

# **How to send an extension/change request for WWRR applications**

## WWRR extension or change requests

To request an extension (extending the completion date) for a WWRR application that you submitted, simply find any email correspondence relating to the specific WWRR application and reply to that.

To request a change (modifying the details of your submission), this can only happen before the application is authorised. Once authorised, any changes must be submitted through a new WWRR application.

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

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

**NOTE:** Once the WWRR application has expired, extension and change requests will not be accepted. You will need to submit a new WWRR application.

**ACKNOWLEDGEMENT** - WWRR-0000695 [redacted] management - 29 DENHAM PL TOORAK 3142, 30/07/2022 - 06/08/2022



Uat Wwrr  
To: Ande Shenkoianko

Retention Policy: VicRoads-7 years retention (7 years)

Expires: 27/07/2029



WWRR-0000695\_Submitted Application.pdf  
93 KB



Receipt WWRR-0000695 Application.pdf  
88 KB

Dear

Thank you for submitting a Works Within Road Reserve – Application for consent application.

We have received your application, which will now be processed. We'll advise you if there is any further information required, once we have started reviewing your application.

A copy of your receipt is attached in this email.

If you have any questions, please feel free to reply to this email.

Please make sure the email subject line remains the same, so that we can route your application to the relevant officer.

Regards,

Department of Transport  
60 Denmark Street  
Kew VIC 3101  
T 13 11 70  
W [vicroads.vic.gov.au](http://vicroads.vic.gov.au)



VicRoads is now part of the Department of Transport

**How to request a refund for the WWRR  
application that was submitted.**

**NOTE:** WWRR applications that have been approved will not be eligible for a refund. Refund requests are assessed on a case by case basis.

- If an WWRR refund is required:
- 1. Go to 'Knowledge base' located at the bottom of any portal page under Support.

Dashboard

Profile

Company profile

Manage access

Sign out

Dashboard

WWRR

Consent to work within the road reserve.

MoA

Permission to use traffic control devices.

MoA Activation

Activate or Deactivate an MoA

Profile

Name:

Job Title:

Company:

Test 1234

A Plus Traffic Management

Application Dashboard

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

Draft Applications

Draft

Pending payment

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.

Support

Knowledge base

Contact us

Support

Knowledge base

Contact us

Department of Transport

# VicRoads – Knowledge Base webpage

2. Open the 'Knowledge base' page and download the WWRR refund form under 'Additional forms'.

**WWRR REFUND REQUEST FORM**

To request a refund, please complete all mandatory fields below. Once completed, send an email to DoT with this form attached.

**Unsure of where to send your email?** Simply reply to the latest email received from DoT relating to the specific WWRR application. These may be any recent correspondence or Acknowledgment email.

**Individual requesting refund**

Full Name\*

Telephone\*

Reason for refund\*  
e.g. Works no longer required

**Business Details**

Trading Name\*

Address\*

Email\*

ABN\*  
ABN is preferred

**Account Bank Details**

Holder Name\*

Account\* BSB\*

**Receipt Information**

Authorised reference number\*  
e.g. WWRR-0012345

Date of receipt\*

Tax Invoice Number (PER Number)\*

**Refund being requested**

Fee identified on Receipt

☐ Full Refund  
WWRR-Minor works-Freeway-Not conducted on part of roadway, shoulder or pathway \$142

☒ Partial Refund  
Fee being requested (if applicable)  
WWRR-Minor works-Arterial-Not conducted on part of roadway, shoulder or pathway \$142.8

**BUSINESS USE ONLY**

Account Fund Number\*  
e.g. 6020-15215-9999-9999-00000-02000-00000000-0000

Endorsed by\*  
Authorising WWRR officer name Client/Staff #\* Date\*

Authorised by\*  
Client/Staff #\* Date\*

WWRR Refund Form version 1.0

3. Complete the WWRR request form and follow the instructions of where to send it.

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Traffic & Road Use > Road Access Permits Portal > Training materials

Print:

## Training materials

Training materials to help traffic management companies learn how to use the new Permits Self-Service Portal will be released when it is launched.

### Road Access Permits Portal training materials

These training materials will help you use the Road Access Permits Portal (RAPP).

Introduction +

How to apply for an MoA permit +

How to activate and deactivate an MoA permit (TM on/off) +

How to apply for a Consent for Working Within the Road Reserve (WWRR) permit +

How to manage your individual account +

How to manage your administration account +

Additional forms +