3 September 2026

# Top tips for operators to reduce application processing times

The following are five key steps you can take to facilitate a fast turnaround when you submit an access permit application.

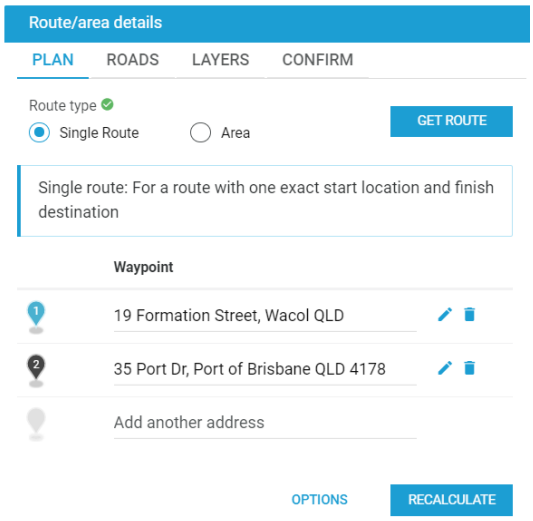
## 1. Use detailed mapping

Clearly define your access requirements using detailed mapping—either by a single route or an area (see Single route and area). This will help road managers to better understand why and to where you need access.

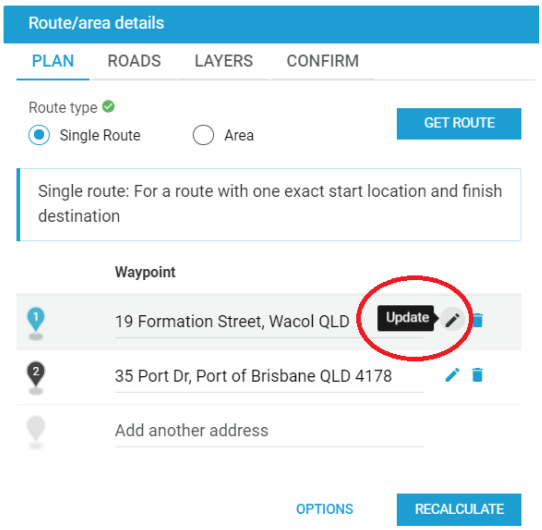
To ensure your mapping is clear:

1. Make sure you include a start and end address. You can also change the description of the location drop pin by using the “waypoint update” tool (see examples 1.0, 1.1, 1.2a and 1.2b).

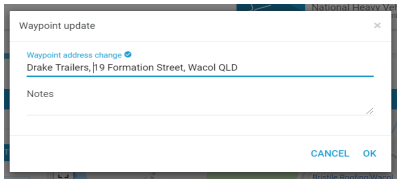
**Example 1.0 – Mapping – Defined “Start” and “End”**



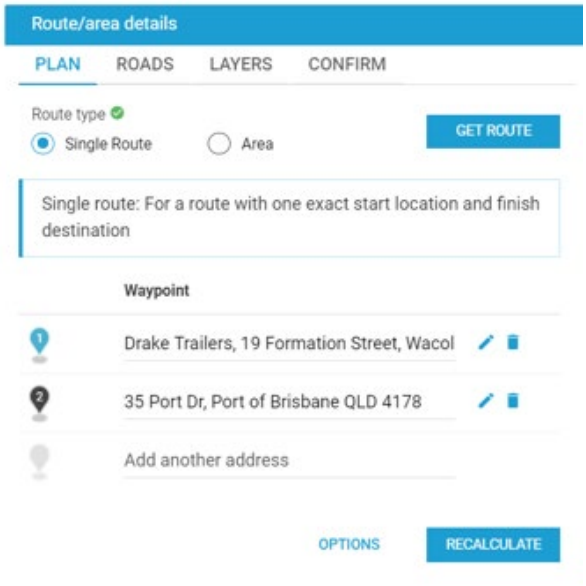

**Example 1.1 – Mapping – Defined “Start” and “End” – “Waypoint Update” tool**




**Example 1.2a – Mapping – Defined “Start” and “End” Mapping – Defined “Start” and “End” – “Waypoint Update” tool**

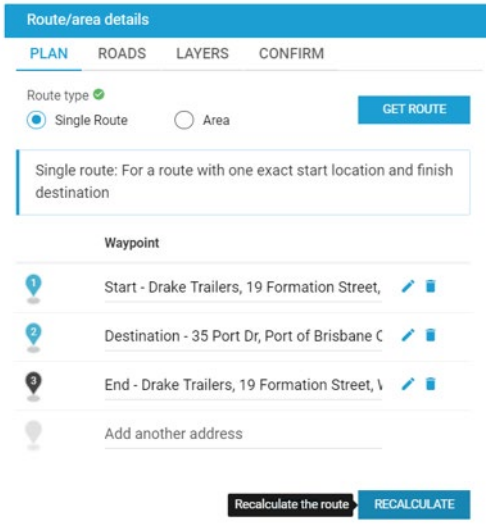



**Example 1.2b – Mapping – Defined “Start” and “End” Mapping – Defined “Start” and “End” – “Waypoint Update” tool**



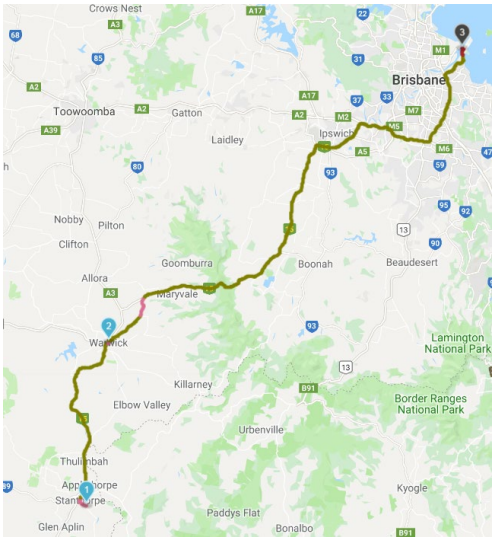

2. If your transport task includes a return journey (which must be indicated in the application), ensure the return is clearly specified. You can list a ’Start’, ‘Destination’ and ‘End’ in the description using the ‘Waypoint update’ tool (see Example 1.3).

**Example 1.3 – Return - “Start, Destination and End”**

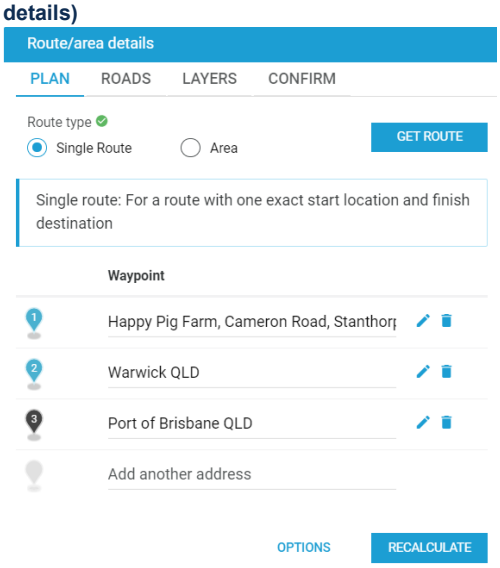


3. If your transport task requires you to plot waypoints to map your journey, ensure you drop the pin in the exact location (you may need to enlarge the map). Simply listing a town will not map your route—you must be specific (see examples 1.4a, 1.4b, 1.5a and 1.5b).

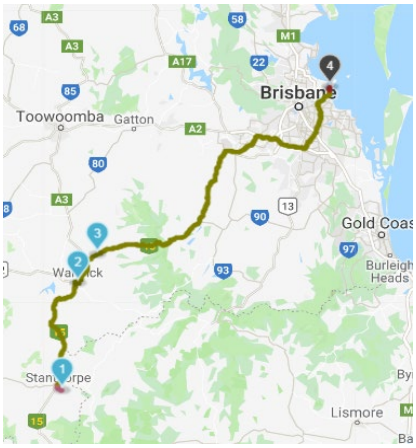
**Example 1.4a – Defined Waypoints – Error (Map)**



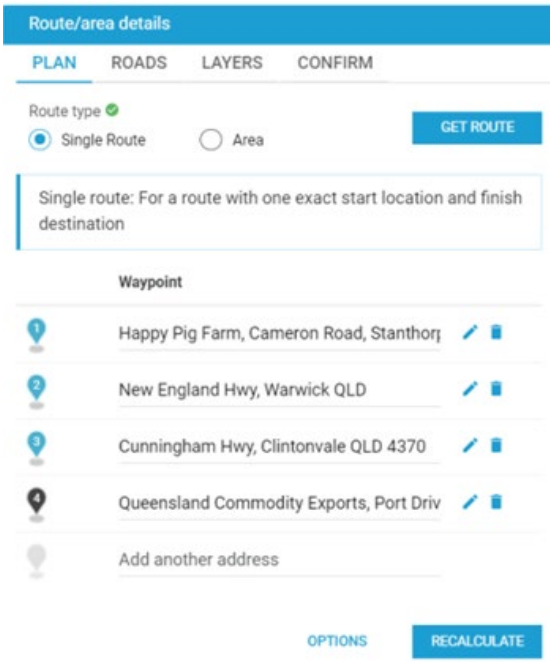

**Example 1.4b – Defined Waypoints – Error (Route/area details)**




**Example 1.5a – Defined Waypoints - Correct (Map)**



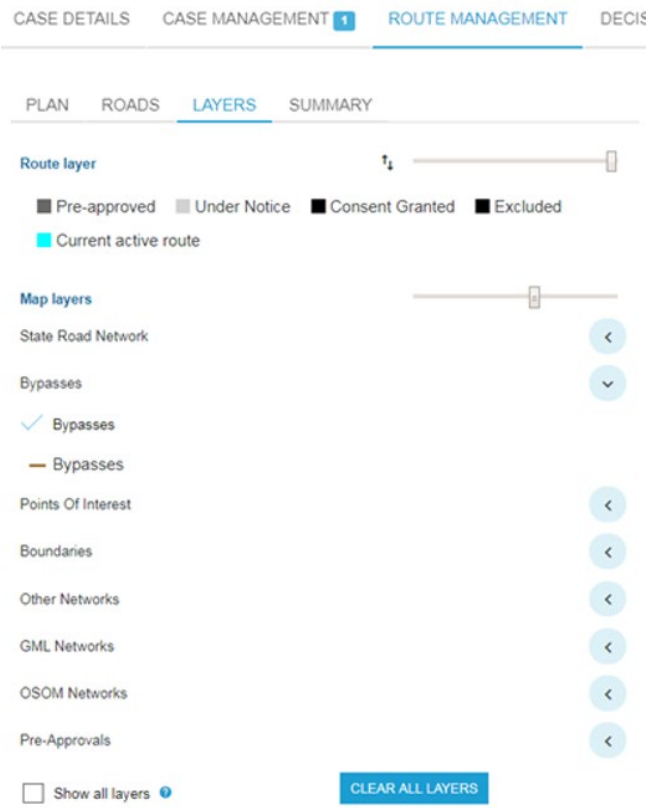

**Example 1.5b – Defined Waypoints - Correct (Route/area details)**




4. Confirm that your selected route information conforms to your vehicle's transport task (see Single route and area).

5. Ensure that you use the 'bypasses' layer when plotting your route to ensure you're using the most suitable roads for your vehicle combination (see Example 1.6).

**Example 1.6 – Bypasses**



## 2. Include axle spacing

Road managers use axle spacing to determine the impact of heavy vehicles on structures such as bridges and culverts.

Axle spacings may vary at times depending on the heavy vehicle components being utilised. In your application, specify the shortest axle spacing for your proposed configuration, as road managers will use this as the minimum axle spacing for their assessment (see Figure 1).

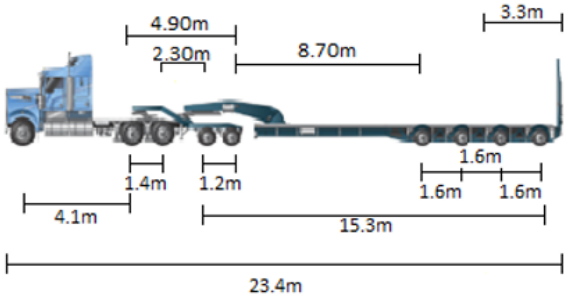



**Figure 1: Axle spacing – Class 1 example**

## 3. Provide accurate mass breakdowns

Road managers use total mass and axle group mass breakdowns to determine whether an additional assessment (i.e. a bridge assessment) is required.

You should provide an accurate total mass and axle group mass breakdown in your application. Your axle group mass breakdown must be equal to, or slightly greater than, the indicated total mass.

You should also include the Gross Combination Mass (GCM) of your vehicle. If your combination total mass exceeds the vehicle's GCM, your application may be delayed while road managers seek clarification.

The total mass and the sum of axle group mass breakdown are also vital details in the application process. Your axle group mass breakdown must be equal to, or slightly greater than, the indicated total mass.

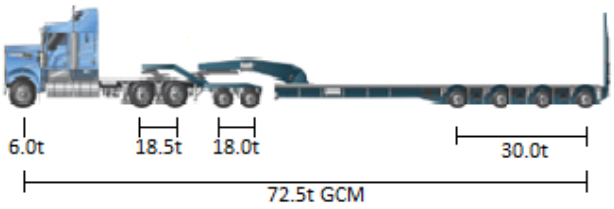



**Figure 2: Mass – GCM and axle mass breakdown (Class 1 example)**

## 4. Specify ground contact width

Some vehicles (e.g. cranes, agricultural vehicles and heavy vehicles transporting large loads) have specific ground contact widths.

Specify your vehicle's ground contact width in your application, as road managers will use this to assess the effect of heavier loads on their infrastructure.

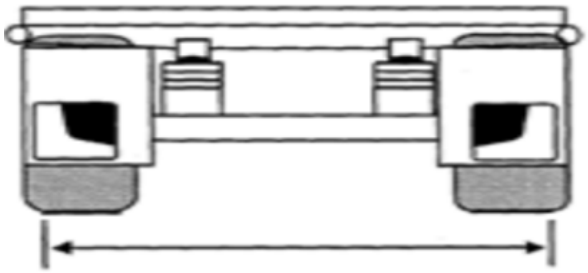


**Figure 4: Ground contact width**

## 5. Include tyre size

Heavy vehicles and heavy vehicle components (except tracked vehicles) have specific tyre size measurements.

Include tyre size measurements (mm) in your application, as road managers use these to assess the effect of heavier loads on their infrastructure. Please refer to Figure 5.

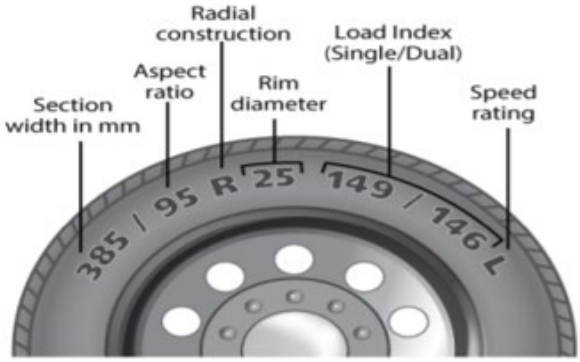



**Figure 4: Ground contact width**

## Frequently Asked Questions

**What tools or resources are available to assist me in obtaining my heavy vehicle and/or heavy vehicle components spacing?**

The original equipment manufacturer (OEM) of your heavy vehicle can supply you with your vehicle schematic or design, which will list the various measurements for your particular vehicle component/s.

It's strongly recommended that you obtain a copy of these for your records, so you can provide these measurements when you make your permit application.

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**What is the maximum mass I should seek for my axle groups when I need a buffer for an unknown loading requirement as an overmass load carrying vehicle?**

The general rule is to seek no more than 10–15% of the total mass requested.

Road managers will assess your vehicle's total mass against infrastructure but will also assess it against the axle group mass breakdown.

**Can I submit multiple heavy vehicle registrations within a single application?**

Yes, you can, provided the vehicle components being used match the heavy vehicle configuration requested in the application.

**Am I able to change any of the details in my application once I've submitted it (e.g. mass, dimension, mapping)?**

No, once an application has been submitted to a road manager for evaluation, no changes can be made.

The NHVR may contact you to confirm some of the information supplied where it's considered to be high risk; otherwise, the NHVR will provide the information to the road manager/s for consideration exactly as you've supplied it.

This process conforms to the multiple declarations within an application and is confirmed by an operator on submission of the application.

**How do I get assistance to populate my route/area if I'm having trouble?**

The NHVR can help you to use the NHVR Go. Call 13 NHVR (13 64 87) and ask to speak to a specialist or email info@nhvr.gov.au advising of your particular issue.

## Definitions

| | |
|---|---|
| **Gross Combination Mass (GCM)** | Total maximum loaded mass of the motor vehicle and any vehicles it may lawfully tow at any given time. |
| **Ground Contact Width (GCW)** | In relation to an axle, this is the distance between the outermost point of ground contact of the outside tyres on each end of the axle.<br>In relation to an axle group, this is the greatest ground contact width of all the axles in the group. |

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