Capacity building

VicRoads provides capacity building programs to enhance technical and managerial expertise that will influence social development and economic sustainability.

VicRoads provides specialised technical training programs which are conducted by leading professionals and experts. Courses include the latest available standards, policies and technical information.

The content of capacity building programs are flexible and can be tailored to meet the specific requirements of the client. Programs consist of a range of learning methods including classroom training, site visits to field works and group activities. Programs can be conducted in Australia or in the client's home country. Work attachments in Australia can be arranged. Capacity building modules are available in a range of disciplines:

**Institutional Strengthening**

**Geotechnical Engineering**
- Road and Bridge Site Investigations, Geotechnical Hazard Identification and Landslip Repair Treatments, Site Condition Information Documents

**Pavement Technology**

**Road Construction**

VicRoads International has delivered capacity building programs in: Australia, Bangladesh, Canada, China, Eritrea, Fiji, Hong Kong, India, Indonesia, Ireland, Malaysia, the Philippines, Papua New Guinea, Samoa, Singapore, South Africa, Sri Lanka, Thailand and the West Indies.

VicRoads International also conducts corporate visit programs for international road agencies and government organisations.

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VicRoads is a leader in providing international programs and assisting other road agencies in implementing Institutional Development and Organisational Strengthening reviews and reforms.

VicRoads offers practical, proven and sustainable solutions based on operational experience customised to suit local client conditions and needs.

Committed to institutional strengthening, VicRoads has achieved outstanding success through the development and application of sound public policy and service requirements. Business principles and approaches have been adopted to improve business efficiency and provide value for money services to the community.

VicRoads is well equipped to dealing with rapidly changing environments. It has provided experience internationally assisting countries put in place the mechanisms and skills to cope with these changes.

Institutional strengthening

This includes:

- Helping organisations analyse their own capabilities to find adequate answers
- Professionalization of management and acknowledging that the organisation set up and managerial skills can make a difference to the success of the operational environment
- Coordination of development activities and understanding that each organisation has its own unique objectives and aims

Increased attention to sustainability

VicRoads provides solutions that ensure that project activities do not give way once the partnership assistance has been completed. In other words, the activities are planned for positioning organisations for long term sustainability.

Increased attention to local capability building

As the policy advisor to the Victorian Government on the management and use of the state’s road system, VicRoads has extensive expertise in the development of legislative and regulatory processes for the financing, management and operation of the road system.

Commercialisation

VicRoads has built commercial practices into its operations, including outsourcing of services, the introduction of internal business planning and service pricing.

Stakeholder and Customer Management

VicRoads has well developed practices to develop and maintain strong stakeholder and customer relations.

Human Resource Management

VicRoads has extensive experience in developing and implementing human resource strategies and managing organisational change.

VicRoads International Projects has implemented a wide range of institutional strengthening and capacity building projects. Projects have been undertaken in: Indonesia, Cambodia, Bhutan, China, Fiji, India (Andhra Pradesh, Delhi, Maharashtra, Mizoram and Orissa), Karnataka, Kerala, Kyrgyzstan, Nepal, Papua New Guinea, the Philippines, Samoa and Thailand.

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International services

VicRoads international projects is the international business frontline for VicRoads and the driving force behind exporting Victoria’s best practice road solutions to the world.

Since 1987, VicRoads International Projects (VIP) has delivered projects in more than 25 countries across a number of project disciplines.

Institutional Strengthening
VIP has undertaken a wide range of institutional strengthening projects involving the development of organisational strategy and design, policy development, commercialisation, quality management, implementation of business information systems, human resource management and capacity building. Projects have been implemented in: Bhutan, Cambodia, China, Delhi, Fiji, India including (Andhra Pradesh, Maharashtra, Mizoram, and Orissa), Indonesia, Kyrgyzstan, Nepal, Papua New Guinea, the Philippines, Samoa, Thailand and Vietnam.

Road Safety
VicRoads road safety expertise has been exported to deliver the full range of road safety components including the development of road safety strategies and action plans, road safety audits, blackspot analysis, road safety education and community consultation, vehicle safety and road user behaviour.
Projects have been undertaken in: India, Bangladesh, Botswana, Canada, China, Eritrea, Hong Kong, Indonesia, Laos, the Philippines, Samoa, Singapore, South Africa and Thailand.

Asset Management
VIP has delivered asset management projects involving the development and implementation of road and bridge maintenance strategies and programs (using technology such as HDM-4) as well as projects involving the development and deployment of road asset and pavement management systems. Projects have been undertaken in: Bhutan, China, Fiji, Hong Kong, India, Indonesia, Malaysia, New Zealand, the Philippines and Thailand.

Technical Services
VIP offers technical consultancy services in many disciplines – road and bridge design, noise amelioration treatments, street lighting, landscaping, incident management, signing and line-marking, design standards and manuals as well as geotechnical and pavement technology services. Projects have been delivered in: China, Hong Kong, Indonesia, New Zealand, the Philippines, Thailand, USA and Vietnam.

Traffic Management
Various traffic management projects have been delivered involving the specification, development and optimisation of traffic signal systems (SCATS), traffic information and other intelligent transport systems and the development of standards and manuals. Projects have been undertaken in: China, Hong Kong, Ireland, Malaysia, the Philippines, Singapore and the West Indies.

Vehicle Registration and Driver Licensing
VicRoads manages the licensing of drivers and the registration of motor vehicles in Victoria and has developed state of the art policies, procedures and systems in these services. VIP has implemented vehicle registration and driver licensing projects in: United Arab Emirates, Bhutan, Bangladesh, Eritrea, Fiji, Nepal and Samoa.
Road safety

VicRoads is a world leader in road safety thanks to a well considered program of evidence based initiatives.

Many road safety initiatives have been widely adopted internationally and have started in Victoria. VicRoads has demonstrated both here and internationally that it works well in partnerships with a range of government departments to develop and implement comprehensive strategies to address road safety.

Our pioneering approach to road safety has seen Victoria’s annual road death toll drop from 1,061 in 1970 to 282 in 2012.

While our road safety improvements since the 1970’s are impressive, VicRoads is continually seeking to do more to reduce trauma on Victoria’s roads.

The current ‘Victoria’s Road Safety Strategy’ and ‘Action plan is targeting at specific solutions to reduce serious injuries, drink driving and speeding, and improving safety for our most at risk people in motorcyclists, pedestrians and cyclists.

To view the current ‘Victoria’s Road Safety Strategy’ see link roadsafety.vic.gov.au

VicRoads has a number of systems to assist it to manage the road safety task. One of these, Crashstats, is an integrated traffic accident reporting and analysis system. This is a multi-user application which runs in both a distributed Windows environment and also through a web browser. To view Crashstats, refer to vicroads.vic.gov.au

VicRoads International has delivered road safety projects incorporating the development of road safety strategies and action plans, road safety audits, blackspot analysis, road safety education and community consultation, vehicle safety and road user behaviour. Projects have been undertaken in: Bangladesh, Botswana, Canada, China (Guangzhou, Heilongjiang), Eritrea, Hong Kong, India, Indonesia, Laos, the Philippines, Samoa, Singapore, South Africa, Thailand and Vietnam

VicRoads International has delivered road safety projects incorporating the development of road safety strategies and action plans, road safety audits, blackspot analysis, road safety education and community consultation, vehicle safety and road user behaviour. Projects have been undertaken in: Bangladesh, Botswana, Canada, China (Guangzhou, Heilongjiang), Eritrea, Hong Kong, India, Indonesia, Laos, the Philippines, Samoa, Singapore, South Africa, Thailand and Vietnam

vicroads.vic.gov.au
VicRoads is a leader in developing and applying state of the art, world-first technology, policies, procedures and systems in managing motor vehicle registration and driver licensing.

As the state road authority of Victoria, VicRoads is responsible for licensing four million drivers and registering over five million cars, motorcycles, trucks, buses and trailers used on Victoria’s road network.

VicRoads is the policy adviser to the Victorian Government on the management and provision of registration and licensing services in Victoria. It has extensive experience in the development of legislation and is at the forefront of the development and implementation of national strategies to improve the integrity, integration and security of vehicle and driver data.

VicRoads also provides efficient, nationally consistent, customer-oriented services and revenue collection services for the Victorian Government through a statewide network of customer service offices and agencies. According to independent nation-wide performance indicators, VicRoads has achieved the lowest annual cost of servicing vehicle registration and driver licences in Australia since 1997.

VicRoads frequently looks at ways at developing innovative ways to engage with communities and customers on issues that are important to them. This includes a number of electronic service delivery applications which enable customers to pay their registration, change their address and purchase vehicle and licence products through the VicRoads website vicroads.vic.gov.au.

VicRoads has a number of systems in place to better manage business partnerships. These systems enable motor vehicle traders to register vehicles online, allow fleet operators to renew the registration of fleet vehicles online and allow transport organisations to access driver and licence status reports electronically for employees who have given their consent.

VicRoads also has technology to allow customers to purchase number plates and obtain detailed information about second-hand vehicles prior to purchase.

Through the development and implementation of cutting edge technology, VicRoads has improved business practices and enhanced customer service delivery.

A computerised licence testing system is available in 20 languages and includes tests for cars, motorcycles, heavy vehicles and boats. VicRoads also developed a computerised Hazard Perception Test, a world-first initiative in testing hazard perception skills using interactive technology to test novice drivers on their ability to assess traffic situations and to make safe driving decisions. A demonstration of the test can be viewed through the VicRoads website.

VicRoads International has implemented vehicle registration and driver licensing projects in: United Arab Emirates, Bhutan, Bangladesh, Eritrea, Fiji, Laos, Nepal and Samoa.