

Superseded

Practitioner Manual

Roadside Advertising Manual
Edition 3

Administration Volume

September 2019

Amendment Register

Issue / Revision No.	Reference Section	Description of revision	Authorised by	Date
1	All	New format	Executive Director, Transport System Management	October 2017
2		Minor administrative amendments	Executive Director, Transport System Management	September 2019

Copyright

© The State of Queensland (Department of Transport and Main Roads) 2019.

Licence



This work is licensed by the State of Queensland (Department of Transport and Main Roads) under a Creative Commons Attribution (CC BY) 4.0 International licence.

CC BY licence summary statement

In essence, you are free to copy, communicate and adapt this work, as long as you attribute the work to the State of Queensland (Department of Transport and Main Roads). To view a copy of this licence, visit: <https://creativecommons.org/licenses/by/4.0/>

Translating and interpreting assistance



The Queensland Government is committed to providing accessible services to Queenslanders from all cultural and linguistic backgrounds. If you have difficulty understanding this publication and need a translator, please call the Translating and Interpreting Service (TIS National) on 13 14 50 and ask them to telephone the Queensland Department of Transport and Main Roads on 13 74 68.

Disclaimer

While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

Feedback

Please send your feedback regarding this document to: tmr.techdocs@tmr.qld.gov.au

Contents

- 1 Introduction 1**
- 1.1 Roadside Advertising Manual 1
- 1.2 Administration volume 1
- 2 How to use this volume 2**
- 2.1 Structure of this volume 2
- 3 Assessing advertising devices 3**
- 3.1 Roadside advertising device within the boundaries of a SCR 3
- 3.2 Roadside advertising device outside the boundaries of, but visible from, a SCR 3
- 3.3 Roadside advertising device outside the boundaries of, but visible from, a Motorway 4
- 3.4 Roadside advertising device within the boundaries of a SCR managed by local government 4
- 3.5 Roadside advertising device within the boundaries of the State-controlled rail corridor, but visible from, a SCR 4
- 3.6 Roadside advertising device within the boundaries of a State-controlled busway or light rail network 5
- 4 Application flow charts 6**
- 5 Document review 7**
- 5.1 The applicant 7
- 5.2 Device details 7
- 5.3 Location details 7
- 6 Further assessments 9**
- 6.1 Desktop assessment (Assessment volume) 9
- 6.2 Commercial assessment (SPM) 9
- 6.3 Advertising operation assessment (Assessment volume) 10
- 6.4 Structural assessment (E&T) 10
- 7 Supporting documentation 11**
- 7.1 Applicant details and contact information 11
- 7.2 Device design documents 11
- 7.3 Location maps with distances 11
- 7.4 Indemnity 11
- 7.5 Insurance 11
- 8 Complementary Permits 12**
- 8.1 Works on SCRs 12
- 8.2 Traffic Control Permit (TCP) 12
- 8.3 Vegetation clearing 12
- 8.4 Local government 12
- 9 Communication 13**
- 9.1 Standard letters and templates 13

10 Customer service	14
10.1 Information sheets for the departments customers	14
11 Remuneration from advertising	15
11.1 Licence agreements	15
11.2 Fees and charges	15
12 Compliance and enforcement	16
13 Complaint procedures	17
13.1 Election advertising.....	17
13.2 Advertising content	17
13.3 Lighting complaints	17
13.4 Request to remove or modify an existing advertising device	17
14 Record keeping	18
14.1 Role of the administration officer	18
15 Frequently asked questions	19
15.1 Internal questions	19
15.2 External questions	19
Appendix A - Document review checklist	20
Appendix B – Flowchart: Roadside advertising device within the boundaries of a SCR	21
Appendix B2 – Flowchart: Roadside advertising device outside the boundaries of, but visible from, a SCR	22
Appendix B3 – Flowchart: Roadside advertising within the boundaries of a SCR (SPM initiated)	
23	
Appendix C - Key contacts	24

Superseded

1 Introduction

The department's *Policy for the Management of Roadside Advertising (Version 1, July 2017)* (the Policy) describes the department's overarching position, direction and approach to the management of roadside advertising devices within, and outside the boundaries of, but visible from state-controlled roads.

The Policy must be read in conjunction with the *Roadside Advertising Manual (2017)* containing administrative, assessment and technical standards.

1.1 Roadside Advertising Manual

The *Roadside Advertising Manual* (the manual) replaces the *Roadside Advertising Guide* (2009 - 2013).

All current and compliant advertising devices assessed and approved under the *Roadside Advertising Guide* and the earlier *Guide to the Management of Roadside Advertising* (1994 - 2009) are considered lawful until the end of the agreed term.

The manual comprises three volumes:

- *Administration Volume* (this volume): provides information for administration officers to assist in the application process and support customers' needs.
- *Assessment Volume*: information about assessment and approval processes for the management of roadside advertising.
- *Technical Volume*: provides the safety and efficiency technical standards for management of advertising device types.

Practice notes and factsheets (for example, *Election Signage on State-controlled roads* and *Electronic Variable Message Signs (VMS) at Schools Fact Sheet*) have been developed for some types of advertising devices to support customers' needs.

The policy, manual, practice notes and fact sheets are available on the Transport and Main Roads' website: www.tmr.qld.gov.au

1.2 Administration volume

This *Administration Volume* provides information for Transport and Main Roads administration officers to assist in the application process and support customers' needs. Information in this volume **does not** take precedence over the standards and requirements outlined in the *Assessment* and *Technical Volumes* of this manual.

2 How to use this volume

The *Administration Volume* is to be used by district administration officers to ensure that roadside advertising applications submitted to the department are as complete and comprehensive as possible. The time taken by the administration officers in collating and communicating with the applicant at the start of the application process can reduce the need for extensive consultation later in the process. The *Administration Volume* is designed to assist the administration officer to make an initial review of the information submitted with an application before forwarding the documents to an assessment officer who will use the *Assessment Volume* and *Technical Volume* to further assess the application. Access to email, the department's website and the Corridor Management SharePoint page (internal staff only) is necessary to complete the assessment process. In addition, appropriate folders can be set up in the local drive to back-up and retain information for ease of access, however, all relevant documents must be retained or filed as per the department's record keeping requirements.

2.1 Structure of this volume

Table 2.1 summarises the key components in this volume.

Table 2.1 – Summary of the key components in the Administration Volume

Section	Description
1) Introduction	Outline the various Volumes of the manual
2) How to use this Volume	How to use this document.
3) Assessing advertising devices	Provide information about the appropriate assessment manager for advertising devices depending on location.
4) Application flowchart	Outlines which assessment officer is involved at each stage in the approval process and when external parties are engaged.
5) Document review	How the documents associated with an application is assessed by the administration officer.
6) Further assessments	Additional assessments required, including information about licence agreements and tenders for advertising sites.
7) Supporting documentation	Details supporting documentation required to enable the application to be successfully assessed.
8) Complementary permits	Potential complementary permits required to construct or maintain an advertising device, such as vegetation clearing permits.
9) Communication	The approved wording for letter and emails to communicate effectively and consistently with customers.
10) Customer service	Provides officers with information sheets for customers.
11) Remuneration from advertising	Information on the types of commercial arrangements that the department enters into for devices within the boundaries of a SCR, such as licence agreements.
12) Compliance and enforcement	Instructions to direct compliance and enforcement issues and where department responses can be found.
13) Complaint procedures	The relevant organisation to which the most common complaints should be directed both within and outside the department.
14) Record keeping	Responsibilities of the department's employees in entering and maintaining records of decisions and correspondence.
15) Frequently asked questions	A selection of the most commonly asked questions and responses.

3 Assessing advertising devices

All applications for advertising devices on or near a state-controlled road (SCR) are initially collated by the receiving administration officer of the district where the proposed devices is to be located. The administration officer's role is to ensure that the required information has been provided so that an assessment can be made as to the impact of the device. Once the necessary information has been collected the application is forwarded to a department assessment officer for analysis. If the device is located within the road corridor Strategic Property Management (SPM) will determine if the application requires a licence agreement. Further assessment of the structure and placement of the device might be required by the department's traffic engineers or structural engineers to ensure safety and design standards are met. Devices are required to conform to the manual to ensure that they do not distract or adversely impact road safety and network efficiency.

3.1 Roadside advertising device within the boundaries of a SCR

Applications for advertising devices within the boundaries of a SCR include several stages:

- Assessment by a department assessment officer to ensure the site is safe and compliant with restrictions and conditions the manual
- SPM negotiate commercial contracts through a tender process or licence agreement.
- The structure and construction of the device is assessed by department engineers to ensure it meets the departments standards
- Communication to the applicant by the administration officer to issue a Road Corridor Permit (RCP) for the device. Usually this will include conditions and limitations for the operation of the device set by the assessment officer.

This process is captured in Appendix B1 - 'Roadside advertising device within the boundaries of a state-controlled road'.

3.2 Roadside advertising device outside the boundaries of, but visible from, a SCR

Applications for advertising devices outside the boundaries of, but visible from, a SCR are received from authorities (usually the local government) seeking comment and conditions from the department. Most commonly these authorities are seeking advice on devices that they are assessing as part of a development application and involve:

- Assessment by a department assessment officer to ensure the site is safe and compliant with the manual
- Communication to the authority by the administration officer to issue a Letter of No Objection (LONO) for the device. Usually this will include recommended conditions and limitations for the operation of the device set by the assessment officer.

The department assesses these devices against the manual and makes recommendations of conditions to the authority. The department has no commercial rights to any advertising beyond the SCR boundary, unless the land is owned by the department. If this is the case the application should be treated as if it were within the boundaries of a SCR (see above).

This process is captured in the 'Roadside advertising device outside the boundaries of, but visible from, a state-controlled road' section in Appendix B2.

3.3 Roadside advertising device outside the boundaries of, but visible from, a Motorway

Applications for advertising devices outside the boundaries of, but visible from a Motorway are received from a local government not directly from an applicant. Under Section 43 of the *Transport Infrastructure Act 1994* the local government is required to seek approval from the department if the device is 'likely to create a traffic hazard for the motorway.' Once the department receives the request for approval from the local government a response MUST be given within 21 days. The response involves:

- Assessment by a departmental assessment officer to ensure the site is compliant with the manual
- Communication to the authority by the administration officer to issue a Letter of Approval (LOA) for the device. Usually this will include conditions and limitations for the operation of the device set by the assessment officer which the local government are obliged to include in their approval of the device.

The department assesses these devices against the manual and sets conditions of operation for the device which local government must include in their approval of the device.

This process is captured in the 'Roadside advertising device outside the boundaries of, but visible from, a state-controlled road' section in Appendix B2.

3.4 Roadside advertising device within the boundaries of a SCR managed by local government

Applications for advertising devices within the boundaries of a SCR managed by local government can be received from organisations or private citizens wishing to advertise within the SCR boundary.

These are referred to the local government if:

- the local government has been given written agreement under Section 66 of the *Transport Operations (Road Use Management) Act 1995* (TORUM) the application is referred to local government, and
- the device is covered under an existing Contract.

This application should be referred to the assessing officer who will determine if the device is exempted or requires a permit. This process for this type of application is not detailed further in this manual as most applications will end with a referral to the relevant local government.

Exemptions: Some devices are exempted from being assessed as an advertising device by government gazettal. The specific devices are listed in the *Technical Standards Volume*.

3.5 Roadside advertising device within the boundaries of the State-controlled rail corridor, but visible from, a SCR

Applications for advertising devices within the state-controlled rail corridor but visible from, a SCR, are received initially by the rail manager (for example, Queensland Rail (QR)). The rail manager forwards the application to Rail Corridor Management for assessment and will consult with the relevant Transport and Main Roads district for comments and conditions.

- An assessment is made against the manual and recommended conditions are detailed in correspondence to the manager of the rail corridor.

- The manager of the rail corridor will then respond to the applicant with the department's conditions.

This process is captured in the 'Roadside advertising device outside the boundaries of, but visible from, a state-controlled road' section in Appendix B2.

3.6 Roadside advertising device within the boundaries of a State-controlled busway or light rail network

Applications for advertising devices in the Busway or Light Rail (Trams) corridor are managed by SPM. All devices visible from a SCR will require the department to assess the impact of the location.

- The department's districts are consulted to assess the potential locations and necessary conditions. Negotiations and any modifications are made to the design of the device before a licence agreement is signed.
- If a district receives an application directly for a device within the state-controlled Busway or Light Rail the application should be forwarded to SPM for assessment.

This process is captured in the 'Roadside advertising within the boundaries of a SCR (SPM initiated)' section (Appendix B3) where the applying authority is SPM.

Superseded

4 Application flow charts

Flowcharts are used in designing and documenting simple processes or programs. Like other types of diagrams, they help visualise what is going on and thereby help understand how a process works. The flowcharts in Appendix B illustrate the flow of information, the groups and the decisions in the process of applying for the department's approval of a roadside advertising device.

Superseded

5 Document review

The primary function of the district administration officer in relation to applications for roadside advertising devices is to ensure that the application contains as much detail as is required for the assessment of the advertising device. The administration officer collates all information provided to the department and marks off the Document Review Checklist (Appendix A) to ensure all necessary documents and information are present, legible and complete. Once this is achieved, the initial application has enough information for further assessment to be made by the district assessment officer. If any of the boxes remain unchecked, information is missing or incomplete and the applicant must be contacted to provide additional information. The application is placed on hold until a response from the applicant is received.

5.1 The applicant

- **Applicants name and organisation** – all information is present and complete with an authorised delegate's signature on the application. The Corridor Management SharePoint site (internal staff only) has information on the types of information required for an RCP.
- **Contact details** – the details of an individual within the applicant's organisation that are contactable by the department. Details must include either email or postal details to be able to issue a RCP or rejection letter after any assessment is made on the application.

5.2 Device details

- **Renewal details** – If the application is to renew a previously issued RCP the details of the original RCP should be included to enable assessing officers to reference the details and conditions of the original RCP. This will facilitate the issuing of a RCP for the continuation of the advertising device at the location.
- **Details of the device submitted** – the type of application determines the amount of detail that would be eventually required, however the initial application must have at least some indicative or conceptual details. This includes:
 - Design or drawing of the proposed device (including dimensions and height from ground level). While this may not have to be a Registered Professional Engineers of Queensland's (RPEQ) certified detailed design for construction there must be at least correct dimensions of the structure, its height from ground level and the size of the advertising panel.
 - Display components (LED display, mechanical features, and static picture). The type of display must be clearly indicated with any moving parts or unusual items highlighted.
 - Lighting and electrical details (internal and / or external). If the device is to be powered the source should be identified. If it is to be lit externally the position of the lighting should be indicated.
 - The inclusion of any data collection devices and the parameters of their operation.

5.3 Location details

- **Exact location of the device** – a map with the proposed device marked as unambiguously as possible with the following details:
 - Location of the device marked on a map or aerial photo. A Google Earth or similar mapping tool is preferred with the location clearly indicated.

- Orientation of display facing. The facing of the device must be clear with the angle to the target SCR shown.
- Distances from road and nearby boundaries. The distance to any SCR are to be indicated (exact measures are not essential as the assessment officer will check this thoroughly).
- Distances from nearby intersections or ramps up to 500 m (restriction areas apply within 450 m of interchanges for example) must be noted.
- Distances from other advertising devices. If there are other devices within 250 m the closest device should be marked on the map.
- Distances from any existing road signs, warning signs or Official Traffic signs erected by the department indicating directions or traffic conditions must be noted on the map.
- Proposed access to the site for construction and maintenance purposes.

Superseded

6 Further assessments

Once the application has been determined as having the necessary information additional assessments are carried out depending on the specifics of the device and its location. Not all the following assessments will be required for each proposed advertising device.

6.1 Desktop assessment (Assessment volume)

This assessment is to be undertaken by a district assessment officer. All devices must have a desktop assessment to ensure that the device requires a RCP or letter of no objection from the department. The details of the assessment and checklists are included in the *Technical Volume*.

6.2 Commercial assessment (SPM)

This assessment is to be undertaken by a SPM Officer. Please refer to Table 6.1 for information about the types of devices that must be referred to SPM.

Table 6.1 – Advertising devices that must be referred to Strategic Property Management

Device	Refer application to Strategic Property Management
Advertising devices attached to mechanical devices or mannequins	✓
Advertising devices attached to other supporting structures (not free-standing)	✓
Advertising on road surfaces, traffic islands or medians	✓
Billboards (electronic) > 4 m ²	✓
Billboards (small, electronic) < 4 m ²	✓
Billboards (static)	✓
Charity art union prize home signs	x
Charity art union prize home signs - advance signs	x
Devices attached to overhead transport infrastructure	✓
Election signs	x
Footway signs (rural areas and industrial estates)	x
Footway signs (urban areas)	
Illuminated advertising on street name posts	✓
Illuminated multi-scrolling advertising devices**	x
Inflatable advertising devices	✓
Neighbourhood Watch Signs	x
On premise advertising devices on awnings (large)	x
On premise advertising devices on fences	x
Passenger transport shelters and seats (for example. bus shelters)	✓
Phone booth and payphone advertising	
Projections onto flat surfaces (not road surfaces, traffic islands or medians)	✓
Real estate signs	x
Real estate signs (advance signs)	x
Road Service Club signs (RACQ)	x
Roadside vendor signs - advance warning signs*	x
Roadside vendor signs - vehicle mounted*	x
Rotating billboards**	x
Safety House signs	x
Service Organisation signs (for example, Lions, Apex)	x
Temporary charity and events banners	✓
Trivision signs (>4m ²)**	x
Trivision signs (<4m ²)	✓
Utility service signs	x
Variable Message Signs (VMS)**	x

* Also refer to the department's Roadside Vending Policy and Guideline.
 ** Not permitted within the boundaries of state-controlled roads.

6.3 Advertising operation assessment (Assessment volume)

The district assessment officer analyses the device, its location and operation and ensures that it complies with the manual. Conditions are placed on the device to ensure the safe operation of the advertising device.

6.4 Structural assessment (E&T)

If the proposed device is within the state-controlled road boundary an assessment is undertaken by an officer from the department's Engineering and Technology branch (E&T). If the device is to be mounted on a department asset (such as a bridge or overpass) the Bridge Construction, Maintenance and Asset Management section will also assess the device if required.

Superseded

7 Supporting documentation

Documents detailing the device, its location and operation as well as indemnity and insurance certificate are required to be submitted and recorded by the administration officer.

7.1 Applicant details and contact information

This is most effectively captured in the official RCP application form (M2373) but can be obtained through various other means including local government application forms, licence agreements or tender documents.

7.2 Device design documents

Initial assessment can be made without certified detailed design of the structure but for a full structural assessment to be made, these documents will need to be submitted. Assessment for compliance with the manual only, in the case of devices outside the SCR, certified detailed design of the device is not required with concept plans (including accurate dimensions) being adequate.

7.3 Location maps with distances

The precise location of the proposed device is required in all cases where the department is assessing an application. This allows officers to measure distances as required for compliance assessment against the manual. For final detailed design assessment of the device, site plans will be required and the exact location of the device must be consistent with the distances assessed against the manual.

7.4 Indemnity

When required, an advertising device owner or licensee shall indemnify (and keep indemnified) the department against any claim, action or process for damage and / or injury that arises as a result of the installation or existence of the advertising device. Standard letters and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

7.5 Insurance

When required, an advertising device owner or licensee shall provide evidence of public liability insurance to the value determined by the department for structures and activities located within the boundaries of SCRs. Standard letters and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

Indemnity and Insurance Certificates: the department will require the applicant to provide both indemnity and insurance for structures within the state-controlled road boundary. For the specific occasions where this is NOT a requirement, refer to the *Assessment Volume*.

8 Complementary Permits

8.1 Works on SCRs

Under the *Transport and Infrastructure Act 1994* a person may not construct, maintain, operate or conduct ancillary works and encroachments on a SCR without written permission from the chief executive. This approval is issued by the district office in the form of a RCP (under Section 50 of the TIA) which outlines the scope of the allowed works, any conditions for the activity, environment and amenity concerns and the required safety precautions to be in place throughout the duration of the works.

8.2 Traffic Control Permit (TCP)

Works to be carried out near a SCR must have an appropriate risk assessment made of the activity. Risk factors include, but are not limited to, the proximity of works to the road, the type of equipment used, the speed of the carriageway and the sight distance to the worksite. The Queensland *Manual of uniform traffic control devices* (MUTCD) defines the need for traffic control, no matter how brief the occupation of the site may be, The TCP it should include:

- a) protection of workers,
- b) provision of adequate warning of changes in surface condition and the presence of personnel or plant engaged in work on the road, and
- c) adequate instruction of road users and their guidance safely through, around or past the work site.

Standard letters and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

8.3 Vegetation clearing

Refer to the *Technical Volume* for information about vegetation clearing.

8.4 Local government

Local government control over the display of advertising devices may be exercised through relevant local laws, local law policies and town planning provisions. Some local governments may manage some types of advertising devices in the SCR with written agreement from the chief executive. Each district will have separate agreement with the relevant local governments and may be assessed by the assessment officer of the district. Also refer 2.3.3 in the *Assessment Volume*.

9 Communication

The administration officer is the primary contact officer for the application process and must conduct all communication with the various groups involved in a professional manner. To assist in the generation of correspondence and communication activities there are standard letter and responses available on the Corridor Management SharePoint site (internal staff only).

9.1 Standard letters and templates

Standard responses (letters and emails) are based on the most commonly asked questions received by district officers. Standard letters and responses are incorporated to allow the administration officer to respond to applicants consistently and in a timely manner using the input from content experts.

The letters and templates available include:

- Exemption letter for the operation of an advertising device within a SCR (LONO),
- Standard RCP and letter for the operation of an advertising device within a SCR, and
- Standard response requesting further information.

Superseded

10 Customer service

The department has a policy of providing excellent customer service by placing the 'Customers first'. The provision of information to customers serves to improve their experience and allows the department to address their requirements more effectively.

10.1 Information sheets for the departments customers

Information sheets provide applicants with examples and best-practice advice on the installation and operation of advertising devices within, or outside the boundaries of, SCRs. They can be sent via email or used as prompts for phone conversations with applicants.

The information sheets are available on the Transport and Main Roads website (www.tmr.qld.gov.au) and the Corridor Management SharePoint Site (internal staff only). Examples are listed below:

- Election signs
- Variable Message Signs at Schools

Superseded

11 Remuneration from advertising

In accordance with the policy of generating commercial returns for the use or sale of government assets a SCR is considered to have significant commercial value with potential for substantial revenue for the government from the instigation of licence agreements.

11.1 Licence agreements

The SPM unit negotiates and administers any licence agreements or seeks tenders for sites on behalf of the state.

For temporary charity and events banners, no fees will be charged; however, the applicant may be required to pay for work by Transport and Main Roads' staff or contractors to erect / remove banners from the department's infrastructure. Standard letters and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed the Contact List (internal staff only).

11.2 Fees and charges

Fees charged for some types of advertising devices within a SCR may cover administrative and assessment costs. Refer to the Corridor Management SharePoint site (internal staff only). Refer to Appendices A and B of the *Assessment Volume*. Standard letters and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

Where an applicant requires electricity for an advertising device and the department approves the connection to its Rate 3 road lighting circuit, a minimum connection fee will be charged. A Rate 3 circuit applies to road lighting installations owned and maintained by the department. Refer to the *Technical Standards Volume* (Electrical Connections) for conditions of the connection and refer to the Corridor Management SharePoint site (internal staff only) for information about fee rates.

Fees and Charges: The department has scheduled fees and charges. Refer to the *Assessment Volume* for further information about when a fee is required.

12 Compliance and enforcement

All compliance and enforcement issues for devices both within and outside the boundaries of SCRs must be evaluated by an assessment officer in accordance with the *Assessment Volume*.

Standard requests for the removal of non-compliant devices and further support are available on the Corridor Management SharePoint site (internal staff only) in the 'Standard Letters' section or by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

Superseded

13 Complaint procedures

Complaints that are made to the department regarding advertising in specific circumstances should be directed to external organisations as listed below.

13.1 Election advertising

Questions and complaints about electoral content should be directed to the Australian Electoral Commission for federal elections and to the Electoral Commission Queensland for state and local government elections. Further support is available on the Corridor Management SharePoint site by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

13.2 Advertising content

Complaints about copy / content other than electoral matters should be directed to the Advertising Standards Board. Further support is available on the Corridor Management SharePoint site by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

13.3 Lighting complaints

Complaints regarding the level of lighting are referred to the appropriate regional office. Further support is available on the Corridor Management SharePoint site by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

13.4 Request to remove or modify an existing advertising device

Complaints regarding the placement or specifics of the design of an advertising device should be referred to the appropriate regional office. Further support is available on the Corridor Management SharePoint site by seeking an appropriate Transport and Main Roads officer listed in the Contact List (internal staff only).

14 Record keeping

It is essential that all transactions within the government are recorded and can be retrieved. The appropriate method of capturing these records is essential in maintaining their usefulness. The department's policy and requirements for record keeping must be adhered to.

14.1 Role of the administration officer

Every department employee has a responsibility to make, manage and keep records of their work. This applies to consultants, contractors, casuals & temporary, as well as permanent, staff. The department uses the DMSv8 (Document Management System) to capture information that, regardless of its format, constitutes corporate record.

The department Records Management Unit has a SharePoint page (internal staff only) that includes helpful information regarding our Recordkeeping obligations. Refer to the Internal Sites section of the *insideTMR* homepage (internal staff only) for links to the Recordkeeping Page and Accelerate.

The department has designated Recordkeeping Business Advisors (RBAs). Their role is to support staff through the Records Management process. For further information, refer to *insideTMR* (internal staff only).

Superseded

15 Frequently asked questions

To assist the administration officer in responding to customer enquiries, both internal and external, the following FAQ section will be of assistance.

15.1 Internal questions

Q: Can an application for roadside advertising be assessed based on information not received via the correct form (M2373). For example, if a local government submits their application form instead of the department form can I use it?

A: Yes. The information is still valid and if it is legible, current and complete the assessment of an application can proceed.

Q: What is the minimum level of Public Liability Insurance required for an advertising device?

A: Indemnity and insurance is only sought when the device is located within the boundaries of a SCR. The default public liability insurance amount is \$20 million. In exceptional cases, where the applicant can demonstrate a minimal level of risk, TMR may accept a reduced level of cover.

Q: Does public liability insurance need to be sighted prior to a RCP be given out with Public Liability conditioned?

A: Yes. To protect the department public liability and insurance must be obtained and sighted before any RCP is issued.

Q: Does the department have power to remove advertising devices that pose an immediate hazard to the SCR?

A: Yes. Under s139 of the Transport Operations (Road Use Management—Accreditation and Other Provisions) Regulation 2015 the department has the power to remove a device that “...may create a danger to traffic.”

15.2 External questions

Q: How do I know if the road I want to put an advertising device on is a SCR?

A: You or the customer may look at the road and district maps available on the TMR website. The maps will show which roads are SCRs in Queensland.

Q: How do I apply for a Tourist Sign?

A: Tourist Signs are not considered advertising devices. All tourist sign applications are made through the Queensland Government Business portal for Tourism.

Appendix A – Document review checklist

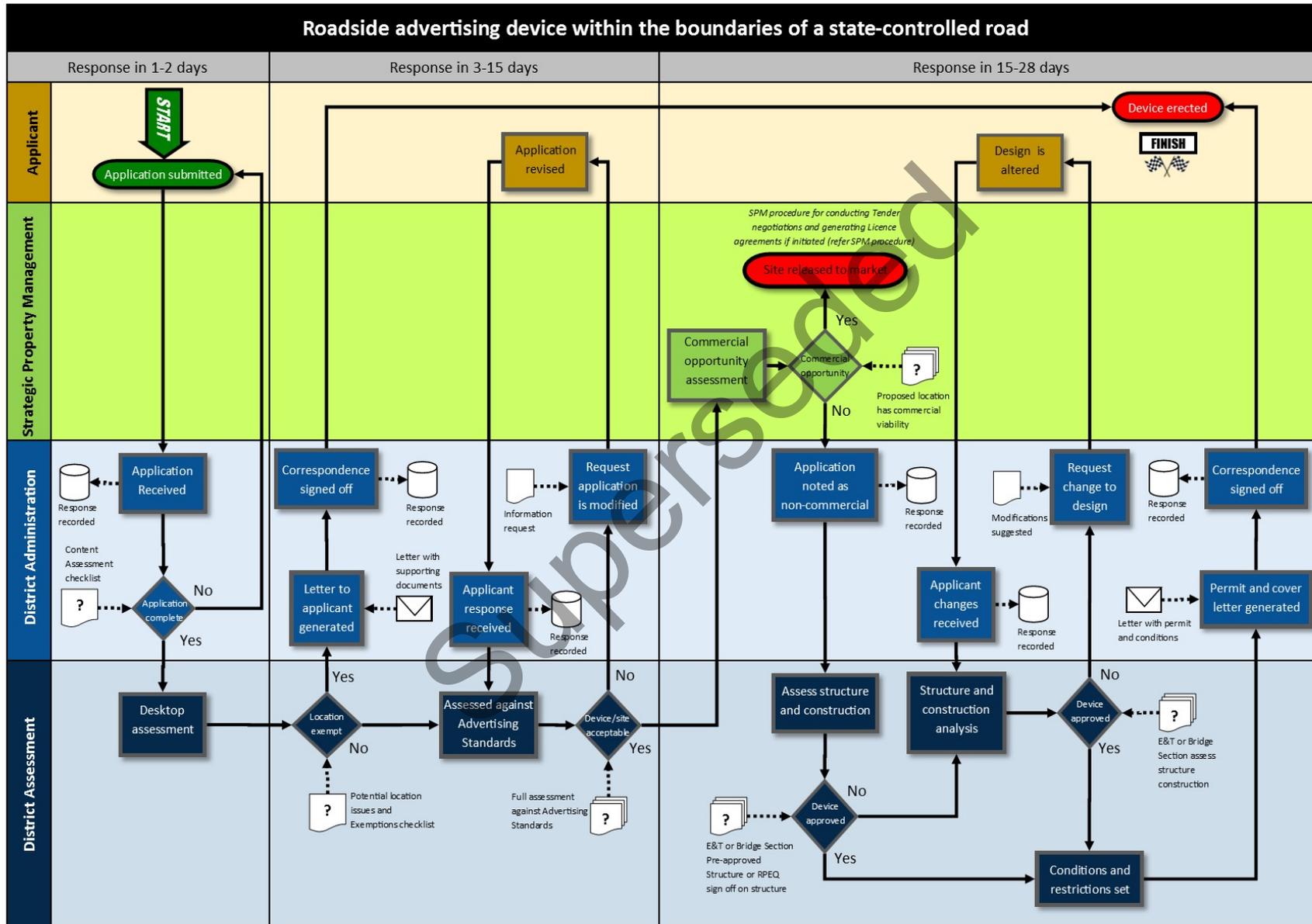
(Box is checked if the application has the information included)

<p>The Applicant</p> <ul style="list-style-type: none"> • applicants name and organisation (a third party can apply on behalf of another organisation as long as the organisation to which the RCP is to be issued is identified and an authorised delegate signs the application) <input type="checkbox"/> • contact details (details of an individual within the applicant's organisation that will enable the department to contact the applicant by either email or post) <input type="checkbox"/> 	
<p>Device details</p> <ul style="list-style-type: none"> • renewal details (if the application is to renew a previously issued RCP the details of the original RCP should be included) <input type="checkbox"/> • details of the device submitted (the type of application determines the amount of detail that would be eventually required, however the initial application must have at least some indicative or conceptual details) <ul style="list-style-type: none"> ▪ design or drawing of the proposed device (including dimensions and height) <input type="checkbox"/> ▪ display components (LED display, mechanical features, static picture) <input type="checkbox"/> ▪ lighting details (internal and / or external) <input type="checkbox"/> ▪ details of any data collection devices as part of the design <input type="checkbox"/> 	
<p>Location details</p> <ul style="list-style-type: none"> • exact location of the device (a map with the proposed device marked as unambiguously as possible with the following details) <ul style="list-style-type: none"> ▪ location of the device marked on a map or aerial photo <input type="checkbox"/> ▪ orientation of display facing <input type="checkbox"/> ▪ distances from road and nearby boundaries <input type="checkbox"/> ▪ distances from other advertising devices <input type="checkbox"/> ▪ distances from any existing road signs <input type="checkbox"/> 	
If all boxes are checked forward to Assessing Officer	
If a box is unchecked information is missing or incomplete. Applicant is contacted for information or correction	

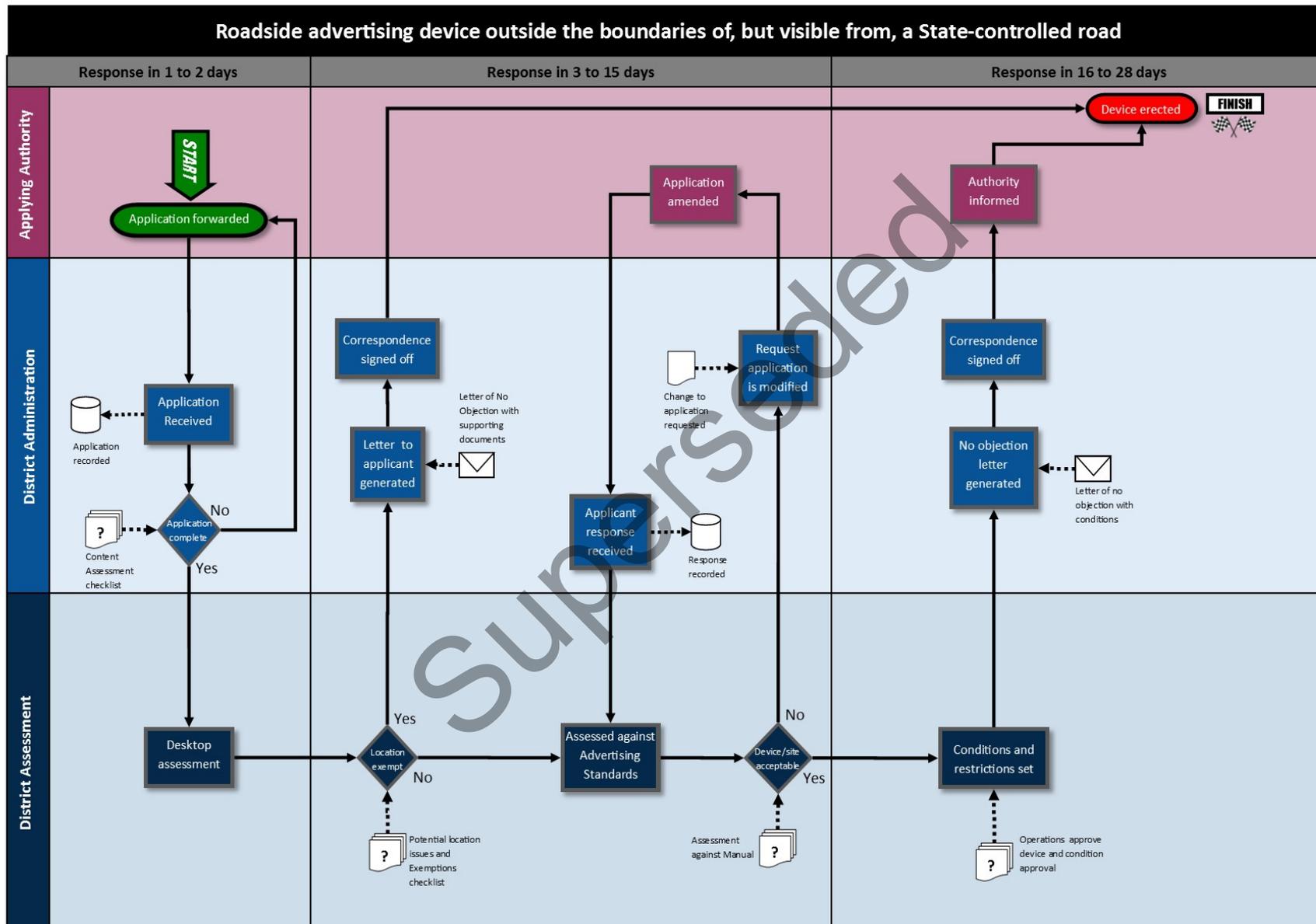
Notes: Additional required RCPs (Traffic Control RCP, Section 33 RCP for works within 3 m of SCR, and vegetation clearing RCP) will be added to the letter and conditions pending approval.

Activity	Officer	Date
Application received		
Document Assessment complete		
Applicant feedback	1.	
	2.	
	3.	
Application progressed to (area)		

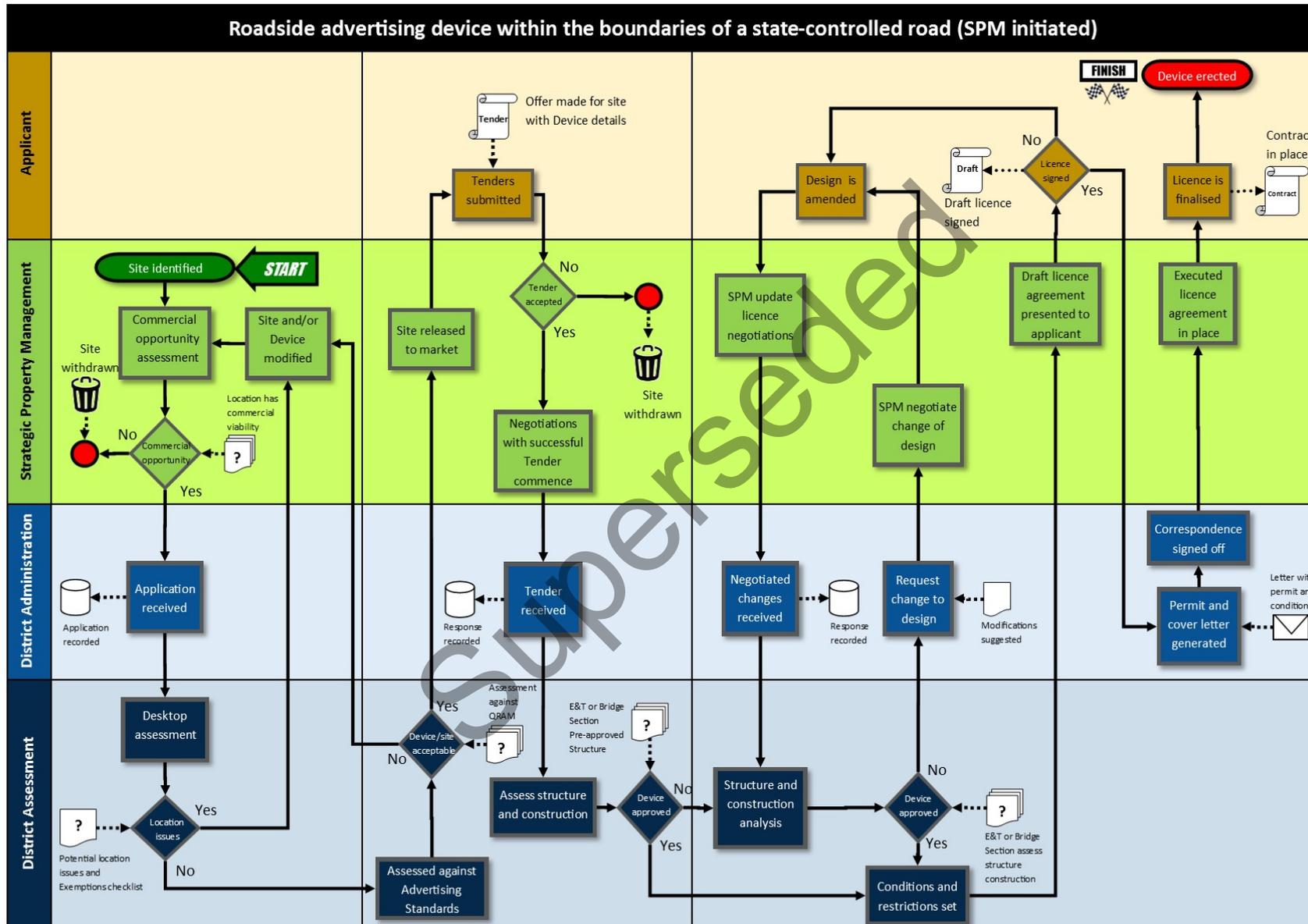
Appendix B – Flowchart: Roadside advertising device within the boundaries of a SCR



Appendix B2 – Flowchart: Roadside advertising device outside the boundaries of, but visible from, a SCR



Appendix B3 – Flowchart: Roadside advertising within the boundaries of a SCR (SPM initiated)



Appendix C – Key contacts

For further support and additional information on this volume or the *Roadside Advertising Manual*, please refer to the Transport and Main Roads officers' contact details on the Corridor Management Share Point page.

Contact details for district / regional offices are available on the Transport and Main Roads website:

<http://www.tmr.qld.gov.au/About-us/Contact-us/In-person/Roads-offices.aspx>

Superseded

Superseded