

Important information for members re VicRoads' modernisation program

In March 2021 the Victorian Government made an in-principle decision to progress a joint venture model to support the delivery of VicRoads' registration and licensing (R&L), and custom plates services. This followed the completion of a detailed scoping study that identified a joint venture partnership as the best way to develop modern R&L services, while ensuring Government retains control of pricing, road access and safety.

The purpose of a joint venture is to modernise a number of VicRoads' services to ensure they are more user-friendly for motorists and deliver value for money for Victorians.

As yet, no decision has been made regarding the successful joint venture partner, with the final proposal remaining subject to Government decision. VicRoads will provide updates as required and has indicated they are committed to keeping members informed as the process progresses.

Important: there are no changes to how you will interact with VicRoads

Current services will be maintained throughout the process. There will be no immediate changes to the way you access VicRoads' services.

A joint venture would retain the established VicRoads brand, website and network of customer services centres, portals, agencies and suppliers.

You can continue to access the same range of services through the myVicRoads partner portal using the same myVicRoads partner account.

You can continue to interact with VicRoads either online, or visit their Customer Service Centres for face-to-face services.

VicRoads' footprint is not changing

Customer Service Centres will operate just as they do today, members can continue to access the services you need via any of their network of centres across Victoria.

Which VicRoads services are being modernised?

The Victorian Government is said to be focussed on 'future proofing' and modernising the way services are delivered to industry and the community, while ensuring the highest data privacy and road safety standards.

A joint venture partnership is predicted to fast track the digital delivery of registration, licencing and custom plate services traditionally offered by VicRoads.

This is positioned to be an opportunity to ensure registration and licencing, along with customer plate products and services will be simple, accessible, fast and convenient; ensuring the government delivers contemporary digital systems.

Frequently Asked Questions

What does the creation of a Joint Venture partner mean for my business and industry?

There will be no changes to the services you currently access.

The VicRoads website will continue to provide technical documents for road design and management, information about the heavy vehicle industry and technical services. Below are current topics and programs you can find information about via <https://www.vicroads.vic.gov.au/business-and-industry>

- Traffic Management Reform program
- Technical publications
- temporary-traffic-management-accreditation-program
- Design & management
- Technical services
- Tenders & suppliers
- Licensed vehicle testers
- New and used vehicle dealers
- Heavy vehicle industry
- Tow truck industry
- Alternative fuel systems industry
- Service provider auditing
- Alcohol interlock suppliers
- Behaviour Change Program approved provider requirements
- myVicRoads business account

Will there will be changes to fees?

The state will retain regulatory oversight and continue to set essential fees to ensure that VicRoads can achieve the right balance of efficiency with “value for money” for industry, taxpayers and road users.

Will the myVicRoads partner account change?

No, you can continue to manage your business transactions vehicles online, at any time.

Will customer service centre locations change?

No, customer service centre locations, VicRoads website, and contact numbers will stay the same.

Members are encouraged to keep in touch with VicRoads using your usual online options or by visiting one of their Customer Service Centres.

Further information

For more information visit:

<https://www.vicroads.vic.gov.au/about-vicroads/vicroads-modernisation>

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