

## Renewing TMR issued permits for OSOM vehicles – 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 for industry to renew a Department of Transport and Main Roads (TMR) issued Oversize Overmass (OSOM) heavy vehicle road access permit via the [NHVR Portal](#).

### Background

In February 2014, the NHVR delegated the heavy vehicle road access permit authority for intrastate applications to the Chief Executive of each participating state and territory governments. In Queensland, this authority was given to TMR.

Once the authority has been returned to the NHVR, operators will be required to submit all applications via the [NHVR Portal](#), including renewals.

### What can be renewed?

All valid (not yet expired) TMR issued permit/s can be renewed by the NHVR.

**PLEASE NOTE:** The NHVR cannot renew an expired permit.

**PLEASE NOTE:** You will not be required to submit a renewal application if you can comply with the *Multi-State Class 1 Load Carrying Vehicles Dimension Exemption Notice* and/or the *Multi-State Class 1 Load Carrying Vehicles Mass Exemption Notice*. These notices can be found at: <https://www.nhvr.gov.au/law-policies/notices-and-permit-based-schemes/national-notices>

Please refer to Appendix 1 – Submitting a Renewal Quick Reference Guide of this information sheet for a summary of the following scenarios.

#### Scenario A:

The customer has a TMR issued excess dimension permit with only one (1) exact configuration listed.

The customer will be required to submit one (1) renewal application via the [NHVR Portal](#).

During the renewal application process, the customer will be required to complete the configurations details.

#### Scenario B:

The customer has a TMR issued excess dimension and excess mass permit with only one (1) exact configuration listed.

The customer will be required to submit one (1) renewal application via the [NHVR Portal](#), attaching both TMR issued permits.

During the renewal application process, the customer will be required to complete the configurations details.

#### Scenario C:

The customer has a TMR issued excess dimension permit with multiple configurations listed.

The customer will be required to submit one (1) renewal application via the [NHVR Portal](#).

During the renewal application process, the customer will only be required to complete the prime mover's vehicle details that reflect the TMR issued permit.

#### Scenario D:

The customer has a TMR issued excess dimension and excess mass permit with multiple configurations listed.

The customer will be required to submit one (1) renewal application via the [NHVR Portal](#), attaching both TMR issued permits.

During the renewal application process, the customer will only be required to complete the prime mover's vehicle details that reflect the TMR issued permit.


### Submitting the renewal application

The renewal application must be submitted via the [NHVR Portal](#) within a maximum of six (6) weeks prior to expiry.

To submit a renewal application the following steps are required:

- 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 “**RENEW**” 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 –** Under the “**Issuer of the existing permit field**”, select the “**Jurisdiction**” option.
- Step 6 –** Continue and complete the entire renewal application ensuring the following details are also added:
- ✓ Attach all the relevant TMR issued permits for the renewal

Once the operator has successfully submitted the renewal application, after some time the case will move to a Closed - Other status.

The operator will need to refer to the linked permit container  to view the multiple created cases that will have requested consent from the required road manager/s.

Once consent/s has been received from the relevant road manager/s, the permit will be issued from the corresponding permit container.

## 14 day expedited renewal period

Under Part 4.7 Division 2 Section 167 of the HVNL, the NHVR can expedite a renewal if the road manager has not provided a decision within 14 days’ of receiving the consent request.

The expedited procedure applies if the relevant road manager has previously provided consent and the NHVR will impose the same conditions as applied to the previous consent.

Therefore, if a road manager does not provide consent in 14 days of receiving the request, the NHVR can issue the permit as per the previous consent.

## Frequently Asked Questions

### Can I renew my TMR issued excess mass and/or dimension permits?

Yes. Please refer to Appendix 1 – Submitting a Renewal Quick Reference Guide of this information sheet for a summary of the following scenarios.

### Can I submit a renewal application for an expired permit?

No. The NHVR cannot renew an expired permit. A new application must be submitted via the NHVR Portal.

**PLEASE NOTE:** The NHVR cannot renew an expired permit.

### What happens if my permit has expired?

You will be required to submit a new application in order to obtain access to the required heavy vehicles and roads.

In the new application, you are able to utilise the “**Additional comments**” free text field to identify the previous permit number or simply state that you have previously been granted consent. This may assist the state authority and local council/s with their required assessment.

### Why is my renewal application at “Closed – other” in the NHVR Portal?

The NHVR internal process requires the original submitted renewal application to be linked to a permit container.

From that permit container, multiple cases are “built out” depending on the number of approved routes/roads on the issued permit or consent letter/s.

Once the cases have been “built out” and consent has been generated, the original renewal application is marked as “Closed-other” with a note referring you to the linked permit container.

### Why do I need to complete all of my vehicles details for the NHVR Portal renewal application?

The NHVR Portal unfortunately does not have the details from the TMR issued permits. There are also some slight differences in regards to the vehicle details on the previous permit and the details needed in the NHVR Portal application process.

Once you have completed the vehicle details for the first time on the renewal application, the NHVR Portal will retain that data. The data will be stored and it can be utilised to shortcut the process for any future applications relating to the same heavy vehicle.

### Where can I get help if I am having trouble completing my renewal application?

You are able to contact our NHVR Portal Hyper Care team on **1300 696 487**. They will be able to assist over the phone with your application.

You can also view the previously recorded Online NHVR Portal Customer Essential Training video at the following link: <https://youtu.be/4q6rSFu6jMk>

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

## 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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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)

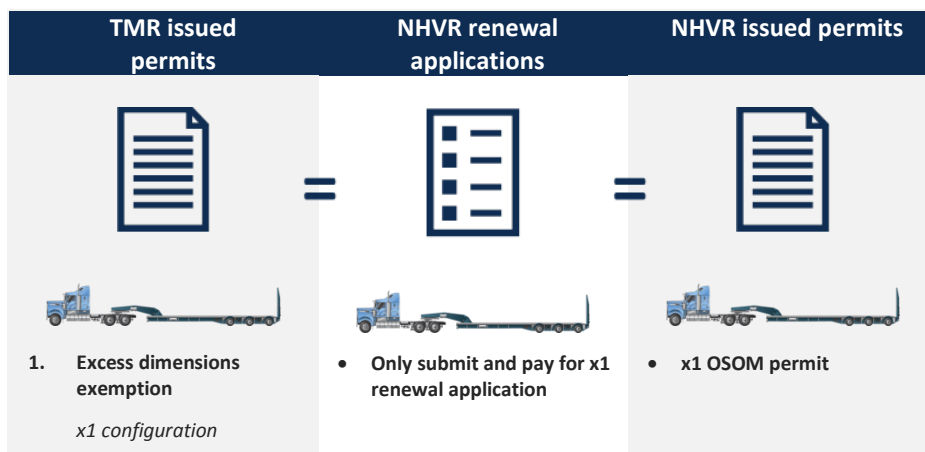
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Disclaimer: This fact sheet is only a guide and should not be relied upon as legal advice.

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

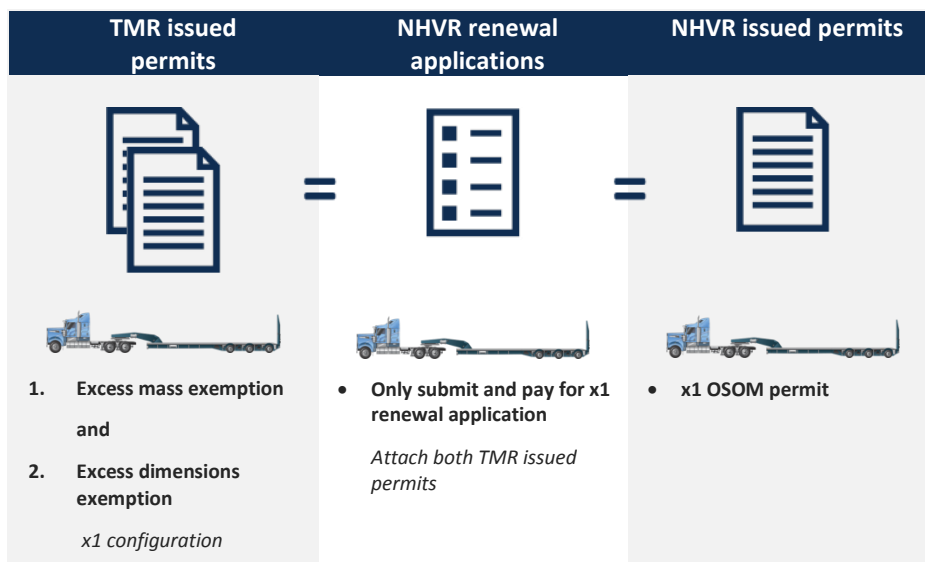
## Appendix 1 – Submitting a Renewal Quick Reference Guide

**PLEASE NOTE:** The NHVR cannot renew an expired permit.

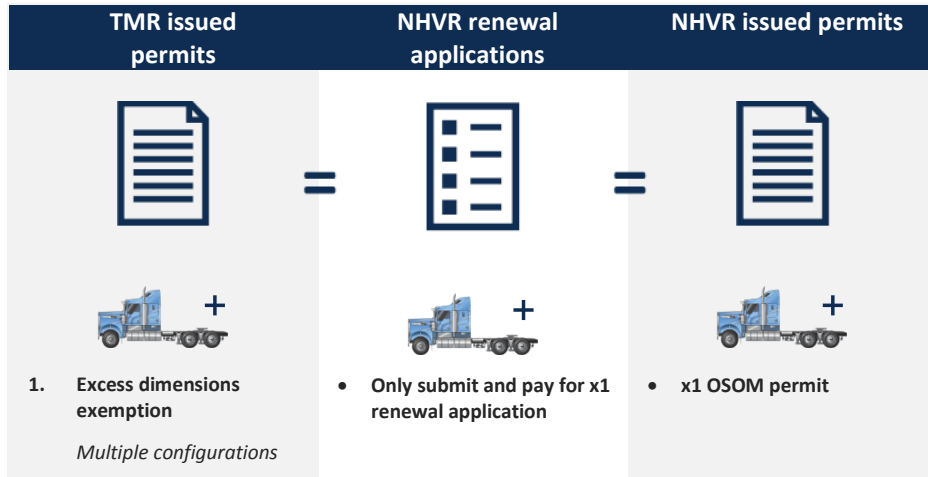
### Scenario A: TMR issued dimension permit with one configuration



### Scenario B: TMR issued mass and dimension permits with one configuration



**Scenario C: TMR issued dimension permit with multiple configurations**



**Scenario D: TMR issued mass and dimension permits with one configuration**

