

Finding an IAP-Service provider

The Intelligent Access Program (IAP) is a national program developed in partnership with all Australian road agencies. It uses satellite tracking and wireless communication technology to remotely monitor where, when, and how heavy vehicles are being operated on the road network. An IAP Service Provider is certified by Transport Certification Australia (TCA) to provide IAP monitoring.

What does an IAP Service Provider do?

An IAP Service Provider installs the vehicle's IAP equipment and provides the monitoring service that meets the IAP legislative requirements. An IAP Service Provider may also provide a range of other commercial fleet management services.

Can an IAP Service Provider be used across jurisdictions?

Yes, the same IAP Service Provider can be used in all states and territories. However, a separate enrolment is required with the jurisdictional authority of each state or territory.

What does it cost?

The cost of the IAP is negotiated through a fee-for-service arrangement with the chosen IAP Service Provider.

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A list of certified IAP Service Providers is available on the TCA website at <http://www.tca.gov.au/certified-services/iap/iap-service-providers>

What information is kept by the IAP Service Provider?

An IAP Service Provider collects and stores all information generated by the In-Vehicle Unit.

This information includes:

- where the vehicle has travelled
- the time at which the vehicle travelled
- the details of the vehicle's combination and the Total Combination Mass (TCM) that

have been entered into the Self Declaration Input Device

- any other details that have been entered by the driver and or transport operator. For example, route deviations.

Who can the IAP Service Provider give IAP information to?

An IAP Service Provider must provide the Department of Transport and Main Roads with reports of all noncompliance with access conditions, malfunctions and/or suspected tampering with the IAP system.

An IAP Service Provider cannot provide a transport operator with the reports of noncompliance, tampering or suspected tampering, as this could hinder an investigation by the department.

All other information collected by an IAP Service Provider can be provided to the transport operator based on the agreement of the two parties.

An IAP Service Provider must take reasonable steps to protect IAP information collected against unauthorised access, unauthorised use, misuse, loss, modification or unauthorised disclosure. If you have any concerns about the use of the IAP information, you should discuss them with your IAP Service Provider.

Enquiries

IAP email: iapadmin@tmr.qld.gov.au

IAP hotline: 1300 753 427 (1300 QLD IAP)

For more information about the IAP visit www.tmr.qld.gov.au/iap