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The purpose of this guide

This guide is an introduction to Basic Fatigue Management Accreditation. It summarises what operators need to do in order to qualify for accreditation and to stay qualified. It explains what drivers are required to do to obtain proficiency in Basic Fatigue Management (BFM). It also explains where to find other important information about the scheme.

Fatigue Management Accreditation on page 4 explains the purpose of accreditation so that you can see what it is intended to achieve, why performance standards are required, and the reason audits are carried out on accredited operators.

The Fatigue Management Standards and how you can meet them, starting on page 5, lists the performance standards for BFM that you will be required to meet if you want to become an accredited operator in BFM. This section also explains what the standards mean and what you need to do in order to meet them.

Documents you must keep on BFM page 13 lists the documents that you will need to create and maintain to demonstrate that you meet the standards. They represent your firm’s Fatigue Management System.

The audit process on page 18 covers the auditing process that will be carried out regularly, and how to prepare for an audit. It also explains when an unscheduled audit may be required.

Other information to help you on page 19 is a list of papers, reports, and other useful information prepared by the National Heavy Vehicle Regulator (NHVR) and the National Transport Commission (NTC). These documents provide more detail about accreditation and your responsibilities as an accredited operator.

If additional flexibility is needed, please refer to Advanced Fatigue Management (AFM) Accreditation on the NHVR website at; www.nhvr.gov.au/safety-accreditation-compliance/fatigue-management/work-and-rest-requirements/advanced-fatigue-management-afm
The aim of Fatigue Management Accreditation is to achieve improvements in road safety and transport productivity. The Fatigue Management Module is primarily about road safety, but it also provides added flexibility for operators who implement auditable accredited systems to manage driver fatigue. Fatigue management encourages heavy vehicle operators to take more responsibility for the safety and well-being of drivers and other road users.

Benefits to the community include better and more consistent compliance with road safety standards.

If you are an accredited operator you must know what your drivers schedules, trips and rosters are to ensure that they do not exceed the approved work and rest times.

The important thing is that you write down the method you use, and explain how it works. This will be your Fatigue Management System. To stay accredited you need to have documents that prove your method works and your drivers keep within the specified limits. In part, this means keeping records of schedules, rosters and work diaries. You must also be able to prove that you always follow your written procedures.

Performance standards have been developed to ensure that everyone in the scheme has achieved the same standard of compliance. Your Fatigue Management System must comply with these standards, which are explained later in this guide.

Accredited operators are audited periodically by independent auditors to ensure they continue to meet the standards required by the scheme. If your audit is successful, you can apply to have your accreditation continue. Alternatively, you may be asked to improve your system in some way before your accreditation is reaccredited.
Fatigue Management Standards and how you can meet them

There are six Fatigue Management Standards that you need to comply with for BFM.

This section lists what the standards are and what they mean in practical terms. It also explains what you need to do in order to comply with the standards and how you can demonstrate that you are complying.

There are checklists at the end of the explanations as a reference to help you determine whether you meet the standards. If you can tick all of the boxes in each standard’s checklist, you will be complying with the standard. You will also be well prepared for an internal review (see Standard 5 on page 11) and for an external audit (see the audit process on page 18).

In the explanations of the standards on the following pages, the term ‘Fatigue Management System’ means the procedures that you develop and write down in order to qualify for accreditation. We will call your written Fatigue Management System procedures your FMS manual. The manual should contain all the relevant documentation that supports your FMS manual. The value of this approach is that it will assist an auditor and others to gain a good understanding of your system and what to look for during the audit. This should reduce the time an audit takes and consequently its cost.

It is important to remember that even if you are an accredited operator you are still subject to the law, and can be audited or inspected at any time, in order to make sure that you are conforming to the performance standards.

Example

At its simplest, the manual could be a list of procedures in a folder. If your company has ISO certification, the FMS manual could be similar to your company’s Quality Assurance Manual.
BFM Standard I: Scheduling and rostering

Scheduling of individual trips and rostering of drivers are to be in accordance with limits prescribed in legislation.

What the standard means

Scheduling and rostering practices are to ensure all trip schedules and driver rosters are planned and assigned in compliance with the legislated operating limits taking into account the transport task, and time for the transport task to be completed safely.

What you must do to comply

To satisfy this standard an operator must demonstrate the following:

1.1 Schedules and rosters are documented.
1.2 Schedules and rosters are monitored and regularly reviewed.
1.3 Action is taken to minimise fatigue risks when altering schedules and rosters.
1.4 Guidelines are in place for the use of relief or casual drivers where required.
1.5 The increased fatigue risk for a driver returning from leave is considered in scheduling and rostering of the driver.
1.6 Drivers are to have input into schedules where practicable to ensure trip plans are reasonable.
1.7 Schedulers provide sufficient advance pre-trip notification to ensure drivers can comply with legislation.
1.8 Schedules and rosters are planned to be reasonable and achievable under legislative operating limits.

Your checklist for Standard I

- Do you have a documented procedure outlining how schedules and rosters are to be planned?
- Are your schedules and rosters planned within legal limits?
- Have you documented all of your regular schedules and rosters?
- Do you have a written procedure for the regular monitoring and review of schedules and rosters?
- Do you have a procedure outlining the fatigue issues to be considered when altering schedules and rosters?
- Do you have a written policy detailing the increased fatigue risks to be considered when a driver returns from leave?
- Do you have a documented procedure outlining the use of relief or casual drivers?
- Do you have a documented policy on how much notice is given to drivers for major roster and schedule changes?
Standard 2: Fitness for duty

Drivers are in a fit state to safely perform required duties and meet the specified medical requirements.

What the standard means
This standard requires that a system be developed to ensure that drivers are in a fit state for work and can perform work duties safely.

What you must do to comply
To satisfy this standard an operator must demonstrate the following:

2.1 Drivers are certified as being fit to drive a heavy vehicle by a medical practitioner according to the assessing fitness to drive by Austroads (or equivalent document approved by the Standing Council on Transport and Infrastructure (SCOTI). The examination must include an assessment to detect drivers in the high risk group for sleep disorders. Examinations are to be conducted, as a minimum, once every three years for drivers aged 49 or under, and yearly for drivers aged 50 or over.

2.2 Procedures for driver fitness for duty, which address issues of driver health, use of drugs/alcohol, medical condition, well-being and state of fatigue.

2.3 Procedures for drivers to assess their fitness for duty prior to commencing and during work.

2.4 Procedures for the drivers to notify the operator if they are unfit for duty due to any lifestyle, health or medical issue both before and during work.

2.5 Any medical advice for drivers is taken into account when assigning duties.

2.6 Operators with two-up driving operations are to have procedures in place for undertaking two-up driver recruitment and team selection, and that the alternate driver’s comfort is optimised while resting in a moving vehicle.

Your checklist for Standard 2

☐ Drivers are certified as fit to drive, medical examinations are conducted as required and a medical register is kept.

☐ Defined procedures that address driver health, drug and alcohol use, medical condition, well-being and state of fatigue.

☐ Do you have a policy stating that drivers are only to be employed to do duties they are certified as fit to undertake through their medical fitness assessment?

☐ Do you have a policy stating that drivers must assess whether they are fit for duty due to any lifestyle, health or medical issue both before and during work, and must advise you if they are unfit for duty?

☐ For two-up operations do you have procedures in place for undertaking two-up driver recruitment and team selection, and that the alternate driver’s comfort is optimised while resting in a moving vehicle?
Standard 3: Fatigue knowledge and awareness

All personnel involved in the management, operation, administration, participation and verification of the BFM option can demonstrate competency in fatigue knowledge relevant to their position on the causes, effects and management of fatigue and the operator’s Fatigue Management System.

What the standard means

Fatigue knowledge and awareness is essential to ensure all employees, including managers, understand fatigue management issues and have the knowledge and skills to practice fatigue management and comply with the operator’s fatigue management system.

What you must do to comply

To satisfy this standard an operator must demonstrate the following:

3.1 That the operator has steps in place to ensure anyone involved in the management, operation, administration, participation and verification of the Fatigue Management System is made aware of the operator’s current fatigue management policies and procedures.

3.2 That all persons who hold a position of responsibility under the operator’s BFM:
   ■ are identified
   ■ have been inducted and regularly updated in the operator’s fatigue management policies and procedures
   ■ are able to demonstrate competence in managing driver fatigue, including understanding the causes, effects and symptoms of fatigue, and being able to apply strategies to better manage fatigue
   ■ if the person drives a heavy vehicle under BFM – that person is able to demonstrate competence with TLIF0005 Apply a Fatigue Risk Management System or a previously recognised training course

3.3 That they have:
   ■ established a procedure for maintaining the currency of knowledge in fatigue management for all people who hold a position of responsibility, including identifying if, and when, any re-assessment of competence is to be conducted, and ensuring that this has occurred
   ■ ensured that any knowledge needs are identified, and that appropriate action is undertaken to address those needs.

3.4 That records of competence of drivers, schedulers or those who supervise or manage drivers and scheduling staff have been maintained, including:
   ■ details of what, if any, training was undertaken, who delivered the training and when this training occurred if, and when any re-training is required
   ■ record of the qualifications of workers, including any units of competence achieved.

3.5 Drivers are provided with information to promote and encourage better management of their health
Explanatory note for assessment

For the purposes of assessment, the evidence required to demonstrate competence must be relevant to, and satisfy all the elements and performance criteria of, the specified unit. Performance must be demonstrated consistently over a period of time and in a suitable range of contexts including through written and oral tests, appropriate simulated activities and/or in an appropriate range of situations in the workplace.

Your checklist for Standard 3

- Do you have documentation that all employees and management responsible for rostering and scheduling have received training in relation to fatigue?
- Do you have documentation that demonstrates that all drivers have received training and assessment in relation to fatigue?
- Do you have documentation that new drivers or employees are given training in fatigue as part of an induction process?
- Do you have a written procedure outlining how regular and what assessment of training in relation to fatigue management needs are? Are they conducted for all people who hold a position of responsibility in managing fatigue?
Standard 4: Responsibilities

The authorisations, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of their operations under the BFM option are current, clearly defined and documented and carried out accordingly.

What the standard means

The compliant operation of the BFM module is dependent on all relevant personnel knowing and fulfilling their responsibilities to ensure that the requirements of the BFM standards are met.

What you must do to comply

To satisfy this standard an operator must demonstrate the following:

4.1 All relevant personnel are carrying out their duties and responsibilities compliant with the BFM standards and the operator’s fatigue management system.

4.2 Authorities, responsibilities and duties relating to the BFM system are current, clearly defined and communicated to all appropriate personnel.

4.3 Management practices are in place to deter non-compliance and implement corrective actions.

4.4 A communication process (e.g. in-trip communication with drivers, meetings, notices, newsletters) is in place to facilitate the exchange of information between drivers and management where practical and appropriate.

Your checklist for Standard 4

☐ Does documentation exist detailing the authorities, responsibilities and duties for fatigue management (can be specific documentation or as part of role statement or any other appropriate means)?

☐ Does the documentation clearly demonstrate who is responsible for what task?

☐ Documented evidence of a communication process for the exchange of information between drivers and management.

☐ Do you have policies in place to deter non-compliance and implement corrective actions?
Standard 5: Internal review

An internal review system is implemented to identify non-compliances and verify that the activities comply with the BFM standards and the operator’s Fatigue Management System.

What the standard means

The internal review process is an essential management tool that checks that the fatigue management procedures are being followed. Fundamental to the effective management of the fatigue risk is the capacity of the internal management system to assess fatigue risk and to identify, report and investigate incidents of non-compliance with requirements and take the necessary corrective action.

What you must do to comply

To satisfy this standard an operator must demonstrate the following:

5.1 Procedures are in place to define how an internal review program of the BFM standards is produced, conducted, reported and recorded at least every 12 months and corrective action taken where required.

5.2 Internal reviews are undertaken by competent persons not responsible for the activity being reviewed, where practical.

5.3 Procedures are in place to monitor, identify, report, investigate and record non-compliances and take the necessary corrective action to prevent further occurrences.

5.4 Procedures are in place to investigate incidents to determine whether fatigue was a contributing factor.

5.5 Records of drivers’ work and rest times are regularly reviewed to ensure compliance with the legislated operating limits.

Your checklist for Standard 5

- Internal reviews are conducted and recorded at least every 12 months and are undertaken by persons not responsible for the action being reviewed.
- The system is monitored to identify, report, investigate and record non-compliances and corrective action is taken.
- Incidents are investigated to determine whether fatigue was a contributing factor.
- Non-compliance reports are actioned and signed off.
- Drivers’ work and rest times are regularly reviewed to ensure compliance with operating limits.
Standard 6: Records and documentation

The operator will implement, authorise, maintain and review documented policies and procedures that ensure the management, performance and verification of the BFM option in accordance with the standards.

What the standard means
This standard requires a system to manage and maintain records that relate to the requirements of the BFM standards. Documented evidence must be maintained to demonstrate the level of compliance with the BFM standards.

What you must do to comply
To satisfy this standard an operator must demonstrate the following:

6.1 Policies, procedures and instructions covering all activities required to meet the BFM standards are authorised, current, clearly defined and available to all relevant personnel.

6.2 All BFM option records are legible, stored, maintained and available for management and audit purposes for at least three years.

6.3 Records of participating drivers are kept current.

6.4 Documents are approved, issued, reviewed, modified and accounted for in accordance with the operator’s prescribed control procedures.

6.5 Records must include individual driving hours records for all nominated drivers (e.g. work diaries, rosters, schedules).

Your checklist for Standard 6
- List of participating drivers is kept current
- Drivers medical records are kept current
- Policies and procedures are authorised, current, clearly defined and available to all relevant personnel.
- All records are legible, stored, maintained and available for management or audit purposes for at least three years.
- Work diary records of participating drivers are kept current records include individual driving hours for all nominated drivers
- Are all of your documents maintained in accordance with the document control procedures?
The items below could be included in your FMS manual in order to consolidate all your procedures for meeting the standards.

All documents specified in your FMS manual, must be kept for a minimum of three years for audit purposes. This includes the FMS manual itself, and any superseded procedures. Your manual must be kept (and updated) for as long as you participate in the scheme.

- Procedures outlining how rosters and schedules are to be planned.
  Standard 1: Scheduling and rostering
- Documented copies of regular schedules and rosters. Standard 1: Scheduling and rostering
- Procedures for monitoring and reviewing schedules and rosters.
  Standard 1: Scheduling and rostering
- Procedures for considering fatigue issues when altering schedules and when drivers come back from leave.
  Standard 1: Scheduling and rostering
- Procedures for drivers taking holidays.
  Standard 1: Scheduling and rostering
- Procedures for the use of relief or casual drivers. Standard 1: Scheduling and rostering
- Procedures for the regular review of drivers’ work and rest times for compliance.
  Standard 1: Scheduling and rostering
- Records of the review of driver’s work and rest times. Standard 1: Scheduling and rostering
- Driver’s work diary pages, stored in chronological order by driver’s name.
  Standard 1: Scheduling and rostering
- Procedures outlining drivers’ readiness for duty requirements. Standard 2: Fitness for duty
- Policy for the assessment of drivers’ readiness for duty by management.
  Standard 2: Fitness for duty
- Policy for driver medicals.
  Standard 2: Fitness for duty
- Records of current driver medicals.
  Standard 2: Fitness for duty
- Rehabilitation policy.
  Standard 2: Fitness for duty
- Procedures for the recruitment, selection and induction of employees.
  Standard 5: Management practices
- Procedures for personnel performance management.
  Standard 5: Management practices
- Records of any counselling or disciplinary action taken against employees.
  Standard 5: Management practices
- Policy outlining NHVAS-BFM training requirements for staff.
  Standard 3: Training and education
- Records of all staff attending training on the NHVAS-BFM policies and procedures, and the causes, effects and management of fatigue.
  Standard 3: Training and education
- Policy on identifying training needs and how they are to be addressed.
  Standard 3: Training and education
- Procedures for regular assessment of training needs.
  Standard 3: Training and education
- Records of training assessments undertaken.
  Standard 3: Training and education
- Records of information provided to your customers on NHVAS-BFM and when.
  Standard 3: Training and education
- Policy for staff communication.
  Standard 4: Responsibilities
- Records of staff meetings, newsletters, notices, etc produced to pass on important NHVAS FM related information.
  Standard 4: Responsibilities
- A list of all tasks in your Fatigue Management System and the names (or position titles) of all those responsible for carrying out the tasks.
  Standard 4: Responsibilities
- Procedures for the reviewing and updating documented authorities, responsibilities and duties.
  Standard 4: Responsibilities

Please note: While every attempt has been made to ensure the accuracy of the content of this guide, it should not be relied upon as legal advice.
Procedures outlining how an internal review is to be undertaken, including how often and the corrective action to be taken.
Standard 5: Internal review

Copies of internal reviews that have been completed. Standard 5: Internal review

Procedures for non-conformances including how they are to be monitored, identified, investigated and recorded.
Standard 5: Internal review

Non-conformance register with details of all non-conformances raised and their corrective action. Standard 5: Internal review

Procedures for investigating incidents to determine whether or not fatigue was a contributing factor. Standard 5: Internal review

Procedures for the conduct of quarterly compliance reports. Standard 5: Internal review

Records of quarterly compliance reports that have been completed.
Standard 5: Internal review

A current list of all drivers included in your accreditation.
Standard 6: Records and documentation

Procedures for the retention and maintenance of all NHVAS-BFM records.
Standard 6: Records and documentation

Records of all work diaries, timesheets and pay records, interception report books and who they have been issued to.
Standard 6: Records and documentation

Procedures for document control.
Standard 6: Records and documentation.

Documents you must carry in the vehicle for BFM include:

- copy of operator’s accreditation certificate
- a signed document from accredited operator stating that the driver is working under the operator’s accreditation, has been inducted into the operator’s BFM fatigue management system and meets the requirements relating to drivers under the accreditation
- work diary.
Operator obligations

An employer who is participating in the NHVAS fatigue module is required to:

1. Make a commitment to manage the employment of participating drivers so that they can comply with the requirements of the scheme.

2. Ensure that participating drivers have regular medical examinations in accordance with the requirements of the scheme (see page 16 for further detail).

3. Ensure that participating drivers and responsible employees complete an approved training course in fatigue management (see page 17 for further details).

4. Arrange for a review and assessment of their own performance in the scheme (see page 18 for further details on the review and assessment requirements of the scheme).

It is important that employers demonstrate their compliance with the requirements of the scheme. To do this, participating employers are required to:

1. Keep a record of the names, addresses and driver licence numbers of all participating drivers.

2. Keep a record of all trip schedules and driver rosters to demonstrate that participating drivers are complying with the work and rest requirements of the scheme.

3. Demonstrate that a system is in place for the review of participating driver’s work diaries.

4. Produce evidence that participating drivers and responsible employees have completed the approved training and that participating drivers have had the required medical examinations.

Bus operators

The bus industry will have access to default standard hours (standard hours for solo bus drivers). This option caters for the bulk of the bus industry. Bus operations needing more flexibility will have access to the same standard hours option as the trucking industry. This option still targets low risk operations requiring up to 12 hours work each day but which require more night time rest. If greater flexibility is needed, including more flexible hours, bus operators may access the BFM options.

These options provide more flexible work/rest limits, provided you put appropriate checks and balances in place to manage the higher risk of driver fatigue. Bus operators looking for greater flexibility may be accredited under:

- existing state based bus accreditation schemes (if available), provided that the scheme includes the BFM standards included in this guide; or
- accredited directly through NHVAS.
Driver’s obligations

A driver who is participating in BFM is required to:

1. Have regular medical examinations in accordance with the requirements of the scheme (see page 16 for further details).

2. Complete an approved training course in fatigue management (see page 17 for further details).

3. Carry and complete a work diary (unless operating under an exemption).

4. Carry a copy of their operator’s accreditation certificate.

5. Carry a signed document from the accredited operator stating that the driver is working under the operator’s accreditation, has been inducted into the operator’s BFM fatigue management system and meets the requirements relating to drivers under the accreditation.

A driver is unable to participate in BFM unless they are employed by an employer who is registered as a participant in the NHVAS fatigue module operating in BFM or is accredited under existing state based accreditation schemes. Drivers and responsible employees are required to complete an approved training course in fatigue management.

Medical examinations

Drivers who are participating in the scheme are required to have regular medical examinations. Each examination must be conducted by a qualified medical practitioner in accordance with the standards contained within the most recent edition of the document Assessing Fitness to Drive published by Austroads and the National Transport Commission (a copy is available at www.austroads.com.au)

Examinations are to be conducted, as a minimum, once every three years for drivers aged 49 or under, and yearly for drivers aged 50 or over.
Fatigue management training courses

A driver who is participating in the Fatigue Management Module and any responsible employees, who are involved in driver rostering, trip scheduling or developing BFM schedules are required to complete an approved training course in fatigue management.

The standards for BFM specify, in the standard on Fatigue Knowledge and Awareness that drivers, and schedulers and supervisory staff, must be competent using the competency units in the transport and logistics training package as benchmarks. Operators should ensure that their Fatigue Management Systems can show that their staff are qualified, by providing appropriate statements of attainment issued by the registered training organisation, as required by the BFM standards.

The competency units that apply to BFM are as follows:

<table>
<thead>
<tr>
<th>Drivers</th>
<th>TLIF0005 Apply a fatigue risk management system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedulers and roster staff</td>
<td>TLIF0006 Administer a fatigue risk management system</td>
</tr>
<tr>
<td>Any scheduler, or anyone who supervises drivers or schedulers</td>
<td>TLIF0006 Administer a fatigue risk management system</td>
</tr>
</tbody>
</table>

The training courses can only be offered by registered training organisations (RTOs) under the Vocational Education and Training (VET) sector organisations that hold NHVR approval.

For more information on the fatigue management training courses and NHVR approved RTOs please refer to the NHVR website at: www.nhvr.gov.au/safety-accreditation-compliance/fatigue-management/training-in-fatigue-risk-management
Audit process

To qualify for accreditation you must be audited by an independent auditor to verify that your record-keeping and other procedures ensure you can comply with the Fatigue Management Standards. This is called an On-Entry Accreditation Audit.

You must also be audited at specified intervals after you qualify so that your accreditation can be continued. These are called Scheduled Compliance Audits, and they are to check that you are doing what you said you would do. The first Scheduled Compliance Audit will be conducted between the sixth and seventh month after your accreditation has been granted.

After that, Scheduled Compliance Audits are required within the last nine months of your current accreditation period.

An additional audit (Triggered Compliance Audit) may be required if, for instance, it seems that you are not fully meeting all of the Fatigue Management Standards.

Your accreditation lasts for two years unless a Compliance Audit recommends that it be terminated sooner.

It is up to you to arrange and pay for these audits.

You can get the list of approved auditors from the NHVR website or by calling the NHVR on 1300 MYNHVR (1300 696 487).

What is an audit?

An audit is simply a check to make sure that your Fatigue Management System works and that you are complying with the Fatigue Management Standards.

For an application to be granted or an accreditation to be maintained before expiring, you must have an audit report that confirms your procedures and/or records are all correctly in place.

There are strict guidelines for auditors, but if you have successfully completed your own internal review first, the external audit shouldn’t be a problem for you.

The auditor may find some evidence of non-compliance and recommend that you take corrective action. Unless the non-compliance is persistent and serious, it won’t necessarily affect your re-accreditation in the long term; but you will have to demonstrate that you have taken successful corrective action before your accreditation will be maintained.
Applying for accreditation and other information to help you

Applying for accreditation and other information to help you.
These publications are all available from the NHVR website or by calling 1300 MYNHVR (1300 696 487):
- Business Rules of the National Heavy Vehicle Accreditation Scheme
- Mass Management Accreditation Guide
- Maintenance Management Accreditation Guide
- Mass Management Accreditation Standards
- Maintenance Management Accreditation Standards
- Mass Management Audit Matrix
- Maintenance Management Audit Matrix
- Advanced Fatigue Management Accreditation Standards
- Advanced Fatigue Management Accreditation Guide
- Basic Fatigue Management (BFM) Audit Matrix
- The list of NHVAS approved auditors is available on the NHVR website.

Applications and approvals through the NHVR
To apply for Fatigue Management Accreditation you can apply and pay through the NHVR, with NHVR staff ready to assist with applications and queries.

Applications and payments can be submitted to the NHVR online through web-based ‘smart forms’, or in writing by email, fax or post.

Fee Schedule
Information on the relevant fees for accreditation are located on the NHVR website at www.nhvr.gov.au/fees

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