Questions Answered During Webinar

Question	Votes	Response
You talk about DITRDC's efforts to improve ROVER efficiency. Can you please provide us any information as to the page load time criteria you are pursuing. As it stands, the improvements will have to be massive to make ROVER even close to as fast as RVCS to use. And that should be the MINIMUM target	7	On average, page load time on the ROVER portal is currently 5 seconds (January and February Google Analytics data). Our deep dive analysis has identified a number of areas where performance is significantly worse and that is where our efforts have been focussed. These areas align with the feedback we are receiving from industry. We have identified why ROVER is slow in these areas and have a forward work plan that should significantly improve performance in these areas. Individual experiences will be different and include other factors, including the size of your application, local internet performance, devices used, and where you are located. We are targeting average performance improvements rather then setting 'x' seconds.
How does the Department intend providing industry wide interpretations relating to compliance and ADRs.These used to be provided in the Admin Circulars or email to peak industry bodies? How do individual assessors ensure treating the same situation in the same way when examining various applications	5	Administrator's Circulars, with the exception of ADR-specific circulars, no longer have any standing under the RVS legislation. Information in circulars have been replaced and included in RVS guidance material where appropriate. The department has developed comprehensive internal policies and procedures that are available to all assessors to ensure consistency in assessment and decision-making.
Since February, Toyota has experience an error rate for RAV entries of 3%. Although the fix is straight forward requiring Toyota to resubmit the RAV entry, this is requiring additional monitoring. Is there any reason for this error rate or improvements planned to address this?	4	A minor update was implemented on 2 March that has resolved the underlying issue. If you experience any further errors, please let us know via email at RAVquestions@infrastructure.gov.au
ROVER Speed - any updates on when the system will upgraded to cater for faster processing speed?	3	The department has prioritised improving ROVER performance and has already implemented a number of changes that have resulted in increased performance. This work is ongoing and, as a result of this current focus, the roll out of ROVER Release 7.0 has been delayed until comprehensive testing can be undertaken to ensure that additional features and functionality will not have a negative impact on performance. The department will advise stakeholders of a release date as soon as it is able to.

Approval Listing in User Portal - When will additional fields be added to show the make/model which the approval relates to - current listing of approval numbers creates havoc when searching and is very time consuming.	The department has implemented a number of improvements to make it easier to sort and find applications. Further functionality will be included in the next release of ROVER, including a 'nickname' feature to allow applicants to nominate a name for their application, which could reflect the make and model if desired.

3

Under RVSA, it seems that the provision to import a single (Australian spec) vehicle used overseas by an Australian traveller using a Letter of Compliance from the OEM has been removed. Correct? This method was used for tourists buying a car from the Aust distributor and using it on overseas holiday	That is correct, this provision is not specifically included in the Rules. However, if an applicant is able to satisfy a decision maker that the vehicle is suitable for entry on the RAV, then an approval can be granted for the vehicle. Information from a vehicle type approval holder that the vehicle complies with applicable standards and is otherwise identical to a vehicle covered by a type approval could be considered in deciding if the vehicle is suitable for entry on the RAV. In these cases, applicants should apply for a 'personal effects' vehicle under the Single Road Vehicle application in ROVER and ensure they include in the comments section that they are seeking consideration that the vehicle is otherwise suitable for entry on the RAV, as well as a detailed reason for this.

2

The Department has previously stated that it isn't possible to submit a concessional RAV entry application for a vehicle not yet manufactured. This forces SPVs to sit around for up to 6 weeks after production before they can be registered/imported purely due to red tape. Why can this not be changed?	Section 38 of the Rules includes a criterion that the vehicle "complies with the applicable national road vehicle standards, as in force at the time the Minister decides the application, to an extent that makes it suitable for use on a public road in Australia." Section 41 of the Rules includes a similar clause, that "the Minister is satisfied the vehicle is suitable for entry on the RAV". It is difficult for the decision maker to be satisfied of either of these where a vehicle is not yet complete. This issue can be looked into in more detail as part of the post implementation review of the RVS legislation.

2

Currently unable to view what has been approved against a VTA, without initiating a Variation submission against the VTA. Can a display be setup to show the forms (SE form names in RVCS) that have been approved against a VTA?	RVSA approval documents show the applicable ADRs, level of compliance and their document references, however opted-in applications will refer back to the MVSA approval until the first variation in ROVER. Previous approval information is still available in RVCS. Once an application has been varied in ROVER, you will be able to see all your updated information. Please note that if you are only varying an approval to maintain currency (for example, adding ADR 61/03), there will be no charge - charges are only applied when there is a change in scope of the approval.

4

Is there any update on guidance material in regards to entering a Test Vehicle onto the RAV once VTA is obtained?	Updated guidance for entering testing and market evaluation vehicles on the RAV was added to the *Guide to non-RAV entry import approvals* (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/importing-vehicle/non-rav-entry-import-approvals/guide-non-rav-entry-import-approvals) in January 2022.

2

When submitting a brake variant, entry field of 'Emergency Brake ERC' states 'Emergency Brake ERC must be less than 0.18' - this is incorrect in accordance with ADR 38/05 clause 8.1. 'to have an 'Established Retardation Co-efficient' of not less than 0.18' - will this be fixed in the ROVER 7?	2	Yes, updates to these forms will be included in the next release of ROVER.
ROVER outages - Is it possible to be informed when/if ROVER is going to be offline for maintenance/updates and for what duration? [Current outage from 6pm EST 1/3/2022 - Departmental website also offline] as sudden outages cause further usability issues, especially for O/S users.	1	The department will always notify stakeholders well in advance about planned maintenance and/or ROVER outages. Occasionally there are unplanned outages due to technical issues that cannot be foreseen. In these cases, the department will notify stakeholders as soon as it is able to, and will work to rectify the issue as a high priority.
Model Report Complexity - Is it possible for the guidance material to be updated to reflect the actual requirements and process of a Submission ilo of the general guidance given. Current MR requirements far exceed those for a VTA and require the same information to be inputted more than once.	1	There are currently two detailed guides relating to Model Reports - the *Guide to applying for a Model Report approval* (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/rvs/model-reports/guide-applying-model-reports-approval) and a *Guide to developing a Model Report for SEVs vehicles* (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/road-vehicle-standards-laws/guides-and-resources/guide-developing-model-report-sevs-vehicles). Both contain comprehensive information on what should be included in an application. The department is always open to suggestions for improvement. If you have any specific requests or suggestions, please let us know by using the 'Contact us' form on our website.
Is there a page within ROVER for us to see all RFIs? We received an email yesterday stating there was an RFI for us, but when we log in we cannot find it by checking our "my applications" list.	2	If you have received an RFI, it should be visible in your ROVER portal. Make sure you are looking at the appropriate authority to act if you act for multiple organisations. There have been a few instances where applications have been processed in error while RFIs were still pending, which would result in the RFI no longer being visible. If you are unsure about the status of an RFI, please contact the department and we will investigate it for you.
RAV Corrections Update - how long does it take to update the RAV once an error has been corrected? Currently it's taking more than two weeks to appear on the public search page	2	Most corrections appear on the public RAV within 24 hours of processing. However, some corrections can take longer because the public RAV relies on the delta (change) in the RAV before publishing. In cases affecting a primary key, such a deleting a VIN, it can take up to two weeks to reissue as this is a 'negative' change, not a 'positive' one and requires manual processing by the department.

Is there a process that enables the user to withdraw an application [Assessment in progress] that has been submitted and paid for? If so, please provide guidance. Thnx.	1	The next release of ROVER will include withdraw, amend and resubmit functionality for applications that have been submitted and paid for. In the meantime, please use the Contact us form to request withdrawal of an application and we can do this manually for you.
Is there guidance material available on the process to update a Pre-Release VTA with the applicable CI information? Furthermore, does the 6-month time limit to update the Pre-Release VTA INCLUDE the departmental 60 business day processing times?	1	Pages 14 and 15 of the *Guide to vehicle type approvals* (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/rvs/vehicle-type-approvals/guide-vehicle-type-approvals) cover pre-release evaluation vehicles and states that the compliance information forms must be submitted to the department within 6 months of the date of the approval being granted. Conditions of approval will be in line with this guidance. The guide also says that the approval must be varied to submit the required information. The process for variation is covered in other guidance.
What is the name of the guidance for Test and Evaluation vehicles and uploading onto the RAV? Finding the correct guidance is very difficult	2	This information is included in the *Guide to non-RAV entry import approvals* (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/importing-vehicle/non-rav-entry-import-approvals/guide-non-rav-entry-import-approvals).
Currently, issues are being encountered when a vehicle has undergone SSM (ie. Interior fitout) and a second SSM (ie. GVM increase) is unable to be attached to the RAV record. Can you please confirm there is no restriction on number of SSM on RAV entry and provide guidance material on how to manage?	1	There are no limits on the number of SSM entries on the RAV for a particular vehicle. Each RAV entry will require a unique VIN and approval number. In cases where the base vehicle was approved under the MVSA, the SSM entry will be the first entry on the RAV. Guidance is available on this.
RVD & Bus Datasheet - will functionality be introduced to allow the user to save their inputs as they go or upload the info in format like CSV? When inputting numerous variant data, the system sometimes crashes and the user then has to re-enter the all the data - very time consuming	1	Functionality already exists to save as you go, and the department encourages you to do so, especially for applications where you are adding a large number of variants. This functionality will be further improved with the next release of ROVER. Please note that bus datasheets are optional but become mandatory once they are commenced as part of a CTA application.
Is there a specific date confirmed for the next ROVER update to be available?	1	Release 7.0 for ROVER has been delayed due to an increased focus on improving current performance. The department will advise stakeholders as soon as a date has been confirmed for Release 7. An interim update that will focus on performance enhancements is expected to implemented in the next few weeks and stakeholders will be provided with advance warning of any planned outage to implement this update.

Question		Response
There must be a mechanism to allow an In-Principle support of ADR interpretations, or M&I applications ahead of a VTA application. The product cycle means that design is committed to well in advance of the VTA process, and industry need this advice/ input from the department ahead of that time.	2	The department has considered whether we can grant M&I approvals ahead of application process as requested by industry. Following the provisions of the current legislation, and broader government decision making principles, we cannot approve M&I requests outside the application process. However, in the longer term we will consider amending legislation to include separation of M&I applications from full application types so that any decisions M&I decisions made are lawful and are covered by procedural fairness provisions.
Currently getting errors for RAV entries for Second Stage Manufacturer. Error states that an entry already exists, however this is meant to be the case as the 1st stage vehicle entry has to be there first. In these cases the 1st stage vehicle is on the RAV	1	If the SSM entry has a unique VIN and approval number, and there is already a RAV entry for the base vehicle, the SSM entry should be valid. Please contact the department using the Contact us form if this issue persists.
When will ROVER be updated to support multiple emails to both Submitter and Primary contact as stated in the Slido response from Webinar 6 - 27 Oct 21	1	ROVER notifications have been reviewed to ensure consistency across application types and to incorporate the submitter and approval holder primary contact in email correspondence. Identified changes to existing functionality will be implemented with Release 7.0.
As previously noted with the department, will ROVER 7 allow consecutive applications under the one approval?	1	Release 7.0 will include withdraw, amend and resubmit application functionality. A later release will also include a clone feature that will make it easier to submit similar applications. However, only one variation application per approval can be submitted/in the system at a time at this stage.
The RVD does not accept the previous #### or blank fields which was used in RVCS for cab-Chassis variants. Since these vehicles are completed by a body-builder before they are registered, there is no Tare mass, suspension, body-style, dimensions on the RVD. How do we handle these vehicles?	1	Currently, where the information is a mandatory field ROVER will only accept numbers. In these cases, you will need to include an expected number and add comments in the relevant section. The ability to include special characters will be included in a future release.
When will the actual model name be available to declare while submitting VINs into RAV?	0	There is a known bug in ROVER for low ATM trailers where, rather than providing a model name, it uses the vehicle category code in the RAV entry. This is being addressed as a high priority and will be deployed before Release 7.0.
At the last webinar, it was stated that the ability to include multiple VINs in a single application (e.g. Concessional RAV Entry) is scheduled for a future upgrade to the ROVER system. Can you provide any details regarding expected timeframe for this?	0	The 'submit multiple vehicles on a Single Road Vehicle application' feature is currently scheduled for ROVER Release 8.0. A release date is not yet scheduled.