



1800 931 785

Heavy Vehicle Confidential Reporting Line

What is the Heavy Vehicle Confidential Reporting Line (HVCRL)?

The HVCRL is a secure, national confidential telephone service established by the NHVR for participants in the heavy vehicle industry, including the supply chain, to report operational safety issues relating to heavy vehicle transport activities.

The HVCRL is operated by an independent third party. All the information they receive will be managed in a way that protects the caller's identity and ensures confidentiality in compliance with applicable laws, policies and agreements concerning information security.

What can I report?

The HVCRL is specifically for reporting safety issues relating to heavy vehicle transport activities. These may relate to such things as:

Business practices	Contracts, processes or systems that cause or encourage a breach of the Heavy Vehicle National Law
Fatigue	Driver fatigue, inadequate fatigue management systems, falsified fatigue management records, unrealistic schedules, pressure to drive while fatigued or work extra hours
Mass	Overweight/overloaded vehicles, unauthorised access or movements
Dimension	Unauthorised oversize vehicles
Loading	Inadequate restraints, poor load security, issues with loading or unloading practices
Speed	Internal policies, practices, unrealistic schedules or vehicle modifications that facilitate or encourage speeding
Vehicle standards and mechanical safety	Non-compliance regarding vehicle design, condition, configuration, functionality, maintenance, modifications or defects



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What shouldn't I report?

Any issues that pose an immediate safety risk to a person should be referred to the police (e.g. a traffic accident involving a heavy vehicle, or a heavy vehicle losing its load or swerving over the road).

The table below provides examples of other matters for which the HVCRL shouldn't be used.

Issue	Responsible agency
Road rule violations (speeding, distracted driving, intoxicated driver etc.)	Police
Engine emissions or smoky vehicles	Environmental protection agency or transport authority
Noise emissions	Environmental protection agency or transport authority
Damaged roads	State/territory government or local council
Parking issues	State/territory government or local council
Industrial relations issues	Fair Work Ombudsman or Fair Work Commission

What happens to reports made through the HVCRL?

Any information reported that falls within the HVCRL's criteria will be forwarded to the NHVR who will determine what action is required.