

Heavy Vehicle Access in an Emergency – Industry Information Sheet

This information sheet outlines the heavy vehicle access requirements in an emergency.

Heavy Vehicle National Law

The Heavy Vehicle National Law (HVNL) under Part 4.10 Section 197 outlines the exemption from compliance in an emergency:

“The Regulator may, orally or in writing, exempt a heavy vehicle, or the driver or operator of a heavy vehicle, from a prescribed requirement if the Regulator is satisfied-

- (a) *the vehicle is being used, or is intended to be used, in an emergency, including, for example, a fire, explosion or natural disaster –
 - (i) *to protect life or property; or*
 - (ii) *to restore communication or the supply of energy or water or services, including, for example, sewage disposal; and**

- (b) *granting the exemption will not create an unreasonable danger to other road users.”*

NHVR Emergency Contact

In order to obtain the required oral or in writing exemption in an emergency, please contact the NHVR by calling 1300 696 487.



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During call centre hours (7am – 5pm AEST, Mon-Fri)

Calling during business hours will connect you to the NHVR Call Centre. If you call during business hours please inform the Call Centre Officer of the emergency and ask to speak with the Access Manager.

Outside of business hours

Calling outside of business hours will immediately connect you to a direct NHVR team member’s phone.

Frequently Asked Questions

Do I need a heavy vehicle road access permit in an emergency?

In an emergency, as defined by the HVNL, the NHVR may issue in writing (a permit) or verbal approval for heavy vehicle road access.

How do I get approval for heavy vehicle road access in an emergency?

In an emergency, as defined by the HVNL, please call 1300 696 487 to obtain the necessary heavy vehicle road access approvals from the NHVR.

Who can give me approval for heavy vehicle access in an emergency?

- The NHVR may provide in writing or verbal approval for heavy vehicle road access in an emergency.
- An Authorised Officer may also direct a heavy vehicle during an emergency. If an Authorised Officer has provided you with a direction or instruction, you must follow it.

An Authorised Officer is an employee of a state or territory department, appointed by the Minister or Secretary to carry out a compliance or enforcement function under legislation administered by the department.

Example: Police Officer, Firefighter, Compliance officers, etc.

For additional information

Please contact the NHVR Operations team by phoning 1300 696 487 or by email accessenquiries@nhvr.gov.au.

For more information:

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

*Standard 1300 call charges apply. Please check with your phone provider.
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