

MAY 2023

mySAGOV Account Timeout Issue

Several complaints have been received from Authorised Examiners of timing out and other difficulties with logging in to their mySAGOV account. A fault has been detected in the system and in recent weeks a software update was applied and has rectified the issue.

*Please note that it is normal for a user to be logged out of their account after 30 minutes of no activity.

Reporting faults - mySAGOV

If you are an Authorised Examiner experiencing problems with a mySAGOV account, please email myaccountassistance@sa.gov.au and identify yourself as an Authorised Examiner requiring assistance and provide your contact number and you will be prioritised for a response.

COVID-19 Booking Refunds to Cease

As all restrictions have now eased with regards to COVID-19, DIT wishes to advise that **refunds for assessment bookings will no longer be processed as of 5.00pm on Friday 19 May 2023.**

Manual Bookings

Manual bookings are only available to assist in exceptional circumstances. The first option is to make the correct booking through your mySAGOV account.

If you must make a manual booking note that no manual booking will be processed prior to payment being received. All Authorised Examiners are reminded that it is their responsibility **to ensure all bookings appear in their mySAGOV account bookings list and that all details are correct prior to commencing a test.**

Please use the latest version of the Manual Booking Sheet located on www.sa.gov.au. To

locate the form, enter 'driving instructor booking sheets and forms' in the 'Home' Page search window and you will be directed to the page containing the latest booking sheet.

Please ensure you contact the officer to make the payment after sending in a manual booking sheet.

Failure to make mySAGOV Account Bookings

All Authorised Examiners are reminded of their obligations to ensure they have booked their VORT or CBT&A-LTS via their mySAGOV account prior to commencing the VORT or CBT&A-LTS. We are seeing occasions where bookings are not being made, the VORT and CBT&A-LTS has occurred and when the applicant attends Service SA, they are unable to obtain their driver's licence as there is no booking on the system.

Additionally, VORTs and CBT&A-LTS' are going ahead on VORT routes that have not been assigned and CBT&A-LTS start points that have not been selected via the mySAGOV account system.

Failing to book a VORT or CBT&A-LTS is a breach of the Rules Governing Authorised Examiners. Disciplinary action may be considered by the Registrar of Motor Vehicles for any instance where it is suspected a breach of the Rules has occurred.

Yard Permits/Work Licences

For an organisation requiring a 'Restricted HC Yard for a worksite driver, please contact Licence Services for details of all application requirements.

Contact them via email:

DIT.licenceservices@sa.gov.au or call 7133 3133.

Rules Governing Authorised Examiners

Authorised Examiners are requested to familiarise themselves with 'The Rules Governing Authorised Examiners'. Sections such as testing times, public holiday requirements, and Monthly Returns

submission requirements are recommended reading.

- 'Nil return' paperwork must include the Authorised Examiner's name. Please note that this is not automatically printed on the sheet when produced in your mySAGOV account;
- Send all paperwork in a tidy and orderly manner;
- Submit paperwork no later than seven days after the month to which they apply.

Please be reminded of the following information with regard to submitting Monthly Returns documentation.

Monthly Returns-Section 6.2 of the Rules Governing CBT&A Authorised Examiners states that the Authorised Examiner:

6.2.2 must:

- a) *attach the pink copies of the Certificates of Competency issued during the month to the monthly booking result;*
- b) *attach any cancelled Certificates of Competency (white and pink copies) to the monthly booking result;*
- c) *attach the pink copies of the CBT&A-LTS recording sheet;*
- d) *lodge the monthly booking result with the attached documents to the Registrar no later than seven (7) days after the month to which they apply; and*
- e) *submit a Monthly Return every month, even if no events may have been completed.*

Monthly Returns-Section 7.3 of the Rules Governing VORT Authorised Examiners states that the Authorised Examiner:

7.3.1 *must print out a monthly booking result each month from their mySAGOV account for all booked activities in the month; and*

7.3.2 *must :*

- a) *attach the pink copies of the Certificates of Competency issued during the month to the monthly booking result;*
- b) *attach any cancelled Certificates of Competency (white and pink copies) to the monthly booking result;*
- c) *attach pink copies of the VORT recording sheet;*

- d) *lodge the monthly booking result with the attached documents to the Registrar no later than seven (7) days after the month to which they apply; and*
- e) *submit a Monthly Return every month even if no events have been competed.*

Monthly Returns Submission Errors

When submitting Monthly Returns paperwork each month the '**Bookings Result**' page printed via the Authorised Examiner's mySAGOV account must show the correct dates for the entire month period in order to capture all assessments conducted in that time. Please note that the screen defaults to the **current day** after logging in.

Our Audit team is noticing that many examiners are sending the Booking Result page with the incorrect date period, so please check to ensure it includes the entire month period before posting to DIT.

Notification of Public Liability Insurance

DIT wishes to remind Authorised Examiners to send their insurance certificate to DIT.MDIAdmin@sa.gov.au each year prior to expiry of their AE endorsement?

Have your contact details changed?

Help us communicate with you by providing notification of any email or contact number changes via email to DIT.MDIAdmin@sa.gov.au

Provide your full name, client number, telephone number and new email address (if changed).

Some emails are returned to DIT as 'undeliverable' when the recipients' mailbox is full. Please ensure that you manage your email inbox to allow for incoming emails from DIT and also access settings to add the DIT email address to your 'safe sender' list.

Attachment to Bulletin

The Department would like to share two enquiries received from industry members recently and the response provided to the member. Where possible, DIT intends to provide these items regularly via the Bulletin in the future, in order to inform and provide clarity on road law, common complaints or issues commonly encountered in the field.