

At the NHVR, our success lies in delivering excellent service to ensure a safe and productive heavy vehicle industry.

We aim to provide high quality customer service that is consistent, accountable and transparent.

As a customer service-driven organisation, we aim to deliver services in a professional manner, ensuring we take ownership of issues and proactively seek solutions.

We will review our commitments each year to continue to shape and improve our organisation around customer needs.

The NHVR is a facilitator, not a roadblock. We want to make it easy for you to run your business in the safest and most productive way.



Sal Petrocchio
CEO

One regulator, one rule book.

Have your say

We use your feedback to improve our services for the benefit of all our customers.

Customer service data will be published in the NHVR Annual Report and available on our website.

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Customer Service Charter

**Working together
today for a safer and
stronger heavy vehicle
industry tomorrow**



Our service standards

Our service standards are guided by our core values and a vision for a safe, efficient and productive heavy vehicle industry serving the needs of Australia.



Our values	Our commitments
<p>People matter</p> <ul style="list-style-type: none"> • Seek to understand • Be respectful • Set high standards • Listen to others • Do what we say we will 	<ul style="list-style-type: none"> • Be professional and treat everyone with respect and courtesy • Business dealings are efficient and transparent • Respect privacy and keep information confidential in accordance with relevant legislation • Resolve complaints as quickly as possible, with an outer limit of 15 business days • If complaints cannot be resolved within that time, customers will be kept informed of progress • Provide easily accessible avenues for feedback
<p>Customer first</p> <ul style="list-style-type: none"> • Understand our customers • Dynamic and responsive • Service delivery excellence • Accuracy in everything • Act professionally 	<ul style="list-style-type: none"> • Ensure that enquiries requiring specialist advice are referred to the person best able to deal with the enquiry on the first transfer • Answer general enquiry phone calls within five rings • Respond to customer enquiries within one business day • Respond to correspondence within 5-10 business days • Acknowledge receipt of applications within 24 hours • Resolve enquiries at the first point of contact whenever possible
<p>We add value</p> <ul style="list-style-type: none"> • From start to finish • Do work that matters • Challenge ourselves • Innovative ideas and solutions 	<ul style="list-style-type: none"> • Embrace innovative technology to improve the customer experience • Apply these service standards across all business units at the NHVR • Keep customers informed and updated on changes to the Heavy Vehicle National Law
<p>Strong partnerships</p> <ul style="list-style-type: none"> • Build relationships • Proactive approaches • Work collaboratively • Set direction together 	<ul style="list-style-type: none"> • Proactively engage stakeholders to ensure their needs, views and interests are consistently and meaningfully considered • Commit to a model of continuous improvement with partners to streamline services and products • Compliance and enforcement activities will be fair, proportionate and effective