

Victorian Alcohol Interlock Program

AIMS INFORMATION GUIDE

This guide has information for participants on the Victorian Alcohol Interlock Program about using the Alcohol Interlock Management System (AIMS).

By registering to use AIMS, you can monitor your alcohol interlock usage and track your progress towards being eligible to apply to have the alcohol interlock condition removed from your licence. AIMS enables you to see if you are meeting the rules of the program. These rules can be found at vicroads.vic.gov.au and must be met to successfully complete the program.

CONTENTS

1. HOW TO REGISTER TO USE AIMS	2
Computer requirements	2
Compatible Web Browsers	2
AIMS web address	2
Register as an AIMS user	3
2. HOW TO CHANGE OR RESET YOUR PASSWORD IN AIMS	7
3. PARTICIPANT PROFILE PAGE	9
4. AIMS PARTICIPANT INFORMATION TABS	10
Monthly Summary Tab	10
VicRoads Managed Participant Example	12
Licence History	13
Applications	14
Devices	15
Service Events	16
Personal Details	17
Address Details	18
Supporting Information	18
5. HOW TO REVIEW AND CONTEST VIOLATIONS IN AIMS	20
6. REQUEST A 'PARTICIPANT PERFORMANCE REPORT' AT ANY TIME IN AIMS	25
7. HOW TO APPLY FOR ALCOHOL INTERLOCK 'I' CONDITION REMOVAL	28
Stage one 'I' condition removal review by VicRoads	28
Stage two 'I' condition removal review by VicRoads	30

IF YOU HAVE ANY QUERIES OR REQUIRE FURTHER INFORMATION:

Call the **VicRoads Support Centre** for the Victorian Alcohol Interlock Program on **1300 723 790**

1. How to register to use AIMS

Computer requirements

AIMS is a web-based application that displays information in tables. For a better display experience, **it is recommended that you use a desktop PC, laptop or notebook** rather than tablets or other mobile devices.

For optimal use of AIMS screens and functions, your desktop PC/laptop/notebook should have:

- a screen display of 34cm (13.3”) or larger and
- a minimum screen resolution of 1024 x 768.

A larger screen size and higher resolution will improve usability of AIMS.

AIMS web address

Enter the following web address into the browser address bar:

<https://vicroads.resolvecloudbase.com.au>

AIMS Sign In page

The following Sign In page will appear:

Victorian Alcohol Interlock Program

vicroads

Sign In

This is the Victorian Alcohol Interlock Management System (AIMS)

Licence/Learner Permit Number*

Password*

Login

[Forgot password?](#)

[Register new user](#)

Compatible Web Browsers

AIMS can be accessed from a web browser and is compatible with the listed web browsers:

Name	AppBase Web Applications
Apple Safari 10	✓
Apple Safari 9	✓
Google Chrome 80+	✓
Microsoft Edge 90+	✓
Microsoft Internet Explorer 11	✓
Mozilla Firefox 47	✓

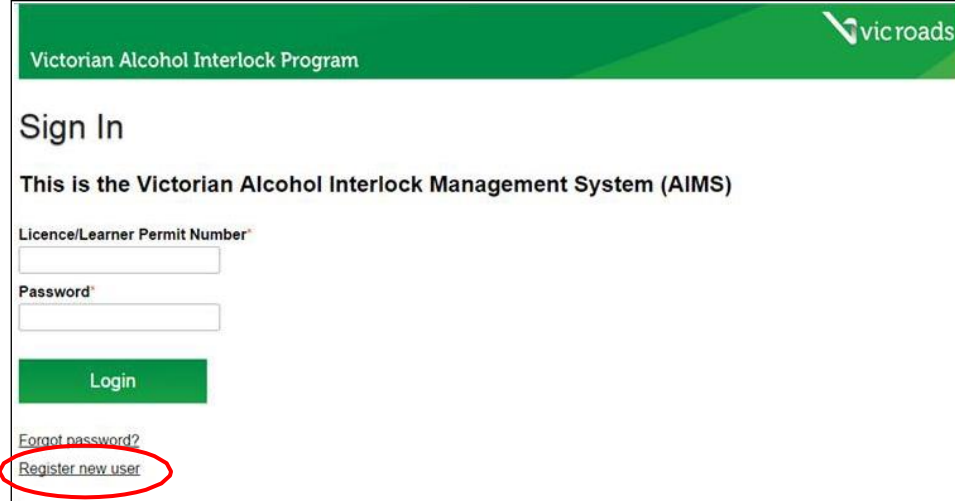
It is recommended that you use at least the browser version listed in the table above when accessing AIMS.

Register as an AIMS user

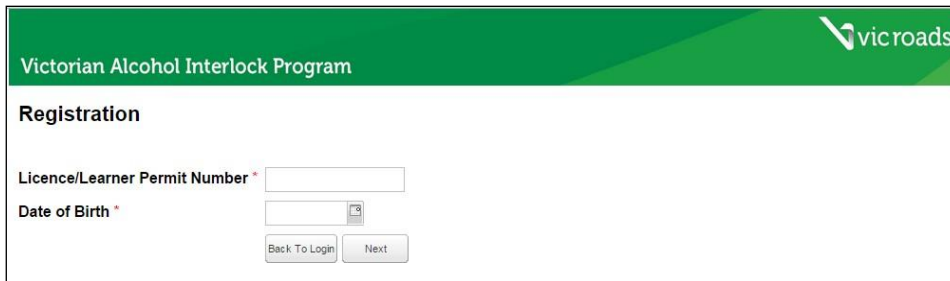
You need to register to use AIMS before you can access your information on the system. You will be eligible to register to access AIMS one day after your licence is re-issued at the VicRoads Customer Service Centre.

You will not have alcohol interlock usage information available for you to see in AIMS until after you have installed and used an alcohol interlock and had the data downloaded by your alcohol interlock service agent.


1. Select **Register new user** link on Sign In page



The Registration Page will appear:



2. Enter your **driver licence or learner permit number**.
The asterisk * indicates mandatory fields that must be completed to proceed.

3. Enter your **Date of Birth** by clicking on the calendar icon 

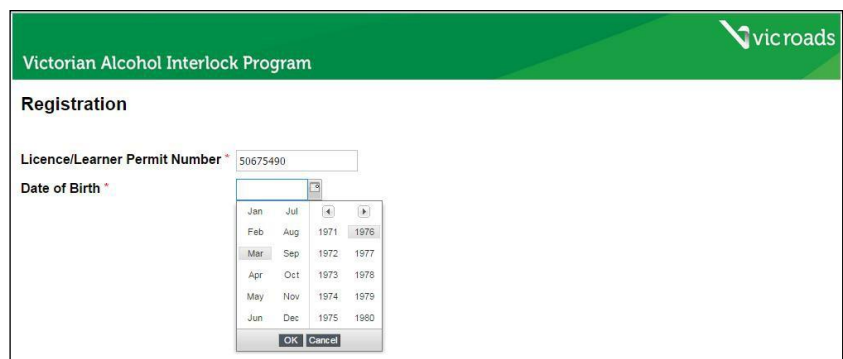
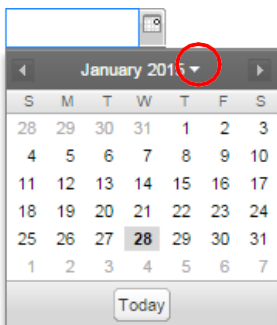
Then click the down arrow ▾ next to the current year to move from current month to **select your month and year of birth** and click the **Ok** button.

You will be presented with your month and year of birth to select your **day of birth**.

As soon as you click your day of birth it will populate your complete Date of Birth in the field.

Note: You can enter your Date of Birth directly into the field by entering dd-Mmm-yyyy e.g. 10-Mar-1976

Or you can enter the date in number format: dd/mm/yyyy e.g. 10/03/1976



4. Click the **Next** button

5. The **Terms and Conditions of Use of AIMS** will be displayed for you to read and agree to by selecting **Agree**. Please note that your privacy and the privacy of any other driver or passenger in the vehicle is protected by privacy laws and images captured by the Alcohol Interlock camera and stored in AIMS cannot be used by you. The publication of these images in the media or social media is a misuse of these images and may result in criminal penalties.

Terms and Conditions

1. Use of AIMS
AIMS is the property of VicRoads. These terms and conditions ("Terms") govern the use of AIMS, and by using AIMS you agree to comply with these Terms.

2. Changes
VicRoads may amend these Terms at any time, at its complete discretion. VicRoads will make attempts to notify you of any change to the Terms, but whether or not you receive that notification, you are bound by the amended Terms.

3. Intellectual property
VicRoads' supplier holds intellectual property rights in AIMS. You may not:

- copy or otherwise infringe those rights, or attempt to do so, including by reverse engineering;
- modify or attempt to modify AIMS; or
- permit or allow a third party to infringe or attempt to infringe those intellectual property rights or modify or attempt to modify AIMS.

4. Disclaimers and warranty
While VicRoads will make reasonable efforts to ensure that AIMS provides accurate data, VicRoads does not formally warrant anything in relation to the suitability, fitness for a particular purpose, quality or accuracy of AIMS. It does not warrant that AIMS:

- is error free or virus free;
- will be available at any time, or available without interruption;
- does not infringe the intellectual property rights of a third party.

All conditions and statutory warranties of any type in relation to AIMS or these Terms are excluded to the maximum extent allowed by the law. AIMS may be modified, altered, varied or discontinued by VicRoads at VicRoads' complete discretion. By using AIMS you agree that VicRoads will have no liability for any direct, indirect or consequential loss or damage suffered or incurred by you as a result of your use of AIMS, or your inability to use AIMS, and you release VicRoads from any such claim.

5. Use of images
AIMS will contain images obtained from alcohol interlock cameras. Without express written approval from VicRoads, you may not use any such image for a purpose unconnected with the requirements of the Victorian Alcohol Interlock Program, including by downloading images for publication in the media or on social media. Criminal penalties may apply to the misuse of images.

6. Links
AIMS may contain links to external websites or software. VicRoads makes no warranties or representations in relation to those external facilities, and takes no responsibility for them. You release VicRoads from any such responsibility.

7. Printing
You may print your own records from AIMS for your private use only (including any record mailed or emailed to you from AIMS). This information may not be distributed to the public, including by use of the media or social media.

8. Directions
You must immediately comply with any instructions or directions from VicRoads, as given from time to time, in relation to your use of AIMS.

9. Access details
Your access details are for your use only. You must not permit anyone else to use your access details to gain access to AIMS.

10. Privacy
AIMS will contain personal information about you, including information obtained from alcohol interlocks. Any such information will be available to VicRoads, Victorian Courts and to other agencies for law enforcement purposes, and will be handled in accordance with the Road Safety Act (1986) and with Victorian privacy laws. The information may be transferred to a clinical assessor, if you chose this option within AIMS. By using AIMS, you consent to these uses of your information.

11. Termination
VicRoads may suspend or terminate your use of AIMS immediately if you use it for purposes that are not required or authorised as part of your involvement with the Victorian Alcohol Interlock Program, or if you breach any of these Terms.

Disagree Agree

6. You will be requested to enter additional registration details and then click the **Submit** button. The mandatory fields are your **Email Address** and **Re-enter email address** (to confirm accuracy) plus your selected **Secret Question and Secret Answer**. Make sure you select a secret question that you will remember the answer to as this will be your prompt if you have forgotten your password and/or wish to reset it. Only the VicRoads Support Centre Team will be able to see your Secret Question and Answer to confirm your identity should you wish to contact the Support Centre to discuss your progress or if you have issues accessing AIMS.

Registration

Licence/Learner Permit Number * 50675490

Date of Birth * 10-Mar-1976

Phone Number 03 555 4444

Mobile Number

Email Address * citizenjx4@gmail.com

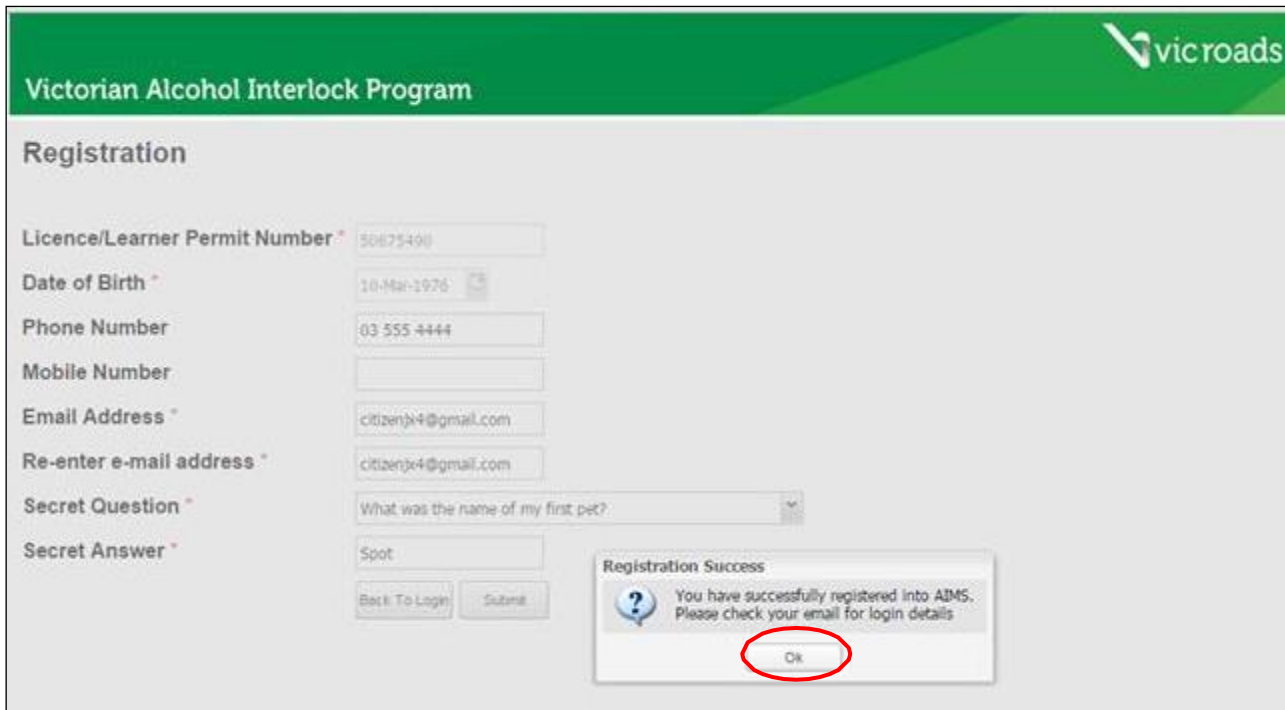
Re-enter e-mail address * citizenjx4@gmail.com

Secret Question * What was the name of my first pet?

Secret Answer * Spot

7. After you press submit, you will be advised if your Registration was successful.

Once you click **OK**, you will be returned to the Sign In screen to await your emailed login details and one-time password.



Victorian Alcohol Interlock Program

Registration

Licence/Learner Permit Number * 50875400

Date of Birth * 10-Mar-1976

Phone Number 03 555 4444

Mobile Number

Email Address * citizenj4@gmail.com

Re-enter e-mail address * citizenj4@gmail.com

Secret Question * What was the name of my first pet?

Secret Answer * Spot

Back To Login Submit

Registration Success

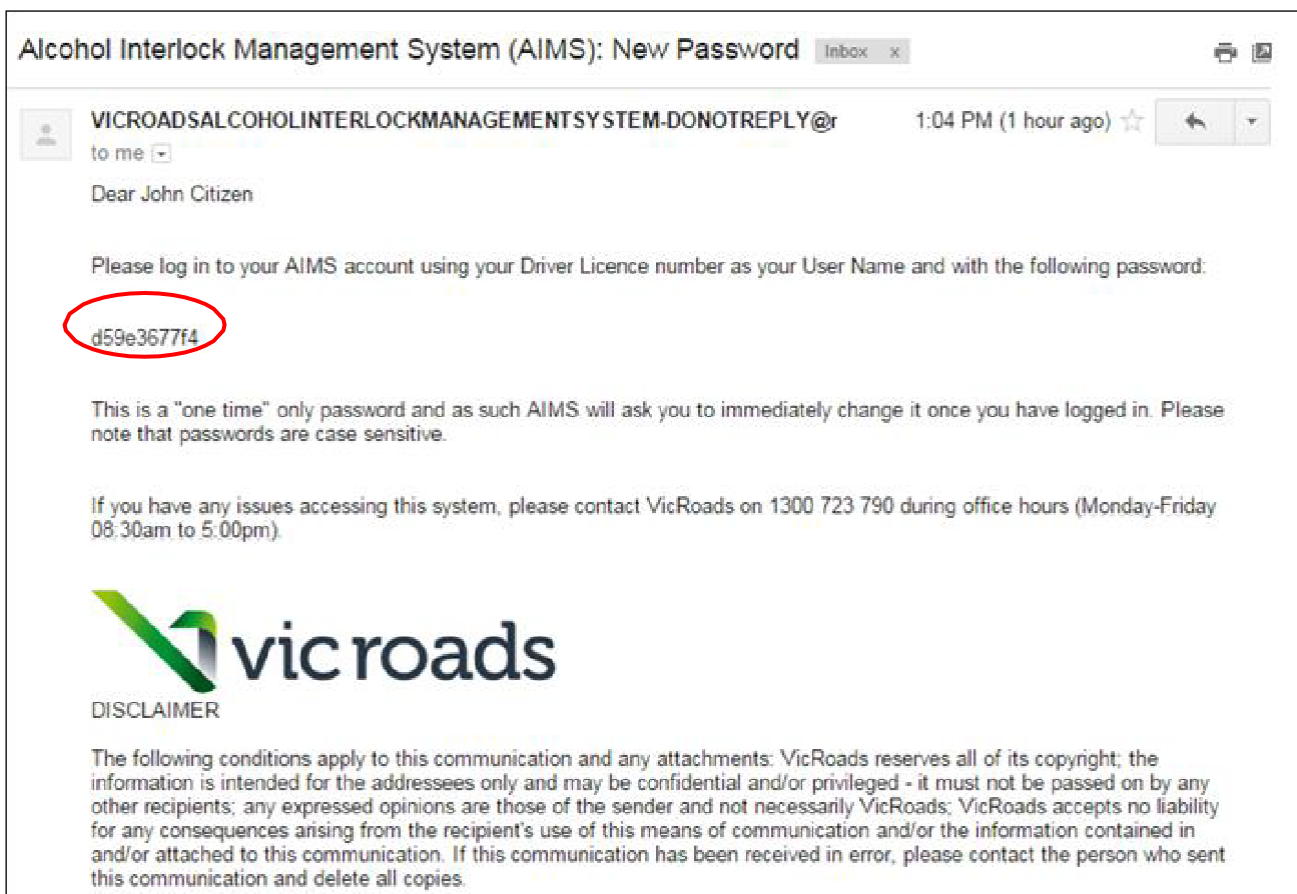
You have successfully registered into AIMS. Please check your email for login details

OK

8. AIMS will send an email to you at the email address you entered on the Registration page.

The email will contain a **randomly generated one-time password**.

The email below is an example of what you will receive:



Alcohol Interlock Management System (AIMS): New Password

VICROADSALCOHOLINTERLOCKMANAGEMENTSYSTEM-DONOTREPLY@r 1:04 PM (1 hour ago)

Dear John Citizen

Please log in to your AIMS account using your Driver Licence number as your User Name and with the following password:

d59e3677f4

This is a "one time" only password and as such AIMS will ask you to immediately change it once you have logged in. Please note that passwords are case sensitive.

If you have any issues accessing this system, please contact VicRoads on 1300 723 790 during office hours (Monday-Friday 08:30am to 5:00pm).

vic roads

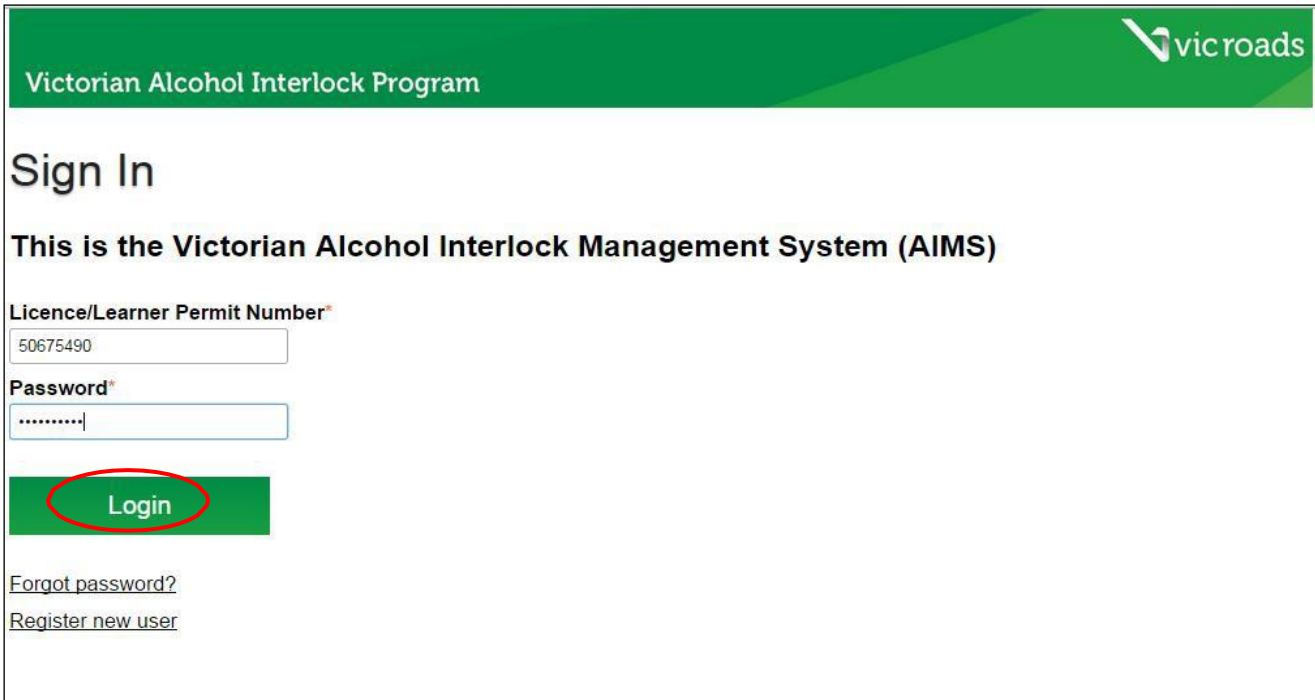
DISCLAIMER

The following conditions apply to this communication and any attachments: VicRoads reserves all of its copyright; the information is intended for the addressees only and may be confidential and/or privileged - it must not be passed on by any other recipients; any expressed opinions are those of the sender and not necessarily VicRoads; VicRoads accepts no liability for any consequences arising from the recipient's use of this means of communication and/or the information contained in and/or attached to this communication. If this communication has been received in error, please contact the person who sent this communication and delete all copies.

9. Follow the instructions on the email at the **Sign In** Page.

Once you enter your **Licence/Learner Permit Number and the one-time password supplied** in your email, click **Login**.

Remember that the one-time password is case sensitive, so type it exactly as displayed in the email.

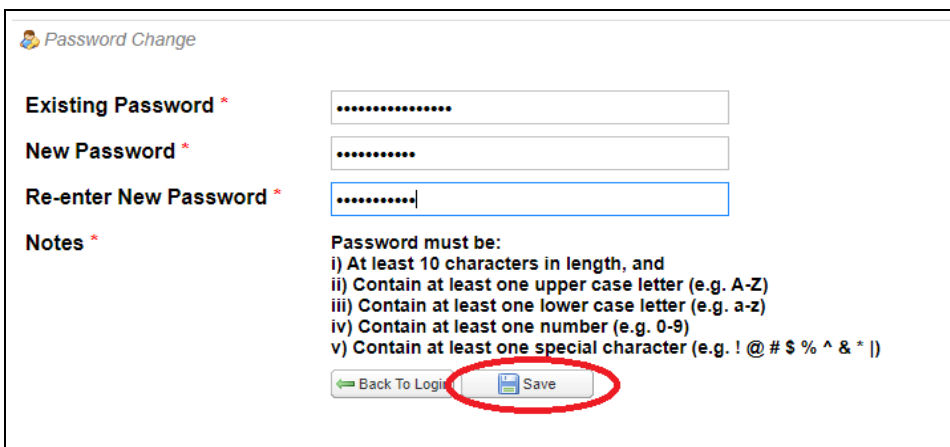


10. AIMS will prompt you to change your password immediately after you Sign In.

You will be asked to enter your **Existing Password (the one-time password)** and then change it, by entering a **New Password. The new password must be:**

- i) at least 10 characters in length
- ii) contain at least one upper case letter (e.g. A-Z)
- iii) contain at least one lower case letter (e.g. a-z)
- iv) contain at least one number (e.g. 0-9)
- v) contain at least one special character (e.g. ! @ # \$ % ^ & * |).

Re-enter the New Password to confirm it, then click **Save**.



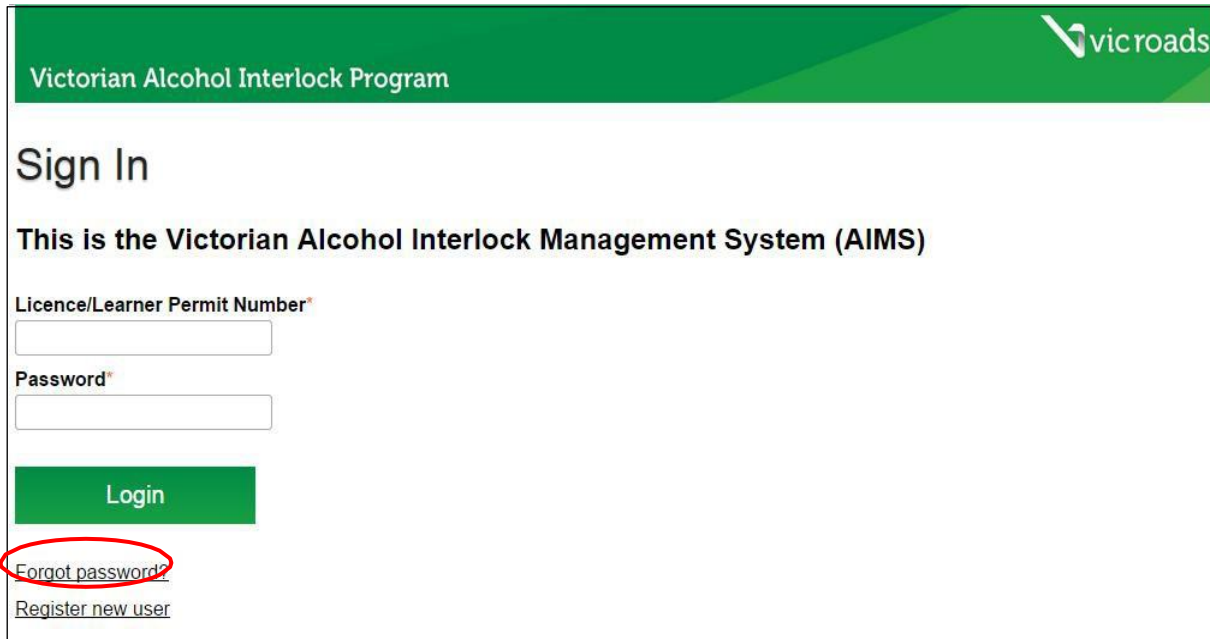
Once you press **Save**, your AIMS Participant Profile Page and Monthly Summary tab will be displayed.

Detailed information about the **Participant Profile Page** is provided in **Section 3** and the **Monthly Summary Tab** is explained in **Section 4**.

The next section (Section 2) will provide information about changing or resetting your AIMS Password.

2. How to change or reset your password in AIMS

1. If you wish to reset your password or have forgotten it. Select **Forgot password** link on Sign In page.



Victorian Alcohol Interlock Program

vicroads

Sign In

This is the Victorian Alcohol Interlock Management System (AIMS)

Licence/Learner Permit Number*

Password*

Login

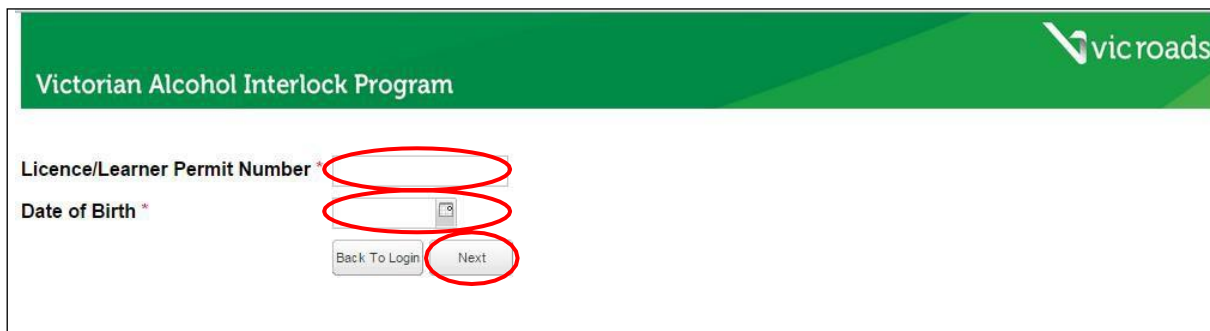
[Forgot password?](#)

[Register new user](#)

2. You will be asked to enter your **Licence/Learner Permit Number** and **Date of Birth**.

See **'Register as an AIMS user'** instruction steps 1 & 2 to enter this information. Date of Birth can be entered manually (dd/mm/yyyy) or by using the calendar drop down list to select year, month and day.

Click on **Next**.



Victorian Alcohol Interlock Program

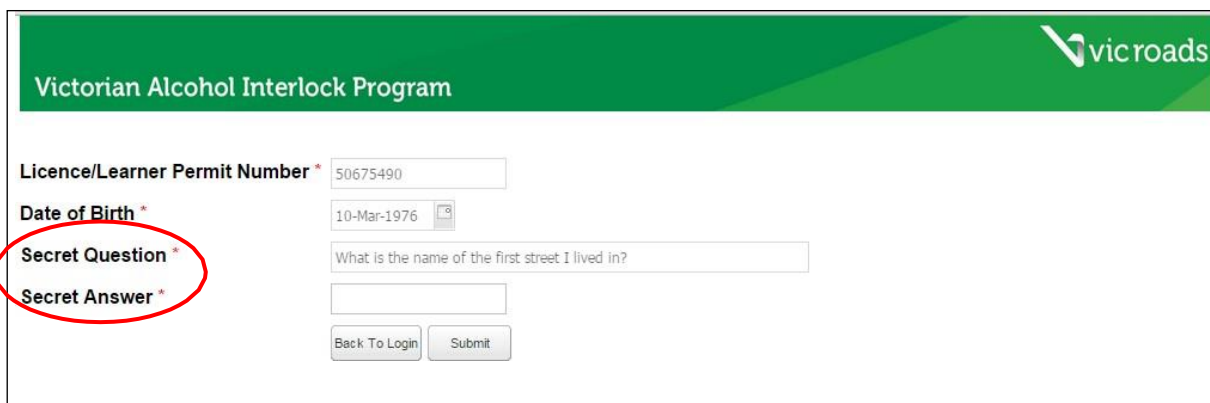
vicroads

Licence/Learner Permit Number*

Date of Birth*

Back To Login Next

3. Your **Secret Question** and blank Secret Answer will appear.



Victorian Alcohol Interlock Program

vicroads

Licence/Learner Permit Number* 50675490

Date of Birth* 10-Mar-1976

Secret Question* What is the name of the first street I lived in?

Secret Answer*

Back To Login Submit

4. Enter your **Secret Answer** and click on **Submit**.

Victorian Alcohol Interlock Program

Licence/Learner Permit Number * 50675490

Date of Birth * 10-Mar-1976

Secret Question * What was the name of my first pet?

Secret Answer * Spot

Back To Login Submit

5. You will be advised that a new password has been sent to your registered email address. Click on **Ok**.

Victorian Alcohol Interlock Program

Licence/Learner Permit Number * 50675490

Date of Birth * 10-Mar-1976

Secret Question * What was the name of my first pet?

Secret Answer * Spot

Back To Login Submit

Alert
A password has been sent to your registered email address.
Please retry login using this password.
Ok

6. You will be redirected to the **Sign In** screen to await a new one-time password that will be emailed to your nominated email address.
7. Follow Steps 8 – 10 under '**Register as an AIMS user**'.
8. You will then be presented with your **Participant Profile page and Monthly Summary Tab** as your default view.

3. Participant Profile Page

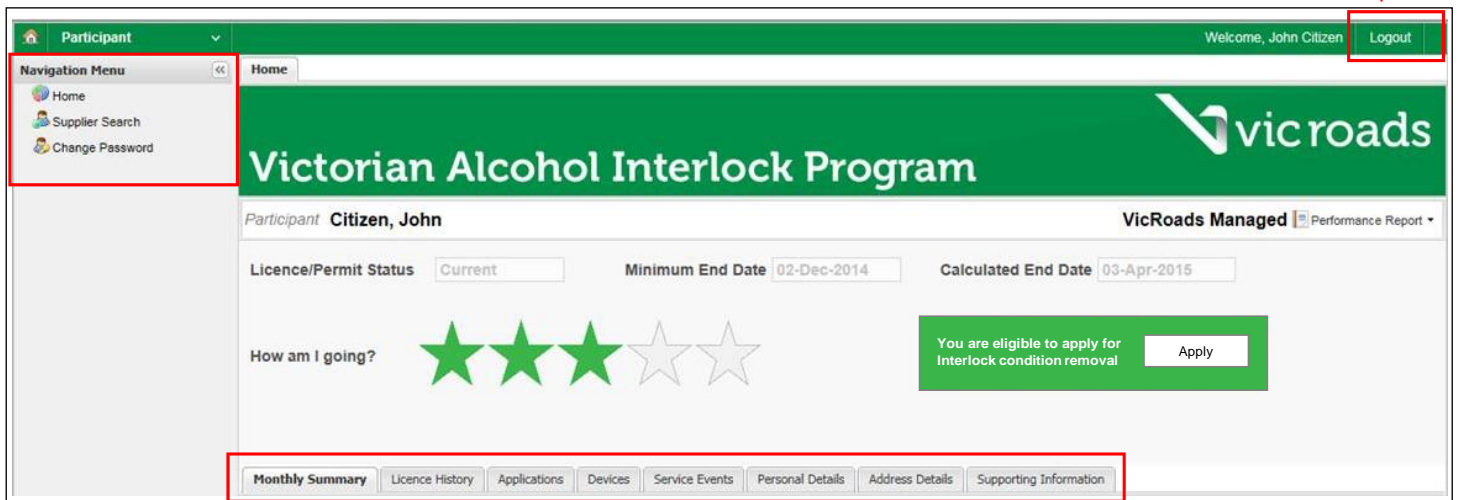
The top section of the **Participant Profile Page** remains constant as you access and view each of the 8 separate information tabs in the central section of the AIMS screen.

Your Profile shows a snapshot of your progress and alcohol interlock usage performance and also shows:

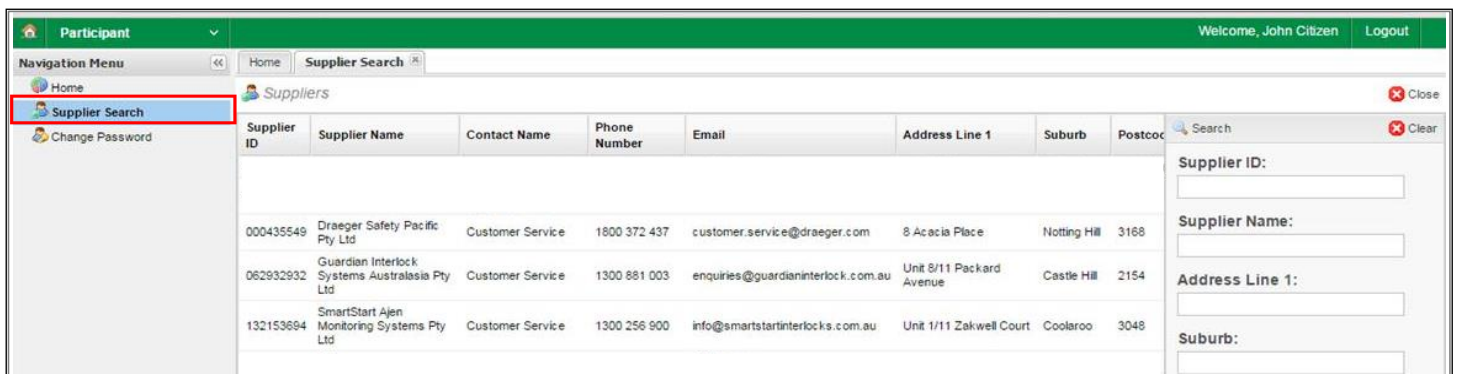
<p>■ Licence/Permit Status</p>	<p>The status of your driver licence/learner permit. If your licence is NOT current, the minimum interlock duration is extended by any period that your licence/permit is not current. e.g. if your licence/permit is suspended due to demerit point offences, then the earliest possible date that you may apply for the 'I' condition to be removed will be extended by the amount of time you are suspended.</p>
<p>■ Minimum End Date</p>	<p>This is the earliest possible date you may apply to VicRoads for the alcohol interlock 'I' condition to be removed. Once the minimum end date is reached, the button will appear to enable you to apply. By law, you are entitled to apply as soon as the minimum alcohol interlock period has been reached. However, if you have confirmed violations after your learning month, VicRoads will assess your interlock usage against the rules that must be applied and determine that you have not met the removal criteria at that time.</p>
<p>■ Calculated End Date</p>	<p>This date is calculated by AIMS as the earliest date by which the interlock removal criteria can be achieved. It considers your progress in past months and assumes that you will achieve minimum drive rules (2 per month), all subsequent months will be 'Pass' months and any contested violations will be resolved in your favour (contested violations are reviewed by VicRoads at the time you apply for removal of your alcohol interlock condition).</p>
<p>■ How am I going?</p>	<p>This is a visual summary of your monthly progress count/score. If your alcohol interlock usage and performance has complied with all of the rules of the Program you will achieve a progress score of 5 which is displayed as 5 green stars against 'How am I going?' Non compliance with the Program removal rules may cause the progress count to pause (not increment) or reset to zero. The stars appear shaded out and only turn green as your progress score builds from 1 to 5. The first month on the Program is a learning month and does not count towards the progress score.</p>
<p>■ Apply for Interlock Condition Removal</p>	<p>The Apply Button appears directly under the Calculated End Date as soon as the Minimum End Date has been achieved, even though you may not be successful should you apply to VicRoads at that time.</p>

The top right of your Profile screen is the 'Logout' button.

When you wish to end your current AIMS session, click **'Logout'**.



There is a Navigation Menu on the left side of the screen. This is where you can select to change your password or search the available alcohol interlock suppliers:



4. AIMS Participant Information Tabs

Each of the AIMS Participant Information Tabs and other key functions of the system will be explained in the next sections of the Guide.

There are some options available for you to edit information within AIMS. You can contest violations and flag them for review via your Monthly Summary Tab. You can also change your email address and secret question/answer by editing these within your Personal Details Tab in AIMS.

Monthly Summary Tab

AIMS displays your drive month and your performance for that month in a summary table and this **Monthly Summary Tab** is the default view you see when you access your Participant Profile Page.

Your monthly progress will be displayed based on whether you have met the Victorian Alcohol Interlock Program rules for that month. If you have driven at least twice in the drive month; and have passed all breath tests requested by the alcohol interlock, and have not tampered with it, then the month will have a status of 'Pass'.

All participants on the Program must achieve a '**Progress**' score of **5** which is also presented as **5 green stars**. This means that your alcohol interlock usage and performance has complied with all of the rules of the Program. These rules are applied as part of the alcohol interlock removal criteria, once you are eligible and have applied for removal of the 'I' condition.

Once you have alcohol interlock usage data available in AIMS you can start to see your progress displayed in the Monthly Summary Tab. Your usage data will be available to view in AIMS 24 hours after your alcohol interlock has been serviced by your service agent. **The most recent month of data appears at the top of your AIMS Monthly Summary Tab.**

Under the legislation effective from 1 October 2014, the first month of alcohol interlock usage is defined as a 'learning month'. This learning month enables you to get used to using the alcohol interlock and adapt to separating drinking from driving. **Your 5 most recent months of alcohol interlock usage must be 'pass' months** and these do not include the 'learning month'. Each 'pass' month will add to your total progress count. The maximum progress count score is 5.

For a VicRoads managed participant, your 6 month alcohol interlock period would comprise a 'learning month' followed by 5 'pass' months to get a progress count of 5. You would be successful when applying to VicRoads to have your alcohol interlock condition removed from your driver licence/learner permit.

Example of Monthly Summary Tab information that a participant may see as a result of their alcohol interlock usage:

Monthly Summary							
Recalculate							
	Drive Month	From	To	Progress	Status	# of Drives	Violation Count
+	11	03-Feb-2015	02-Mar-2015	3	Incomplete	1	0
+	10	03-Jan-2015	02-Feb-2015	3	Absent	0	0
+	9	03-Dec-2014	02-Jan-2015	3	Pass	4	0
+	8	03-Nov-2014	02-Dec-2014	2	Pass	3	0
+	7	03-Oct-2014	02-Nov-2014	1	Pass	7	0
+	6	03-Sep-2014	02-Oct-2014	0	Violation	9	1
+	5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
+	4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
+	3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
+	2	03-May-2014	02-Jun-2014	1	Pass	3	0
+	1	03-Apr-2014	02-May-2014	L	Learning	2	0

Note – in order to represent what may be displayed for a participant, data has been created for months prior to the commencement of the new laws (1 October 2014) and prior to the introduction of the VicRoads AIMS system. It is for illustrative purposes only to demonstrate what may be seen in AIMS with monthly service data available to display.

Monthly Summary Tab fields explained:

<p>■ Drive Month</p>	<p>The drive month is a numeric count of the number of months of alcohol interlock usage, with the most recent month appearing at the top.</p> <p>It commences from the date your VicRoads approved alcohol interlock is installed in your vehicle and is a count of the monthly anniversary of that day. You may have your alcohol interlock serviced just before or after your monthly anniversary date. The downloaded alcohol interlock usage data will be automatically assigned to the correct drive month in AIMS to calculate your compliance and progress.</p>
<p>■ From & To</p>	<p>From - is the Start Date of the Drive Month commencing from the date the alcohol interlock was installed (3 Apr 2014 in the example above).</p> <p>To - is the End Date of the Drive Month – For the most recent month, this date may reflect the next end date if you are viewing your information in AIMS in between servicing. If the data for the entire month is not yet loaded into AIMS, the month will have a Status of 'Incomplete'.</p>
<p>■ Progress</p>	<p>The Progress count is the number of Pass months that have accumulated towards achieving the removal criteria. Each pass month is shaded green. Removal of the 'I' condition requires the minimum interlock end date to be reached and the progress count to be at least 5, which is additional to the first learning month 'L'.</p> <p>A violation in a month causes the Progress count to reset to zero (see drive month 3 & 5 in the example and these months are shaded red).</p> <p>Months shaded yellow are counted towards the Progress count, but they may not be Pass months once they have been reviewed. There may be a need to confirm minimum drive, if you did not attend the service; or a contested violation (see drive month 6 in the example). These reviews will be undertaken by VicRoads once you are eligible to apply to have your alcohol interlock 'I' condition removed, after completing your minimum alcohol interlock period.</p> <p>Absent months (see drive month 10 in the example) do not count towards achieving the removal criteria. An Absent month is NOT a Pass month, as your count is paused. However, if you do not drive at all for 6 months in a row, your progress count will reset to zero.</p>
<p>■ Status</p>	<p>The Status field will contain one of the following entries to summarise your interlock usage performance for that month:</p> <p>Learning – The first month on the device is always shown as a learning month.</p> <p>Pass – The month contains at least two confirmed drives by the participant and no violations.</p> <p>Violation – The month contains at least one violation that has not been contested or at least one violation that has been confirmed. Violations can include a refused test or a failed test without passing a retest. If the service agent detects tampering with the alcohol interlock, you will be advised at the time of the service. A Tamper Report is prepared by the supplier/service agent and provided to VicRoads. A violation is raised in AIMS once a Tamper Report is received by VicRoads.</p> <p>Note: You can only contest a violation that has an image associated with it. Without an image, the violation is deemed to be caused by you. This will be the case in all instances of a violation detected on a motorcycle as there is no camera fitted to the alcohol interlock.</p> <p>Contested – You have contested <u>all</u> violations in this month for the overall status to be 'Contested'. Otherwise the drive month will have a status of 'Violations' as one or more violations remain uncontested. If there is no image associated with the violation, it cannot be contested.</p> <p>Minimum Drive To Be Confirmed – As part of the application for removal process, data for this month will be examined to confirm you have completed the required minimum number of drives (2). If you drive to and from each service, this is considered as achieving minimum drive for each month.</p> <p>Absent – The month does not contain two valid drives and cannot be counted towards achieving the removal criteria. An absence pauses your progress count. However, if you do not drive the vehicle at all for 6 months in a row, then you will have to start collecting alcohol interlock usage data again. Any progress count you may have achieved before your absence will be reset to zero (after 6 consecutive months of absence).</p> <p>Incomplete – The drive month was not complete as at the date of viewing the information in AIMS. A drive month where data from the alcohol interlock was downloaded prior to the end of the complete drive month period will have a status of incomplete.</p> <p>Any data received from your alcohol interlock/from your service agent after the date you have viewed the information in AIMS may alter the status of some drive months and your progress.</p>
<p>■ # of Drives</p>	<p>Number of Drives is count of how many drive events (engine starts) recorded during the drive month. Any month with fewer than two drives is automatically an Absent month and will not count towards achieving the removal criteria, unless you have been flagged as attending (driving to/from) the service. (See Service Events Tab 'Attended in person' flag).</p>
<p>■ Violation Count</p>	<p>A count of how many violation events detected in the drive month based on the data downloaded from the alcohol interlock. For the month to be counted (and not reset the Progress count to zero) all violations must be successfully contested.</p>

VicRoads Managed Participant Example

The Participant Profile Page and Monthly Summary give you an ability to monitor your own performance as you progress through the Program. The below example of a **Participant Profile Page** represents a participant, Mr. John Citizen.

The default tab that is displayed with the Participant Profile Page is the **Monthly Summary Tab**. It shows his Monthly Summary information based on the alcohol interlock usage data downloaded after each alcohol interlock service and presents this month by month, with the most recent month appearing at the top.

- John is a **VicRoads Managed participant** who has alcohol interlock usage that gives him a 'Progress' count of 4.
- The Progress count of 4 also equals 4 green stars in the top profile section area called "How am I going".
- John's progress count was reset to zero in months 3 & 5 due to uncontested or confirmed violations.
- John has contested the violation recorded in month 6, so this has not reset his progress score.
- John has passed his minimum alcohol interlock period end date to be eligible to apply to have his 'I' condition removed. However, violations have delayed the calculated/estimated end date for his 'I' condition.
- The calculated end date assumes that the contested violation will be resolved in John's favour when reviewed by VicRoads at the time he applies for removal of the alcohol interlock.
- If John continues to comply with the Program rules, an application made by John to VicRoads on or after his calculated end date (3 March 2015) is likely to be successful. John would need to have sufficient usage data in AIMS for his Progress count to equal 5 at the time he applies. VicRoads will review John's alcohol interlock usage to confirm minimum drive and review contested violations when assessing the application to have his 'I' condition removed.

Victorian Alcohol Interlock Program

Participant **Citizen, John** **VicRoads Managed** Performance Report ▾

Licence/Permit Status Minimum End Date Calculated End Date

How am I going? You are eligible to apply for Interlock condition removal

Monthly Summary Licence History Applications Devices Service Events Personal Details Address Details Supporting Information

Recalculate

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	4	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	4	Absent	0	0
9	03-Dec-2014	02-Jan-2015	4	Pass	4	0
8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
7	03-Oct-2014	02-Nov-2014	2	Pass	7	0
6	03-Sep-2014	02-Oct-2014	1	Contested	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Page 1 of 1 | Displaying 1 - 11 of 11

Note: The snapshot above is what John Citizen would see if he viewed his alcohol interlock usage in AIMS during February (at least 24 hours after his alcohol interlock service took place on 5 February 2015).

Licence History

The **Licence History Tab** in AIMS lists all 'Licence Status' changes for your driver licence and/or learner permit since the '1' condition was imposed. It lists when your Licence Status is **Current (CU)** and any/all periods where you did not hold a current Victorian driver licence/learner permit.

Under legislation, the minimum interlock duration is to be extended by any period for which a current driver licence and/or learner permit is not held. It is illegal to drive without a current driver licence/learner permit and any drive information recorded by the alcohol interlock during **a non-current licence period does not count towards your progress on the Program**. This data is assumed to be for other drivers of the vehicle.

Monthly Summary Licence History Applications Devices Service Events Personal Details Address Details Supporting Information			
Licence Vehicle Type	Licence Class	Licence Status	Licence Status Date
Car	F	CU	01-Jun-2014
Bike	F	CU	01-Jun-2014
Car	P	CU	01-Jun-2013

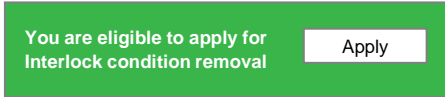
Licence History Tab fields explained:

■ Licence Vehicle Type	The Licence Vehicle Type is either a Car or a motorcycle 'Bike' in AIMS.
■ Licence Class	The Licence Class is either: F = Full P = Probationary (P1 or P2 are not distinguished here) L = Learner Permit
■ Licence Status	Status of currency of your Victorian driver licence and/or learner permit. If Current = CU , you are the holder of a current Victorian driver licence or learner permit. Status examples where the driver licence or learner permit is not current and will result in an extension of the alcohol interlock period for the period of time that your licence is not current: CA = Cancelled EX = Expired SR = Surrendered DI = Disqualified SP = Suspended UN = Unlicensed
■ Licence Status Date	The start date the driver licence/learner permit status change took effect from.

Applications

While on the Program, there are certain instances when you are able to apply to VicRoads to undertake a review, investigation or an assessment. All requests for a review, assessment or investigation will appear in your **Applications Tab** so that you can check the status of the application/s. Examples of when you may have Applications displayed include:

- When you apply for removal of your 'I' condition by selecting the button. A 'Removal' Application will be displayed in the Applications Tab.



- When you contest a violation from your Monthly Summary Tab (to be explained in Section 5) – each requested investigation will be displayed on your Applications Tab as a 'Violation Investigation'.
- If you are unhappy with the decision made by VicRoads in denying your application for removal of the alcohol interlock 'I' condition, you may lodge a written request for a VicRoads Internal Review within 28 days of the decision. This will be an 'Internal Review' application and will be logged in AIMS once received.
- Any lodged application form for an '**Alcohol Interlock Exemption or Removal on Medical Grounds**' will appear on this tab as a 'Medical Exemption' application and will be logged in AIMS once received.

Application Type	Applied Date	Status	Outcome	Decision Date	Violation Date	Registration
Removal	10-Feb-2015	Closed	Denied	10-Feb-2015		AAA-211
Violation Investigation	18-Feb-2015	Open			16-Sep-2014 06:13 am	AAA-211
Removal	18-Feb-2015	Closed	Denied	18-Feb-2015		AAA-211

Applications Tab fields explained:

■ Application Type	Participant initiated applications that relate to the Victorian Alcohol Interlock Program. The Application Type may relate to Removal of the 'I' condition, Violation Investigation , an application for a Medical Exemption or an application for an Internal Review of a VicRoads decision to deny your application for removal.
■ Applied Date	The date your application was lodged is recorded in AIMS.
■ Status	The status of the application. This may be Open or Closed .
■ Outcome	For a Removal Application, Internal Review or Medical Exemption - the outcome may be Approved or Denied . For a Violation Investigation - the outcome may be Confirmed Violation , More Recent Violation Confirmed , Removed Violation . If a more recent violation is confirmed, then prior violations flagged for investigation will not alter your progress count. The prior violations do not need to be investigated by VicRoads.
■ Decision Date	Any closed Application Type will have an Outcome and a Decision Date. For a Removal Application, Internal Review or Medical Exemption Application, correspondence will be sent about the outcome and grounds for the decision. For a Removal Application that is denied, these grounds also appear on the AIMS screen at the time the 'I' Condition Removal application is lodged, if the removal rules have not been met and the application is immediately denied. Violation Investigations are performed as part of the VicRoads assessment of your compliance with the Program rules, once you are eligible to apply to have your 'I' condition removed. These investigations are only required when all violations are contested in a month that will have a direct impact on your application for removal. Any month where violations remain uncontested, the contested violations will not alter the overall progress count reset to zero. These contested violations are not required to be reviewed by VicRoads as they do not change the outcome of the status and progress count for the drive month.
■ Violation Date	This date is only populated when the application is for a Violation Investigation. It is the time and date stamp of the violation from the alcohol interlock drive event data.
■ Registration	This is the registration of the vehicle and is used to ensure that any application for a Violation Investigation is allocated to the correct alcohol interlock, should the participant have more than one vehicle with an alcohol interlock fitted. This field will avoid confusion as interlock usage data is captured in AIMS for each alcohol interlock. See the Devices Tab and Service Events Tab for information about the alcohol interlock/s issued for your use on the Program.

Devices

The **Devices Tab** provides a record of each vehicle in which you have an alcohol interlock installed for the purposes of completing the Victorian Alcohol Interlock Program.

As an alcohol interlock is required to be fitted to any vehicle you drive or motorcycle you ride, it is possible that you may have multiple alcohol interlock devices installed. AIMS receives the usage data for each alcohol interlock and loads this to form a consolidated picture of your monthly performance on the Program.

Registration	Device ID	Installation Date	Uninstall Date	Uninstall Reason
AAA-211	WR3HS019211	03-Apr-2014		

Devices Tab fields explained:

■ Registration	The registration number of the motor vehicle in/on which the alcohol interlock is fitted; this can include a car, van, truck, bus, motorcycle or motor scooter.
■ Device ID	The Device ID is the unique Alcohol Interlock Identification Number issued by the alcohol interlock supplier at the time of installation by the service agent. It may include be the manufacturer serial number and/or asset number within this identification code.
■ Installation Date	The date the alcohol interlock was installed in your vehicle by the service agent.
■ Uninstall Date	The date that the alcohol interlock is uninstalled by the service agent.
■ Uninstall Reason	<p>The service agent will provide a reason code for the uninstall. There are many potential reasons which include:</p> <ul style="list-style-type: none"> - Transfer into a new vehicle (a Reinstall for your new vehicle will also be present) - Replacement of the alcohol interlock (if faulty or upgraded) - Sighting your Removal Authority letter from VicRoads that is provided with your amended driver licence/learner permit (without the 'I' condition) = End of program. See Section 7.

Service Events

The **Service Event Tab** provides a complete history of each time the alcohol interlock is serviced or accessed by the service agent. The most recent activity appears at the top of this tab view.

Service Type	Service Date	Attended in person	Concession Card Sighted	Device ID	Registration
Standard Monthly Service	05-Feb-2015	N	N	WR3HS019211	AAA-211
Standard Monthly Service	02-Jan-2015	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Dec-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Nov-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Oct-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Sep-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Jul-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-Jun-2014	Y	N	WR3HS019211	AAA-211
Standard Monthly Service	03-May-2014	Y	N	WR3HS019211	AAA-211
Installation	03-Apr-2014	Y	N	WR3HS019211	AAA-211

Service Event Tab fields explained:

■ Service Type	This information is loaded by the service agent and indicates that type of service event that was undertaken. This includes Installation, Uninstall, Standard Monthly Service, Unscheduled Service, Device Exchange or Transfer.
■ Service Date	The date your alcohol interlock is brought to the service agent for servicing. Regular services are scheduled for each alcohol interlock you have installed and a servicing agreement forms part of your alcohol interlock leasing contract with the supplier. The Service Date should generally be close to the monthly anniversary of installation. Supplier leasing and government charges are monthly and the alcohol interlock requires servicing and calibration on a regular/ monthly basis.
■ Attended in person	The service agent will note if you attended the service in person. If this flag is set to 'Y' then the minimum drive criteria for that month is automatically deemed to have been met. If this flag is set to 'N' then as part of the application for removal process, data for this month will be examined by VicRoads to confirm you have completed the required minimum number of drives (2). The month will have a status of 'Minimum Drive To Be Confirmed' in the monthly summary view.
■ Concession Card Sighted	If you are the holder of an eligible concession card, your concession card MUST be presented at EACH monthly service. The confirmed sighting of your concession card is noted in this field by the service agent as 'Y' = Yes. If no Concession Card is sighted then the field will display 'N' = No. The service agent also captures your concession card number and card type information for their records and this is passed to AIMS. Information about alcohol interlock costs, the government cost recovery fee and concessions can be found on the VicRoads website.
■ Device ID	The Device ID is the unique Alcohol Interlock Identification Number issued by the alcohol interlock supplier at the time of installation by the service agent. It may include the manufacturer serial number and/or asset number within this identification code.
■ Registration	The registration number of the motor vehicle in/on which the alcohol interlock is fitted; this can include a car, van, truck, bus, motorcycle or motor scooter.

Personal Details

The * indicates the mandatory fields that you can change in your **Personal Details Tab**. You are able to change your email address, ensuring you re-enter the same new email address again to validate correct entry. You can also change your secret question and/or secret answer. Your Phone Number and Mobile Number can also be changed; however, these are not mandatory fields. All other fields above Phone Number cannot be changed by the participant in AIMS.

Monthly Summary	Licence History	Applications	Devices	Service Events	Personal Details	Address Details	Supporting Information
Edit							
Additional Information							
Licence Number	50675490						
Title	MR						
First Name	John						
Second Name							
Surname	Citizen						
Date of Birth	10-Mar-1976						
Gender	M						
Participant Status	ACTIVE						
Phone Number	039444999						
Mobile Number							
Email *	citizenjx4@gmail.com						
Re-enter e-mail address *	citizenjx4@gmail.com						
Secret Question *	What was the name of my first pet?						
Secret Answer *	Spot						

Personal Details Tab fields explained:

■ Licence Number	This is your driver licence or learner permit number.
■ Title & Name	Full name and title are extracted from the VicRoads Driver Licensing System.
■ Date of Birth	dd-Mmm-yyyy format and is a unique match with your driver licence / learner permit to enable a participant to register to access AIMS.
■ Gender	M = Male, F = Female required for statistical purposes only.
■ Participant Status	<p>Pending = Indicates that the driver has been re-issued with a licence/permit with an 'I' condition. However, no installation information has been received from any of the alcohol interlock suppliers. At this point, an eligible driver can register to access AIMS in advance of an alcohol interlock being installed.</p> <p>Active = An alcohol interlock has been installed during an alcohol interlock 'I' condition period.</p> <p>Completed = 'I' condition removed, but the alcohol interlock is still installed.</p> <p>Note: On removal of the 'I' condition from your driver licence/learner permit and the uninstall of the alcohol interlock, you will no longer be able to access AIMS.</p>
■ Phone Number and Mobile Phone Number	These are optional fields but are populated from the VicRoads Driver Licensing System. You can update this information with your current phone numbers in AIMS, but this information is not passed back to the VicRoads Driver Licensing System.
■ Email/Re-enter Email	<p>To be a registered user of AIMS, you must supply an email address to receive password/registration information, reports and notifications.</p> <p>Your email address may have been populated from the VicRoads Driver Licensing System and presented at the time of your registration in AIMS.</p> <p>Your email address must be confirmed during your AIMS Registration process.</p> <p>Any changes to your email address for use in AIMS will not be passed back to the VicRoads Driver Licensing System.</p>
■ Secret Question	<p>There are 7 different secret questions available from a drop down list for you to select one as part of the AIMS Registration process. Select a question that you will be able to remember the answer to.</p> <p>You can change this secret question and/or secret answer at any time from this Personal Details Tab.</p> <p>Your secret question and answer are visible to the VicRoads Support Centre staff to enable them to confirm your identity, should there be any requirement for you to contact the Support Centre.</p>

Address Details

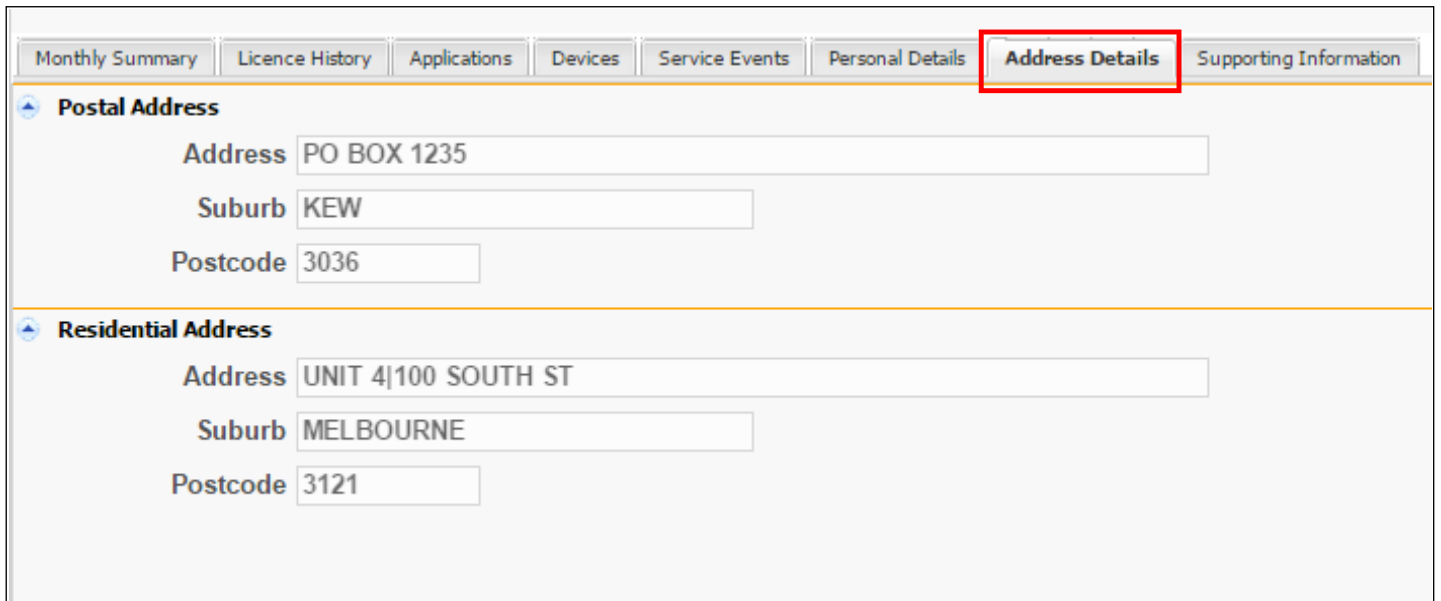
The **Address Details Tab** provides the current Postal Address and Residential Address recorded for you in the VicRoads Driver Licensing System.

The postal address is where any written correspondence will be sent in relation to the Victorian Alcohol Interlock Program. This may include any outcome of an assessment of your application for removal of your 'I' condition or a Participant Performance Report, if requested to post rather than email. If you make a successful application for removal of your alcohol interlock, **it is also the address where your amended licence will be mailed** (with the 'I' condition removed) **accompanying an alcohol interlock removal authority letter.**

If you have any posted mail returned as 'undelivered' to VicRoads, and this is identified and flagged against your Driver Licensing System records, a note will appear on your AIMS Participant Profile Page to prompt you to notify VicRoads of your new address details. This can be done on the VicRoads website via 'Change your address'.

Your amended address details will then be passed to AIMS overnight from the VicRoads Licensing System.

A link to the VicRoads online 'Change your address' webpage is provided in the Supporting Information Tab to assist you to keep your postal and residential addresses current.



The screenshot shows the 'Address Details' tab selected in a navigation menu. Below the menu, there are two sections: 'Postal Address' and 'Residential Address'. Each section contains three input fields: 'Address', 'Suburb', and 'Postcode'. The postal address fields contain 'PO BOX 1235', 'KEW', and '3036'. The residential address fields contain 'UNIT 4|100 SOUTH ST', 'MELBOURNE', and '3121'.

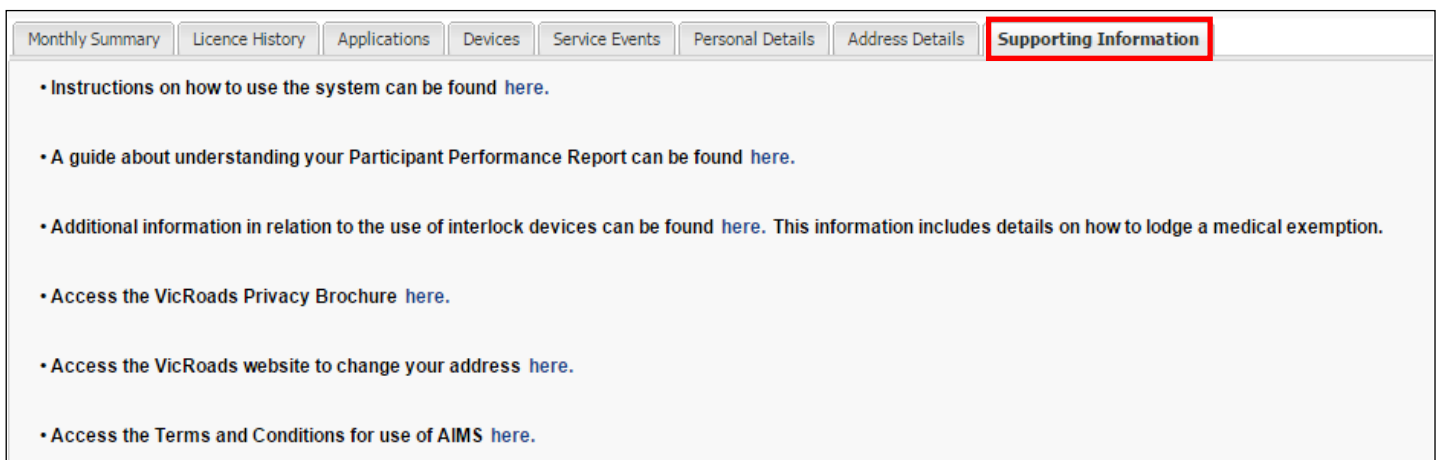
Address Type	Address	Suburb	Postcode
Postal Address	PO BOX 1235	KEW	3036
Residential Address	UNIT 4 100 SOUTH ST	MELBOURNE	3121

Supporting Information

The Supporting Information Tab is where key documents and links are available for you to access from AIMS. You may be directed to documents or pages on the VicRoads website. A new browser window will open with each document or link accessed.

The Supporting Information tab will continue to be updated by the VicRoads Support Centre as more information and helpful tools become available to support participants.

If you cannot find the information you require, please try the VicRoads website or contact the VicRoads Support Centre for the Victorian Alcohol Interlock Program.



The screenshot shows the 'Supporting Information' tab selected in a navigation menu. Below the menu, there is a list of links providing additional information and resources.

- Instructions on how to use the system can be found [here](#).
- A guide about understanding your Participant Performance Report can be found [here](#).
- Additional information in relation to the use of interlock devices can be found [here](#). This information includes details on how to lodge a medical exemption.
- Access the VicRoads Privacy Brochure [here](#).
- Access the VicRoads website to change your address [here](#).
- Access the Terms and Conditions for use of AIMS [here](#).

The diagram below represents the documents, publications and web pages that can be accessed via the **Supporting Information Tab:**

KEY GUIDELINES AND RULES OF THE PROGRAM - VICROADS MANAGED

This overview provides guidance for VicRoads managed participants on the Victorian Alcohol Interlock Program and is applicable based on the following conditions:

PARTICIPANT TYPE: VicRoads managed under alcohol interlock laws that apply from 1 October 2014

OFFENCE COMMITTED: First offence committed on or after 1 October 2014

SAC READING: SAC of less than 0.10 for a drink-driving offence where your Victorian driver licence/learner permit was cancelled

Installing an alcohol interlock

You will need to arrange for someone else to drive you to a service agent to have the alcohol interlock fitted to your vehicle.

The service agent will train you to use the alcohol interlock and provide you with the instructions. Anyone else who drives the vehicle should also be trained to use the alcohol interlock and follow the instructions.

The alcohol interlock will require any driver to provide an alcohol-free breath test before the vehicle will start. The alcohol interlock will also require breath tests during a trip. If you fail or do not take a breath test or you keep driving, the vehicle's lights and horn will activate.

Whenever you use the vehicle, the alcohol interlock will record actions such as blowing into the interlock, starting and turning off the engine. The recorded information is downloaded at servicing by your alcohol interlock supplier agent and is used by VicRoads to make decisions about removing your Victorian alcohol interlock.

The vehicle's must be brought to all scheduled services.

Alcohol interlocks with cameras

Alcohol interlocks with cameras will be introduced from 30 January 2015. All new alcohol interlock installations from that date onwards are required to have a camera. Motorists are exempt from this requirement.

The alcohol interlock service agent will take your reference photo with the alcohol interlock camera at the time of installation. The camera will take a number of pictures during each trip, for example when you blow into the interlock to start the car. These pictures provide a record of who is driving the vehicle which can be compared to your reference photo.

Approved alcohol interlocks installed before 30 January 2015 do not need to be changed or upgraded to fit a camera.

Leaving an alcohol interlock

Before doing again you must sign an agreement with an approved alcohol interlock supplier and have a VicRoads approved alcohol interlock fitted to your vehicle you drive or ride.

It is recommended that you contact all VicRoads approved alcohol interlock suppliers to compare the cost of installing, using and servicing an interlock, the location of service agents and service arrangements. Approved alcohol interlock suppliers are listed below and each has an extensive service agent network throughout Victoria.

Deegan Safety Pacific 1300 780 669
 Quantum Interlock Systems 1300 881 000
 Smart Start 1300 256 900

UNDERSTANDING YOUR PARTICIPANT PERFORMANCE REPORT

Your Participant Performance Report is an instant report and is intended for participant use only. It does not represent a final decision about the removal of your alcohol interlock and cannot be used for this purpose. The public contains information to help you read and understand your report and progress on the Victorian Alcohol Interlock Program.

This key information and sections of the report are:

- Interlock Removal Managed by:** The status here will contain one of the following entries to determine your interlock usage performance for that month:
 - Learning** - The first month on the device is always shown as a learning month.
 - Pass** - The month contains at least two confirmed drives by the participant and no violations.
 - Violations** - The month contains at least one violation that has not been corrected or at least one violation that has been confirmed. Violations can include a refused test or a failed test without passing a retest. Confirmed - You have confirmed all violations in this month.
 - Minimum Drive To Be Confirmed** - As part of the application for removal process, state this month will be examined to confirm you have completed the required minimum number of drives.
 - Absent** - The month does not contain two valid drives and cannot be counted towards achieving the removal criteria.
 - Insufficient** - The drive month was not complete as at the date of the report.
- APPROXIMATE NOTE:** Any data received from your interlock after the date of this report may alter the details of some drive months and your progress.
- # Blows of Drives** A count of how many drive events (single starts) occurred during the month. Any month with three or more drive events is a confirmation of an absence from the road. It is a confirmation of an absence from the road and will not count towards achieving the removal criteria.
- Violation Count** A count of how many violation events have been detected during the month. For this month to be counted and not reset the progress count to zero all violations must be successfully corrected.

SUMMARY TABLE EXPLAINED:

An example summary of the participant progress table is shown on the following page and an explanation of the table columns is provided.

Drive Months The drive month is a numeric count of the number of interlock usage occurrences from the date the first alcohol interlock is installed in your vehicle.

Progress Count The progress count is the number of these months that have been accumulated towards achieving the removal criteria. Each Pass month is counted towards the progress count. Removal of the 7 condition requires the minimum interlock end date to be reached and the progress count to be at least 6 (1 less than the minimum interlock period if this was less than 6 months).

Supporting Information

- Instructions on how to use the system can be found [here](#).
- A guide about understanding your Participant Performance Report can be found [here](#).
- Additional information in relation to the use of interlock devices can be found [here](#). This information includes details on how to lodge a medical exemption.
- Access the VicRoads Privacy Brochure [here](#).
- Access the VicRoads website to change your address [here](#).
- Access the Terms and Conditions for use of AIMS [here](#).

Change your address

Before we change your address we need to confirm who you are.

You can only use this form if you hold a Victorian driver licence or learner permit and are changing to an Australian address. If this doesn't apply to you, see additional information for our address requirements.

*Indicates a required field

About you

Enter your full name (as it appears on your driver licence or learner permit card) *

Enter your date of birth *

id Select Yes

Your licence number

Enter your driver licence or learner permit number *

The address on your licence

Enter the address as it appears on your driver licence or learner permit card (or change of address listed on the back) *

eg. Unit 7/11 Sample Street, Broomfield VIC 3047

5. How to review and contest violations in AIMS

You can track your progress and performance while on the Victorian Alcohol Interlock program by reviewing your alcohol interlock usage data in AIMS on a regular basis.

If the alcohol interlock has detected any violations, you will be able to expand the drive month/s where these have occurred to obtain further information about the specific drive event/s that resulted in a violation. Examples of violations recorded by the alcohol interlock include a failed BAC reading (without passing a retest); a refused breath test or tampering with the alcohol interlock.

Drive Event descriptions for a 'Violation':

- Failed BAC test at engine start [with BAC reading recorded]
- Failed BAC reading at retest [with BAC reading recorded]
- Refused/Untaken breath test
- Engine started without breath test
- Tampering detected

Violations reset your 'Progress' score to zero. If you have at least one violation that you do not contest or the violation is confirmed in a drive month, then your Progress count will be reset to zero and the corresponding green stars will disappear and become a grey outline.

AIMS displays the image captured at the time of a violation, so that you can review this picture yourself. If you were not the driver of the vehicle at the time of a violation, you can use AIMS to flag the violation for review.

Expand the Drive Month with the violation/s and select the **check** button to view each image that relates to the drive event that resulted in a violation. It will also display the drive 'Event Date' and time, Drive Event description and indicate if you are able to **Review Violation** :

Victorian Alcohol Interlock Program

Participant **Citizen, John** VicRoads Managed Performance Report ▾

Licence/Permit Status Minimum End Date Calculated End Date

How am I going? You are eligible to apply for Interlock condition removal

Monthly Summary | Licence History | Applications | Devices | Service Events | Personal Details | Address Details | Supporting Information

Recalculate

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	3	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	3	Absent	0	0
9	03-Dec-2014	02-Jan-2015	3	Pass	1	0
8	03-Nov-2014	02-Dec-2014	2	Pass	3	0
7	03-Oct-2014	02-Nov-2014	1	Pass	7	0
6	03-Sep-2014	02-Oct-2014	0	Violation	9	1
Event Date		Drive Event	BAC	Image	Review Status	
16-Sep-2014 6:13:14 AM		Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>	
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
Event Date		Drive Event	BAC	Image	Review Status	
16-Aug-2014 6:13:14 AM		Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>	
12-Aug-2014 6:13:14 AM		Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>	
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
Event Date		Drive Event	BAC	Image	Review Status	
13-Jun-2014 6:13:14 AM		Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>	
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Page 1 of 1 Displaying 1 - 11 of 11

Select the **check** button to view 'Check Drive Event Images'.

This will pop up your Reference Image/s taken by the service agent at the time of installation (or multiple images if you have more than one alcohol interlock fitted, i.e. each vehicle you drive is required to have an alcohol interlock fitted.)

Below your Reference Image/s, the Drive Event Image will be displayed. The Drive Event image will be used by VicRoads to assess the violation, should you lodge a violation review. This will be compared to your reference image.

Victorian Alcohol Interlock Program

Participant **Citizen, John** VicRoads Managed Performance Report

Licence/Permit Status **Current** Minimum End Date **02-Dec-2014** Calculated End Date **03-Apr-2015**

How am I going?

Monthly Summary Lic

Recalculate

Drive Month
11
10
9
8
7
6
5
4
3
2
1

Check Drive Event Images

Reference Images

YOUR (MOST RECENT) REFERENCE IMAGE IS DISPLAYED HERE

IF YOU HAVE A SECOND ALCOHOL INTERLOCK INSTALLED, A SECOND REFERENCE IMAGE IS DISPLAYED HERE

Drive Event Image

IMAGE TAKEN OF DRIVER USING INTERLOCK AT TIME OF DRIVE EVENT BEING RECORDED

Close

Page 1 of 1

Displaying 1 - 11 of 11

Select **Review Violation**

A pop up box will appear to enable you to enter comments in relation to the Violation Review. These comments should be brief and specific to the violation that you are contesting. It is an opportunity to provide supporting information to assist VicRoads when reviewing this contested violation as part of the alcohol interlock condition removal process.

Monthly Summary Licence History Applications Devices Service Events Comments Supporting Information

Recalculate

Please enter your comments:
I was not the driver of the vehicle when this violation was recorded.

OK Cancel

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	0	Pass	0	0
10	03-Jan-2015	02-Feb-2015	0	Pass	0	0
9	03-Dec-2014	02-Jan-2015	1	Pass	1	0
8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
7	03-Oct-2014	02-Nov-2014	1	Pass	7	0
6	03-Sep-2014	02-Oct-2014	0	Violation	9	1
Event Date	Drive Event	BAC	Image	Review Status		
16-Sep-2014 6:13:14 AM	Failed BAC test at engine start	0.072	check	Review Violation		
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
Event Date	Drive Event	BAC	Image	Review Status		
16-Aug-2014 6:13:14 AM	Failed BAC test at engine start	0.072	check	Review Violation		
12-Aug-2014 6:13:14 AM	Failed BAC test at engine start	0.072	check	Review Violation		
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
Event Date	Drive Event	BAC	Image	Review Status		
13-Jun-2014 6:13:14 AM	Failed BAC test at engine start	0.072	check	Review Violation		
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Once contested by selecting Review Violation, entering comments and clicking on **OK**, you will be advised on the screen that your request has been flagged for investigation by VicRoads.

Click **OK** to exit this pop up message.

Monthly Summary Licence History Applications Devices Service Events Personal Details Address Details Supporting Information

Recalculate

Info

Your request to review this violation has been flagged and will be investigated by VicRoads in readiness for your alcohol interlock removal assessment.

OK

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	0	Pass	0	0
10	03-Jan-2015	02-Feb-2015	0	Pass	0	0
9	03-Dec-2014	02-Jan-2015	3	Pass	1	0
8	03-Nov-2014	02-Dec-2014	2	Pass	3	0
7	03-Oct-2014	02-Nov-2014	1	Pass	7	0
6	03-Sep-2014	02-Oct-2014	0	Violation	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Select **'Recalculate'**

Monthly Summary Licence History Applications Devices Service Events Personal Details Address Details Supporting Information

Recalculate

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	3	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	3	Absent	0	0
9	03-Dec-2014	02-Jan-2015	3	Pass	1	0
8	03-Nov-2014	02-Dec-2014	2	Pass	3	0
7	03-Oct-2014	02-Nov-2014	1	Pass	7	0
6	03-Sep-2014	02-Oct-2014	0	Violation	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

The **Review Violation** button will no longer be available for that Drive Event, as it is already flagged for review by VicRoads.

	Drive Month	From	To	Progress	Status	# of Drives	Violation Count
+	11	03-Feb-2015	02-Mar-2015	4	Incomplete	1	0
+	10	03-Jan-2015	02-Feb-2015	4	Absent	0	0
+	9	03-Dec-2014	02-Jan-2015	4	Pass	1	0
+	8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
+	7	03-Oct-2014	02-Nov-2014	2	Pass	7	0
+	6	03-Sep-2014	02-Oct-2014	1	Contested	9	1
-	Event Date	Drive Event	BAC	Image	Review Status		
	16-Sep-2014 6:13:14 AM	Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Status"/>		
+	5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
-	Event Date	Drive Event	BAC	Image	Review Status		
	16-Aug-2014 6:13:14 AM	Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>		
	12-Aug-2014 6:13:14 AM	Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>		
+	4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
+	3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
-	Event Date	Drive Event	BAC	Image	Review Status		
	13-Jun-2014 6:13:14 AM	Failed BAC test at engine start	0.072	<input type="button" value="check"/>	<input type="button" value="Review Violation"/>		
+	2	03-May-2014	02-Jun-2014	1	Pass	3	0
+	1	03-Apr-2014	02-May-2014	L	Learning	2	0

You can track the status of your Violation Investigation Review via the **Applications Tab**. The review outcome detailed in the Applications tab will display under the Review Status field on your Monthly Summary Tab.

If you have more than one violation in a drive month, you would need to **flag all violations for review** for the drive month to have an overall status of 'Contested'.

If there were multiple violations detected in a drive month and most were not while you were driving the vehicle, but one was caused by you, then the month would continue to have an overall status of 'Violation'.

If your 'Review Violation' request is successful, this means that the violation investigation by VicRoads determined that the violation event should be removed, and it will no longer display in your monthly summary.

A drive month that is 'contested' does not reset your progress count to zero, as the month is pending a review. The row colour for this month will change from red (violation month) to yellow as it is 'Contested' and pending an investigation/ review of the violation by VicRoads.

Your Progress count will increment by 1 and the corresponding number of stars will display.

Additionally, the Calculated End Date would be brought forward as it assumes:

- contested violations will be resolved in your favour when reviewed by VicRoads (at the time you apply for removal)
- you will continue to adhere to the Program rules (minimum drive achieved and no violations)
- AIMS will have sufficient alcohol interlock usage data for you to achieve a Progress count of 5 (5 Green Stars).

In the example shown, John Citizen's Progress count went from 3 to 4 (4 Green Stars) and his Calculated End Date was brought forward from 3 April 2015 to 3 March 2015. Therefore, John only has one more alcohol interlock service (data download) to collect to be likely to achieve all of the removal criteria that VicRoads will look at to determine if the alcohol interlock condition can be removed. John's Progress count will need to be 5 (5 Green Stars).

Victorian Alcohol Interlock Program

Participant **Citizen, John** VicRoads Managed [Performance Report](#)

Licence/Permit Status Minimum End Date Calculated End Date

How am I going?

You are eligible to apply for Interlock condition removal

Monthly Summary
Licence History
Applications
Devices
Service Events
Personal Details
Address Details
Supporting Information

[Recalculate](#)

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	4	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	4	Absent	0	0
9	03-Dec-2014	02-Jan-2015	4	Pass	1	0
8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
7	03-Oct-2014	02-Nov-2014	2	Pass	7	0
6	03-Sep-2014	02-Oct-2014	1	Contested	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Note: The snapshot above is what John Citizen would see if he viewed his alcohol interlock usage in AIMS during February (at least 24 hours after his alcohol interlock service took place on 5 February 2015).

6. Request a 'Participant Performance Report' at any time in AIMS

Your Participant Performance Report is a summary of your Participant Profile Page and Monthly Summary Tab. It is intended only for you to view as a snapshot of your progress on the Program, based on alcohol interlock usage data available, at the time the report was generated. It does not represent a final decision about the removal of your alcohol interlock 'I' condition. The Participant Performance Report enables you to see if you are adhering to the alcohol interlock usage rules that will be assessed when you apply to VicRoads for a decision about whether you can remove your alcohol interlock.

As a registered user of AIMS, you can generate a 'Participant Performance Report' at any time while you are on the Program. This will be emailed to your nominated email address for you to download.

If you are not able to access AIMS, but are eligible to use it, you can contact the VicRoads Support Centre for the Victorian Alcohol Interlock Program and request a report be sent to you.

Any data received from your alcohol interlock/s via your service agent/supplier, after the date of this report, may alter the status of some drive months and your progress.

Home

Welcome, John Citizen Logout

Victorian Alcohol Interlock Program

Participant Citizen, John

VicRoads Managed Performance Report

Licence/Permit Status Current Minimum End Date 02-Dec-2014 Calculated End Date 03-Mar-2015

How am I going?

You are eligible to apply for Interlock condition removal

Monthly Summary Licence History Applications Devices Service Events Personal Details Address Details Supporting Information

Recalculate

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-Feb-2015	02-Mar-2015	4	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	4	Absent	0	0
9	03-Dec-2014	02-Jan-2015	4	Pass	4	0
8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
7	03-Oct-2014	02-Nov-2014	2	Pass	7	0
6	03-Sep-2014	02-Oct-2014	1	Contested	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0

Page 1 of 1

Displaying 1 - 11 of 11

Click on Performance Report arrow. You have the option to download your Performance Report to view and/or save to another location, or to have it emailed to your nominated email address, as currently listed in your Personal Details Tab.

When you request your 'Participant Performance Report' via email you will also receive a document called 'Understanding your Participant Performance Report'.

This guide is also available from the Supporting Information Tab.

Note that the green stars are not presented on your 'Participant Performance Report'; this visual summary of your progress score is only available on your Participant Profile Page in AIMS.

VicRoads Managed Performance Report


- Download Performance Report
- Email Performance Report

If you select **Download** Performance Report, you will be given the option to **Open, Save or Cancel** the request. It is a snapshot as at the time of your request.

If you select **Email** Performance Report, you will receive an email as shown below.

The **Report will be provided via a link that you must download within 7 days** or this specific snapshot/link will become inactive. You can request a new Performance Report at any time – the new request will reflect the snapshot of your performance (alcohol interlock usage data available in AIMS) at the moment of the new request was processed. The email includes supporting information called 'Understanding your Participant Performance Report'.

Alcohol Interlock Program Participant Performance Report: John Citizen Inbox x

 **VICROADSALCOHOLINTERLOCKMANAGEMENTSYSTEM-DONOTREPLY@roads.vic.gov.au** 12:45 PM (0 minutes ago) ☆

to me ▾

Dear John Citizen,

Please find attached link to your Participant Performance Report requested on 18/02/2015.

[Download your Participant Performance Report here](#)


This link to your report is active for 7 days only. Please access this report and print or save it to another location.

Supporting information called 'Understanding your Participant Performance Report' is also attached.

If you have any queries or require assistance, please contact VicRoads on 1300 723 790 during office hours (Monday - Friday 8:30am to 5:00pm).


Your sincerely

Victorian Alcohol Interlock Program
Registration and Licensing Agent Services



DISCLAIMER

The following conditions apply to this communication and any attachments: VicRoads reserves all of its copyright; the information is intended for the addressee only and may be confidential and/or privileged - it must not be passed on by any other recipients; any expressed opinions are those of the sender and not necessarily VicRoads; VicRoads accepts no liability for any consequences arising from the recipient's use of this means of communication and/or the information contained in and/or attached to this communication. If this communication has been received in error, please contact the person who sent this communication and delete all copies.



Understanding your Participant Performance Report

An example of a Participant Performance Report downloaded by John Citizen is provided below.

VICTORIAN ALCOHOL INTERLOCK PROGRAM

Participant Performance Report - 18 FEBRUARY 2015

Participant Name: MR John Citizen

Interlock removal managed by: VicRoads

Minimum interlock end date: 02-DEC-2014

Calculated minimum interlock end date: 03-MAR-2015

Vehicle registrations with interlock readings: AAA-211

This is an interim report and is intended for participant use only. It does not represent a final decision about the removal of your alcohol interlock and cannot be used for this purpose.

Summary of participant progress toward interlock removal

Drive Month	From	To	Progress	Status	# of Drives	Violation Count
11	03-FEB-2015	02-MAR-2015	4	Incomplete	0	0
10	03-JAN-2015	02-FEB-2015	4	Absent	0	0
9	03-DEC-2014	02-JAN-2015	4	Pass	1	0
8	03-NOV-2014	02-DEC-2014	3	Pass	3	0
7	03-OCT-2014	02-NOV-2014	2	Pass	7	0
6	03-SEP-2014	02-OCT-2014	1	Contested	9	1
5	03-AUG-2014	02-SEP-2014	0	Violation	7	2
4	03-JUL-2014	02-AUG-2014	1	Pass	1	0
3	03-JUN-2014	02-JUL-2014	0	Violation	9	1
2	03-MAY-2014	02-JUN-2014	1	Pass	3	0
1	03-APR-2014	02-MAY-2014	L	Learning	2	0

The Report provides your Participant Profile Page snapshot and Monthly Summary Table. It also provides information about any periods recorded where you did not hold a current Victorian driver licence/learner permit. As your minimum alcohol interlock duration would be extended by any period for which you did not hold a current driver licence/learner permit, these periods are displayed so that you can understand where they have impacted your **Minimum interlock end date**.

If you have any drive months with a violation, additional detail is provided to enable you to contest the violation. Each expanded month displays your reference photo, taken when the alcohol interlock was installed, and the image captured at the time of the violation. You are able to contest the violation via your Monthly Summary Tab in AIMS or you can call the VicRoads Support Centre on 1300 723 790.

7. How to apply for alcohol interlock 'I' condition removal

AIMS enables you to track your readiness for removal of the alcohol interlock 'I' condition.

VicRoads will undertake a thorough assessment of your application and compliance with the Program rules through a two stage review process.

For VicRoads managed participants:

- You must complete your minimum alcohol interlock period before being eligible to apply to VicRoads to have your alcohol interlock condition removed from your licence.
- The 'Apply' button will appear on your Participant Profile Page, once you have achieved the minimum alcohol interlock period.

You are eligible to apply for
Interlock condition removal

Apply

- Contested violations are reviewed by VicRoads when assessing your compliance with the Program rules, once you are eligible to apply to have your alcohol interlock 'I' condition removed.

When you select 'Apply', a message will appear to prompt you to review each month of alcohol interlock usage to ensure you have met the required removal criteria. Any uncontested violations or absent months may mean that you have not met the rules. If you have 5 Green Stars next to 'How am I going', this is a Progress score of 5. This means that if any contested violations are resolved in your favour; and you have met minimum drive requirements for each month, then your application is more likely to be successful once VicRoads completes the assessment.

You can select **Proceed** or **Cancel** in order to review/contest violations where you were not the driver.

Victorian Alcohol Interlock Program

Participant: **Citizen, John** VicRoads Managed [Performance Report](#)

Licence/Permit Status: **Current** Minimum End Date: **02-Dec-2014** Calculated End Date: **03-Mar-2015**

How am I going?

You are eligible to apply for Interlock condition removal

I Condition Removal

Before proceeding, please review each month of your alcohol interlock usage. If you have any uncontested violations or absent months, you may not meet the required criteria to have your alcohol interlock condition removed.

Drive Month	From	To	Days	Status	Violations	Violation Count
11	03-Feb-2015	02-Mar-2015	4	Incomplete	1	0
10	03-Jan-2015	02-Feb-2015	4	Absent	0	0
9	03-Dec-2014	02-Jan-2015	4	Pass	4	0
8	03-Nov-2014	02-Dec-2014	3	Pass	3	0
7	03-Oct-2014	02-Nov-2014	2	Pass	7	0
6	03-Sep-2014	02-Oct-2014	1	Contested	9	1
5	03-Aug-2014	02-Sep-2014	0	Violation	7	2
4	03-Jul-2014	02-Aug-2014	1	Pass	1	0
3	03-Jun-2014	02-Jul-2014	0	Violation	9	1
2	03-May-2014	02-Jun-2014	1	Pass	3	0
1	03-Apr-2014	02-May-2014	L	Learning	2	0


Page 1 of 1 | Displaying 1 - 11 of 11

Stage one 'I' condition removal review by VicRoads

If you select Proceed, and you have not met the required removal criteria to pass **this first stage of the VicRoads review**, your application will not be successful. A denial message will immediately appear on your AIMS screen (similar to below). A summary of the grounds for denial will be provided on the AIMS screen.

In the scenario, for John Citizen, the following message appears – it is a denial of the application:

I Condition Removal

 You have not met the necessary criteria for removal of the alcohol interlock 'I' condition due to a violation in alcohol interlock drive period/s 3-Jun-2014, 3-Aug-2014 and your absence in period/s 3-Jan-2015. The earliest date this criteria can be satisfied is 3-Mar-2015 based on having a further 1 alcohol interlock drive periods free of any violations or absent months.

If you believe the violation hindering this application is attributed to someone other than yourself, you may wish to contest one or more violations for investigation by VicRoads and then reapply for removal of the 'I' condition.

If you are not satisfied with the outcome of the VicRoads investigation of your contested violations, you will be provided with information on avenues for review by VicRoads or the courts. This information will be emailed to you within 7 days, with the details on why your application could not proceed at this time.

OK


The message provides all aspects where the removal criteria were not met.

However, if John Citizen had contested the 2 violations in drive month 5 (commencing 3 August 2014); John would have proceeded through this first stage of the VicRoads assessment to determine if the removal criteria has been met.

If your application is not successful at the **first stage of the review**, in addition to a denial message you will receive an email. The email will contain a formal denial letter (PDF) and a link for you to download your Participant Performance Report snapshot as at the time the decision was made. The link to the report is only active for 7 days, so it will need to be accessed, printed or save to another location prior to that time. The supporting information document (Understanding your Participant Performance Report) will be attached also.

Your denial letter will provide the reasons why your application was not successful at that time and will also provide you with information about review options if you are not satisfied with the decision.

Application for Alcohol Interlock Removal Denied: John Citizen Inbox x

 10:48 AM (18 minutes ago) ☆

Dear John Citizen,

Please find attached letter with information detailing why your Alcohol Interlock Removal application was denied at this time. This letter contains information detailing your options for review of this decision.

Also included is a link to your *Participant Performance Report*.

[Download your Participant Performance Report here](#)


This link to your report is active for 7 days only. Please access this report and print or save it to another location.

Supporting information called 'Understanding your *Participant Performance Report*' is also attached.

If you have any queries or require assistance, please contact VicRoads on 1300 723 790 during office hours (Monday - Friday 8:30am to 5:00pm).

Your sincerely



A. Herft
Manager, Registration and Licensing Agent Services



DISCLAIMER

The following conditions apply to this communication and any attachments: VicRoads reserves all of its copyright; the information is intended for the addressees only and may be confidential and/or privileged - it must not be passed on by any other recipients; any expressed opinions are those of the sender and not necessarily VicRoads; VicRoads accepts no liability for any consequences arising from the recipient's use of this means of communication and/or the information contained in and/or attached to this communication. If this communication has been received in error, please contact the person who sent this communication and delete all copies.

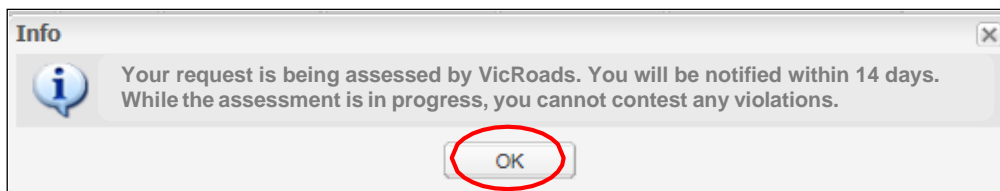
2 Attachments

Stage two 'I' condition removal review by VicRoads

If you have progressed through this first stage of the 'I' condition removal assessment, VicRoads will review your alcohol interlock usage data and your contested violations, to confirm all of the removal criteria have been met.

For the **second stage of the review**, you will receive notification on your AIMS screen indicating that:



While VicRoads is reviewing your application for removal, the Alcohol Interlock Condition Removal 'Apply' button is not available and you will be unable to contest violations.

If your **'Removal' application is denied:**

- you will be sent an email advising of this decision and
- the email will contain an attached letter explaining the reason/s for denial and
- the email will contain a link to your current Participant Performance Report and the supporting information document.
- As soon as this assessment is complete, the 'Apply' button will re-appear and you will also be able to contest violations and re-apply.

You can track the progress of your 'Removal' application and your 'Violation Investigations' via the **Applications Tab**.

If your **'Removal' application is successful:**

- the 'Apply' button will not re-appear on your Participant Profile Page and
- the Status of your Removal Application will be **'Closed'** with an Outcome of **'Approved'** in your Applications Tab and
- your Participant Status will change from ACTIVE to **'COMPLETED'** in your Personal Details Tab.

Time period for outcome of assessment - The period of 14 days (10 business days) allows for the maximum time it will take for VicRoads to review and process your application when you have been successful. A successful application for removal will result in an **alcohol interlock removal authority** being posted to you with your amended licence card attached. The new licence will have the 'I' condition removed.

Your alcohol interlock service agent may ask to sight your amended licence and the removal authority when you take your vehicle to have the alcohol interlock uninstalled.

IF YOU HAVE ANY QUERIES OR REQUIRE FURTHER INFORMATION:

Call the **VicRoads Support Centre** for the Victorian Alcohol Interlock Program

1300 723 790 or

Email alcoholinterlocks@roads.vic.gov.au