

Oversize and Overmass Heavy Vehicle Road Access Applications – Industry Information Sheet

The movement of Oversize and Overmass (OSOM) vehicles is one of the most complex areas of road transport nationally, requiring coordination and cooperation with multiple parties. The National Heavy Vehicle Regulator (NHVR) recognises the critical role this sector plays in the productive movement of freight and its contribution to the national economy.

This information sheet outlines the preferred process for preparing and viewing the progress of a heavy vehicle road access application.

Before submitting an application

The NHVR works with more than 400 road managers, including state and territory road authorities, local councils and third party entities, to facilitate access through the issuing of heavy vehicle road access permits.

Before applying for a Class 1 OSOM permit, the operator is encouraged to liaise with all the relevant road manager/s responsible for providing consent. This provides the operator with an opportunity to discuss the best options for heavy vehicle road access and identify any potential issues.

Early communication between the operator and the relevant road manager/s may ensure the application process is more efficient and is likely to reduce the potential of an adverse decision.

Contact details for road managers are available at <https://www.nhvr.gov.au/road-access/access-management/third-parties-and-other-entities-contact-information>

As part of the permit application process, operators are required to provide all supporting documentation. Providing all required documentation will reduce the processing time of the application. Examples of supporting documentation include:

- transport management plans (TMP)
- third party approvals
- completed route assessments

Viewing the application progress

Once the operator has submitted the heavy vehicle road access application via the [NHVR Portal](#), operators can view the live progress utilising the Case tracker. For any assistance viewing the progress of an application, refer to the [NHVR Portal Help Centre](#).

Alternatively, operators can contact the NHVR Call Centre on 1300 MYNHVR (1300 696 487) between 7.30am and 5.00pm (AEST), from Monday to Friday.

If additional information is required

If additional information is required by the NHVR and/or road manager/s, the operator will be contacted in writing via the NHVR Portal and in some circumstances by telephone. It is important the operator provide the relevant information as soon as possible for the application to progress.

Application process summary

- Step 1 -** Operator gathers the relevant documentation and may have liaised with the road manager/s.
- Step 2 -** Operator submits the application via NHVR Portal (www.service.nhvr.gov.au).
- Step 3 -** Operator can monitor the status of the application using the NHVR Portal Case tracker.
- Step 4 -** Once the road manager/s provides a decision, the NHVR will issue the permit or contact the operator via the NHVR Portal.

For more information:

Visit: www.nhvr.gov.au
Subscribe: www.nhvr.gov.au/subscribe
Email: info@nhvr.gov.au
Phone: 1300 MYNHVR* (1300 696 487)

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