

VicRoads International Projects

VEHICLE REGISTRATION AND DRIVER LICENSING



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.*