



NHVR – Target State Experience

On Road Activity 3.0



	On Road Intercept	Explain who we are	Ask for ID and Documentation	Explain why they were pulled over	Opportunity for Response	Explain what is happening next	Perform Inspection	Undertake Compliance Action	Explain and Release
Description	An NHVR officer conducts road safety activity by intercepting, pulling over or performing a mass check on an operator and their vehicle. These activities include, but are not limited to, on-road compliance monitoring, off-road compliance activities, investigations into alleged contraventions of the HVNL, and any resulting intervention or enforcement responses.	An NHVR officer introduces themselves to the operator as a representative of Australia's National Heavy Vehicle Regulator for all vehicles over 4.5 tonnes gross vehicle mass.	An NHVR officer requests to sight a copy of the operators license as well as vehicle and load documentation.	An NHVR officer explains the reason that the operator has been detained including whether it is a standard intercept, reasonable suspicion that an offence is being committed or about to be committed. The officer provides an insight into likely process and duration depending on a series of factors relating to the intercept.	An NHVR officer provides the operator with an opportunity to respond, summarising and sharing their thought with the officer, whilst potentially providing additional relevant information.	An NHVR officer explains the process of vehicle inspection as well as the schedule of HVNL penalties, infringement penalties and demerit points if necessary.	An NHVR officer conducts a vehicle inspection in line with the National Heavy Vehicle Inspection Manual (NHVIM) which provides authorised officer in industry with consistent criteria for heavy vehicle inspections in order to improve vehicle standards compliance and help reduce vehicle down time.	An NHVR officer enforces the HVNL in a consistent, risk based manner whereby each intervention or enforcement response is proportionate to the safety risk and compliance behaviour identified in each circumstance.	In summary, an NHVR officer asks the operator if they understand the reasons why they have been intercepted, what the next steps are (if any) and the associated timeframes and likely outcomes arising from an enforcement activity.
CX Principles	<ul style="list-style-type: none"> CXP 1 CXP 3 CXP 4 	<ul style="list-style-type: none"> CXP 1 CXP 2 CXP 4 	<ul style="list-style-type: none"> CXP 1 CXP 2 CXP 3 CXP 4 	<ul style="list-style-type: none"> CXP 1 CXP 2 CXP 4 	<ul style="list-style-type: none"> CXP 1 CXP 2 CXP 3 	<ul style="list-style-type: none"> CXP 1 CXP 2 CXP 3 	<ul style="list-style-type: none"> CXP 1 	<ul style="list-style-type: none"> CXP 1 	<ul style="list-style-type: none"> CXP 1
Target Memory	<ul style="list-style-type: none"> I felt like the officer put my safety first by letting me pull in safely I knew this was serious 	<ul style="list-style-type: none"> I felt concerned but I felt as though they were polite and non-threatening with their ID on display It made me feel safe and they acted professionally and respectfully The officer knew their stuff 	<ul style="list-style-type: none"> They gave a polite request, it felt non-threatening I didn't feel like they were trying to intimidate me They were knowledgeable 	<ul style="list-style-type: none"> I was given clear explanations about the law and I felt confident that the officer was an expert in the Heavy Vehicle Law I felt as though the officer was within their rights to pull me over and that any requests would be reasonable They were firm but fair 	<ul style="list-style-type: none"> I was allowed the opportunity to speak and to give my side of the story as well as additional supporting information They did not belittle or cut me off whilst I gave reasons, but displayed active listening They understood my vehicle 	<ul style="list-style-type: none"> I felt confident that I knew what was going to happen next They were clear, precise and allowed questions They were quick and efficient and their priority was getting me back on the road as safely and quickly as possible I understand where I went wrong and won't do that again 	<ul style="list-style-type: none"> I felt confident that they were undertaking the inspection in a thorough manner, but not one where time was being wasted They were efficient and timely They kept me informed and they were professional, respectful and fair and knew what they were doing The NHVR knew what they were doing and understood me and my needs 	<ul style="list-style-type: none"> I have a clear appreciation of the consequence or loss arising from this inspection I am regretful about the offence I have committed I understand the offence 	<ul style="list-style-type: none"> I understand what has happened, why it has happened and what will happen next I understand the gravity of my offence I didn't get away with that because they really knew what they were doing I won't break the law again because I know the chances of getting caught are high
Target Emotion	<ul style="list-style-type: none"> Appropriate level of anxiety Degree of fear of the consequences I understand why the officer pulled me over I must comply with the law 	<ul style="list-style-type: none"> Appropriate level of anxiety Safe Respected Confident in the NHVR officer 	<ul style="list-style-type: none"> Appropriate level of anxiety Non-threatened Respected 	<ul style="list-style-type: none"> Appropriate level of anxiety Not confused/clear 	<ul style="list-style-type: none"> Appropriate level of anxiety Respected Heard 	<ul style="list-style-type: none"> Feeling treated fairly Informed No surprises Remorseful (if appropriate) 	<ul style="list-style-type: none"> Informed Confident in the NHVR Nervous about consequences 	<ul style="list-style-type: none"> Responsible for actions Remorseful 	<ul style="list-style-type: none"> Informed Remorseful
Target Experience	<ul style="list-style-type: none"> Clear and precise instructions Risk assess prior to activity Logical and safe place to pull over 	<ul style="list-style-type: none"> ID on display Address them with respect Consistency Confidence Eye contact Timely - not wasting time Knowledgeable and professional Inform about body worn cameras 	<ul style="list-style-type: none"> ID on display Address them as sir/madam Explain authority if polite request failed Knowledgeable about what is required 	<ul style="list-style-type: none"> Transparent Enforcing compliance with the law 	<ul style="list-style-type: none"> Transparent Enforcing compliance with the law CoR investigation opportunity, i.e. Driver forced to commit offence Respect - NHVR always enforce the law but with respect and professionalism 	<ul style="list-style-type: none"> Upfront - no surprises 	<ul style="list-style-type: none"> The process was reasonable Professional 	<ul style="list-style-type: none"> Fair and appropriate 	<ul style="list-style-type: none"> Every interaction treated as an opportunity to influence future compliance Education every time

Reference NHVR Customer Definition

Our customers include any person or organisation who uses our services or with whom we work in order to ensure a safe and productive heavy vehicle industry.

