

## QLD Class 1 – OSOM Return of Delegations Industry Information Sheet

The National Heavy Vehicle Regulator (NHVR) coordinates a range of access applications from start to finish. This involves liaising directly with Road Managers, both State and Territory Road Authorities and Local Governments, to manage applications and issue permits.

The NHVR processes interstate and intrastate applications for all participating jurisdictions with the exception of intrastate Class 1 OSOM movements within New South Wales (NSW) and Queensland (QLD). This document provides information about the return of the Class 1 Oversize and Overmass (OSOM) Delegations in QLD.

### Background

In February 2014, the NHVR delegated permit authority for intrastate applications to the Chief Executive of each participating State and Territory Governments. Within QLD, delegation was made to the Department of Transport and Main Roads (TMR).

The delegation applied to mass or dimension exemptions (permits) for roads within the State Government's physical boundary. The NHVR has recently returned the QLD Class 1 Agricultural delegation in August 2019 and the Special Purpose Vehicles (SPV) in November 2019.

The Oversize and Overmass (OSOM) delegation will return to the NHVR on the 16 December 2019.

### What will change?

The Department of Transport and Main Roads (TMR) in QLD will return the permit processing functions for intrastate Class 1 OSOM applications to the NHVR.

#### Old Process

1. Complete the TMR permit application form.
2. Provide Local Government consent if available.
3. Email completed application form with supporting documents to [QLDAccess\\_HVROPO@tmr.qld.gov.au](mailto:QLDAccess_HVROPO@tmr.qld.gov.au)

#### New Process

1. Complete permit application within the NHVR Portal.

As of 16 December 2019, the following process will be completed for Class 1 intrastate OSOM access applications in QLD:

1. Operators submit applications to the NHVR using the [NHVR Portal](#).
2. NHVR will process applications to relevant Road Manager/s.
3. Road Manager/s (TMR and Local Council/s) will assess the request and may request additional information.
4. Road Manager/s (TMR and Local Council/s) will provide a consent decision to NHVR via the NHVR Portal.
5. NHVR will finalise the outcome and provide a permit (or decision) to the operator via the NHVR Portal.

**From the 16 December onward, all Queensland permit applications and consent requests will be processed and completed utilising the [NHVR Portal](#).**

Heavy vehicle permits issued by TMR will remain valid until the permit's expiry date, unless the permit is otherwise amended by the NHVR.

### Benefits

The return of delegations will mean that all Class 1 OSOM permit applications for travel through and within QLD will be processed through one system ([NHVR Portal](#)).

**Some of the key benefits of the NHVR Portal include:**

- Consistent approach to the permit application process across jurisdictions.
- Ability to transparently track the progress of the application via the case tracker.
- Ability to save vehicle combinations and details for use in multiple applications.
- Integrated route planner.
- Ability to view payment history.

## Training

The NHVR has conducted training with operators and Local Council Road Managers, as well as online webinars to ensure operators and Road Managers are confident in processing permit applications via the [NHVR Portal](#).

To view our previously recorded customer training webinar, please select the following links that have been split into 10 parts for viewing convenience:

### Customer Training Video Links

#### NHVR Portal Overview

[https://www.youtube.com/watch?v=u\\_ouzG8Y0I4](https://www.youtube.com/watch?v=u_ouzG8Y0I4)

#### General Navigation

<https://www.youtube.com/watch?v=tDRUejJDnYk>

#### Vehicle Configurations

<https://www.youtube.com/watch?v=j08xlOksCeY>

#### Search Tables

<https://www.youtube.com/watch?v=c19AEynIQLQ&t=2s>

#### Submitting Applications

<https://www.youtube.com/watch?v=mFLd1goTC6c>

#### Application Vehicle Details

[https://www.youtube.com/watch?v=nQ5SEjehr\\_s](https://www.youtube.com/watch?v=nQ5SEjehr_s)

#### Application Travel Details

<https://www.youtube.com/watch?v=8rzkUoK8zVE>

#### Application Route Details

[https://www.youtube.com/watch?v=lwvyWFO\\_kLY](https://www.youtube.com/watch?v=lwvyWFO_kLY)

#### Application Attachments, Contacts & Confirmation

<https://www.youtube.com/watch?v=pn98QS3slcM>

#### Permit Library

<https://www.youtube.com/watch?v=GSu0ZONhE2U>

For additional information on upcoming training webinars, please visit the Delegations Project page of the NHVR website at: <https://www.nhvr.gov.au/road-access/access-management/delegations-project>

## How to Apply

To apply for a **new** permit:

1. Go to <https://www.service.nhvr.gov.au> and if not already registered, follow the prompts to set up an account.
2. Once registered, from the home screen, click on the 'Application Tracker' tile
3. Click on the 'New Application' button and enter a reference for your application.
4. Click on the green 'Select Configuration' button.
5. Select the 'Oversize and/or Overmass (OSOM)' option.
6. Select the appropriate configuration and follow the prompts to complete the application.

For additional information on how to apply for SPV combinations, please refer to the 'QLD Class 1 – OSOM Heavy Vehicle How to Apply – Industry Information Sheet'.

## Frequently Asked Questions

### Is Queensland the first state to return this function to the NHVR?

No. Tasmania, South Australia, Australian Capital Territory, Victoria and part of New South Wales have already returned their permit processing of intrastate applications to the NHVR.

### Do I need a heavy vehicle permit for my OSOM vehicle?

Prior to submitting an application to the NHVR, please refer to the **Multi-State Class 1 Load Carrying Vehicles Dimension Exemption Notice** and the **Multi-State Class 1 Load Carrying Vehicles Mass Exemption Notice**.

If your vehicle can comply with the relevant notice, a permit application will not be required.

These notices can be found at:

<https://www.nhvr.gov.au/law-policies/notices-and-permit-based-schemes/national-notices>

### What will happen to my application if I have submitted to TMR prior to the transition date? Will the NHVR be taking over my application?

No, TMR will be finalising any applications submitted to them prior to the transition date. The NHVR will only be processing applications submitted on or after the 16 December 2019.

**Will I be able to access my previously issued TMR OSOM permits in the NHVR Portal?**

No, this information will not be migrated into the NHVR Portal. The NHVR Portal will only record the permits issued by the NHVR after the transition date.

**Am I able to track my application's progress?**

Yes, the NHVR Portal allows operators to view the status of an application overall, as well as the ability to view the status of individual Road Manager responses.

**Am I still able to obtain Local Government consent, prior to submitting an NHVR application?**

Yes, operators are still able to obtain a 'Clearance Authority Letter' prior to submitting an NHVR application. Please refer to the ['Clearance Authority Letters'](#) information sheet for additional information.

**What should I do during the transition process if I am having problems?**

If you are experiencing issues utilising the NHVR Portal, please refer to the NHVR Portal Help Centre. This allows you to select the '**Customer Help Centre**' and search via categories or key words to assist you. If you are still experiencing difficulties, please contact our Hypercare specialists on 1300 696 487.

**Is my current TMR OSOM permit still valid after the return of delegations?**

Yes, the TMR permit will remain valid until the permit's expiry date, unless the permit is otherwise amended by the NHVR.

**For additional information**

Please visit the Delegations Project web page at:

<https://www.nhvr.gov.au/road-access/access-management/delegations-project>

**For more information:**

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Email: [info@nhvr.gov.au](mailto:info@nhvr.gov.au)

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