



This document creates Rules for the purposes of clause 70 of the Road Transport (Vehicle Registration) Regulation 2017. It is a condition of an authority that an examiner or proprietor must comply with the Rules.

# Authorised Inspection Scheme

## Notice 43

### Lost or stolen mobile device with R-Safety app installed

Revision 1 - Effective from 12 February 2024

## Purpose

The purpose of this notice is to inform Authorised Inspection Scheme (AIS) proprietors and examiners of what they need to do if their device with the R-Safety app installed is lost or stolen.

## Background

The R-Safety app facilitates Mobile Safety Check inspections in a safe and effective way at a location chosen by vehicle owners.

While the app has inbuilt security features, it is important to take extra steps when a mobile device that has the R-Safety app installed is lost or stolen.

## What do I need to do?

If your mobile device with the R-Safety app installed is lost or stolen, you must:

- Report the device lost or stolen to NSW Police and obtain an event number. You can do this by calling 131 444 or via the following links:
  - [Report lost property](#)
  - [Report theft or stolen property](#).
- Take reasonable steps to block your phone. You can usually do this through your Apple ID or Google account, or by contacting your service provider and requesting the blocking of your phone's IMEI (15-digit serial number). This will prevent someone else from being able to insert another SIM into your phone and using it.
- Complete a [statutory declaration](#), including:
  - Date the device was lost or stolen
  - Police event number
  - IMEI number and date locked
- Send the completed statutory declaration via email to [sruvp@transport.nsw.gov.au](mailto:sruvp@transport.nsw.gov.au).

## Further Information

If you have any additional questions or require further assistance, you can contact [sruvp@transport.nsw.gov.au](mailto:sruvp@transport.nsw.gov.au) or call 1300 791 186 and select option '4'.