

Memorandum of Authorisation (MoA) permits

Updated application processes

Frequently asked questions

From 14 March 2022, there will be changes to how the Department of Transport (DoT) processes regional MoA permits.

These changes involve consolidating the processing of regional MoA permits for DoT managed motorways into one Centralised Permits Team, a step towards creating a consistent approach to managing applications across Victoria.

Please find more below information to help you incorporate these changes into your day-to-day activities.

What is the change taking place from 14 March?

From 14 March, regional MoA permit processing will be moved into a Centralised Permits Team to manage MoA permit applications across Victoria. Anyone applying for an MoA permit on the regional road network will now need to email it to: vicroadsmetromoa@roads.vic.gov.au.

Updated MoA permit application processes are available on the VicRoads website: vicroads.vic.gov.au/tmr.

Why are you changing which team processes regional MoA permits?

Metropolitan and regional MoA permits are being processed by the same team so the application process and information requirements will be the same across the state and create consistency in the advice given to industry. The traffic management industry will benefit from streamline processes and enhanced customer service levels.

These changes are part of the Centralisation of MoA permit processing initiative under the Traffic Management Reform (TMR) program. The TMR program is transforming the traffic management industry by creating a more consistent and safety-focused approach for how traffic management activities are planned and delivered. For more information about the TMR program, please visit vicroads.vic.gov.au/tmr or email tmr.support@transport.vic.gov.au.

What if I applied for my regional MoA permit before 14 March?

MoA permits submitted to regional office before 14 March but not yet authorised will continue to be processed by the regional office then transferred to the Centralised Permits Team once authorised.

All relevant MoA permits submitted to regional office and authorised before 14 March will be transferred to the Centralised Permits Team to manage from 14 March onwards.

Please get in touch with the relevant regional office if they are still processing your MoA permit. Otherwise, contact the Centralised Permit Team on: vicroadsmetromoa@roads.vic.gov.au or (03) 9854 2781 with any questions about your MoA permit application.

What do I need to do if I need to apply for a permit from 14 March?

Please fill out the MoA permit application form and email it together with the TMP to vicroadsmetromoa@roads.vic.gov.au.

The updated MoA permit application process is available on the VicRoads website and outlines the new ways of working step-by-step. Please visit vicroads.vic.gov.au/tmr to find these materials.

What are the new timeframes for processing a regional MoA permit application?

The turnaround time for processing a regional MoA permit application will be brought in line with the metro MoA permit application process.

From 14 March, processing an application will take an average of 15 business days. However, turnaround times may vary depending on complexity of the application (e.g. if it includes arterial and freeway closures), if the application is non-compliant or needs amendments, or requirements from other DoT areas such as RTSO (signal modification) and Heavy Vehicle services need to be included.

Any MoA involving any DoT related works, Developer Funded, Routine Maintenance, Improvement Projects (DRIP), must include DRIP in the email subject line of the MoA permit application for it to be correctly assessed. It is crucial that DRIP be placed in the subject line to ensure the MoA application is processed within five business days. Otherwise, it will follow the standard 15 business days turnaround time.

What if I need my MoA permit sooner than the new processing turnaround time?

From 14 March, the turnaround time for processing a regional MoA permit application will be brought in line with the metro MoA permit application process without exception.

Processing an application will take up to 15 business days or longer depending on the complexity of the activities so please make sure you factor this time into your planning process and project schedule.

How do I apply for an MoA extension?

To apply for an extension, fill in the MoA permit form with the updated details then email the completed form to VicroadsMetroMOA@roads.vic.gov.au with 'extension' in the subject line so that it is processed within the five-day turnaround time: e.g. Extension - MoA – etc.

What about Special Events and consent/Working within a Road Reserve (WWRR) permits?

These changes will not affect Special Events or consent/WWRR permit applications. Both permit application processes remain the same.

What support is available to help traffic management companies make this change?

The following support materials have been developed to help the traffic management industry make the changes needed to continue applying for DoT MoA permits on the regional road network:

- updated MoA permit application form
- updated MoA permit application process
- updated key contacts list

These materials are available on the VicRoads website. Visit vicroads.vic.gov.au/tmr and click on 'Permits Self-Service Portal & updated Consent & Memorandum of Authorisation (MoA) permit processes'.

Where can I get more information?

For any questions, requests for support or to enquire about the status of an MoA application submitted more than 15 business days ago, please contact the metro permits team on: vicroadsmetromoa@roads.vic.gov.au or (03) 9854 2781.