

COVID – 19 Bulletin Update – 15 July 2020

HEAVY VEHICLE TRAINING AND ASSESSMENT

Heavy vehicle training and assessments are continuing in recognition of the important role these vehicles play in the maintenance of essential services, including the delivery of goods.

Under the current directions, residents who live within metropolitan Melbourne or Mitchell Shire may go in and out of these areas for work or study, if it can't be done at home. This means that providers may continue their work to deliver training and assessment courses and participants may continue to attend lessons as part of necessary training associated with their job.

When delivering your services, maintain strict hygiene standards, keep referring to the [Department of Health and Human Services website](#) for the latest public health information and advice, and encourage your participants to do the same.

Running programs for residents living within metropolitan Melbourne or Mitchell Shire

Under the current directions, residents living within metropolitan Melbourne or Mitchell Shire may leave home for education, if it can't be done from home. This includes participating in heavy vehicle training and assessment.

Driving practice

Supervised driving lessons can continue, including for learner drivers living within metropolitan Melbourne and Mitchell Shire. Driving for practice is allowed with a driving instructor or a member of their household.

VicRoads coronavirus (COVID-19) update

In line with advice from the Victorian Chief Health Officer, the Victorian Government has announced that Stage 3 Stay at Home restrictions will be reinstated across metropolitan Melbourne and Mitchell Shire.

There are only four reasons for people living in these areas to leave home – shopping for food or other essential supplies, to provide care or to seek medical advice, for exercise or outdoor recreation and work or study – if it can't be done from home.

Restrictions are in place to help slow the spread of coronavirus (COVID-19) and save lives. For more information visit the [Department of Health and Human Services](#) website.

In response, VicRoads has made changes to our operations as outlined below. For more information on these changes visit our [Coronavirus information page](#).

Based on current advice, the changes outlined below will be in place for at least six weeks from 11:59pm on Wednesday 8 July 2020.

Services for customers living within metropolitan Melbourne or Mitchell Shire

VicRoads has suspended all licence testing, including computer-based tests, for customers who live within metropolitan Melbourne and Mitchell Shire. We're contacting customers in metropolitan Melbourne and Mitchell Shire directly to advise that their appointments have been postponed, and we'll be contacting them again to re-book once we're advised that it's safe to resume licence testing in these areas. This includes customers whose appointments were originally postponed on 25 March and haven't yet been re-booked. Appointments for vehicle registration will still be available for customers and where possible they'll be scheduled at their closest VicRoads Customer Service Centre.

Services for customers living outside metropolitan Melbourne and Mitchell Shire

All licence testing and appointments for customers who live outside metropolitan Melbourne or Mitchell Shire will continue, as part of VicRoads return to service plan. Visit [Resumption of service for licence testing](#) for more information.

Our Customer Service Centres

All our Customer Service Centres (CSCs) remain open for business, however we strongly encourage customers to resolve all matters online or over the phone and only visit in person if the matter is urgent. Customers who have to visit a CSC should visit the closest one to their home where possible.

We will be implementing additional safety measures, including temperature checks and recording customer details for contact tracing, at all our metropolitan [Customer Service Centres](#) and at the [Seymour Customer Service Centre](#). For more information go to [Safety operating procedures for licence testing](#).

Medical review

Medical review driving test assessments have been suspended for the entire state (as VicRoads testers typically move frequently between metropolitan and regional areas).

VicRoads is postponing requests for occupational therapy driving assessments for customers who live within metropolitan Melbourne or Mitchell Shire.

Hardship and special circumstances

Customers can continue to apply for licence approval testing under the existing [hardship and special circumstances](#) policy. These tests will continue to be conducted at all Customer Service Centres, including those within metropolitan Melbourne and Mitchell Shire, and scheduled at the nearest CSC where possible.

Change of address

We have updated our systems to require documentary evidence from customers living **within** metropolitan Melbourne and Mitchell Shire requesting to change their address to a location **outside** Melbourne and Mitchell Shire.

Help and support

If you need advice on delivery of the services you provide on behalf of VicRoads, please don't hesitate to reach out to the Provider Support team – we continue to be available on provider@roads.vic.gov.au or 8.30am-5.00pm Monday to Friday on the contact numbers provided on HUB.

Kind regards

Provider Support