

How to send an MoA change request

There are two scenarios for change requests:

1. If an MoA application is already authorised, any change requests will require a new MoA application to be submitted.
2. If an MoA application is yet to be authorised, change requests can be requested by following the process outlined below.

1. Go to 'Knowledge base' located at the bottom of our portal page under Support.

The screenshot shows the vicroads dashboard interface. At the top, there is a navigation bar with the vicroads logo and several utility icons: Dashboard, Profile, Company profile, Manage access, and Sign out. Below the navigation bar, the main content area is titled 'Dashboard' and features three cards: WWRR (Consent to work within the road reserve), MoA (Permission to use traffic control devices), and MoA Activation (Activate or Deactivate an MoA). To the right of these cards is a 'Profile' section showing user details: Name, Job Title (Test 1234), and Company (A Plus Traffic Management). Below the cards is an 'Application Dashboard' table with columns for Application type, Drafts, In Review, Approved, and Expired. The table shows 6 MoA drafts, 27 MoA in review, 4 MoA approved, and 20 MoA expired. For WWRR, there are 3 drafts, 25 in review, 3 approved, and 4 expired. Below the application dashboard is a 'Draft Applications' section with tabs for Draft and Pending payment. A table lists draft applications with columns for Application type, Status, Form type, Reference, Street, Suburb, Created by, Draft created on, and Actions. One MoA draft is listed with a status of 'Draft' and a creation time of 09-08-2022 9:38 PM. At the bottom of the dashboard, there is a 'Support' section with links for Knowledge base and Contact us. A red box highlights the 'Knowledge base' link in a callout box.

Application type	Drafts	In Review	Approved	Expired
MoA	6	27	4	20
WWRR	3	25	3	4

Application type	Status	Form type	Reference ↑	Street	Suburb	Created by	Draft created on ↓	Actions
MoA	Draft	-	-	-	-		09-08-2022 9:38 PM	

Draft applications will only appear on this dashboard for 14 days. Applications not submitted within this timeframe will be deleted.

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Acknowledge email or any other MoA specific emails

4. Find any email correspondence relating to the specific MoA application and reply back to that with the MoA change request form attached and any supporting documentation.

It is important that you do not change the subject line of that email.

TIP: The easiest way is replying to the Acknowledgement email that you would have received when you successfully submitted your original MoA application.

NOTE: Once the MoA application has expired, change requests will not be accepted. You will be required to submit a new MoA application.

