

## General Access Requests – 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.

This information sheet outlines the required process when applying for a general access heavy vehicle permit via the [NHVR Portal](#).

### Background

A customer is able to submit an application requesting a general access heavy vehicle permit via the [NHVR Portal](#). This request may impact the local councils due to the amount of resources required to assess all roads.

The NHVR has developed the following process to assist both industry and road managers to ensure applications are efficient, streamlined and cost effective.

### What is a general access request?

A general access request means requesting access to all local council roads within a defined local council boundary.

### Process

To request general access, the customer must attach a valid [Clearance Authority Letter](#) or written confirmation when submitting their application via the [NHVR Portal](#).

#### Please note:

It is not mandatory for the road manager to provide a [Clearance Authority Letter](#) or written confirmation to the customer. A road manager may request that the customer supply specific routes or roads to be assessed.

Please refer to Table 1: Requesting General Access - Process Overview for an overview of the process.

#### Obtaining a Clearance Authority Letter

Prior to submitting an application, the customer will be required to contact the affected road manager/s to obtain a valid [Clearance Authority Letter](#).

The customer is required to attach the valid letter when submitting the application via the [NHVR Portal](#). The NHVR will utilise the [Clearance Authority Letter](#) as a pre-approved consent.

**Table 1: Requesting General Access - Process Overview**

#### Process Overview

The customer will be required to:

1. Contact the road manager
2. Obtain a valid [Clearance Authority Letter](#); or written confirmation that the request will be considered
3. Submit an application via the NHVR Portal with the required attachments

For more information on [Clearance Authority Letters](#), please refer to the following link:

<https://www.nhvr.gov.au/files/201712-0735-clearance-authority-letter-info-sheet.pdf>

#### Obtaining written confirmation

The road manager may be willing to consider a request for general access, however they may prefer to assess the request via a [NHVR Portal](#) application. In this scenario, the customer will be required to obtain this confirmation in writing from the road manager.

The written confirmation can be in any format (e.g. as an email) and will need to include a statement that the road manager would be willing to consider the request for general access via the [NHVR Portal](#).

The customer is required to attach the written confirmation when submitting the application. The NHVR will generate the consent request to the road manager via the [NHVR Portal](#) for their consideration.

### How to apply

To apply for a **general access** permit application:

- Step 1** – Go to <https://www.service.nhvr.gov.au> and login to your account.
- Step 2** – Navigate to the “**Application tracker**” in the left side menu.
- Step 3** – Select the “**NEW APPLICATION**” button towards the top right of the page.
- Step 4** – In the pop up box, type a “**Reference**” (nickname) for your application and select the “**OK**” button.

- Step 5** - Complete **Step 1 Vehicle details** and **Step 2 Travel details** of the application.
- Step 6** - Under **Step 3 Route details** of the application, select the “**Network**” option.
- Step 7** - Select the state that the appropriate state jurisdiction.
- Step 8** - Select into the “**Area Road Manager**” field. Type and select from the down list the local council area name.
- Step 9** - Continue to **Step 4 Attachments** of the application and attach one of the following:
- ✓ A valid **Clearance Authority Letter**; or
  - ✓ Written confirmation from the road manager
- Step 10** - Continue and complete the remaining of the application.

## 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:

Subscribe: [www.nhvr.gov.au/subscribe](http://www.nhvr.gov.au/subscribe)

Visit: [www.nhvr.gov.au](http://www.nhvr.gov.au)

Phone: 1300 MYNHVR\* (1300 696 487)

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

© Copyright National Heavy Vehicle Regulator 2018, [creativecommons.org/licenses/by-sa/3.0/au](https://creativecommons.org/licenses/by-sa/3.0/au)  
Disclaimer: This fact sheet is only a guide and should not be relied upon as legal advice.  
\*Standard 1300 call charges apply. Please check with your phone provider.

## Frequently Asked Questions

### Can I request general access for my heavy vehicle?

Yes, only if you have obtained a valid **Clearance Authority Letter** or written confirmation from the road manager prior to submitting your application via the **NHVR Portal**.

### Can I submit an application for general access if I do not have a Clearance Authority Letter or written confirmation?

No, you will be required to submit an application requesting access to specific routes or roads via the **NHVR Portal**.

### What if the road manager will not give me a Clearance Authority Letter or written confirmation?

It is not mandatory for the road manager to provide this to the customer. You will be required to submit an application requesting access to specific routes or roads via the **NHVR Portal**.

### What if the road manager is willing to provide a Clearance Authority Letter for access by exclusion?

The road manager can provide you with a valid **Clearance Authority Letter** stating that approval is given to access all local council roads with the exception of restricted roads or structures.

### Can I submit multiple road manager Clearance Authority Letters in one (1) NHVR Portal application?

No, the **NHVR Portal** will only allow you to submit one (1) application per road manager or local council boundary.