

MEMBER SERVICE POLICY AND COMPLIANCE



Our expertise in this area is provided by staff who have extensive experience working within the road freight industry and in the regulatory environment. We aim to assist with issues that impede your ability to do business productively, efficiently and safely.

We have the connectivity to regulators and government stakeholders to get answers and find solutions for you. We will provide responsive, clear and concise advice to your queries.

All general advice is included in the cost of your membership. *Complex matters specific to your business such as assistance with PBS applications, access issues and permits, navigating permit refusals may be charged on a fee for service basis.

WHAT WE HELP WITH

- *Engage with State and Local Government Road Managers in relation to access issues.
- *Advice on complex permits for access and PBS permits
- *Engagement on your behalf with NHVR in relation to all areas of the Heavy Vehicle National Law (HVNL).
- Information and advice on Fatigue Management accreditation.
- Chain of Responsibility information and advice on safety systems compliance[^]
- Provide advice on penalty infringement notices (legal representation will be referred)
- Sector specific industry issues and involvement in committees eg. - OverSize/OverMass (OSOM) and Port representation
- Advice on the National Heavy Vehicle Accreditation Scheme (NHVAS) and Trucksafe accreditation programs.
- Information delivery through workshops and seminars

[^] Referral to a qualified auditor will be provided for Safety Management Systems reviews and audits

INDUSTRY WIDE ADVOCACY

The Association advocates for progressive investment in road infrastructure, fosters innovation in safety, road and transport technology to ensure that regulation is reflective of contemporary industry practices in all areas that impact your ability to do business.

Contact

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Trusted to Deliver. Driven by Service.