

QLD Class 1 – OSOM Return of Delegations Road Manager 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.

This document provides information about the return of the Queensland Class 1 Oversize and Overmass Delegations and what changes will occur as a result.

Background

In February 2014, the NHVR delegated permit authority to the Chief Executive of each participating state and territory governments. The implementation of delegation applied to mass or dimension exemptions (permits) for roads within the state or territory government's physical boundary. Within QLD, delegation was made to the Department of Transport and Main Roads (TMR) for intrastate Class 1 applications.

The NHVR is working towards returning the delegation and fully transitioning the heavy vehicle road access permit process to the regulator. Tasmania, South Australia, ACT, Victoria and part of New South Wales have already completed the transition.

What will change?

Application process

The NHVR have implementing a staged approach for the return of Class 1 delegations in QLD, having already returned the Agricultural and Special Purpose Vehicle (SPV) permit delegations.

From 16 December 2019, transport operators will need to submit all Class 1 OSOM access permits to the NHVR via the [NHVR Portal](#).

The NHVR will then process the applications, and seek consent from Road Manager(s) using the [NHVR Portal](#).

Once a decision is received from the Road Manager(s), the NHVR will then issue the permit to the operator using the [NHVR Portal](#).

Previous applications

Class 1 OSOM permit applications submitted directly to TMR, prior to the 16 December 2019, will continue to be processed and completed directly.

The NHVR is unable to accept or transfer applications that are not within the NHVR Portal.

Next Steps

From 16 December 2019, QLD Road Managers will no longer receive access permit requests from TMR and will only receive them via the NHVR Portal:

Queensland Permits

Class 1 AG – Processed by the NHVR as of 26 Aug 2019

Class 1 SPV – Processed by the NHVR as of 25 Nov 2019

Class 1 OSOM – Processed by the NHVR as of 16 Dec 2019

Class 2 – Processed by the NHVR

Class 3 – Processed by the NHVR

Benefits

The return of Queensland Class 1 delegations will mean that all permit applications will be processed through one system. The NHVR is continuing to improve the access permit process with the online NHVR Portal.

Some of the key benefits of the NHVR Road Manager Portal include:

- A consistent approach to processes across jurisdictions
- All council applications will be stored in one place
- Ability to view all of the council's current and previous application requests (since Oct 2017) via the case tracker
- Integrated route planner
- Reporting abilities on all application requests from October 2017 onwards
- Conditions library reduces the time needed to impose conditions.

Training

The NHVR has conducted training with QLD Local Councils, as well as online webinars to ensure Road Managers are confident in processing permit applications via the NHVR Portal.

To view our previously recorded Road Manager training webinar, please select the following links that have been split into 7 parts for viewing convenience:

Road Manager Training Video Links

Overview & General Navigation

<https://www.youtube.com/watch?v=dntWhLfs6qw&t=6s>

Account and Users

<https://www.youtube.com/watch?v=6CsB6lje34k>

Search Tables and Reporting

<https://www.youtube.com/watch?v=2-yBN8lpCIU>

Reviewing a Case

<https://www.youtube.com/watch?v=Y4FD05ekQ8c&t=20s>

Alternative Route Proposal

<https://www.youtube.com/watch?v=L2r9VCC62IE>

Information & Extension of Time Requests

https://www.youtube.com/watch?v=_fiqqfrwHIA

Decisions & Conditions Library

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

For 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>

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 transitioned their permit processing to the NHVR. Class 1 Agricultural and SPV delegations in Queensland were also returned in 2019.

Will I be able to access TMR issued OSOM permits in the Portal?

OSOM permits that have been issued by the QLD State Authority will not be stored or accessed via the NHVR Portal. The NHVR Portal will only record the permits issued by the NHVR.

Can I transfer my outstanding OSOM applications to the NHVR for processing?

No, unfortunately all applications that were submitted directly to TMR, prior to the 16 December 2019 must continue to be processed and completed by TMR. Therefore these applications will not be viewed or processed via the NHVR Portal.

Will I still receive any consent requests from TMR?

No, all consent requests will be sent from the NHVR via the NHVR Portal.

Can I get help and support with the NHVR Road Manager Portal?

- ✓ **NHVR Portal Help Centre**
The Road Manager Help Centre located on the top right-hand corner of the Portal provides training material, videos, articles, and FAQs.
- ✓ **Road Manager Hotline**
Our trained team at the Road Manager are available to assist within business hours on **1300 880 493**.
- ✓ **Hypercare Team**
The NHVR have a team that specialise in everything Portal. They can be reached on **1300 696 487** and will be able to assist you with Road Manager functions within the Portal.

For additional information

For additional information and upcoming events or training sessions, please visit the Delegations Project web page at:

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

For more information:

Subscribe: www.nhvr.gov.au/subscribe

Visit: www.nhvr.gov.au

Phone: Road Manager Hotline on 1300 880 493 or the 1300 MYNHVR* (1300 696 487).

Email: info@nhvr.gov.au

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