Appendix A: GSA–MAP

This guide is provided for general guidance only and does not substitute the *Heavy Vehicle National Law Act 2025* (HVNL), the SMS Standard 2026, the National Audit Standard (NAS), the Ministerial Guidelines for Heavy Vehicle Accreditation 2026 or any applicable notices or permits.

Operators should check these instruments at the time of application or audit.

Purpose

This guide summarises the requirements and criteria to support operators seeking General Safety Accreditation – Maintenance Assurance Program (GSA–MAP) under the Heavy Vehicle Accreditation (HVA) scheme.

The information in this guide has been taken from the SMS Standard 2026 Schedule 2 and summarised to assist operators to become accredited with GSA–MAP. For the purposes of this Appendix, 'you' means 'the Operator' as identified in the SMS Standard.

GSA–MAP provides operators with a pathway to comply with heavy vehicle maintenance, inspection or roadworthiness requirements as required under jurisdictional road laws. In return, operators must demonstrate robust safety systems for managing maintenance.

Note: GSA–MAP provides exemption to the annual inspection requirements for registration in participating jurisdictions including Qld and NSW.

This guide should be read in conjunction with the HVA Scheme Operator Guideline, which sets out the accreditation application, assessment and auditing processes.

How GSA–MAP integrates with GSA

GSA is a mandatory entry requirement for participation in the HVA scheme. To achieve GSA, operators must successfully complete an audit demonstrating that their Safety Management System (SMS) complies with the SMS Standard 2026.

Operators seeking GSA–MAP must satisfy additional Maintenance Assurance Program requirements beyond those required for GSA. These requirements are specified in Schedule 2 of the SMS Standard 2026 and are designed to demonstrate an operator's capability to effectively manage maintenance-related risks.

The GSA–MAP requirements should be integrated into the operator's broader SMS rather than implemented as a separate or standalone framework.

The NHVR can only approve your application for ACA–MAP if it is satisfied that your SMS meets the criteria below:

- the GSA SMS requirements of the SMS Standard 2026
- the specific ACA–MAP requirements listed in Schedule 2 of the SMS Standard 2026
- Ministerial Guidelines for Heavy Vehicle Accreditation 2026
- HVNL – Chapter 8

Note: Operators are encouraged to undertake their GSA and GSA–MAP audits at the same time. This can reduce audit costs, minimise duplication of effort and streamline the accreditation process.

Requirements

Responsibility and accountability

Vehicle maintenance systems work effectively when responsibilities for managing, operating and verifying vehicle condition controls are clearly defined. You must assign responsibility for vehicle maintenance to appropriate staff, ensuring that staff with safety-related duties have the necessary work skills, qualifications and resources to do their job to the required standard. Accountability must be clear and built into your overall management and governance systems.

What the criteria mean and what you must do to comply

- Assign clear roles for each stage of vehicle maintenance, including administration, operation and verification.
- Ensure that staff responsible for maintenance have the skills and qualifications needed to perform their work.
- Align responsibilities with day-to-day operational practices and review responsibilities regularly through vehicle condition and maintenance checks.
- Senior management ensures there is an adequate number of staff and equipment to keep vehicles properly maintained.

Daily check controls

The Daily Check is the first step in the vehicle maintenance system and ensures that a vehicle is safe before being used on the road. The daily check identifies defects, deterioration or public risks that could arise through normal use and wear. The vehicle maintenance system must set out what the daily check covers, when the daily check is done, the staff who have responsibility for carrying it out and how the results of the daily check are recorded.

The Daily Check focuses on safety-critical components and markers and is not a detailed mechanical inspection. Its purpose is to catch and report issues early so they can be reported and fixed before vehicles become unsafe or non-compliant.

What the criteria mean and what you must do to comply

- You can show that a daily check is carried out for each vehicle in use.
- Ensure requirements for the daily check are clear and consistently followed. This includes the timing of the check, who is responsible for it and how the daily check is recorded.
- The daily check must cover key safety-critical parts (e.g. brakes, couplings, and tyre pressure/integrity). The daily check needs to be thorough enough to spot obvious defects before the vehicle is used.
- Have a process for recording, reporting and escalating faults found in the daily check.
- Ensure staff performing the daily check understand that they are confirming the vehicle is safe prior to use on a road.

Fault recording and reporting controls

Fault recording and reporting makes sure that defects found during vehicle operation are recorded and reported so they can be checked in a timely manner. The vehicle maintenance system must allow drivers to report faults as they occur, including faults with hauling and trailing equipment.

The vehicle maintenance system must allow reporting as soon as possible and distinguish between faults that need urgent action and those that can be fixed later.

The goal of fault recording and reporting is to ensure that all faults are managed from when they are identified through to repair.

What the criteria mean and what you must do to comply

- Ensure drivers can record obvious faults that happen during a journey for both hauling and trailing equipment.
- Staff report faults to maintenance staff as soon as possible after they are identified.
- Your vehicle maintenance system distinguishes between faults that require urgent action and those than can be fixed later through standard maintenance practices.
- Keep records of how reported faults are shared in a way that allows quick review and action.
- Your vehicle maintenance system tracks faults from when they are found through to decisions about repairs.

Fault repair controls

The vehicle maintenance system governs how reported faults are assessed, ranked and fixed. The system ensures that fault severity is consistently identified and determines the action required. Where immediate repair of a fault is not undertaken, the system provides clear processes for monitoring the fault.

This includes setting clear timelines regarding how long a fault may be monitored within safe operating limits and when repairs must occur and the staff responsible for these decisions.

The process for repairs must guarantee that faults are properly fixed and tested before a vehicle returns to service. This process prevents unmanaged deterioration of vehicles and ensures that decisions about repair are clear, easy to justify and properly recorded for audits.

What the criteria mean and what you must do to comply

- Ensure reported faults are logged, checked and ranked for repair.
- Ensure decisions to delay repair are controlled, recorded and signed off by an identified decision maker.
- Set and record monitoring timeframes and final deadlines for repairs in cases where a fault is monitored instead of fixed immediately.
- Assign accountability for decisions to monitor faults or delay repair to a specific role.
- Keep records of completed repairs and where appropriate, that the vehicle has been tested before it goes back on the road.

Maintenance schedules and methods controls

Maintenance schedules and methods set out how and when vehicles are maintained to stay in good working condition over time. This requirement ensures that maintenance is not done only when a repair is required but follows set service intervals and recorded inspections and servicing tasks. The vehicle maintenance system must show that vehicles are maintained to recognised technical standards through regular maintenance, including being roadworthy when first entering GSA–MAP. Maintenance schedules should be based on time, kilometres travelled or how the vehicle is used and include enough detail to show what work is done at each point of service or repair.

Annual mechanical inspections provide a safeguard, making sure that vehicles still meet required standards through an independent inspection. Together, these measures help keep vehicles safe, in good condition and meeting regulatory compliance.

What the criteria mean and what you must do to comply

- Ensure vehicles entering the accreditation can clearly be shown to be roadworthy.
- Have maintenance schedules in place that set out the service intervals and clearly show the work to be done at each service.
- Have maintenance schedules that show when services are due, how many kilometres have been travelled or how the vehicle is used, rather than repairing faults only when they happen.
- Set clear wear limits in line with relevant vehicle standards.
- Ensure vehicles undergo regular mechanical inspections that are performed by a qualified person to guarantee vehicle condition (including an annual inspection that follows the National Heavy Vehicle Inspection Manual and checklist).

Training and competence

Safe vehicle condition relies on the skills of the staff who inspect, service and manage the fleet. Staff who have responsibility within the maintenance management system must have the right skills, competencies (if applicable) and knowledge to follow your maintenance schedules and instructions.

What the criteria mean and what you must do to comply

- Ensure staff responsible for checking or carrying out vehicle maintenance are trained in and understand the policies and procedures they need to follow.
- Ensure staff have the right skills through relevant trade qualifications or proven equivalent experience for roles that carry out complex mechanical checks.
- Ensure drivers have enough operational awareness and experience to recognise and report faults.

Review and continuous improvement

Internal reviews assess whether the vehicle maintenance system is working properly and matches how the business operates. Regular reviews allow independent checks to see if processes are being followed consistently and if any issues or non-conformances are controlled and retained for audit. The purpose is continual verification and improvement of the system's effectiveness.

What the criteria mean and what you must do to comply

- Monitor maintenance results – such as defect reports, how often repairs are needed, and inspection results – to confirm that the maintenance schedule is working effectively in practice.
- Review processes for patterns (e.g. like the same part failing repeatedly) that show service timing or parts need to be changed.
- Address actions and correct the root cause (e.g. poor quality parts or lack of technician training) when vehicle maintenance standards are not met instead of just fixing the immediate fault.
- Complete reviews often and independently, suitable for the size of the fleet (e.g. small operators might guarantee this by using third-party inspection results or peer reviews).
- You can show that changes made after a review (like updating a service task) have improved vehicle reliability and safety.
- Record and share with relevant staff any important changes to maintenance practices or schedules that are the result of reviews so they are applied consistently.

Evidence

Keep records to show that vehicles are maintained in a planned way and meet required standards. These records make it possible to track maintenance work and confirm that defects are properly managed. The focus should be on practical evidence that the maintenance system is working, not on recording every administrative detail.

What the criteria mean and what you must do to comply

- Keep records showing that Daily Checks, fault reporting and maintenance work are being carried out as part of day-to-day operations.
- Keep records - like work orders or invoices – to clearly show that faults and regulatory notices have been dealt with and fixed.
- Make sure that maintenance records are up to date, accurate and easy for the responsible staff to find, so activities can be checked and tracked without needing complex systems for smaller fleets.
- Keep records in a systematic way that allows the maintenance history to be tracked for audits and reviews, with a focus on safety risks and vehicle condition results.
- Keep records to a level that suits the size and risk of your fleet, avoiding extra paperwork where existing records (e.g. invoices) already show the required information.
- Keep records for all vehicles that operate under the accreditation, including subcontractor vehicles. Records must be up to date and detailed enough to be used for audit, review and regulatory assurance.
- Keep details for vehicles operating under the accreditation to show the vehicle's identity, how it is configured and whether it qualifies for any maintenance concessions.