



# AUSTROADS STRATEGIC PLAN 2020–2024

WORKING  
TOGETHER TO  
IMPROVE YOUR  
JOURNEY



## WHO WE ARE

**Austrroads is the collective of the Australian and New Zealand transport agencies, representing all levels of government. We provide high-quality, practical and impartial advice, information, tools and services to help our members to deliver efficient, reliable and safe mobility to their customers.**

Austrroads solves problems for transport agencies in Australia and New Zealand. We focus on making mobility safer and more reliable for all users and our transport infrastructure sustainable and future proof. We also provide national services that help transport agencies to operate seamlessly across state borders and bring national efficiencies to their operations. We are a not-for-profit, nonpartisan organisation. We are funded by Australian and New Zealand government transport agencies but our work impacts a wide range of agencies including planning, service, infrastructure, health and safety, public health and policing.

We employ about 60 people, with a small national office and the National Exchange of Vehicle and Driver Information Service based in Sydney, staff based in Brisbane and Perth, the Transport Certification Australia business based in Melbourne. We rely on the participation of transport agency staff to direct our work via our Board and subject specific task forces and the expertise of consultants and researchers to complete our projects. Our Guides, which provide practical advice on the design, management and operation of road transport networks, are globally respected and continually updated. We value agility, collaboration, objectivity, and knowledge sharing. Our work underpins evidence-based practice and is underpinned by human-centred design.

## OUR FOCUS

**We help transport agencies to solve problems related to:**



# OUR PROGRAMS

## Transport Infrastructure

### Aim:

Improve the management and performance of transport infrastructure by helping asset managers deliver an affordable and sustainable level of service appropriate for road users and the community.

### Delivery:

Asset Management Task Force, Bridges Task Force, Pavements Task Force, Tunnels Task Force, Project Delivery Task Force

### Informed by:

- specialist pavements
- structures
- project delivery
- prequalification
- OHS working groups.

### Agreed practice:

Guide to Asset Management, Guide to Pavement Technology, Guide to Bridge Technology, Guide to Road Tunnels, Guide to Project Delivery, Test Methods, Technical Standards

### Core Focus:



Investment



Infrastructure



Customers



Sustainability



Data



Technology

## Road Safety and Design

### Aim:

Improve the safety of the road network.

### Delivery:

Road Safety Task Force, Road Design Task Force, Registration and Licensing Task Force

### Informed by:

Austrroads Safety Barrier Assessment Panel and safe system theme groups for safe roads and roadsides, safe speeds, safe vehicles and safe people.

### Agreed practice:

Guide to Road Safety, Guide to Road Design, Assessing Fitness to Drive

### Core Focus:



Safety



Infrastructure



Customers



Technology



Data



Investment

## Transport Network Operations

### Aim:

Improve mobility for all users within the transport system.

### Delivery:

Network Task Force and Freight Task Force

### Informed by:

- Specialist working groups for:
- permanent traffic management,
  - temporary traffic management
  - ITS
  - data and information
  - transport management centres.

### Agreed practice:

Guide to Traffic Management, Guide to Smart Motorways, Guide to Temporary Traffic Management

### Core Focus:



Journeys



Customers



Technology



Data



Sustainability

## Future Vehicles and Technology

### Aim:

Optimise the societal benefits by identifying and preparing for future mobility technologies that could have a significant impact on transport agency businesses and their customers.

### Delivery:

Future Vehicles and Technology Task Force

### Informed by:

- Specialist groups for:
- connected and automated vehicles
  - digital infrastructure
  - low and zero emission vehicles
  - member capability
  - physical infrastructure.

### Core Focus:



Technology



Data



Customers



Sustainability



Safety

# NATIONAL SERVICES

## Transport Certification Australia (TCA)

### Role:

TCA provides assurance in the use of telematics and related intelligent technologies and manages the National Telematics Framework.

### Governance and oversight:

TCA Board, TCA Corporate Management Group  
Austroads CE and COO

### Core Focus:



Technology



Data



Safety



Investment



Customers

## National Exchange of Vehicle and Driver Information System (NEVDIS)

### Role:

NEVDIS exchanges information about vehicles and driver licences across state borders.

### Governance and oversight:

Austroads Board, Austroads CE and COO, Road Safety and Design Program Manager, Registration and Licensing Task Force

### Core Focus:



Technology



Data



Safety



Customers

## National Prequalification System for Civil (Road and Bridge) Construction Contracts

### Role:

The National Prequalification System classifies contractors who wish to tender for road and bridge construction contracts.

### Oversight:

Road Infrastructure Program Manager, National Prequalification Scheme Working Group

### Core Focus:



Infrastructure



Customers

## Austroads Safety Barrier Assessment

### Role:

Austroads Safety Barrier Assessment Panel (ASBAP) assesses the crashworthiness and suitability of road safety barriers, systems and devices for deployment on roads managed by Australian/New Zealand Road Agencies.

### Governance and oversight:

Austroads Board, Road Safety and Design Program Manager

### Core Focus:



Safety



Infrastructure



Customers

## Austroads Safety Barrier Installation Accreditation Scheme

### Role:

Lantra, on behalf of Austroads member organisations is to develop a training and accreditation scheme for installation and maintenance of road safety barrier systems in Australia and New Zealand.

### Governance and oversight:

Austroads Board, Austroads CE and COO, Australasian Steering Committee

### Core Focus:



Safety



Infrastructure



Customers

## WORKING ENVIRONMENT

**This plan builds on our strengths of delivering high quality technical guidance and collectively identifying and solving Australasian transport problems.**

**Austrroads is working in an environment of organisational, technological and environmental change.**

Our processes, structures and policies must enable us to respond to those changes effectively.

**Road agencies have transformed into transport agencies and customers are increasingly central to their service planning and delivery.**

Austrroads will play a central role coordinating national projects that help agencies understand the mobility of people and goods in the road network and their integration into the broader transport system.

**Technology and data will transform transport journeys, planning and infrastructure delivery.**

Austrroads will support its members to identify and prepare for technologies that could significantly impact on their businesses and customers. We will also support members to build the data management capabilities of their staff and provide systems that harmonise data collection and analysis.

**Sustainability continues to shape road transport decision making.**

We will focus our efforts on helping members to understand the performance of reused materials, providing standards that support sustainable material use and waste reduction in project delivery and extend the performance of existing infrastructure. We have commenced research into the implications for transport agencies of the introduction of low and zero emission vehicles which have the potential to significantly reduce the carbon footprint of road transport.

**We recognise that congestion significantly impacts on quality of life and the economy.**

We will focus on building capability to integrate public transport in the road network and deliver multimodality for end-to-end customer journeys.

**Road safety remains a key focus for Austrroads.**

Death and serious injury should not be considered inevitable consequences of road travel. We will continue to focus on incorporating the Safe System into practice, maximising safety benefits across the network, delivering National Road Safety Strategy priorities, and seek innovative solutions to work our way towards Vision Zero.

**Our enduring products, that are used and valued by transport practitioners at all levels of Government and private industry, will be maintained and enhanced.**

The use of Guides, software and other tools and services will be monitored and assessed to ensure they continue to meet the needs of our members and practitioners. Task Forces and Programs will continue to assess the currency of content to ensure they remain current and fit for purpose.

**Austrroads will continue to generate new information via research and technical reports.**

A new focus will be to ensure that report content is actively used to both update existing products (such as Guides and tools) and deliver new products to ensure new knowledge is translated into practical applications.

**To ensure currency and respond to emerging issues this plan will be reviewed every 12 months at the mid-year Board meeting.**

## WHAT DO WE VALUE AND HOW DO WE DEMONSTRATE OUR VALUES?

Value	Actions
<b>Agility</b>	<ul style="list-style-type: none"> <li>• Our processes enable quick responses to challenges and issues and place our customers' needs at the centre of our business</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Our processes, structures and systems encourage active participation by Task Force and working group members</li> <li>• We actively engage with education and industry stakeholders</li> <li>• We encourage collaborative expert teams to tender for projects</li> <li>• We collaborate with research leaders</li> </ul>
<b>Harmonisation</b>	<ul style="list-style-type: none"> <li>• We seek opportunities to support uniformity of practice that benefit transport customers, transport providers, industry and the economy</li> </ul>
<b>Objectivity</b>	<ul style="list-style-type: none"> <li>• Our processes ensure the integrity of research evidence and recommendations are maintained in project outputs</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Our project development and delivery systems and processes are continually reviewed</li> <li>• Our project managers are supported with training and information that assists them to develop and manage quality projects, delivering outputs on time and on budget</li> <li>• Our projects incorporate quality criteria and controls</li> </ul>
<b>Knowledge sharing</b>	<ul style="list-style-type: none"> <li>• We actively seek to communicate our findings broadly and freely</li> <li>• We seek to better understand the information and knowledge needs of our stakeholders</li> <li>• Where there are no security implications, we provide open access to project outputs</li> <li>• Where appropriate, we publish project data</li> <li>• We focus on delivering practical applications of our research, ensuring the knowledge we create can be accessed and applied</li> </ul>
<b>Evidence based practice</b>	<ul style="list-style-type: none"> <li>• Our projects are informed by rigorous research combined with practitioner expertise and customer needs</li> </ul>
<b>Human-centred design</b>	<ul style="list-style-type: none"> <li>• Our project outputs are delivered in different formats to meet the needs of users</li> <li>• User needs are at the centre of our information and tool design</li> <li>• All tools and systems are tested with representative users</li> </ul>

## MEASURES OF SUCCESS

The following measures will be used to assess progress against the delivery of actions identified in each of the programs:

- projects completed on time and on budget
- adoption of Austroads guides by road agencies
- use of our products
- board member satisfaction with progress delivering the strategic priorities
- recognition by government, national policy bodies and road industry as a source of competent, professional research and the reliable source of advice, standards and guidance.

Metrics will be developed to measure the success of each project.