

VicRoads modernisation – Frequently Asked Questions (FAQs)

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What is a joint venture partnership?

A joint venture partnership means that the State would work with a private sector partner to improve and deliver registration and licensing and custom plates services. Under the partnership, the State and private sector partner will each retain an interest in the R&L and CP business, with the State continuing to retain oversight of key regulatory and policy functions as well as responsibility for road safety.

A joint venture proposal will be guided by stringent parameters and principles. Any partnership must secure the best value for Victorians, improve services and protect workers' rights and entitlements.

The Government will retain ownership of motorists' data and maintain safeguards to protect their privacy. Customer service centres will continue to operate so Victorians can keep accessing the services they need.

Why is the Government developing a proposal in relation to a joint venture option?

A detailed scoping study has identified a joint venture partnership as the best way to develop modern registration and licensing services while ensuring the Government retains control of pricing, road access and safety.

The State is focussed on 'future proofing' and modernising the way we deliver services to the community, while ensuring the highest data privacy and road safety standards.

A joint venture partnership would fast track the digital delivery of registration, licensing and custom plate services traditionally offered by VicRoads.

Would there be job losses as part of a joint venture?

There will be no job losses for employees as a result of the joint venture. VicRoads employees, their representatives and VicRoads industry partners will be regularly kept up to date on any developments.

What would happen to VicRoads?

The VicRoads brand will be retained. Your local VicRoads office will continue to be available and there will be no changes to the way you access services throughout this process.

A joint venture option is about modernising VicRoads technology to offer a greater range of online and digital services for Victorians.

How would critical road safety standards be maintained?

Road safety will always be a priority for Government. Licensing and Registration remains at the heart of ensuring we have safe drivers, in safe vehicles, on our roads.

Critical functions for road safety will remain the responsibility of Government.

How would privacy be protected if a joint venture is involved?

The State would retain ownership of all registration and licence data. Victorian integrity agencies including the Victorian Information Commissioner and the Victorian Ombudsman would oversee a joint venture.

Any registration and licence data accessed by a private operator would be subject to all relevant privacy and data protection laws and regulations and strict contractual obligations. This would

include stringent data integrity and security key performance indicators embedded within a joint venture.

Would a joint venture option impact services and jobs in regional Victoria?

Regional services and jobs are a priority for the Government. No jobs will be lost as a result of this joint venture. And there would be no changes to the way you access services throughout this process.

Will registration or license fees go up?

No – this joint venture will enable us to deliver savings for motorists.

The State will retain regulatory control for setting essential fees and prices.

Will there be engagement with staff?

Yes. The Government is committed to working with employees and the representatives throughout this process for developing a proposal.

There will be no job losses for employees as a result of the joint venture. Any changes impacting employees will not be progressed without proper consultation.

VicRoads employees, their representatives and VicRoads industry partners will be regularly kept up to date on any developments. The Department of Transport will also be developing a timeline for consultation.

Will any employees be required to move to the joint venture?

No employees will be forced to move to the joint venture. The Government will guarantee that any employees who choose to move to the joint venture will receive no less favourable treatment.

What would happen to Custom Plates?

Custom Plates would be included in a joint venture option process and would continue to be offered to Victorians.

I have custom plates, what would the joint venture option mean for me?

If you already own custom plates there would be no changes for you relating to those plates.

Would the joint venture option affect the value of my unique personalised plates?

As it does now, Custom Plates would continue to list prices for new custom and special interest plates.

I am a supplier of goods and services to VicRoads what does this mean for me?

VicRoads relationships with suppliers and partners are integral to continuing a high quality service. All current arrangements will be maintained throughout the market process and we will keep all vendors informed as the process progresses.

What would happen with online learners' tests?

The Department of Transport is exploring options to increase access to online registration and licensing services for Victorians, which includes learner and hazard perception tests.

For example, the Online Learner's Test, a new interactive program to apply for a learner permit, will be available in April.