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National Truckwash System

Your National Truckwash System key will allow you to access truckwash facilities which are part of the system, and you will be sent regular invoices with itemised records of facility usage[a].

To use your key, touch it on the read head on the control panel, then press the ON button for the outlet you wish to use. Remember to press OFF when finished, or others may use the facility at your expense.

Terms and Conditions (Effective 1 July 2026)

1. These terms and conditions apply to all new and existing keyholders. They replace all previous terms and conditions and may be revised without notice.
2. Avdata reserves the right to reject key registration applications, including any which are incomplete, which are not signed, or where related accounts have not been paid.
3. The National Truckwash System has been established primarily for the use of livestock transporters. The owner/operator of each facility has the right to set the terms and conditions of use for their facility and all keyholders are subject to these local requirements. Please contact location(s) for details.
4. Key access for a given facility is programmed by Avdata according to instructions from the facility owner. Changes to access permission may occur without notice.
5. The purchaser of each key is registered with Avdata as the keyholder and is liable to pay charges associated with all usage on that key, whether or not the usage was authorised[b].
6. If a key is lost or stolen, Avdata must be advised **immediately** by phone to (02) 6262 8111 or email to mail@avdata.com.au. Telephone advice should be followed up with written advice to Avdata.
7. When Avdata is advised that a key has been lost or stolen or is no longer wanted then the key will be de-registered to prevent unauthorised use. If a key has been de-registered then it will only be re-registered on receipt of written advice.
8. Accounts are issued monthly (or sometimes quarterly for smaller accounts). In general, charges will be for usage in the previous calendar month or previous quarter. However, older charges may be included if there has been a delay in obtaining usage data from the facility. Usage charges will be applied as directed by the owner of the facility.
9. A system access charge of $9.05 (inc GST) is payable for the Jan-March quarter. In any following quarter where usage charges have been incurred, this charge will also apply.
10. A key verification charge of $1.90 (inc GST) per key is applied annually on 31 March.
11. Customers can request to receive statements electronically by sending their current email address, customer number and account name to mail@avdata.com.au. Where a current email address has not been provided, or where an account remains overdue for payment, a paper statement will be issued and a paper statement fee of $3.60 (inc GST) may be applied.
12. A LSRI (Livestock Services Research and Innovations) administration fee may apply to usage charges – 2% of charges.
13. Accounts must be paid in full by the due date (generally 25 days after the invoice date). Overdue accounts will incur an overdue account fee of $15.30 (inc GST) and will have all of their keys de-registered. Keys will not be re-registered until the account is paid in full. A key re-registration fee of $25.50 per key (inc GST) may apply. It may take up to 10 days for key(s) to be re-registered after payment has been processed. In the case of overdue accounts, the registered key holder is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.
14. This agreement shall be governed by and construed in accordance with the laws in force in the Australian Capital Territory and be submitted to the exclusive jurisdiction of the courts of that Territory.

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a Accounts will show the key tag number, facility name, date and time of use, minutes of use, and charge.
b A vehicle registration or description may be recorded against each key. This can be changed by contacting Avdata.

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