



National Heavy Vehicle Regulator Services Catalogue

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Message from the Chief Executive Officer

The National Heavy Vehicle Regulator (NHVR) commenced regulatory operations in January 2013 and is responsible for administering the Heavy Vehicle National Law (HVNL) in six jurisdictions: Queensland, New South Wales, South Australia, Tasmania, Victoria and the Australian Capital Territory. Western Australia and the Northern Territory have yet to enact the HVNL.

A fundamental benefit of one single regulator is consistency in the application of laws and regulatory service delivery. The aim of this Services Catalogue is to provide stakeholders with a consistent description of the scope and scale of the core regulatory service delivery activities the NHVR undertakes to meet its strategic outcomes and the objectives of the HVNL. It also details the products, outputs and performance standards relevant to each service delivery function.

The value of this document is in its relevance and simplicity, enabling all stakeholders to share a common understanding of the NHVR's role, as we work together to build a safer, sustainable and more productive heavy vehicle road transport industry.



Sal Petrocchio
Chief Executive Officer



Introduction

This Services Catalogue describes the NHVR’s core regulatory service delivery functions with the aim of promoting common understanding among stakeholders. It includes all regulatory services, whether delivered directly by the NHVR or by jurisdictions or other third party service providers on the NHVR’s behalf. Service providers may deliver services as described in full or in part, in accordance with respective agreements with the NHVR.

The NHVR also works closely with a number of other agencies across jurisdictions that undertake aspects of heavy vehicle regulatory activities. These activities are not specifically described in this catalogue.

The catalogue has been populated from:

- information included in service level agreements
- feedback from partner jurisdictions
- the Cost Recovery Study Project
- NHVR strategic documents
- discussions with NHVR business owners.

Ultimately though, this is the NHVR’s document. NHVR business owners must be comfortable with—and take ownership of—its contents, so that the regulatory services delivery functions provide the optimal mix of services to meet the NHVR’s mandate under the HVNL.

Assurance program

A robust assurance program ensures regulatory services delivery is undertaken appropriately, effectively and efficiently. The assurance program:

- incorporates governance requirements, such as audit, risk management and priority targeting
- applies performance measures to both ensure consistency in delivery and assess the NHVR’s effectiveness in achieving regulatory outcomes for safety, productivity, sustainability and efficiency.

Catalogue maintenance

This catalogue is a living document that will be reviewed and amended as service offerings and approaches change.

Ongoing maintenance of regulatory service delivery functions and activities will reflect the changing environment in which the NHVR operates. The NHVR will consult with its service providers and other key stakeholders to ensure this catalogue remains current, reflects changed service delivery approaches and incorporates new activities.

Authority

This catalogue has been approved by the NHVR’s Chief Executive Officer by delegation of the NHVR Board.

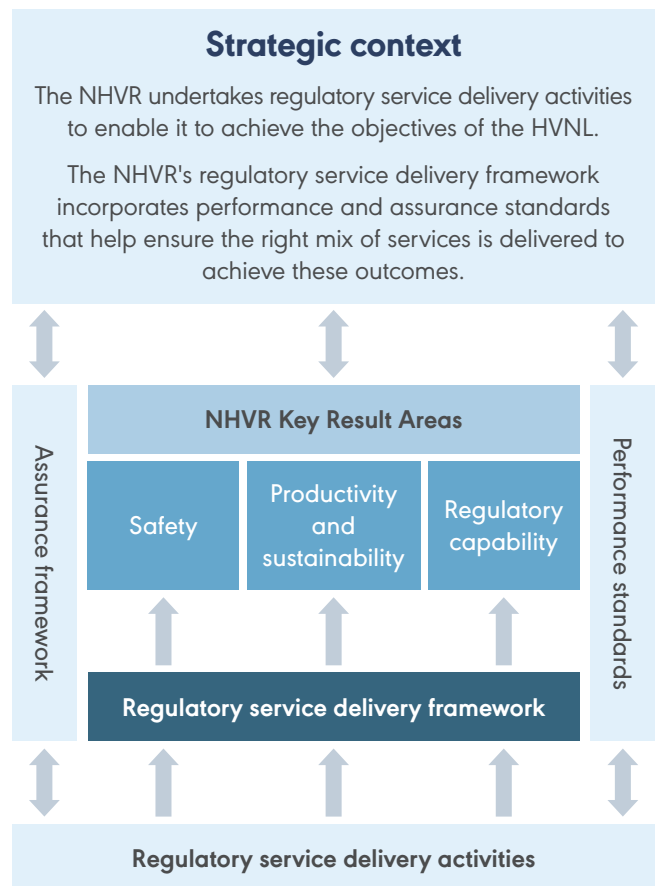
Relationship to the HVNL

Section 3 of the HVNL describes the Law’s objectives as being "to establish a national scheme for facilitating and regulating the use of heavy vehicles on roads in a way that—

- (a) promotes public safety; and
- (b) manages the impact of heavy vehicles on the environment, road infrastructure and public amenity; and
- (c) promotes industry productivity and efficiency in the road transport of goods and passengers by heavy vehicles; and
- (d) encourages and promotes productive, efficient, innovative and safe business practices".

The diagram below shows how the NHVR’s Key Result Areas reflect the HVNL’s objectives, and how they are framed by the assurance framework and performance standards.

Further information about the NHVR’s Key Result Areas and strategic objectives under the HVNL can be found in the NHVR’s key strategic documents at www.nhvr.gov.au.



Regulatory services overview

Activities grouped by category and function

Regulatory compliance <ul style="list-style-type: none">• On-road activities• Appointing authorised officers• Investigations• Prosecutions• Intelligence• Automated monitoring of heavy vehicles	Network access <ul style="list-style-type: none">• Process and issue heavy vehicle access permits• Pre-approvals, gazette notices, permit schemes, legally approved networks and key freight routes• Improve capability for network access decision-making• Intelligent Access Program (IAP)• Geographic Information Systems: mapping the legally approved network• Technical and engineering support	Vehicle Standards <ul style="list-style-type: none">• Clearance of vehicle defect notices - approval and management of third party service providers• Vehicle modifications - approval and management of third party service providers• Vehicle Standards exemptions - approval and management of third party service providers• Agency-managed inspections - defect notice clearance, modification, exemption• Permits and notices
Performance Based Standards (PBS) <ul style="list-style-type: none">• Administration and delivery of PBS	Fatigue management standards <ul style="list-style-type: none">• Administration and delivery of fatigue management standards	Monitoring, audit and information exchange <ul style="list-style-type: none">• National Heavy Vehicle Accreditation Scheme (NHVAS)• Regulatory audits
Customer service <ul style="list-style-type: none">• Customer information and education• Distribution of consumables		

Regulatory service delivery

1 Regulatory compliance

1.1 On-road activities

Activities

1. Intercept heavy vehicles to check vehicle, driver and operator compliance with HVNL requirements.
2. Gather and maintain evidence, issue notices, prepare briefs of evidence and provide evidence in court for offences under the HVNL.
3. Provide information to drivers, operators and other industry participants about their obligations under the HVNL, including attending toolbox talks, field days etc.
4. Undertake heavy vehicle screenings.
5. Maintain equipment, uniforms and vehicles necessary for delivery of effective on-road compliance services.
6. Develop and deliver operational plans for deployment of on-road compliance resources to meet relevant compliance objectives and priorities.
7. Review, update and maintain policy, procedures and processes in line with relevant requirements.
8. Develop and deliver training to authorised officers.
9. Manage and monitor performance-based information and results and provide to the NHVR.
10. Administer third party and local government on-road compliance activities, e.g. Weight of Loads Groups (WOLGs).

Products/outputs

1. Vehicle intercepts
2. Vehicle inspections
3. Vehicle screenings (New South Wales)
4. Formal warnings, cautions, and infringement, defect, directions, penalty and improvement notices
5. Evidence register
6. Briefs of evidence
7. Information sessions conducted with industry
8. Intelligence and interception reports
9. National, operational and resource deployment plans
10. Policies, procedures and processes
11. Authorised officer training materials and courses delivered
12. Performance and activity reports
13. Legal instruments
14. Industry-facing material.

Performance standards

Delivery of services for on-road activities contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- consistent application of the HVNL and operational policies and procedures, including:
 - National Compliance and Enforcement Policy
 - National Safety and Compliance Operational Guidelines
 - National Safety and Compliance On-Road Operations Policy
 - national safety and compliance operational planning
- aligning on-road activities (planned and targeted) with national and operational planning priorities
- meeting operational expectations, including:
 - % of fleet intercepted
 - % checked for fatigue etc.
 - % of non-compliance by type.

1.2 Appointing authorised officers

Activities

1. Administer the authorised officer process and make recommendations to the NHVR for appointment/cancellation of authorised officers.
2. Issue HVNL Instruments of Appointment.
3. Issue identity cards to approved authorised officers.
4. Manage training for authorised officers where appropriate.
5. Report to the NHVR on authorised officer performance issues.
6. Develop, maintain and review related policy and procedures.

Products/outputs

1. HVNL Authorised Officer Process document
2. Authorised officer register
3. Set conditions
4. Issue of authorisation notices/legal instruments
5. Issue of authorised officer identity cards
6. Authorised officer appointment register
7. Return of identity cards
8. Cancellation of authorisations
9. Receipt of exiting officers' authorisation material
10. Performance and activity reports.

Performance standards

Delivery of services for appointing authorised officers contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- consistent application of the HVNL and operational policies and procedures
- timely and appropriate issue of notices of authorisation and identity cards
- timely return of authorisation material for exiting officers
- maintaining registers of authorised officers, including records of induction and refresher training
- undertaking audits.

1.3 Investigations

Activities

1. Undertake intelligence-led investigations in accordance with the National Investigations Manual and associated policies and guidance material, including issuing improvement notices and compiling briefs of evidence.
2. Undertake intelligence-led site visits to check operator compliance with the HVNL, including engagements with operators for educative purposes.
3. Apply sound evidence gathering and handling practices.
4. Conduct interviews and obtain witness statements.
5. Represent the NHVR in court or other relevant tribunal.
6. Coordinate/participate in cross-border and multi-agency HVNL investigations.
7. Coordinate and lead/participate in the National Investigations Coordination Group (comprising police and jurisdictions).
8. Provide clear structure through policies and procedures for the conduct of investigations.
9. Maintain equipment necessary for the effective conduct of investigations.
10. Share evidence/information with the NHVR and jurisdictions, including law enforcement agencies.
11. Ensure investigators are trained in accordance with relevant guidelines.
12. Manage and monitor performance-based information and results of investigations and provide to the NHVR.

Products/outputs

1. Investigation scoping documents
2. Investigations and implementation plans
3. Requirement and directions notices
4. Interventions, including infringement notices, prohibition notices, improvement notices and enforceable undertakings
5. Court reports and applications for court orders
6. Intelligence reports
7. Taking of statements
8. Formal interviews
9. Investigation outcome reports
10. Case summaries
11. Investigator training course development, materials and delivery
12. Performance and activity reports
13. National coordination of intelligence and investigations.

Performance standards

Delivery of investigations services contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- trained investigators who act in accordance with policies and guidelines under the HVNL
- conducting investigations in line with policies and guidelines
- applying interventions appropriately and commensurate with behaviour and industry response
- investigations positively influence improved compliant behaviour
- risk assessment and evidence drive reporting and measurement.

1.4 Prosecutions

Activities

1. Adjudicate breach reports.
2. Issue complaints and summonses.
3. Undertake court proceedings, including compiling briefs, court attendance and evidence management (i.e. trial management).
4. Administer infringements and fines.
5. Obtain legal representation/advice.
6. Provide feedback to authorised officers and police on outcomes of prosecutions.
7. Maintain systems and databases for the effective management of prosecutions and infringement notices.
8. Ensure prosecutors are qualified and trained.
9. Manage and monitor performance-based information and results of prosecutions and provide to the NHVR.
10. Review, update and maintain policy, procedures and processes.

Products/outputs

1. Assessment of evidence reports
2. Complaints and summonses, discontinuance notices, infringement notices, reminder notices and withdrawal
3. Legal advice documents
4. Court attendances and pre-trial conferences
5. Payments and fines
6. Prosecutor training course development, materials and delivery
7. Performance and activity reports
8. Mock courts, case reviews and process improvement initiatives.

Performance standards

Delivery of prosecutions services contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing prosecutions in accordance with national prosecutions policies and procedures
- managing evidence in accordance with rules of law.

1.5 Intelligence

Activities

1. Provide intelligence via analytical output to drive intelligence-led activities including, but not limited to:
 - policy development
 - investigations
 - on-road activities, including targeting and deployment planning
 - audits
 - scheme participation.
2. Monitor the heavy vehicle environment:
 - to identify risks and opportunities for the NHVR and transport activities
 - relating to a specific company, person, vehicle, industry sector or supply chain.
3. Gather information and coordinate collection activities aligned to relevant collection priorities and information requirements.
4. Capture and collate information in an approved information repository.
5. Undertake quality assurance of collected information and sources.
6. Provide (share) data, information, analysis and reports to the NHVR, jurisdictions and other relevant agencies for national coordination.
7. Maintain systems, databases and toolsets that support intelligence activities.
8. Review, update and maintain intelligence policy, procedures and processes.

Products/outputs

1. Intelligence information and reports
2. Training and development program
3. Maintenance schedules
4. Quality assurance reports
5. Agreements with jurisdictions, police and other partner agencies
6. Shared intelligence information.

Performance standards

Delivery of intelligence services contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing activities in accordance with:
 - the Intelligence Capability Framework
 - intelligence policies and procedures
 - collection priorities
- meeting quality assurance criteria for systems and processes
- agreements with partner agencies and organisations.

1.6 Automated monitoring of heavy vehicles

Activities

1. Confirm/validate image and other relevant information (including exclusions) obtained regarding the identity of the driver/vehicle.
2. Conduct cross-border inquiries, where relevant, to establish the full extent of the journey for the driver/vehicle.
3. Issue notices to produce information and documents to registered vehicle operators and vehicle drivers.
4. Follow up where no, or an inadequate, response to notices to produce documents has been received.
5. Review information and prepare briefs of evidence.
6. Issue infringement notices.
7. Prepare offence reports.
8. Undertake point-to-point network surveys.
9. Manage systems/databases.
10. Manage and monitor performance-based information and provide results to the NHVR.
11. Review, update and maintain policy, procedures and processes.

Products/outputs

1. Image adjudication
2. Notices to produce records
3. Formal warnings, infringement notices and offence reports
4. Briefs of evidence/enforcement package
5. Network surveys
6. Performance and activity reports, including percentage of confirmed non-compliances by type based on the number of potential offences detected
7. Systems maintenance and management reports
8. Delivery of training materials and courses to authorised officers.

Performance standards

Delivery of regulatory compliance services for automated monitoring of heavy vehicles contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- consistent management and application in accordance with policies and procedures
- managing evidence in accordance with rules of law
- agreements with partner agencies and organisations.

2 Network access

2.1 Process and issue heavy vehicle access permits

Activities

1. Receive applications for heavy vehicle access for specified classes of vehicles and associated administrative functions.
2. Request from, and negotiate with, road managers to receive consent requests.
3. Respond to access-related customer enquiries and complaints, including redirecting where appropriate.
4. Receive and receipt payments for applications.
5. Issue permits or refusals.
6. Manage application lifecycle and address case management issues.
7. Maintain systems for recording applications, issue of permits and conditions of access.
8. Prepare reports on permit issuance.
9. Manage delegation of applications to third parties (jurisdictions).
10. Manage and monitor performance-based information and provide to the NHVR.
11. Manage heavy vehicle networks through Geographic Information Systems (GIS).
12. Manage the NHVR Portal and systems for recording applications, permits and conditions of access, and refusals.
13. Provide road manager support, including training, information and managing the Road Manager Hotline.
14. Develop and maintain heavy vehicle access policies and information.
15. Administer and manage road manager pre-approved roads and routes.
16. Manage library of access conditions.

Products/outputs

1. Road manager consents granted, refused or reviewed
2. Payments received or refunded
3. Permits issued
4. Applications refused
5. Case management matters
6. Performance and activity reports
7. In-principle support notifications
8. Internal reviews
9. Information bulletins
10. Business process documentation
11. Pre-approvals library
12. Access conditions library
13. Reports concerning access conditions
14. Response to enquiries and complaints
15. NHVR Portal.

Performance standards

Delivery of services for the processing and issuance of heavy vehicle access permits contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- access management framework
- access policies, procedures and work instructions
- access case management quality controls
- agreements with partner agencies and organisations
- customer and partner response targets.

2.2 Pre-approvals, gazette notices, permit schemes, legally approved networks and key freight routes

Activities

1. Develop new proposals for notices based on analysis of access demand.
2. Consult with participating jurisdictions (road managers) on access conditions.
3. Harmonise and consolidate existing notices.
4. Provide support to the NHVR legal team on renewing existing notices.
5. Liaise with industry/jurisdictions (road managers) to rationalise requests to change notices.
6. Instigate research to support conditions for proposed access.
7. Review, update and maintain policy, procedures and protocols.
8. Work with road authorities and road managers to harmonise heavy vehicle road access policies for interstate travel.

Products/outputs

1. Draft notices
2. Support for the issue of new or renewed access notices
3. Policies, procedures and protocols
4. NHVR Portal (GIS).

Performance standards

Delivery of services for pre-approvals, gazette notices, permit schemes, legally approved networks and key freight routes contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- access policies, procedures and work instructions
- gazette notice publications process
- Regulation and legal services management standards and tracking processes
- agreements with road authorities and road managers
- customer and partner response targets.

2.3 Improve capability for network access decision-making

Activities

1. Manage road authority, road manager and third party approval relationships.
2. Provide engagement and information services for local government road managers to facilitate better understanding/working knowledge of relevant NHVR initiatives.
3. Provide technical support for local government road managers, including management of pre-approvals, local productivity initiatives, and national gazette notices for access and systems (NHVR Portal).
4. Maintain the National Route Assessment Guidelines and Restricted Access Vehicle Route Assessment Tool (RAVRAT).
5. Provide road manager educational material and training, including forums and demonstration days.

Products/outputs

1. Technical support
2. Engagement and information activities
3. National Route Assessment Guidelines and RAVRAT
4. Educational material and training
5. NHVR Portal.

Performance standards

Delivery of services to improve network access decision-making capability of road managers, road authorities, industry and third parties contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- access policies, procedures and work instructions
- training plans
- customer and partner response targets.

2.4 Intelligent Access Program (IAP)

Activities

1. Process enrolments in IAP.
2. Issue Intelligent Access Conditions (IACs).
3. Link IACs to permits/notices.
4. Align IACs with the Intelligent Access Map.
5. Liaise with IAP service providers.
6. Undertake IAC audits.
7. Monitor non-compliance reports (NCRs).
8. Process NCRs of interest for further investigation.
9. Initiate compliance activities as a result of a confirmed non-compliance.
10. Receive reports, including performance-based information.

Products/outputs

1. Access for approved schemes of arrangement
2. IACs and maps
3. Warrants, warnings and cautions
4. Infringement notices, defect notices, improvement notices and offence reports
5. Reliable, consistent, efficient management of IAP
6. Vehicles and operators enrolled
7. Systems maintenance and management reports
8. Performance and activity reports.

Performance standards

Delivery of services for the IAP contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- policies and procedures
- systems management plans
- delivery within target times for:
 - enrolment processing
 - monitoring, adjudication and processing of NCRs
- agreements with partner agencies and organisations.

2.5 Geographic Information Systems: mapping the legally approved network

Activities

1. Maintain spatial data pertaining to routes approved for heavy vehicle use under approved access arrangements.
2. Prepare legally approved network maps, including amending and removing routes from existing network maps.
3. Provide the NHVR with spatial data in agreed format.
4. Publish legally approved network maps online.
5. Maintain GIS to capture and manage spatial data from jurisdictions.
6. Maintain access network mapping systems for Route Planner.
7. Capture legally approved network maps.
8. Manage systems performance and provide performance-based information to the NHVR.
9. Develop and maintain policy, procedures and protocols.

Products/outputs

1. Approved network maintained
2. Timely updates of network access amendments.

Performance standards

Delivery of services for mapping the legally approved network contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing activities in accordance with:
 - policies and procedures
 - agreements with partner agencies and organisations
- delivering notifications of changes/updates to approved networks within target times.

2.6 Technical and engineering support

Activities

1. Provide technical and policy advice/support to internal business functions and road managers regarding heavy vehicle technical and operational standards.
2. Develop and maintain good interactions and engagement (e.g. heavy vehicle forums, assistance programs and information sessions) with operators, state/territory authorities and local government road managers.
3. Support the ongoing development of RAVRAT to include a simple bridge assessment module.

Products/outputs

1. Performance Based Standards (PBS) reports, providing desktop assessment of likely access
2. Heavy vehicle safety assessments
3. Road manager and industry technical presentations
4. Austroads and Australian Standards submissions.

Performance standards

Delivery of services for technical and engineering support contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- development of a legally approved network mapping system policy and procedures manual
- timely and accurate advice/support is provided in line with targets
- stakeholders are positive and happy with the interaction
- timely responses from road managers for access consent in line with targets
- agreements with partner agencies and organisations.

3 Vehicle Standards

3.1 Clearance of vehicle defect notices – approval and management of third party service providers

Activities

1. Certify/enrol and approve persons under jurisdictional legislation.
2. Certify/enrol and approve businesses under jurisdictional legislation.
3. Undertake audits of third party service providers.
4. Investigate complaints into third party service providers.
5. Manage sanctions and appeal processes into third party service providers.
6. Prepare and manage actions for the exclusion of persons from third party service provider schemes.
7. Provide advice and operational support to third party service providers.
8. Develop policies, procedures and guidelines for the management of third party service providers (including information alerts to third party service providers for development and training).
9. Provide systems to effectively manage third party service provider schemes.
10. Provide the NHVR with requested information relevant to third party service provider schemes administered by jurisdictions.

Products/outputs

1. Third party service provider register
2. Audits and investigations
3. Complaints, sanctions, appeals and prosecutions
4. Policies, procedures and operational guidelines for the management of third party service providers
5. Information alerts
6. Training curriculum, program and register
7. Appropriate reporting to Registrar
8. Defect notice clearances
9. Inspection reports
10. Notifications
11. Performance and activity reports.

Performance standards

Delivery of services for approval and management of third party service providers for clearance of vehicle defect notices contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing third party service providers in accordance with:
 - policies, procedures and guidelines
 - training programs
 - code of conduct
- managing audits, investigations, systems and processes in accordance with quality assurance plans
- contracts and agreements with organisations.

3.2 Vehicle modifications – approval and management of third party service providers

Activities

1. Certify/enrol and approve persons under jurisdictional legislation.
2. Certify/enrol and approve businesses under jurisdictional legislation.
3. Undertake audits of third party service providers.
4. Investigate complaints into third party service providers.
5. Manage sanctions and appeal processes into third party service providers.
6. Prepare and manage actions for the exclusion of persons from third party service provider schemes.
7. Provide advice and operational support to third party service providers.
8. Develop policies, procedures and guidelines for the management of third party service providers (including information alerts to third party service providers for development and training).
9. Provide systems to effectively manage third party service provider schemes.
10. Provide the NHVR with requested information relevant to third party service provider schemes administered by jurisdictions.
11. Issue modification plates to Approved Vehicle Examiners.

Products/outputs

1. Third party service provider register
2. Audits and investigations
3. Complaints, sanctions, appeals and prosecutions
4. Policies, procedures and operational guidelines for the management of third party service providers
5. Information alerts
6. Training curriculum, program and register
7. Appropriate reporting to Registrar
8. Defect notice clearances
9. Inspection reports
10. Notifications
11. Performance and activity reports
12. Modification plates register.

Performance standards

Delivery of services for approval and management of third party service providers for vehicle modifications contributes to Key Result Areas and National Performance Measures.

Standards also incorporate:

- managing third party service providers in accordance with:
 - policies, procedures and guidelines
 - training programs
 - code of conduct
- managing audits, investigations, systems and processes in accordance with quality assurance plans
- contracts and agreements with organisations.

3.3 Vehicle Standards exemptions – approval and management of third party service providers

Activities

1. Certify/enrol and approve persons under jurisdictional legislation.
2. Certify/enrol and approve businesses under jurisdictional legislation.
3. Undertake audits of third party service providers.
4. Investigate complaints into third party service providers.
5. Manage sanctions and appeal processes into third party service providers.
6. Prepare and manage actions for the exclusion of persons from third party service provider schemes.
7. Provide advice and operational support to third party service providers.
8. Develop policies, procedures and guidelines for the management of third party service providers (including information alerts to third party service providers for development and training).
9. Provide systems to effectively manage third party service provider schemes.
10. Provide the NHVR with requested information relevant to third party service provider schemes administered by jurisdictions.

Products/outputs

1. Third party service provider register
2. Audits and investigations
3. Complaints, sanctions, appeals and prosecutions
4. Policies, procedures and operational guidelines for the management of third party service providers
5. Information alerts
6. Training curriculum, program and register
7. Appropriate reporting to Registrar
8. Defect notice clearances
9. Inspection reports
10. Notifications
11. Performance and activity reports
12. Modification plates register.

Performance standards

Delivery of services for approval and management of third party service providers for Vehicle Standards exemptions contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing third party service providers in accordance with:
 - policies, procedures and guidelines
 - training programs
 - code of conduct
- managing audits, investigations, systems and processes in accordance with quality assurance plans
- contracts and agreements with organisations.

3.4 Agency-managed inspections – defect notice clearance, modification and exemption

Activities

1. Manage facilities and equipment.
2. Book vehicle inspections.
3. Issue vehicle inspection reports and record results of vehicle inspections.
4. Undertake vehicle inspections for the purpose of clearing defect notices:
 - clear, amend or withdraw defect notices
 - remove vehicle defect labels
 - advise Registrar of defect notice clearance
 - record defect notice clearance in the vehicle register
 - advise the NHVR and jurisdictions on interstate defect notice clearance data.
5. Inspect vehicles in relation to modifications under s.87 of the HVNL (including approving modifications and inspecting modifications previously approved by a third party service provider):
 - issue vehicle modification plates
 - record approved modifications in vehicle register.
6. Inspect vehicles for compliance with vehicle standards exemption conditions prior to registration:
 - record vehicle standards exemption on register.
7. Manage, monitor and provide performance-based information and results to the NHVR.

Products/outputs

1. Bookings
2. Vehicle inspections
3. Inspection reports by type
4. Notifications of identity issue
5. Performance and activity reports
6. Defects:
 - self-clearance declarations
 - defect notices
 - clearance approvals, amendment and withdrawal
 - notifications to the Registrar
 - interstate defect notice clearance reports
7. Modifications:
 - approvals
 - notifications to the Registrar
 - plates register
8. Exemption:
 - exemption or notice
 - exemption data reports
9. Register of delivery of training materials and courses to authorised officers.

Performance standards

Delivery of services for agency-managed inspections contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing inspections in accordance with:
 - policies, procedures and guidelines
 - training programs
 - code of conduct
- managing and monitoring bookings, inspections and notifications to meet customer response targets
- managing and maintaining facilities, equipment and systems in accordance with management plans
- maintaining records of authorised officer induction and refresher training.

3.5 Permits and notices

Activities

1. Accept applications for Vehicle Standards exemption permits and notices.
2. Accept applications for in-principle support for Special Purpose Vehicles.
3. Accept and assess applications for heavy vehicle modifications (modifications outside of the code of practice).
4. Contribute to national Vehicle Standards exemption notices.
5. Respond to enquiries.

Products/outputs

1. Vehicle Standards exemption permits and notices approvals and conditions
2. Application rejections
3. Vehicle Standards exemption permits and notices approval guidelines, assessment rules and guidance material
4. Register of approved Vehicle Standards exemption permits and notices published on the NHVR website
5. Performance and activity reports.

Performance standards

Delivery of Vehicle Standards permits and notices services contribute to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- approval guidelines, assessment rules and guidance material
- customer response targets.

4 Performance Based Standards (PBS)

4.1 Administration and delivery of PBS scheme

Activities

1. Assess PBS applications.
2. Issue PBS design approvals prior to vehicle construction.
3. Liaise with road authorities, including notification of design approvals.
4. Issue PBS vehicle approvals post vehicle construction, subject to certification.
5. Maintain register of PBS-approved vehicles.
6. Authorise, monitor and audit PBS assessors (engineers) and certifiers.
7. Manage the PBS Review Panel.
8. Provide information and technical advice.
9. Manage and monitor performance information and results and provide to the NHVR.
10. Develop PBS standards, approval guidelines, assessment rules and guidance material.
11. Assess in-principle applications.
12. Upskill road managers, including training and information days.

Products/outputs

1. PBS design approvals and conditions
2. PBS application rejections
3. PBS vehicle approvals, conditions and vehicle standards exemptions
4. Register of approved PBS vehicles
5. Register of PBS assessors and certifiers
6. PBS Review Panel advice
7. PBS standards, approval guidelines, assessment rules and guidance material
8. Performance and activity reports.

Performance standards

Delivery of PBS scheme contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- HVNL and PBS standards, approval guidelines, assessment rules and guidance material
- PBS Review Panel Terms of Reference
- customer response targets.

5 Fatigue management standards

5.1 Administration and delivery of fatigue management standards

Activities

1. Develop new proposals for notices based on analysis of stakeholder demand.
2. Consult with industry and participating jurisdictions.
3. Harmonise and consolidate existing notices.
4. Provide support to legal team on renewing existing notices.
5. Liaise with authorised officers about protocols for enforcement of gazette notices.
6. Monitor and assess fatigue management technology, including Electronic Recording Systems for Electronic Work Diaries (EWDs).
7. Issue approvals or refusals for EWDs, including setting conditions of approval and use.
8. Publish list of approved EWDs.
9. Manage EWD notifications.
10. Oversee EWD approvals.
11. Monitor and audit approved EWD performance.
12. Manage procurement and distribution of Written Work Diaries (WWDs).
13. Oversee WWD retail issues.
14. Manage declarations of lost, stolen or destroyed WWDs.
15. Assess fatigue exemption permits.
16. Provide expert advice to the Fatigue Expert Reference Group.
17. Manage and provide expert advice on fatigue management exemption notices.
18. Respond to customer enquiries and complaints.
19. Review, update and maintain policy, procedures, protocols and standards.
20. Oversee EWD Policy Framework and Standards.
21. Oversee WWD distribution policy and National Driver Work Diary Standards.
22. Manage and monitor performance-based information and provide to the NHVR.

Products/outputs

1. Draft notices:
 - work and rest hours
 - recordkeeping
 - work diary
2. Permits or refusals
3. Issue of new or renewed notices
4. Notices of Operational Advice
5. Policy, procedures and protocols, including EWD Standards
6. EWD approvals, conditions or refusals
7. EWD notifications managed
8. Audits conducted
9. Evidentiary certificates issued
10. Templates for Basic Fatigue Management and Advanced Fatigue Management.

Performance standards

Delivery of services for fatigue management standards contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- fatigue management policies, procedures, work instructions and standards
- gazette notice publications process
- Regulation and legal services management standards and tracking processes
- customer response targets.

6 Monitoring, audit and information exchange

6.1 National Heavy Vehicle Accreditation (NHVAS)

Activities

1. Process and assess accreditation applications, including payments, if applicable, for NHVAS, fatigue exemption permits, auditor registration, Registered Training Organisation (RTO) approval and EWDs.
2. Request compliance checks from jurisdictions for applicants' compliance history (breaches and defects).
3. Conduct registration checks through National Exchange of Vehicle and Driver Information System (NEVDIS).
4. Manage registration of NHVAS approved auditors.
5. Manage approval of RTOs.
6. Assess and monitor participant performance (including spot checks and trigger audits where appropriate) for NHVAS, fatigue exemption notices, RTOs and EWDs.
7. Manage and monitor audit allocation processes and audit completion notifications.
8. Administer the Fatigue Expert Reference Group.
9. Provide fatigue risk assessments and manage fatigue exemption permits.
10. Develop and maintain the NHVAS Business Rules and Standards, audit framework and guidance material, and provide information and advice, including fatigue RTOs and EWDs.
11. Maintain the accreditation databases, systems, policies and procedures.
12. Manage complaints, reviews and appeals.
13. Register NHVAS approved auditors.

Products/outputs

1. Operator accreditations and nominated vehicles granted
2. Advanced Fatigue Management accreditations granted
3. Register of NHVAS approved auditors
4. Approved RTOs
5. Auditors approved to audit operators' systems
6. Fatigue exemption permits granted
7. Complaints, reviews and appeals
8. Maintenance of accreditation systems, including enhancements
9. Reports on performance and activity reports
10. NHVAS Business Rules and Standards, audit framework and guidance material
11. Audits of participants' systems conducted.

Performance standards

Delivery of services for the NHVAS contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- legislation, NHVAS Business Rules and Standards, audit framework and guidance material
- auditor technical training program
- auditor code of conduct
- systems management plans.

6.2 Regulatory audits – NHVAS modules

Activities

1. Approve auditors in accordance with NHVAS Business Rules and Guidelines (NHVR only).
2. Conduct spot checks and triggered audits in accordance with the NHVAS Audit Framework, policies and procedures (jurisdictional auditors and NHVR).
3. Report findings of audits to the NHVR.
4. Refer suspected non-compliances to the NHVR and authorised officers for further action.
5. Ensure auditors meet the criteria outlined in the NHVAS Business Rules to be registered as an approved NHVAS auditor (NHVR only).
6. Manage, monitor and provide accredited operator/vehicle information to the NHVR.
7. Provide compliance history information to the NHVR on accredited operators, vehicles and drivers (breaches and defects).
8. Complete NHVAS interception reports.
9. Oversee audits undertaken by jurisdictional auditors and approved NHVAS auditors (NHVR only).
10. Develop and maintain policies, procedures, Business Rules and Standards, guides, audit framework, code of conduct and auditing tools (NHVR only).

Products/outputs

1. Register of NHVAS approved auditors (NHVR only)
2. Auditor training for jurisdictional auditors (skills and standards competency)
3. Audit reports (including non-conformance) provided to the NHVR
4. Notifications and non-compliance reports provided to the NHVR
5. Interception reports provided to the NHVR.

Performance standards

Delivery of regulatory audits for NHVAS modules contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing activities in accordance with:

- policies, procedures and guidelines
- NHVAS Business Rules and Standards
- audit framework and code of conduct
- auditor qualification
- auditor technical knowledge training program.

7 Customer service

7.1 Customer information and education

Activities

1. Respond to HVNL-related enquiries received from customers (via call centre, email or correspondence).
2. Attend industry events/forums for the purpose of providing advice and education about the NHVR or HVNL-related matters.
3. Produce and distribute educational material related to heavy vehicles as part of NHVR-sanctioned campaigns or other HVNL initiatives.
4. Publish and maintain NHVR-related information on jurisdictions' websites and on social media.
5. Liaise with partner agencies and industry to optimise customer information and education activities.

Products/outputs

1. Call centre and general responses
2. Attendance at industry events and forums
3. Educational material
4. Education information campaigns
5. Social media
6. Website information.

Performance standards

Delivery of customer information and education services contributes to Key Result Areas and National Performance Measures. Standards also incorporate:

- managing customer information and education activities in accordance with policies and procedures
- monitoring and managing call centre and customer enquiries in accordance with responsiveness targets
- monitoring and managing stakeholder satisfaction targets.

7.2 Distribution of consumables

Activities

1. Procure printing of WWDs.
2. Store WWDs and distribute to issuing centres.
3. Manage stock levels and ensure availability of product.
4. Manage contracts for the printing, storage and distribution of WWDs.
5. Provide procedural advice to issuing centres on how to issue a WWD.
6. Provide advice to drivers on how to complete a work diary.
7. Record the issuance and cancellation of WWDs in the home jurisdiction's registration and licensing system.
8. Complete financial reconciliation of revenue generated from sale of work diaries.
9. Manage system performance and provide performance-based information to the NHVR.

Products/outputs

1. Printer procurement, stock management and distribution contracts
2. Number of WWDs printed, issued and sold
3. Point of sale issuing points
4. Records of issuance of diaries against driver's licence and recording in driver's licence system
5. Declarations of lost or damaged work diaries
6. Records of interstate applications in home jurisdiction's licensing system
7. Financial reconciliations.

Performance standards

Delivery of services for the distribution of consumables contributes to Key Result Areas and National Performance Measures. Standards also incorporate managing WWD activities in accordance with:

- policies and procedures
- print, stock, distribution and point of sale contracts and agreements
- quality assurance procedures.

Explanation of terms

Term	Explanation
Delivery approach	Captures the NHVR's core service delivery functions. It involves a service that is primarily delivered to external parties (e.g. industry, drivers and operators, third party auditors) as part of the NHVR's mix of core heavy vehicle regulatory services.
Function	Represents a core NHVR regulatory service area, comprising a group of key activities.
Activity	Refers to the key tasks that make up a regulatory services function undertaken by NHVR authorised officers, other persons with delegated authority under the HVNL or other approved third parties. An activity primarily includes outward-facing service delivery activities, as well as essential management activities (e.g. central planning and coordination, policy development).
Products/ outputs	Items generated as a result of carrying out the activity or function (mainly quantitative) that can be measured (e.g. vehicle intercepts, infringement notices, applications received, briefs of evidence, audits undertaken, permits issued, defects cleared).
Performance standards	Relates to operational-type standards and refers to the requirements of and/or the key targets for the service. Performance standards may include, for example: <ul style="list-style-type: none"> • on-road officers are authorised under the HVNL • on-road officers and investigators adhere to operational procedure manuals • 50% of drivers intercepted are checked for fatigue and work/rest hour compliance • audits are conducted in accordance with appropriate policies.

Abbreviations list

EWD	Electronic Work Diary
GIS	Geographic Information Systems
HVNL	Heavy Vehicle National Law
IAC	Intelligent Access Condition
IAP	Intelligent Access Program
NCR	Non-Compliance Report
NEVDIS	National Exchange of Vehicle and Driver Information System
NHVAS	National Heavy Vehicle Accreditation Scheme
NHVR	National Heavy Vehicle Regulator
PBS	Performance Based Standards
RAVRAT	Restricted Access Vehicle Route Assessment Tool
RTO	Registered Training Organisation
WOLG	Weight of Loads Group
WWD	Written Work Diary



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