Road Closures & Traffic Alerts web application

Frequently asked questions

Will the public be able to call and report a road closure?
We rely on many sources for information about what is going on out on the roads – this includes emergency services, drivers and other road users. Each year we receive about 300,000 calls to the VicRoads Traffic Management Centre, many of which involve reports of hazards or faults on the road. But we must make sure the information is correct. When we receive a call we will then investigate and confirm the information. This may be done by calling the police, sending a VicRoads officer to the reported scene, or in metropolitan areas we can use one of the 600 CCTV cameras on the network.

To report a fault, hazard or problem on the roads, call 13 11 70.

How do I find out about road closures if I don't have the internet?
That is simple to do – just pick up the phone and call 13 11 70. When you are driving, the best source of information is the local radio station. VicRoads works closely with media to ensure they are kept up to date, so that they can keep you up to date.

Can I access the web application on my mobile phone?
The web application can be accessed on web-enabled mobile phones and smartphones. Make sure you check the application before you begin your journey and don't use your mobile phone while driving.

Why is there sometimes a delay between the incident occurring and information going up on the application?
During emergency times or even during an average weekday peak, the Traffic Management Centre manages reports of incidents from across the state. Verifying the exact details of the incident can sometimes take a bit of time. But this is necessary as it is important that we do not put out misleading or incorrect information. As soon as the Traffic Management Centre Officers are satisfied with the information, the information will be entered in to the system that feeds the application.

How do I find out more about the actual emergency or incident?

This will depend on the nature of the actual incident. If it is a fire, then either the CFA or the DSE website is the best place to begin. In a flood, the SES website is the primary location for information about flood waters. The Bureau of Meteorology can also be a good source. Links to these websites can be found on the VicRoads 'Road Closures and Traffic Alerts' application via the 'More Information' link in the top right-hand corner.

Why doesn't the application tell me about roadworks?
The application at this stage deals only with unplanned incidents on the road network. This could be fire, flood, weather or a major traffic collision or road damage. To find out information about roadworks and travel times, visit the VicRoads 'Travel Times and Roadworks' web application, which is also accessible via the VicRoads website.

Does the application also provide information about local roads?
During emergencies like fires or floods, VicRoads is responsible for communicating road information for ALL Victorian roads. This includes local/council roads.

Who should I contact if I have a question about information provided on the application?
If you have a question about a particular road or you need further information you can call the VicRoads Traffic Management Centre on 13 11 70.

If you have feedback about the appplication you can email us via the feedback section on the VicRoads website.