



OPERATOR INTERVENTION APPROACH PROGRAM

MEDIUM-RISK OPERATORS

2026 GUIDELINE



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1 INTRODUCTION

The National Heavy Vehicle Regulator (NHVR) is Australia's independent regulator for heavy vehicles (HV) responsible for monitoring and improving safety, productivity and compliance under the *Heavy Vehicle National Law* (HVNL). The NHVR delivers this through education, intelligence-led risk assessments and proportionate compliance and enforcement activities.

The Operator Intervention Approach (OIA) program is a risk-triggered education based intervention designed to engage medium-risk operators (MRO) whose compliance history indicates systemic, moderate level non-compliance.

In alignment with the NHVR's Regulatory Intervention Strategy (RIS), the program takes an intelligence-led approach that aims to build a positive safety culture through targeted education to help operators and all parties in the chain of responsibility understand their obligations under the HVNL, while addressing the underlying causes of repeated or systemic non-conformance. The OIA MRO sits between on road compliance activities and more intensive investigative pathways, offering early intervention to support behavioural and organisational change that improves compliance and overall safety outcomes for industry.

Participation in the OIA MRO program is voluntary; however, all operators identified as eligible for the program may be subject to a monitoring period regardless of their participation. Participation does not exclude operators from future compliance activity or regulatory action. Operators that are contacted by the NHVR regarding this program are highly encouraged to participate. Continued non-compliance will result in alternative regulatory actions commencing.

A clear separation is maintained between education and enforcement. If a real or imminent safety concern or a breach of the HVNL is identified by an NHVR authorised officer during an educational engagement, the officer will withdraw from the educational setting and undertake the appropriate regulatory enforcement action.

These Guidelines provide a general overview of the OIA MRO Program including its purpose and objectives, who it applies to, how operators are identified and considered for inclusion, what participation involves and how progress is assessed and monitored.



2 KEY OBJECTIVES

The Operator Intervention Approach (OIA) has three key objectives that guide how the program identifies medium-risk operators (MRO), delivers targeted educational support and promotes safer practices across the heavy vehicle industry.



IDENTIFY MEDIUM-RISK OPERATORS

Use risk-based, intelligence-led data to identify operators whose compliance history indicates systemic moderate level non-compliance. This allows the NHVR to focus educational efforts where they are likely to have the greatest safety impact.



PROVIDE TARGETED EDUCATIONAL INTERVENTIONS

Engage proactively with identified operators to improve safety practices through tailored, one on one education delivered by an NHVR authorised officer. The OIA MRO focuses on addressing the underlying causes of non-compliance, guiding operators to relevant regulatory resources and supporting the development of safer systems and processes that reduce operational risk.



PROMOTE SUSTAINED IMPROVEMENT IN COMPLIANCE AND SAFETY CULTURE

Support operators to embed ongoing improvements in their safety practices and compliance obligations. Through active monitoring, the OIA MRO aims to verify behavioural and organisational change, reduce the likelihood of repeated non-compliance and contribute to improved heavy vehicle safety outcomes across the supply chain.



3 DEFINITIONS

The following terms are specific to this guideline.

Term	Definition
Medium-Risk Operator (MRO)	The available intelligence suggests that an individual or entity is engaged in activity or conduct that indicates a emerging or recurring issues or contraventions that elevate overall risk.
Intelligence Profile	A consolidated intelligence report that outlines an operator's compliance history, risk indicators, fleet characteristics and other data available.

4 HOW OPERATORS ARE IDENTIFIED FOR INCLUSION IN THE OIA MRO PROGRAM

Operators may be identified for potential inclusion in the OIA MRO program through a combination of intelligence-led analysis and regulatory insights that indicate systemic, moderate level non-compliance suitable for targeted education. Identification initiates consideration, it does not automatically mean an operator will be included in the program.

INTELLIGENCE-LED RISK PROFILING

The NHVR undertakes regular analysis of available information to understand operator level risk. This may include trends in offence and defect history, crash or incident information where relevant, transport activity patterns and other indicators that help build an operator risk profile and highlight candidates for early, education focused intervention.

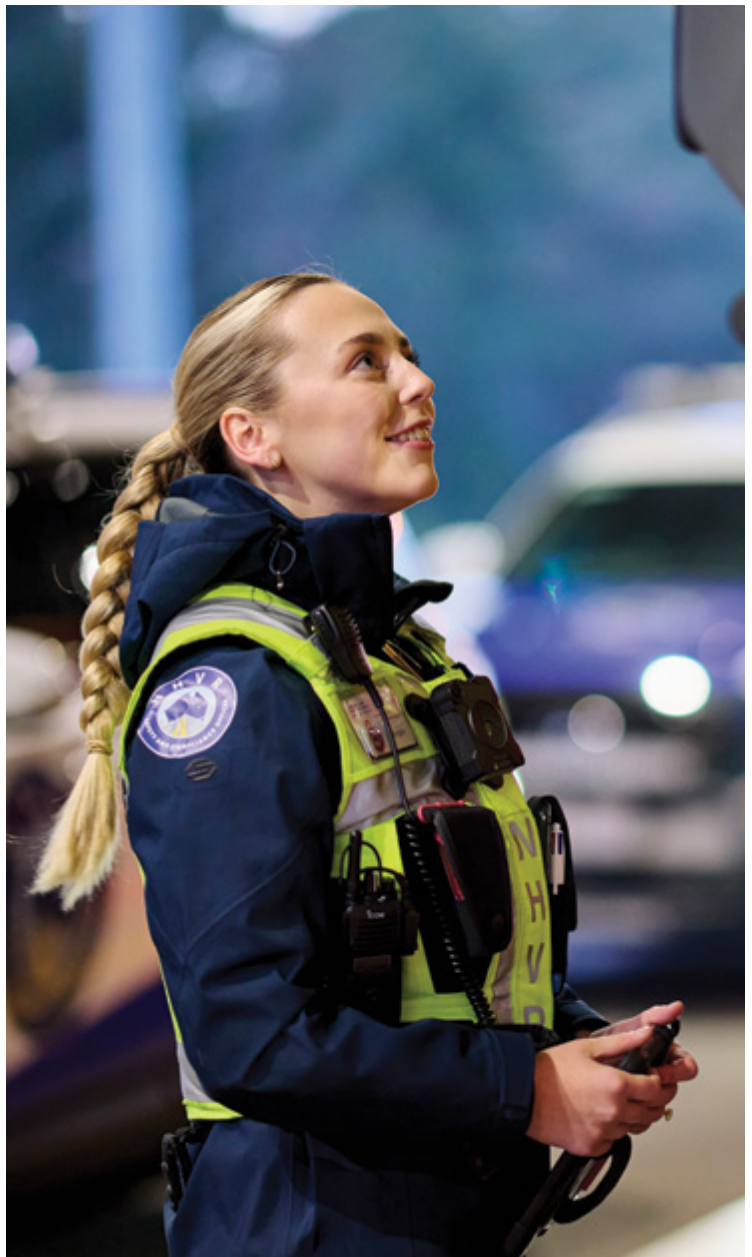
REGULATORY INSIGHTS AND NOMINATIONS

In addition to data driven profiling, operators may be nominated by NHVR authorised officers where there is evidence of a consistent pattern of unsafe or non compliant behaviour, credible local intelligence about emerging risks or where an operator voluntarily seeks educational support. Nominations are reviewed alongside all intelligence available to confirm whether the operator is suitable for the OIA's MRO education based approach.

SUITABILITY ASSESSMENT

Before progressing, the NHVR considers whether the operator's profile fits the OIA's target cohort (medium-risk) and whether education is likely to support improvement as an initial step.

Operators assessed as high risk or more appropriately managed through other regulatory pathways (e.g. investigation or enforcement) will not be included in the OIA MRO program.



5 CRITERIA FOR INCLUSION IN THE OIA MRO PROGRAM

Operators who have been identified for potential participation in the Operator Intervention Approach (OIA) MRO program are assessed against a set of indicators grouped into two key categories:

- **The risk**
- **The operator**

These indicators help determine whether an operator's compliance issues are appropriate for an education based initial intervention, or whether another regulatory pathway may be more suitable.

5.1 THE RISK

The OIA MRO Program focuses on operators whose behaviour reflects systemic, moderate level non-compliance, where targeted education is likely to improve safety and compliance outcomes. Considerations include the extent and seriousness of non-conformances; the actual or potential consequences; duration and recurrence; and whether the risk is systemic across the operators activities rather than limited to isolated events.

5.2 THE OPERATOR

Compliance History

An operator's compliance history provides insight into underlying systemic issues. Considerations may include evidence of repeated or persistent non-compliance with HVNL obligations; patterns in defects, infringements, compliance directions or other indicators showing systemic issues; recurrence of non-compliance across locations, vehicles or activities; and whether meaningful steps have been taken to address issues identified through previous interactions with the NHVR.

Attitude and Willingness

The likelihood that an operator will benefit from targeted education depends on their attitude toward compliance and willingness to improve. Indicators may include responsiveness to past NHVR engagement; evidence of a positive safety culture such as proactive risk identification; willingness to participate in the OIA MRO Program; and evidenced commitment to prevent recurrence of non-compliance.

Prior Notice

This considers whether the operator knew, or reasonably should have known, about the risk and their obligations under the HVNL. Indicators may include previous education, advice or communication materials having been provided to the operator by the NHVR; whether the operator had been made aware of issues through earlier interactions, complaints or incidents; or whether the operator had reasonable opportunity to implement appropriate risk controls but did not.

Further Escalation

Where an operator's risk profile escalates or does not improve, progression to further regulatory actions may occur, which can result in enforcement outcomes such as improvement notices aimed at addressing the ongoing risk.



6 WHAT HAPPENS ONCE AN OPERATOR IS IDENTIFIED AS APPROPRIATE FOR INCLUSION IN THE OIA MRO PROGRAM

Once an operator is deemed appropriate for inclusion in the OIA MRO Program, an NHVR authorised officer will engage the operator to explain the program and expectations for participation. Participation in the OIA MRO Program is voluntary; however, a period of active monitoring applies to all identified operators for the program regardless of their participation.

If the operator chooses to participate, an agreed meeting date and time will be established for a NHVR authorised officer to attend the operator's premises for the educational intervention.

EDUCATIONAL INTERVENTION

During the on-site educational intervention, the NHVR authorised officer will outline the program's purpose and boundaries (education, not a formal audit), the priority areas for improvement informed by the operator's compliance history and the resources available to support improvement such as the Master Code and relevant Registered Industry Codes of Practice. The goal of this intervention is to equip the operator with the knowledge and resources to implement safer operating practices. Operators can take this opportunity to ask clarifying question about their compliance history and recommended approaches to improve compliance.

You may withdraw from the program and/or ask the authorised officer to leave at any time.

If during an educational engagement, a NHVR authorised officer identifies a real or imminent safety concern or breach of the HVNL, the officer will withdraw from the educational setting to undertake the appropriate regulatory enforcement action.

MONITORING PERIOD

Upon completion of the education intervention, the operator will be monitored for a period of time (up to 12 months) to verify improvement in compliance. If improvement is not demonstrated, the NHVR may consider additional regulatory action that is proportionate to the ongoing risk. If improvements do occur, the intervention will conclude.

IMPROVEMENT NOTICE

Improvement notices are utilised as part of the program where a risk remains ongoing. Improvement notices are an effective tool to implement measures designed to improve safety performance.

7 MORE INFORMATION

For more information about the Operator Intervention Approach (OIA) MRO Program or to access resources that can support improved heavy vehicle safety and compliance, please visit the National Heavy Vehicle Regulator (NHVR) website at www.nhvr.gov.au or call 13 NHVR (13 64 87).



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