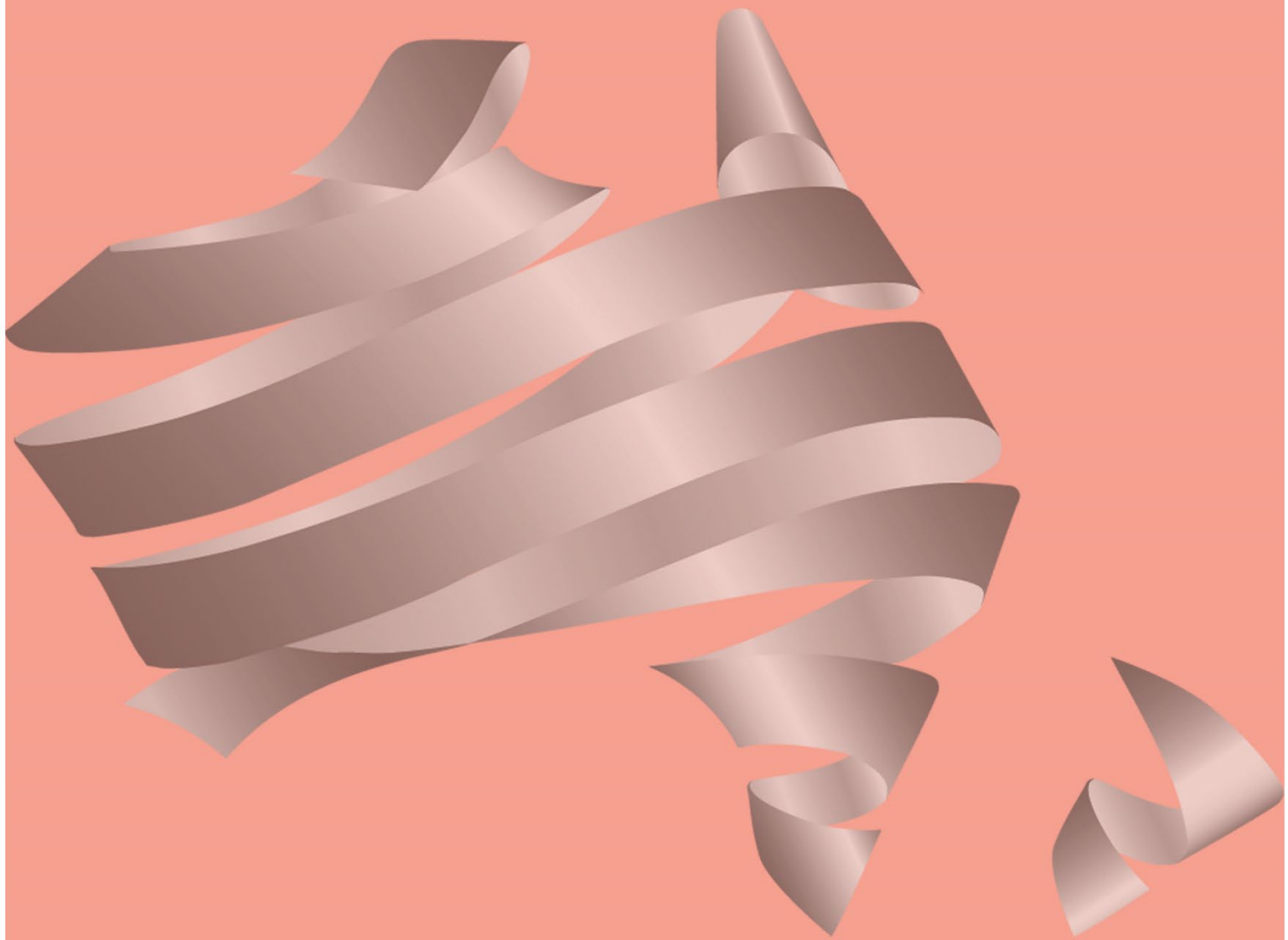


Temporary Traffic Management Service Provider – Registration Operational Framework



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About the document

This document provides an overview of the Temporary Traffic Management Service Provider – Registration Operational Framework (Framework). The Framework aims to support a consistent and streamlined approach to the registration of organisations seeking to provide temporary traffic management services.

The information in this document is aimed primarily at temporary traffic management service providers who wish to become registered by a jurisdiction to deliver temporary traffic management services.

This document does not provide exhaustive detail as individual jurisdictions enable their registration processes or legal advice.

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Austrroads' purpose is to support our member organisations to deliver an improved Australasian road transport network. To succeed in this task, we undertake leading-edge road and transport research which underpins our input to policy development and published guidance on the design, construction and management of the road network and its associated infrastructure.

Austrroads provides a collective approach that delivers value for money, encourages shared knowledge and drives consistency for road users.

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Summary

This document provides an overview of the Temporary Traffic Management Service Provider – Registration Operational Framework (Framework). The Framework aims to support a harmonised and streamlined approach to the registration of organisations seeking to provide temporary traffic management services.

The information in this document is aimed primarily at temporary traffic management service providers who wish to become registered to deliver temporary traffic management services in a particular state or territory.

This document does not provide exhaustive detail as individual jurisdictions enable their registration processes. Furthermore, this document does not provide legal advice.

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What is temporary traffic management?

Temporary traffic management is a system of controlling traffic movement through or past a worksite as provided for under state or territory legislation. While temporary traffic management must be as efficient as possible the most important aspect is safety for road workers and road users.

What is the purpose of the Temporary Traffic Management Service Provider – Registration Operational Framework?

Jurisdictions vary in the manner in which they appoint temporary traffic management service providers (TTMSP) to deliver services. Some have prequalification or accreditation schemes that aim to preselect TTMSPs as eligible for future service provision. Other jurisdictions have no such schemes.

The Temporary Traffic Management Service Provider – Registration Operational Framework (Framework) provides a more harmonised and streamlined approach to the registration of TTMSP organisations seeking to provide temporary traffic management services. It is a prerequisite for the tender and/or provision of temporary traffic management services to principals using the framework.

While a jurisdiction may elect to adopt the Framework, agencies within a jurisdiction may choose, at their discretion, whether to use the Framework.

Registered status under the Framework:

- provides participating agencies with the assurance that the TTMSP has met a set of minimum national requirements
- makes a TTMSP eligible to be awarded TTM contracts and work by the participating agency.

What is the process for undertaking temporary traffic management contracts and services for registered temporary traffic management service providers?

Registration is effectively a pre-screening of TTMSP organisations against a pre-determined set of criteria. This provides a suite of registered TTMSPs that have the baseline capacity and capability to provide temporary traffic management services. Whilst registration is mandatory for TTMSPs wishing to tender and/or provide temporary traffic management services to participating agency temporary traffic management contracts, it is not a guarantee of work.

Registration only determines an organisation's eligibility to undertake temporary traffic management on works managed by the participating agency. The specific temporary traffic management contract and service may have requirements beyond that of the registration requirements. This is not unexpected as the type of temporary traffic management service, complexity, duration, and settings vary significantly. Participating agencies and/or procurers will identify these requirements as part of any specific contract and service.

What is a registered temporary traffic management service provider?

A temporary traffic management service provider (TTMSP) applies for and may be registered by an individual jurisdiction to provide temporary traffic management services.

A TTMSP may not provide services in temporary traffic management without becoming registered in the state or territory scheme where it wants to provide services.

A TTMSP may be registered to provide services in one state or territory, or more than one state and territory. Being registered in one state or territory does not automatically entitle you to provide services in another state or territory. However, the process for becoming registered in an additional state or territory is administratively simpler because the overall process is similar, and many elements of the registration process contain the same information.

What temporary traffic management service provider registration roles are available?

There are three TTMSP registration roles:

- TTMSP – Implementation**
 This role assesses the worksite and implements traffic management plans with responsibility for setting out, implementing, and monitoring plans, also controlling traffic through a traffic controller – that is Traffic Management Implementer and Traffic Controller service provision.
- TTMSP – Design**
 This role designs and prepares traffic management plans with responsibility for designing, drafting, reviewing, and/or making modifications to traffic management plans, including site audits/inspections and the worksite hazard assessment – that is Traffic Management Designer service provision.
- TTMSP – Control**
 This role focuses purely on the provision of Traffic Controller staff, that is, it is not a service provision role as this responsibility and accountability ultimately rest with the TTMSP – Implementation role. The TTMSP – Control role is not necessarily adopted by all jurisdictions.

What temporary traffic management service provider registration categories are available?

The TTMSP registration roles are graduated across the three TTM categories, as presented below.

TTMSP registration role and TTM category

Role ¹	TTM Category 1	TTM Category 2	TTM Category 3
TTMSP - Implementation	✓	✓	✓
TTMSP – Design	✓	✓	✓
TTMSP – Control	✓	✓	Not Applicable

A TTMSP may choose to apply for registration in the TTMSP – Implementation role to provide services in TTM Category 1 settings. They may also choose to progress inclusive of TTM Category 2. Another TTMSP may have the expertise to seek an application for registration in the TTMSP – Design role to provide services across all three TTM categories.

¹ Registration is available for TTMSP – Implementation, and TTMSP – Design and may be subject to individual jurisdiction consideration be required for TTM – Control.

Is there full and conditional registration available?

TTMSPs can apply for Full Registration under one or more of the roles and TTM categories. A participating agency will grant Full Registration to applicants which meet all assessment criteria.

New TTMSPs can apply for Full Registration to work in TTM Category 1 settings. They must demonstrate relevant experience working in TTM Category 1 settings and demonstrate higher-order experience before they can apply for TTM Category 2 and 3 settings. This graduated approach allows time to demonstrate the requirements to meet Full Registration.

A jurisdiction may elect to have a Conditional Registration; however, this is a jurisdictional decision.

In the case of Conditional Registration applicability, a jurisdiction may grant Conditional Registration to applicants who meet only some of the assessment criteria, where the Jurisdiction considers there would be benefits in permitting the TTMSP to be registered. This could be the case with TTMSPs that are newly formed but have experienced personnel and suitable systems. Furthermore, Conditional Registration may be considered for new TTMSPs that wish to work in TTM Categories 2 and 3 settings without relevant experience. The Conditional Registration is at the jurisdiction's discretion and as expected would have operational conditions associated with it.

TTMSPs with Conditional Registration may apply for their registration to be upgraded to Full Registration.

How do I become a registered temporary traffic management service provider in a jurisdiction?

To become a registered TTMSP, your organisation will need to apply for recognition in the jurisdiction where you intend to provide temporary traffic management services. Specifically, the application will be through the participating agency identifying the roles² and TTM categories and addressing the assessment criteria.

While the term 'registration' is adopted nationally, each jurisdiction may use different terminology to describe their registration, including pre-qualification, accreditation, and enrolment.

What will I need to include in my application?

The TTMSP application details for registration differ based on both the role and TTM category in which the application is being sought.

All TTMSP applications require and will be assessed upon nationally harmonised **corporate governance and management information** including:

- Applicant details:
 - Address
 - Director(s)
- Capability and capacity:
 - Standard operating procedures related to employee training
 - Evidence of training

² As mentioned previously the TTMSP – Control role is not applicable across all jurisdictions.

- Valid public liability and professional indemnity insurance certificate details³:
 - Public liability insurance (minimum of \$10 million⁴)
 - Professional indemnity insurance (minimum of \$5 million⁵)
 - OH&S/WH&S valid work cover certificate details
- Third-party certification comprising:
 - Quality Management System: ISO 9001
 - OH&S/WH&S Management System: ISO 45001:2018⁶
by a JAS-ANZ accredited body or a suitably qualified third-party auditor (as deemed acceptable by the jurisdiction)
- Financial information declaration (completed by a registered financial auditor)

The process above avoids the need for TTMSPP applicants to re-format **corporate governance and management information** with every application for registration.

The application criteria specific to **TTMSP – Implementation** comprises:

- Evidence from recent experience, as defined by the jurisdiction
- For TTMSPP applicants applying for TTM Categories 2 and 3, they must provide:
 - Evidence that the TTMSPP is actively completing projects and possesses significant requisite experience (e.g., quantity, type, duration, of projects completed)
 - Experience operating portable traffic control devices (PTCD)
 - Supporting TGS for nominated projects
 - Data concerning the proportion of employees undertaking work that are employed as compared to other personnel utilised under arrangements with other entities
 - Copies of employee TTM qualifications

The application criteria specific to **TTMSP – Design** comprises:

- Evidence from recent experience, as defined by the Jurisdiction
- For TTMSPP applicants applying for TTM Categories 2 and 3, they must provide:
 - Provision of TMPs across various settings that are in accordance with the 'Jurisdiction's road safety regulation/code of practice/instrument' per TTM category⁷
 - Copies of employee TTM qualifications

The application criteria specific to **TTMSP – Control** comprises:

- Insurance and work cover in place
- Copies of employee TTM qualifications

³ Insurance needs to cover TTMSPP activities and the same ACN as that of the applicant.

⁴ Some jurisdictions will have a higher minimum.

⁵ Some jurisdictions will have a higher minimum.

⁶ OH&S certification is not required for TTMSPP – Design.

⁷ For already registered TTMSPPs applying for registration for a higher TTM category, the TMPs need to be at the existing TTM category. Where evidence is not available, a Conditional Registration may apply.

How does the assessment process work?

The assessment process will be managed by the participating agency in which the TTMSp seeks registration. The process will be the same for an initial application for registration and TTMSp seeking to upgrade their existing status (e.g. from Conditional to Full Registration or to add a new role or TTM category).

Applicants will be notified regarding which, if any, assessment criteria they have achieved within a period designated by the jurisdiction following lodgement of an application (provided all relevant information was included) unless issues arise during consideration of an application, which may prompt requests for additional information.

What fees apply?

The participating agency may charge for the cost of assessing the original registration application, or application for an upgrade.

What is the period of registration?

Subject to satisfactory performance, a TTMSp's Full Registration will remain valid for a period designated by the participating agency, usually no less than two years.

Subject to satisfactory performance, a TTMSp's Conditional Registration will remain valid for a period designated by the participating agency.

How do I apply for registration in another jurisdiction?

You must apply for registration in each jurisdiction (i.e. through the participating agency) where you want to provide temporary traffic management services. It will be a familiar process to get registered in an additional jurisdiction because the process is similar. However, each application will vary because ultimately apart from consistent **corporate governance and management information**, the details about the role and TTM category along with the actual details of the TTMSp applicant will vary.

TTMSp applicants who are registered in jurisdiction(s) should indicate this in any new application. As is the intent of the national framework, consideration of TTMSps existing registered is important.

Participating agencies shall be supported in their assessment activities by information sharing with other jurisdictions. The Austroads National Temporary Traffic Management Operations Group will permit the sharing of registration application information.

What compliance reporting is required by a registered temporary traffic management service provider?

The Framework requires a registered TTMSPP to provide the participating agency with an annual compliance statement detailing:

- the identity of key personnel
- insurance renewal details
- financials (profit and loss statement and balance sheet)
- quality and OHS management systems certification or audit report
- the issues register showing incidents or near incidents and actions undertaken to manage

Furthermore, a registered TTMSPP must inform the participating agency within 20 days of any change in their name, ABN/CAN, ownership, or if they have entered into administration.

What happens if the participating agency identifies areas of concern?

Where a matter of concern is identified⁸, the participating agency may:

- undertake a review of the registered TTMSPP
- meet with the management of the registered TTMSPP
- issue a warning to the registered TTMSPP regarding the matter
- if the matter is serious (e.g. being placed in voluntary administration), immediately issue a 'Show Cause' notice.

Where a TTMSPP is registered across multiple jurisdictions, under the Framework, any compliance issues and/or changes to a TTMSPP's registration will be shared nationally via the Austroads National Temporary Traffic Management Operations Group and may be cause for loss of registration in other jurisdictions. Importantly each participating agency shall consider and make its own decision on the registration status of a TTMSPP.

How do I renew my registration?

A TTMSPP must apply for renewal when the validity of the registration expires. Participating agencies determine the exact period of registration. To renew a TTMSPP must re-apply unless otherwise stipulated by the participating agency. TTMSPPs are encouraged to carefully manage expiration and renewals to avoid any gaps in registration status.

⁸ A non-exhaustive list of concerns include:

- a registered TTMSPP's safety and/or performance is considered unsatisfactory
- changes to the registered TTMSPP's structure, name, ABN/ACN, technical, financial or management capacity
- where a third-party certification is withdrawn or has expired
- failure to comply with the terms and conditions of registration



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