

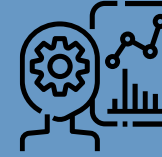
Apply



Assess



Consent



Notify



Customer

- Checks for applicable Notices for their vehicle type.
- Assess and maps the intended route to ensure the vehicle is suitable for the road infrastructure.
- Consults with impacted road managers where:
 - there are multiple ways to enter a site
 - they are working on a state government project
 - the route may require smaller or specific vehicle types
 - it may reduce the likelihood of rejection.
- Consults with and provides third party approvals where required ([Third Party information](#)).
- Completes application with true and accurate information.
- Ensures application is submitted with sufficient time for assessment by road managers.
- Where escalation may be required, provide sufficient information to support the request.
- Pays the appropriate fee and submits via NHVR Portal.

- Responds to requests for information from NHVR.

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NHVR

- Responds to enquiries.
- Responds to support requests.
- Reviews requests for escalation of applications prior to the commencement of the freight task.
- Supports industry with emergency access requests in the event of a natural disaster.

- Performs quality check of application and ensures the vehicle type is eligible to operate on the road network.
- Assesses the application including vehicle information, route/s, and relevant road managers to ensure the application complies with jurisdictional policy.
- As per the HVNL, seeks consent from impacted RMs and facilitates the end to end process.

- Provides support and advice to customers and road managers.
- Validates road managers extension of time (EOT) requests.
- Ensures information requests are actioned in a timely manner.
- Liaises with customers and road managers in relation to valid escalation requests.

- Prepares and issues relevant documentation (Permit or Refusal Notice) to customers and road managers.
- Ensures information requests are actioned in a timely manner.

Road Manager

- Assesses and maintains road infrastructure.
- Responsible for reviewing issued permits for potential permit amendments (route and conditions) or cancellations.
- Provides pre-application support for customers by responding to enquiries and giving advice.

- Assesses the request for consent:
 - determines if a route assessment or consultation with a third party is required and whether an EOT is needed.
 - If further documentation is necessary, notifies NHVR and customer.
- Assesses if the roads are suitable for the vehicle type:
 - if roads are not suitable, a road manager may propose an alternative route for review by the Regulator and customer
 - if providing consent, determines and applies appropriate conditions
 - if providing refusal, provides valid reasons as per the HVNL, as outlined in the [Approved Guidelines for Granting Access](#)
- Provides a decision via NHVR Portal within the legislated timeframe.

- Notifies the NHVR if there are changes to heavy vehicle networks impacting issued permits.
- Manages route disruptions, including natural disasters, and liaises with the NHVR to minimise impacts to the supply chain.