



# Industry Workshop 1

An introduction to the NVES Regulator and  
an update on progress since February 2025

20 March 2025

For follow-up questions and further contact, please email  
[NVESRegulator@infrastructure.gov.au](mailto:NVESRegulator@infrastructure.gov.au)



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- updates from our working groups
- key dates



# Welcome

Please direct any questions you have today to our **Slido**.

Join at **slido.com**

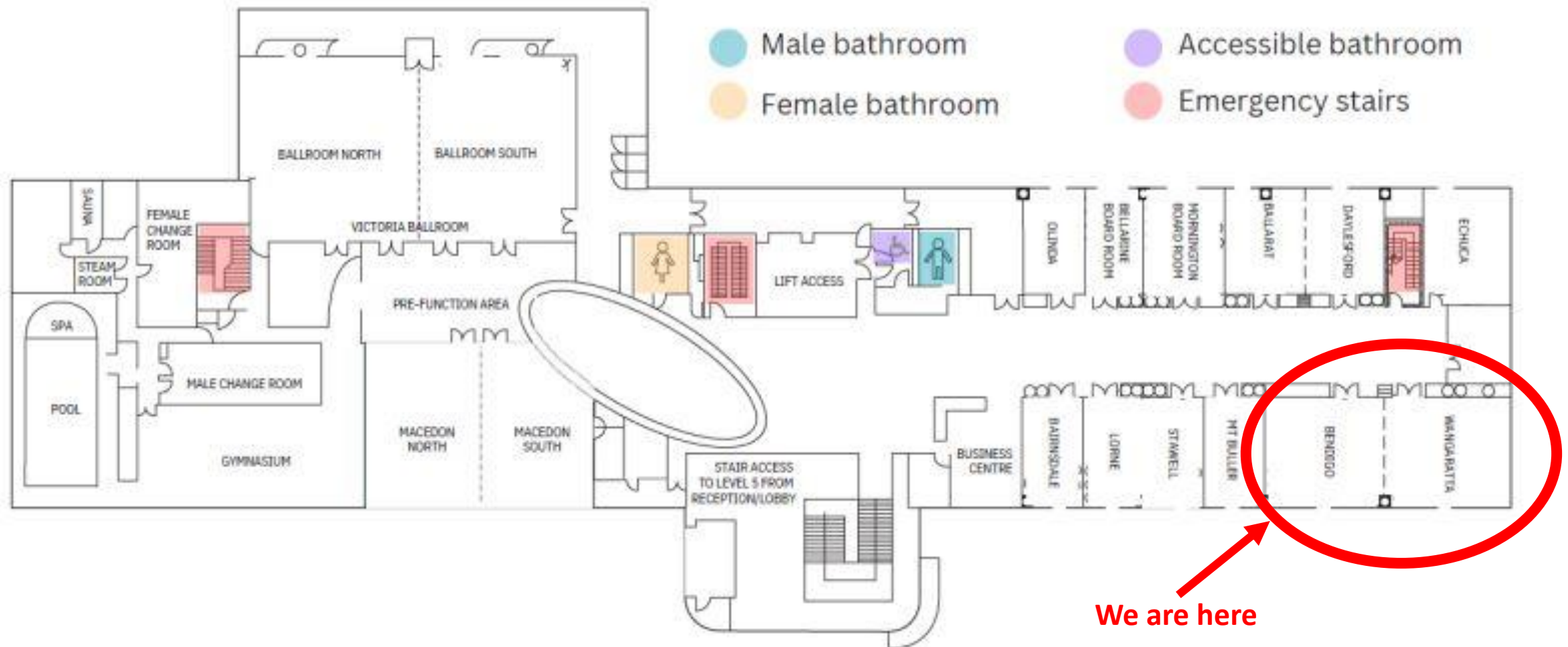
#3640226

Passcode: **NVES**

## Overview of today's session

9:30 am	Welcome
9:35 am	<b>Session 1: Introduction from the NVES Regulator</b>
10:20 am	Morning tea
10:40 am	<b>Session 2: NVES Business Systems Design</b>
12:15 pm	<b>Session 3: Q&amp;A</b>
12:45 pm	Lunch
1:30 pm	<b>Session 4: NVES Regulation and Performance</b>
2:30 pm	Afternoon tea
2:45 pm	<b>Session 5: Q&amp;A</b>
3:15 pm	Reflections and thanks
3:30 pm	Session close

# Getting around the venue

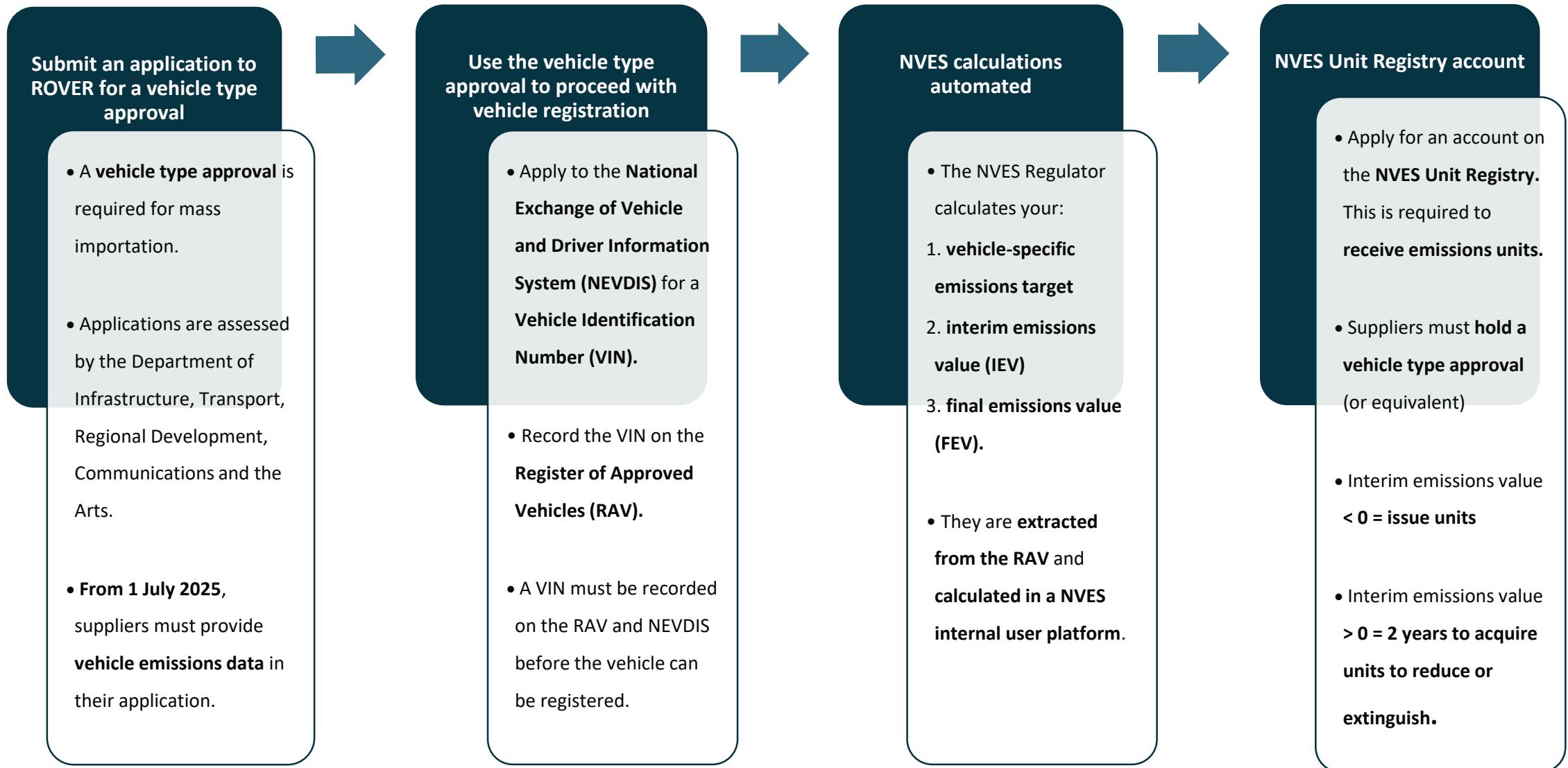


# Session 1: Introduction and regulatory posture

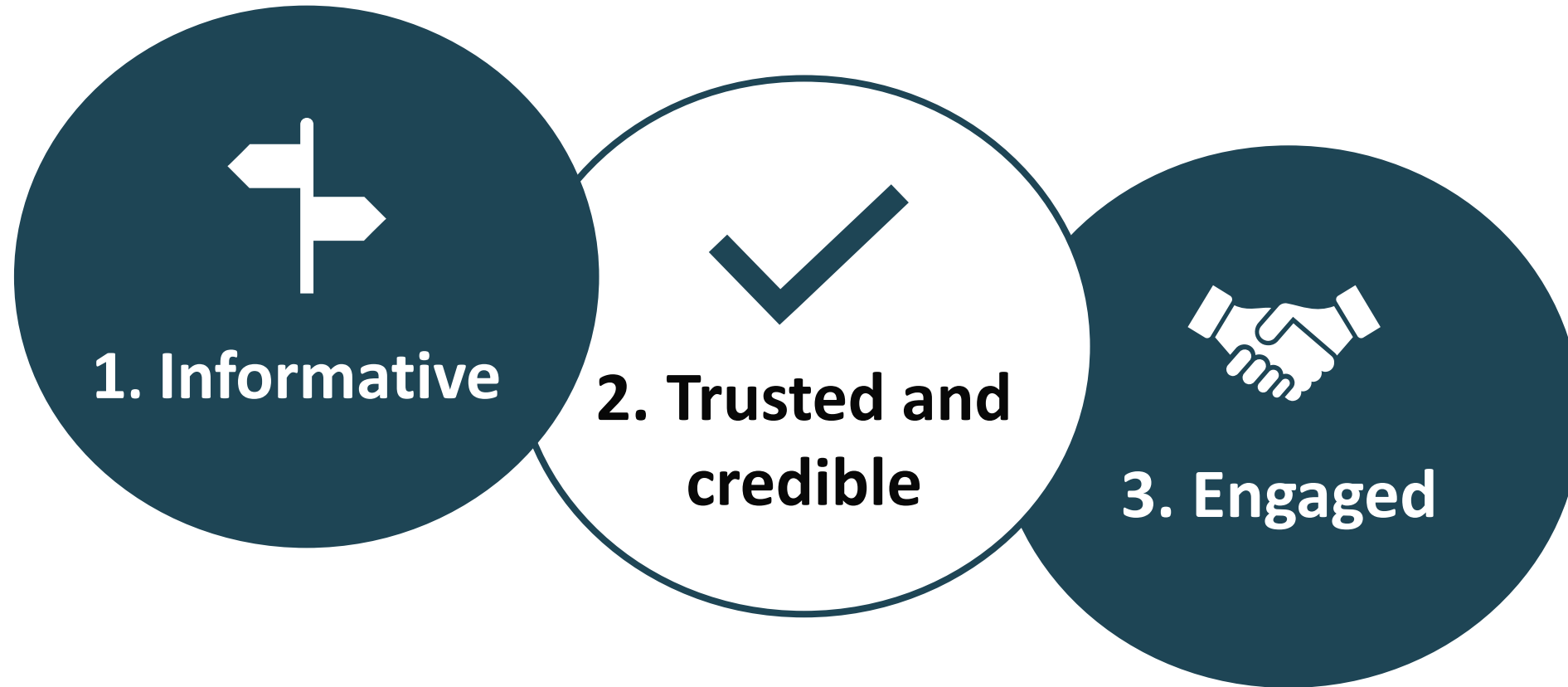
Karen Najjar

Assistant Secretary, New Vehicle Efficiency Standard (NVES) Regulator

# NVES 101: Process interactions

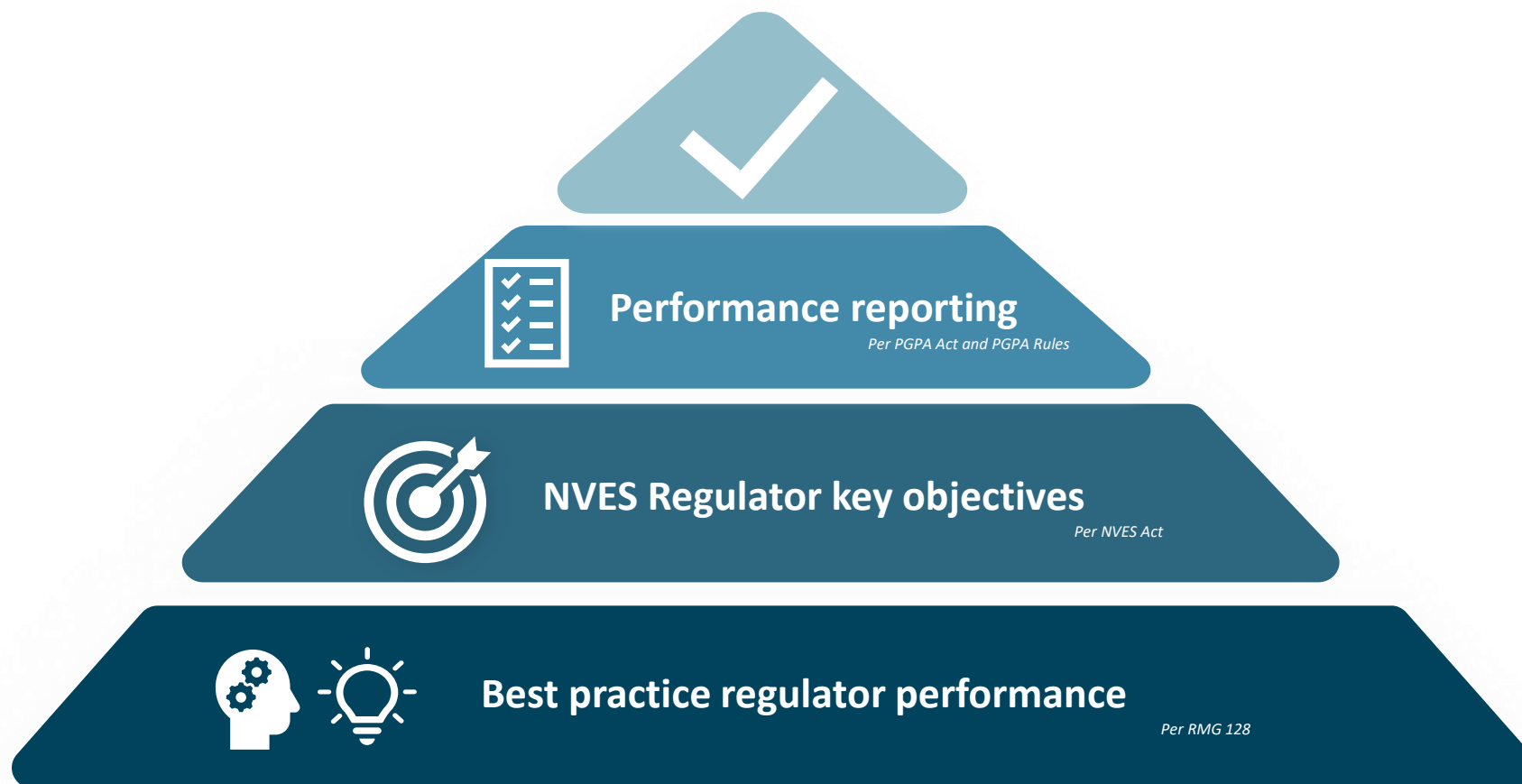


## Our 3 core principles



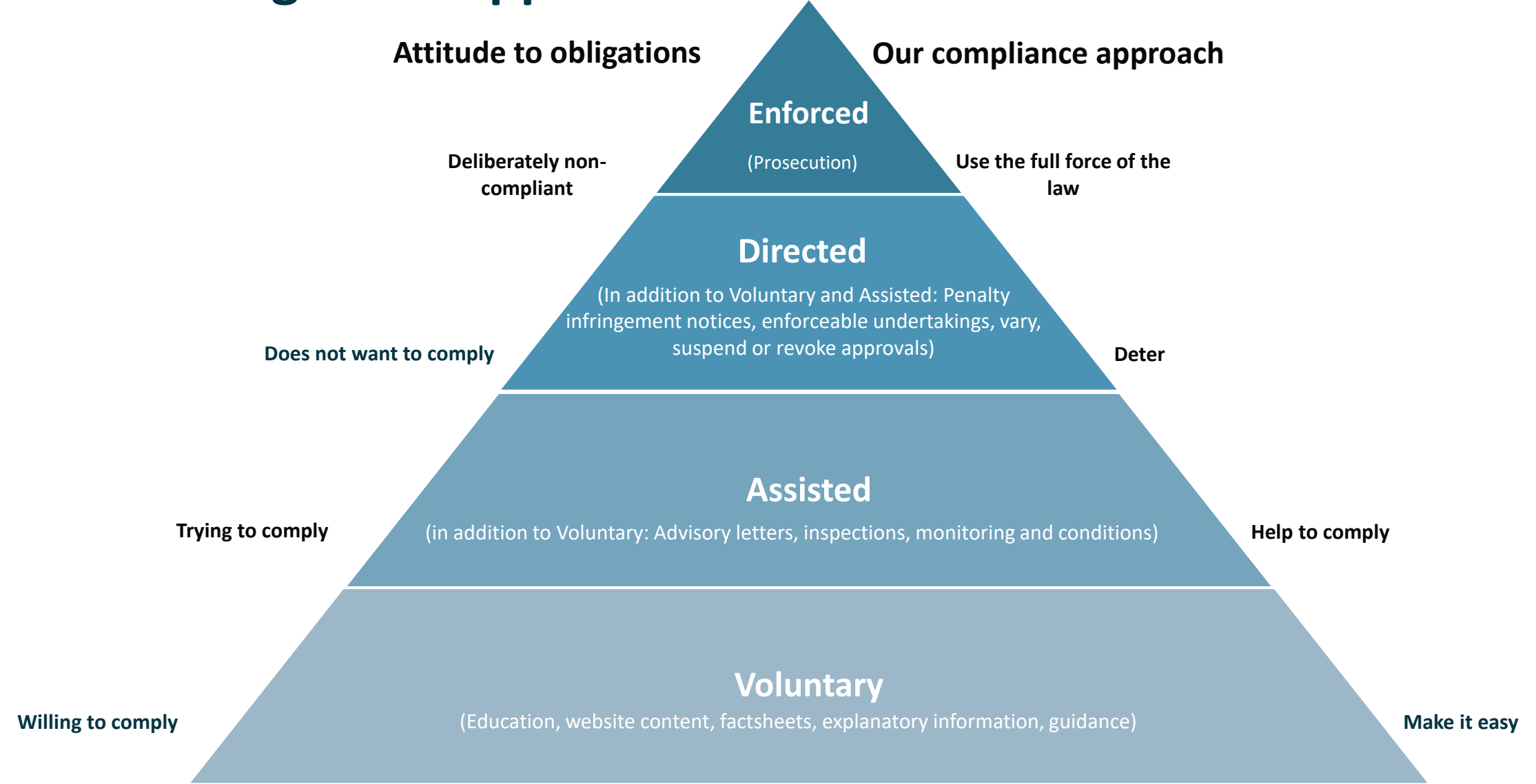
Our work supports **economic, health, environmental** and **policy outcomes**.

# What guides us





# The NVES Regulator approach



# How we support regulated entities

## Respond



- Request information
- Issue infringement notices
- Instigate civil or criminal proceedings
- Publish information

## Assess and monitor



- Analyse NVES Information entered on the Register of Approved Vehicles (RAV)
- Engage with regulated entities to discuss entries that are not aligned with expectations
- Request further information
- Verify calculations
- Instigate audits
- Monitor

## Engage and educate



- Develop a website
- Develop and maintain systems that support efficient implementation of the NVES (Unit Registry, cloud-based applications etc.)
- Respond to industry queries and help resolve NVES related issues
- Produce guidance and education materials for our key stakeholders and the public
- Publish data and information about NVES performance
- Approve account creation requests
- Approve unit trade requests on the unit registry

# Our core activities



## Inform

- Regulated entities have the information they need to meet their obligations under the NVES Act.
- Communications are proactive, transparent and factual.



## Collect

- Systems, processes and tools are established to collect accurate vehicle emissions data.



## Validate

- NVES applications give regulated entities the information they need to validate systems are integrating data correctly.



## Verify

- Data is assessed and verified to make sure it is accurate and reliable.



## Evaluate

- Active monitoring using proportionate compliance actions relevant to behaviour.
- Account management becomes case management and our approach is more directed and enforced.



## Report

- Transparent and clear reporting to communicate outcomes.



## Deter

- Deter non-compliance by setting clear expectations and designing user-focussed processes and guidance for regulated entities.



## Detect

- Active monitoring, engagement and evaluation.
- Identify compliance risks through ongoing monitoring, engagement and evaluation.



## Respond

- Use proportionate compliance actions relevant to behaviour.

# We're strategically aligned

*We deliver an efficient, sustainable, competitive, safe and secure transport system for all transport users through regulation, financial assistance and safety investigations.*

## **Outcome 2 – Transport Connectivity (Transport)**

We do this by:

- supporting surface transport decarbonisation, productivity and safety through policy advice
- administering regulatory functions to drive compliance across the surface transport emission ... environments.

## **Program 2.1 Surface Transport**

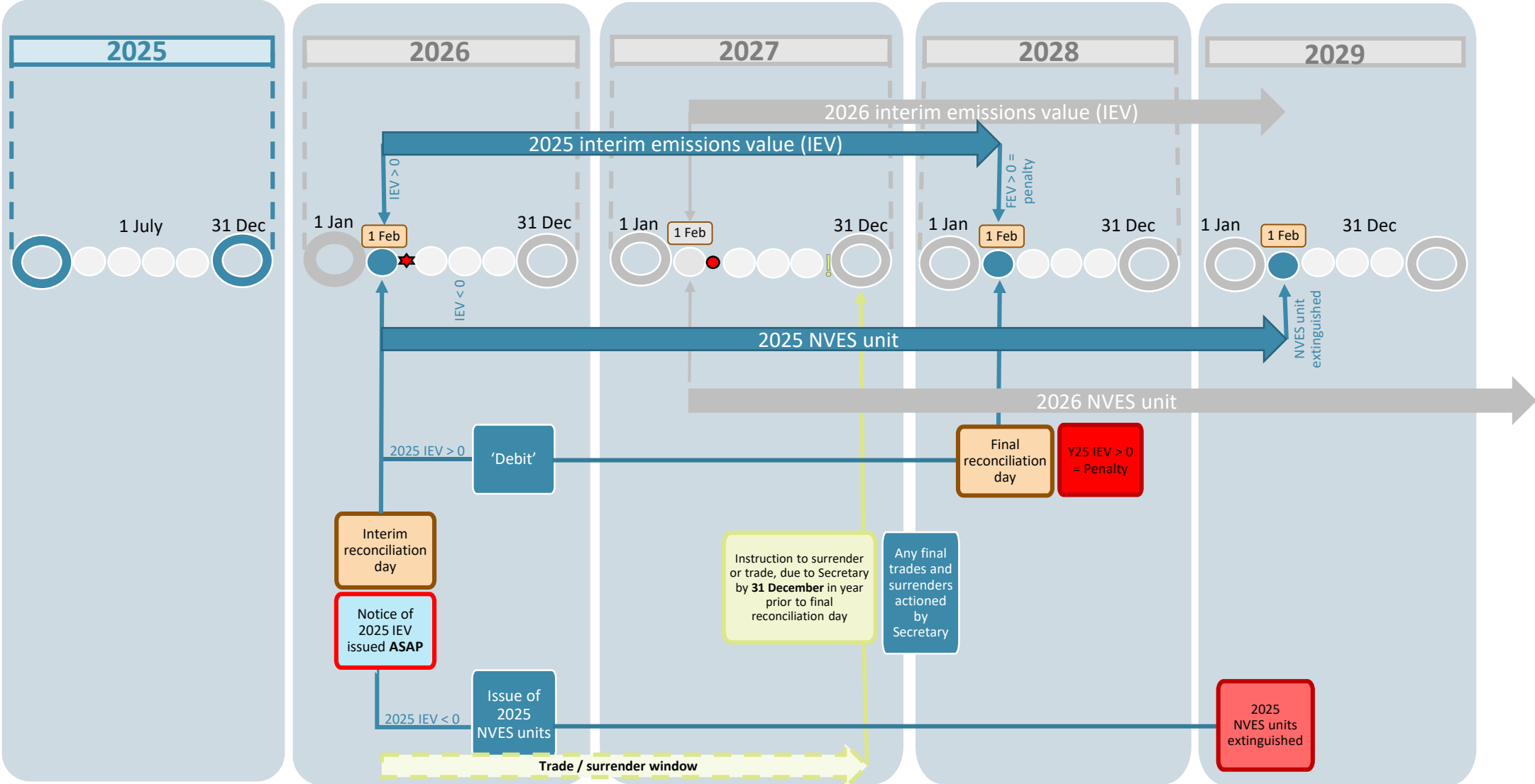


Source: [2024-25 Corporate Plan – covering the reporting period 2024-25 to 2027-28](#)

# Our regulatory priorities for 2025



# NVES 101: Emissions timeline



# Morning tea break

10:20 am to 10:40 am





# Session 2: NVES Business Systems Design

Anthony Swan

Director, IT Business Systems Design

Rashmi Wokker and Daniel Steemson

Service Design Co-Leads, Deloitte



# The IT build journey so far

## Foundations - completed

- IT implementation working group first met 8 August 2024. There have been 14 meetings so far.
- Delivery of a service design blueprint, including personas and target state

## Phase 1: Data capture – in progress

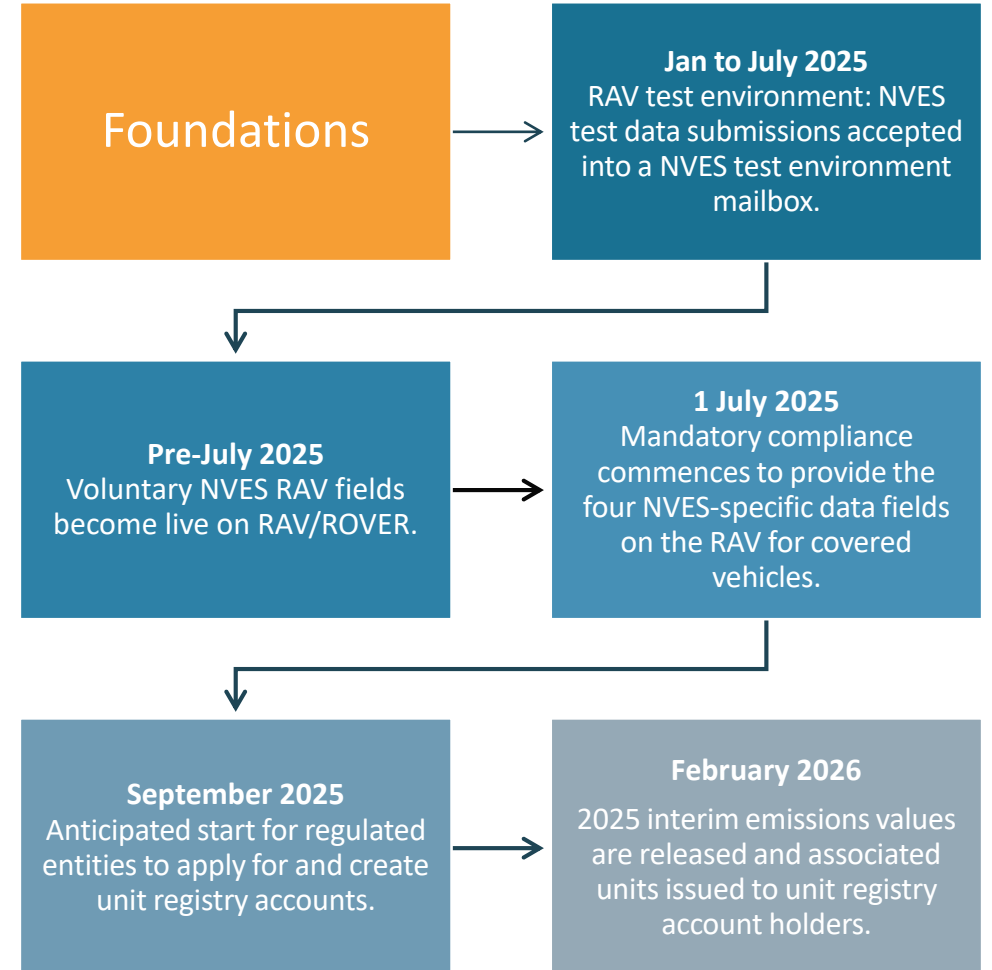
- Temporary testing environment for data validation
- Additional data fields in RAV
- Pre-1 July go-live

## Phase 2: Calculations, user portal, cross-system integration - in progress

- Desktop NVES calculator
- Industry user portal (access via ROVER) with current emissions position
- Portal access permissions

## Phase 3: Unit trading platform - in progress

- Opening accounts
- Enabling trading



# RAV test environment: NVES data fields

## Four new NVES-specific data fields

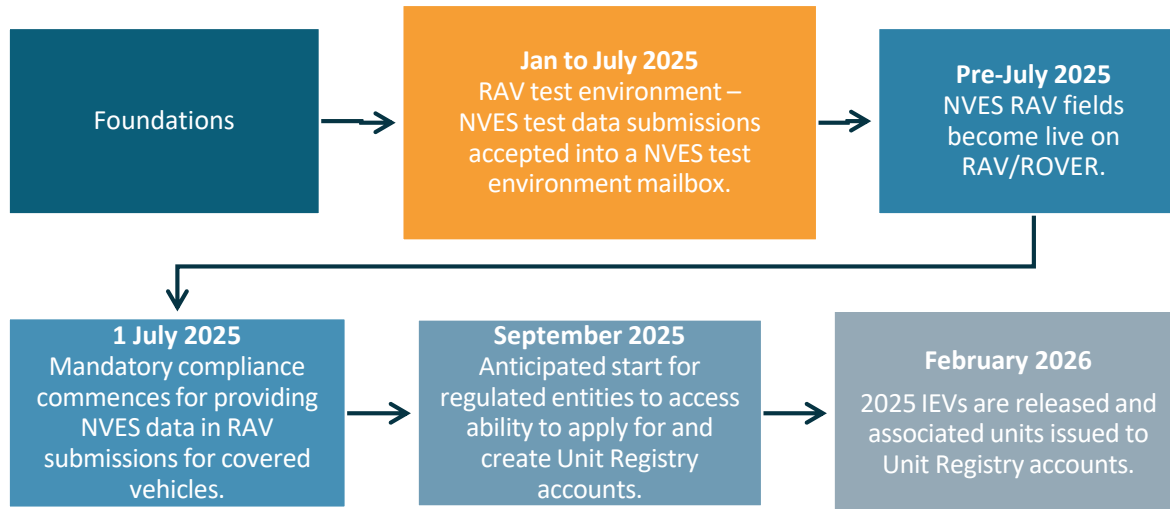
1. NVES vehicle type
2. Carbon dioxide (CO<sub>2</sub>) emissions (grams per kilometre)
3. Mass in running order (MIRO) (kilograms)
4. Rated towing capacity (RTC) (kilograms)

## 321 submissions (as at 17 March)

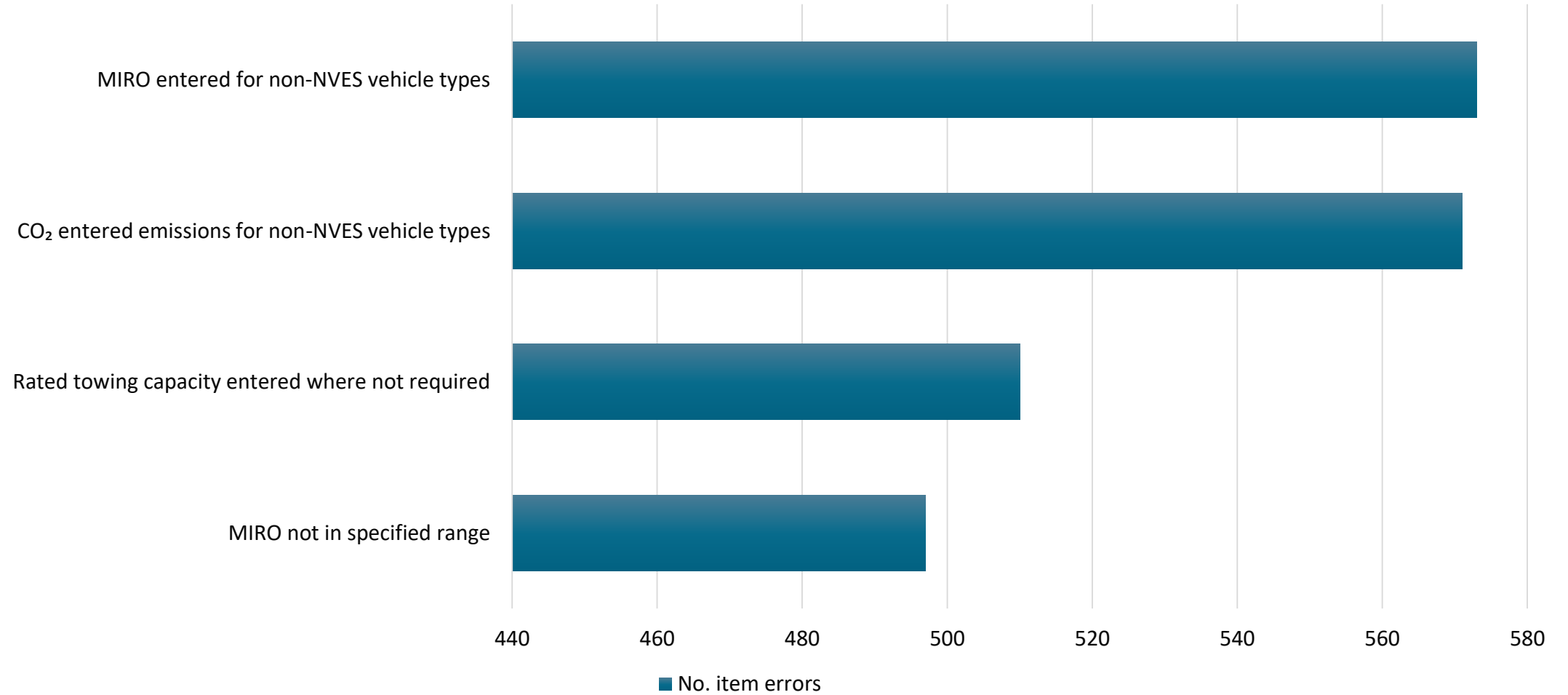
- 20 vehicle makes

## 3,656 individual items

- 2470 validated
- Invalid items have been addressed via:
  - Updates to validation rules
  - Discussion/awareness through the IT Working Group
  - Communication via the NVES Regulator newsletter
- Note: some invalid entries are purposeful to test the system and error messages.
- Collaboration with industry has been crucial in creating a more user friendly system.



# Most common validation errors



# Validation rules

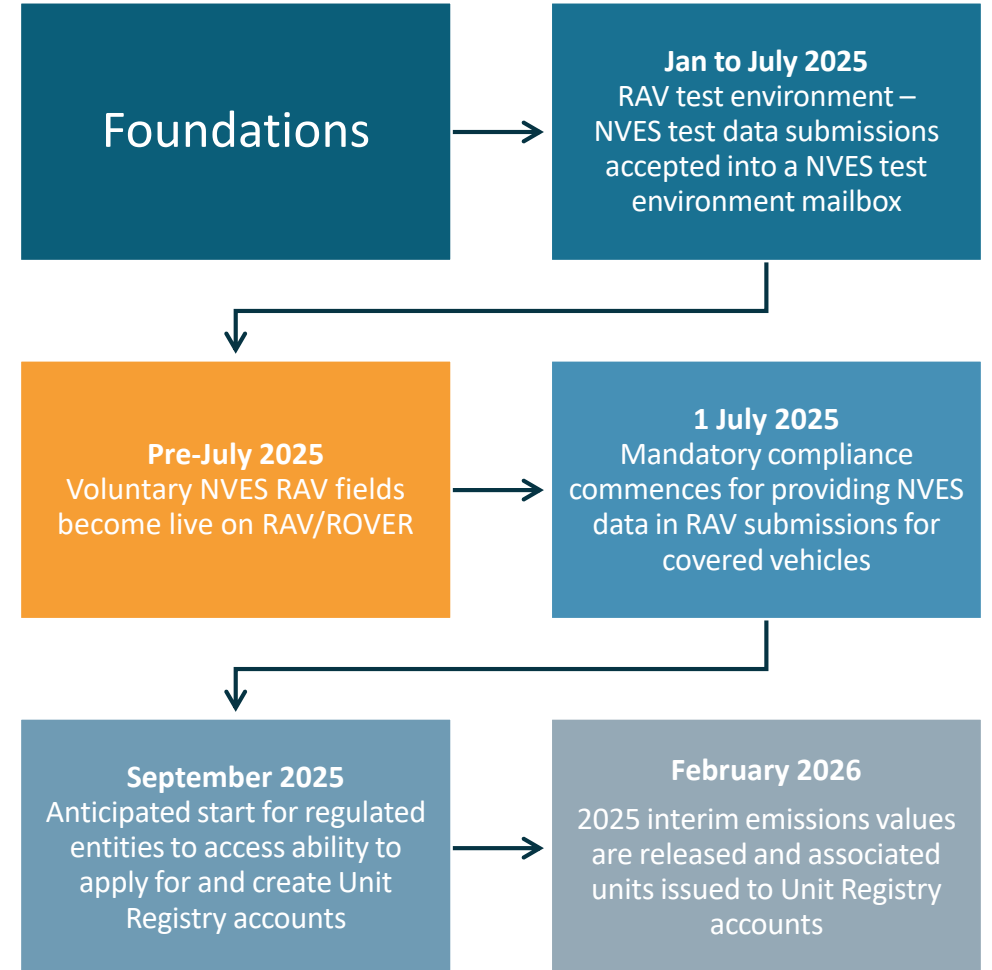
- Help reduce errors in data submission.
- Accepted values stem from legislation and RAV determination.
- Updated rules to address common validation errors.
- Focus now shifting to developing the RAV go-live.

NVES vehicle type field: Accepted values	
Additional values*	type 1 vehicle
	type 2 vehicle
	exempt vehicle
	not applicable
	[blank]
	type 1
	type 2
	exempt
	na
	N/A

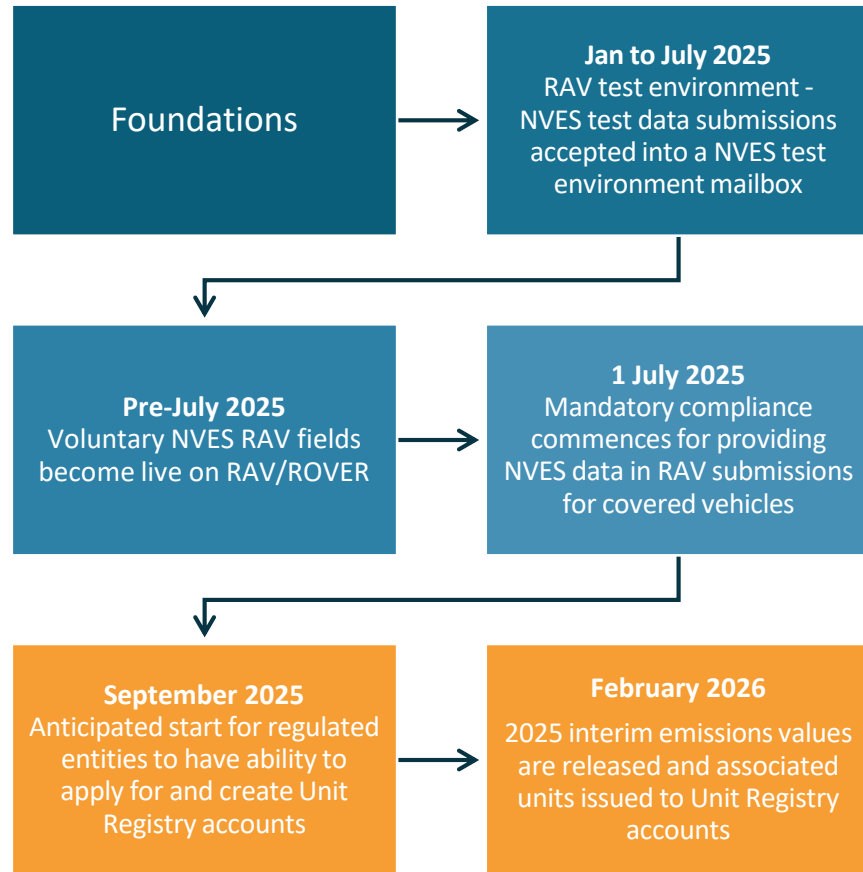
\*Upper and lowercase accepted

# RAV go-live and regulated commencement of the NVES

- **Pre 1-July 2025:** NVES specific data fields will be available in the RAV
  - Entities can enter NVES data for vehicles voluntarily prior to 1 July to test systems integration for NVES fields with the RAV
  - Will be able to validate more than 20 rows per submission
  - Pre-1 July data will not be included in the 2025 IEV.
- **1 July 2025:** Regulation commencement date
  - Data guidance will be distributed as part of normal RAV updates
  - NVES account management approach commences
  - Q2 2025 an IEV calculator will be available with an explainer.



# Next steps in the IT build – Phase 2 and 3



## September 2025: Ability to apply for a NVES Unit Registry account

- Applications will be submitted through the NVES Portal (accessed via the ROVER portal).
- Entities will need to complete a 'fit and proper person' test.

## February 2026: Ability to view Interim Emissions Values (IEVs) and trade units

- Regulated entities will receive their IEVs for the 2025 performance period.
- Entities with IEVs < 0 will receive units in their Unit Registry account.
- Publication occurs of the entities with covered vehicles, accounts and the number of units held, in accordance with section 86.

# What are we covering in this session?

1 Walkthrough of the target-state NVES experience (and Q&A)

2 What we heard from user testing

### Summary of current state findings

The key themes emerging highlight the importance of robust data ecosystems, innovative and compliant technology with industry, the need for robust technology adoption, and the opportunity to increase customer relationships through integration.

**1) Data quality and assurance is necessary for data-powered insights to drive long-term automation for operationalizing the AWS.**

- The importance of building a robust data ecosystem to ensure data quality and assurance
- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS
- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS

**2) The risk dimensionality between data ecosystem and compliance is critical to the success of the AWS.**

- The importance of building a robust data ecosystem to ensure data quality and assurance
- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS
- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS

**3) There is a need to ensure the automation ecosystem is compliant with industry standards and regulations.**

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- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS
- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS

**4) Required metrics need to be developed to ensure the success of the AWS.**

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**5) Required metrics need to be developed to ensure the success of the AWS.**


- The importance of building a robust data ecosystem to ensure data quality and assurance
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**6) Required metrics need to be developed to ensure the success of the AWS.**


- The importance of building a robust data ecosystem to ensure data quality and assurance
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**7) Required metrics need to be developed to ensure the success of the AWS.**

- The importance of building a robust data ecosystem to ensure data quality and assurance
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- Robust data ecosystem is necessary for data-powered insights to drive long-term automation for operationalizing the AWS




NVIDIA



NVCES

## CURRENT STATE SUMMARY & PERSONAS

WVU Service Design Milestone 1  
 Delivered 20 December 2020 and updated 15 January 2021  
 (Draft Version)



[illegible][illegible][illegible]

The screenshot displays the IBM Business Process Manager (BPM) console interface. At the top, a dark blue header contains the text "IBM Business Process Manager" and "Applying for non-standard units". Below this, a "Review your application" button is visible. The main area shows a process flow diagram titled "Use Flow 01". The diagram includes a start event, several tasks (represented by rounded rectangles), and decision diamonds. A sidebar on the right lists process instances, and a top bar shows application details and a "Review your application" button.

The collage consists of four overlapping website mockups:

- Top Left:** A page titled "The 'Self-Serve' Cloud Experience" with a sub-header "Help you make better decisions faster". It features a navigation bar with "Sign Up" and "Log In" buttons, and a main content area with a "Compare" button.
- Top Right:** A page titled "Illustrative purpose" with a sub-header "Help you make better decisions faster". It features a navigation bar with "Sign Up" and "Log In" buttons, and a main content area with a "Compare" button.
- Bottom Left:** A page titled "Illustrative purpose" with a sub-header "Help you make better decisions faster". It features a navigation bar with "Sign Up" and "Log In" buttons, and a main content area with a "Compare" button.
- Bottom Right:** A page titled "spacestuff" with a sub-header "The first launch of the Space Shuttle occurred on 12 April 1981". It features a navigation bar with "Sign Up" and "Log In" buttons, and a main content area with a "Compare" button.

The "Self-Serve" Cloud Experience

Start the experience by clicking on the "Get Started" button

Quick and easy product comparison

Compare the various products and services available in the cloud

spacestuff

The first launch of the Space Shuttle occurred on 12 April 1981.

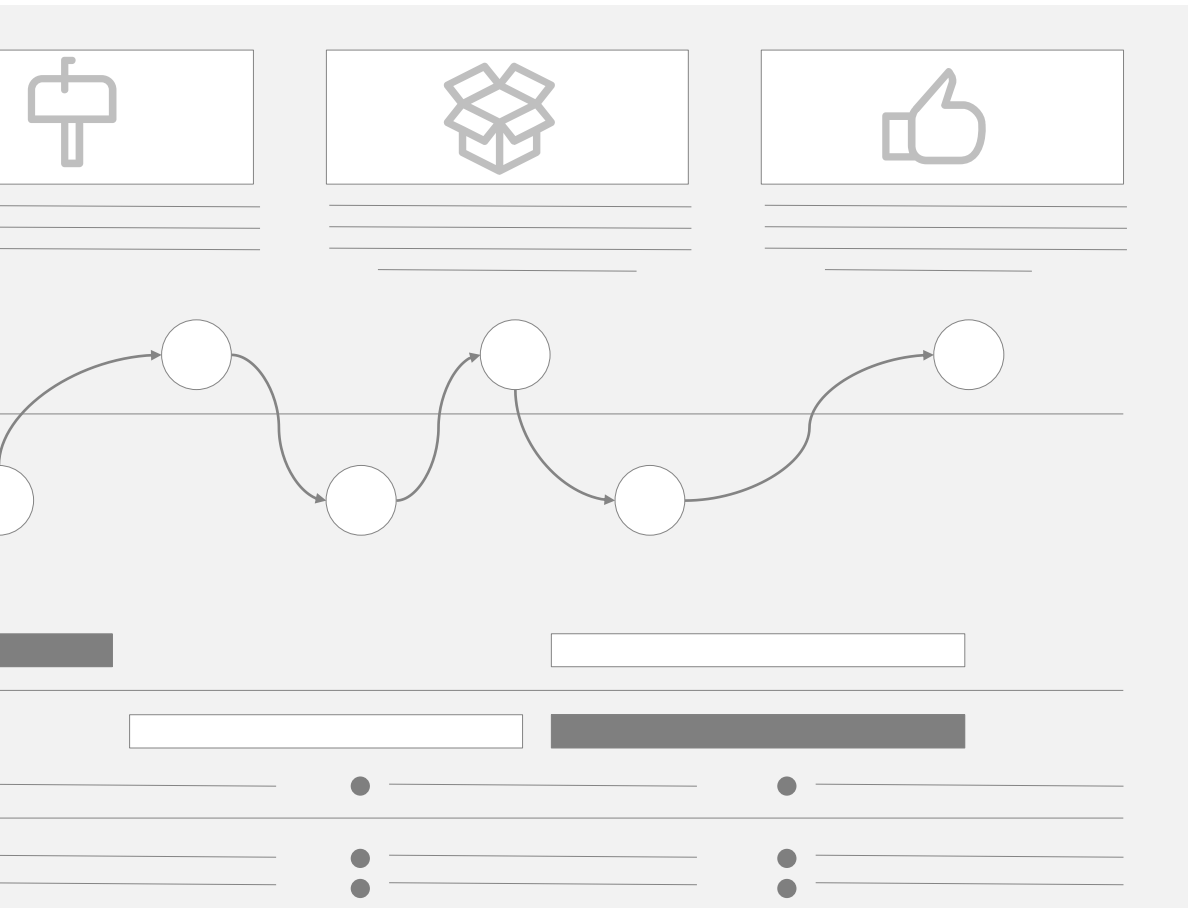
Get Started

login



# What is a service blueprint?

A target-state service blueprint is designed to be a holistic view of where we aim to be in the future. It depicts how people, processes and technology need to interact to deliver the intended service and user experiences.



## What is typically included in a Service Blueprint?

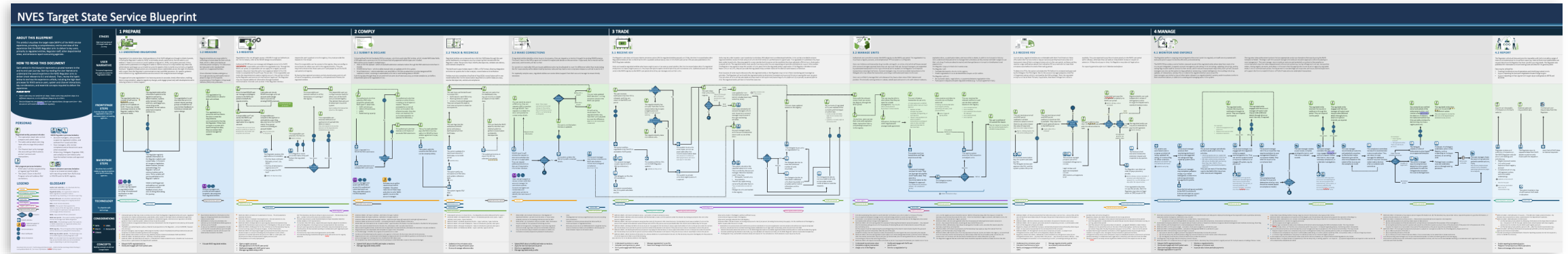
We show a **narrative that tells the story of the end-to-end experience for key users**. This is broken into phases which sequence and provide structure to the blueprint. It allows readers to put themselves in the shoes of key users to understand the experience.

We show a **high-level process flow** which depicts the steps that key users will go through in the target-state and where the key interaction points will be. This may be split into **front-stage interactions** (e.g. with manufacturers) and **back-stage interactions** (e.g. with regulator staff). Multiple paths may be used to illustrate varying experiences of different personas.

We typically break the blueprint down into **supporting swim-lanes** which show different elements that work together behind-the-scenes to enable the target-state end-to-end experience. These may include technology, data, support processes, policy and legal, and others.

# The target-state experience

We have mapped the target-state experience to develop a broad and holistic view of how NVES will work from end-to-end, and how regulated entities will interact with the Regulator.



We will walkthrough this blueprint to give you a flavour of what key parts of your journey will look like, and how you may interact with systems, Regulator staff, and the Department more broadly. There may be areas where the Regulator is still working out finer details.

*Please reserve your questions for designated question time*

# User testing

We conducted user testing to gather your valuable feedback on the *non-standard unit issuance application* to request additional units after a RAV correction has been processed and support it to work smoothly in the future.



## Research objectives

- 01 Understand your expectations and preferences for the non-standard unit issuance application
- 02 Identify areas which could be confusing, difficult, or error-prone so that we can resolve them during the process
- 03 Gather broader feedback to improve how the overall NVES system will work in the future

# User testing

We conducted user testing to gather your valuable feedback on the *non-standard unit issuance application* to request additional units after a RAV correction has been processed and support it to work smoothly in the future.



## What we tested with users



## Who participated

We ran **2** testing sessions with industry and gained valuable feedback on the application.

## Session 3: Q&A

Please direct any questions you have to Slido

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# Lunch

12:45 pm to 1:30 pm





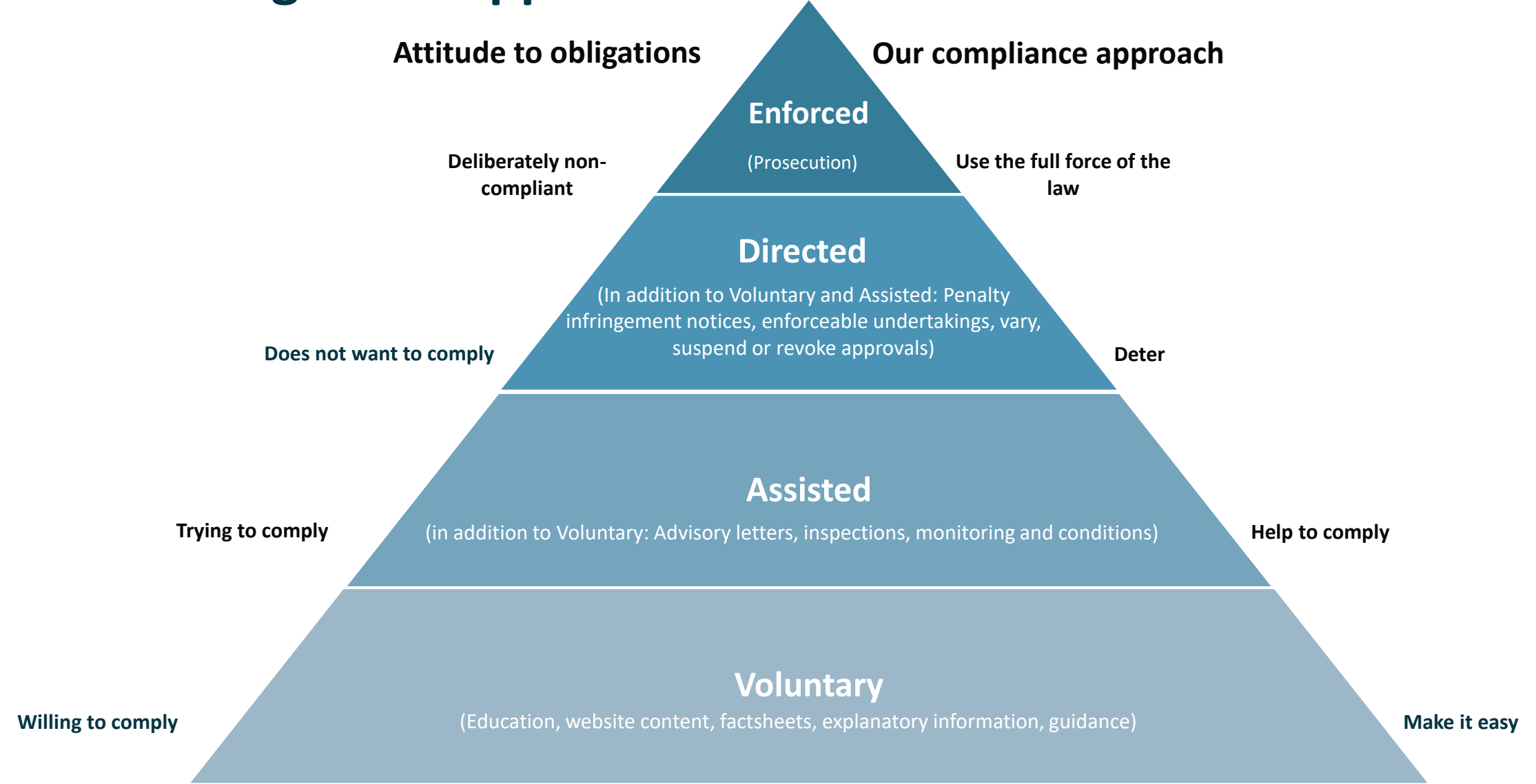
# Session 4: NVES Regulation and Performance

Dave Beck

Director, Regulation and Performance



# The NVES Regulator approach



# The account manager role

An account manager is a regulator staff member who supports regulated entities meet their NVES obligations and perform regular monitoring activities.



## Engage and educate

- Answer queries and provide tailored support to regulated entities.
- Provide education on NVES activities and obligations.
- Keep regulated entity informed of key dates and policy changes.

*This could look like answering a phone call from an entity to clarify data requirements.*



## Assess and monitor

- Verify data to check that it is accurate.
- Monitor unit registry activity and access.
- Perform routine monitoring and auditing activities.
- Request more information from regulated entity.

*This could look like requesting further information after detecting an oddity with the submitted data.*

*This could look like reviewing unit transactions and escalating to case management for further investigation.*






## Respond

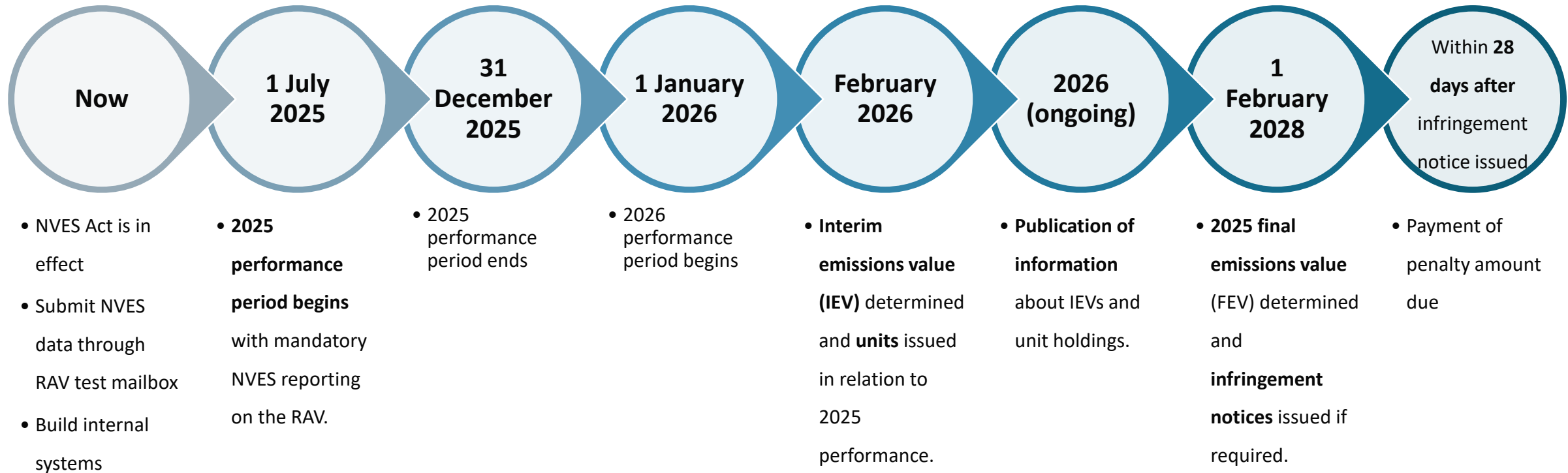
- Support the decision-making process within the regulator.
- Support case management to respond to potential issues.
- Gather information when relevant for enforcement actions and infringements.

# Our role across the lifecycle

Our account management and case management role will vary depending on what stage we are across the NVES lifecycle.

STAGES	1 PREPARE	2 COMPLY	3 TRADE	4 MANAGE
 <b>Engage and educate</b>	We will publish guidance on NVES obligations, RAV entries (NVES data fields), our IT systems, and procedures to open a registry account.	We will work with you to resolve any differences between the running emissions value and your expectations.	We will deliver training on how to use the Unit Registry.  We may also consider establishing ways to help connect potential buyers and sellers.	We will inform you of our compliance approach.  We will publish information about emissions performance and unit holdings.
 <b>Assess and monitor</b>	We will review registry account applications to ensure integrity and risk mitigation.	We will detect anomalies in data and will seek assurance over its accuracy.	We will monitor unit trading activity to safeguard Registry integrity.	We may formally request information in relation to potential non-compliance.
 <b>Respond</b>	We may rescind a person's registry account access if no longer a fit and proper person.	We have a low tolerance for the provision of false and misleading information and may use any legislative tools that are available and appropriate.	We may suspend a registry account as an enforcement action (if appropriate according to your attitude to obligations).	We may issue infringement notices if you are non-compliant.

# NVES timeline – life as a regulated entity



# Infringement notices

- The earliest you will have to start paying penalties in relation to your final emissions value (FEV) is **February 2028** (in relation to 2025 FEV).
- If your FEV is above zero, we will issue you an infringement notice.
- This notice will contain a penalty amount, calculated as  $\text{FEV} \times \$50$ .
  - *For example, if your FEV is 10,000, then you will need to pay a penalty of \$500,000.*
- If you do not pay on time, or contest the penalty amount in court, the total amount you may be required to pay is much higher – up to  $\text{FEV} \times \$100$ .

# What's next?



Draft NVES corrections guidance.



Draft data integrity framework and guidelines.



Finalise and publish infringement and penalty guidance.



Draft compliance policy and guidelines.



Map business and system processes and develop guidelines.



Develop our risk framework, principles and guidelines.



Develop reporting dashboards.



Draft audit framework and guidelines.



Complete a regulatory maturity assessment and develop a capability framework that supports our activities.



# Afternoon tea break

2:30 pm to 2:45 pm



## Session 5: Q&A

Please direct any questions you have to Slido.

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**#3640226**

Passcode: **NVES**





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- news and information
- upcoming events and engagements
- updates from our working groups
- key dates



# Please complete our anonymous post-workshop survey via the QR code

Your feedback will inform how we plan  
future engagements.



# Thank you for your time today

For follow-up questions and further contact,  
please email

**[NVESRegulator@infrastructure.gov.au](mailto:NVESRegulator@infrastructure.gov.au)**

