivalent for the component?

Serial number

Approval number

## For a company or person

If you have selected **A company or person** from the dropdown in **Step 3**, new fields will appear under **Company or person details**. The mandatory fields in this section are **Name**, **Phone number**, **Email address**, and **Country**.

### Company or person details

If this company or person is operating under RVSA approval, please provide their approval number (if known).

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.

Approval number

e.g. RAW-000000

Name\*

ABN

Name of contact person

Phone\*

Email\*

Business Address:

Address Line 1

Address Line 2

Town/Suburb

Country\*

State/Province

Postcode/Zipcode

## Adding comments and any other matters

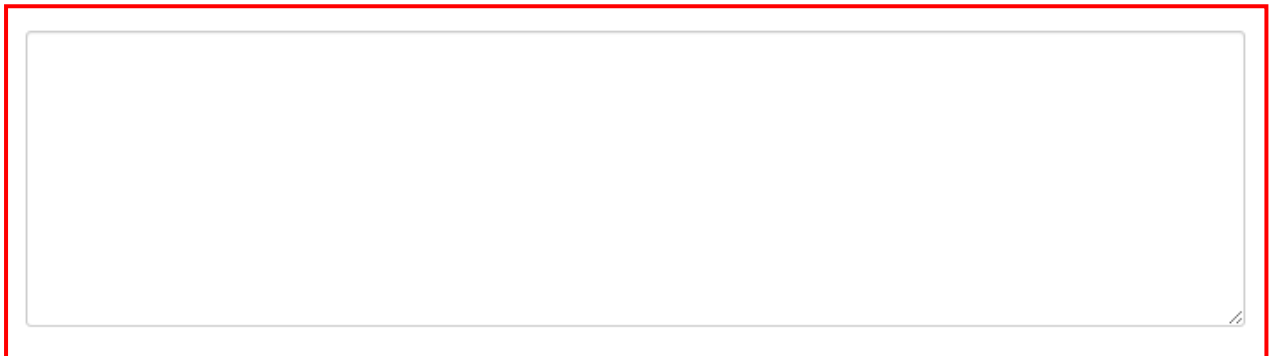
### Step 5.

Write any comments or additional information in the free text box provided. If you have any extra supporting information, such as digital photos, you can email them to [vehiclecompliance@infrastructure.gov.au](mailto:vehiclecompliance@infrastructure.gov.au) quoting the reference number you will receive after submitting your report.

If your report is anonymous, please provide as much detail as possible as the department will not be able to contact you once it is submitted.

Once you have added your comments, scroll down to the next section; **Declaration.**

#### Comments and any other matters



# Declaration

## Step 6.

Read the **Declaration**. To acknowledge that you have understood and agree with the statements, tick the box underneath the declaration and then click on the **Submit** button.

### Declaration

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.

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

Submit

If you have missed a mandatory field, when you click **Submit** you will be returned to the top of the form and an error message will explain why your report could not be submitted. You can click the hyperlink in the error message and will be taken to the relevant section of the report.

**i** The form could not be submitted for the following reasons:

[Accept the privacy policy declaration is a required field.](#)

Once you have submitted your report, a confirmation page with your reference report number will appear on the screen.

Thank you for reporting your concerns. X

Your report reference is **2024-07-A9KI90**

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.

From the confirmation screen, you should print or download a PDF copy of the report for your records by clicking **print this screen**.

If you have questions about the message you have received, please contact the department:

Email: [ROVERinfo@infrastructure.gov.au](mailto:ROVERinfo@infrastructure.gov.au) (for ROVER assistance)

Phone: 1800 815 272 within Australia (Monday to Thursday 9 am to 5 pm, Friday 9 am to 4 pm, current time zone in Canberra, ACT)

Phone: +61 2 6274 7444 (calling from overseas)

See your report details below. Please **print this screen** if you want to keep a record of your submission.

## Further information

For further information on ROVER, please visit the [RVS guides and resources](#) page of our website or submit an [online enquiry](#).