

NHVR Portal recognised at national awards

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The National Heavy Vehicle Regulator's online permitting system has been recognised for its innovation and customer-focussed approach in the Prime Minister's Award for Excellence in Public Sector Management, announced in Canberra last night.

The NHVR Portal was one of 17 finalists in a strong field of contenders for the Award.

NHVR CEO Sal Petrocchio said it was an honour to be recognised as a finalist alongside the high calibre entries from the Australian Government, New South Wales, Queensland, Tasmanian and South Australian Governments.

"I want to acknowledge the contribution and commitment of my team, industry and our government partners who have collaborated together to help us make the portal a success," Mr Petrocchio said.

"The awards recognise innovation and excellence within government across Australia and it is an honour for the project to have reached the finals among a field of 39 initial entries.

"I would like to congratulate all of this year's winners," he said.

Launched in August 2016, the NHVR Portal is an online platform for the transport and logistics industry to apply for permits, moving from a paper-based work environment to an online experience.

Mr Petrocchio said there are now more than 10,000 registered users for the Portal, with the NHVR receiving more than 30,000 permit applications lodged through the system. In fact, 99 per cent of all new applications are now submitted through the NHVR Portal.

The Portal's three modules – Customer, Road Manager and Regulator – provide specific information for each stakeholder group to do their task, on a common platform. It was developed using a co-design approach driven by stakeholder engagement and user feedback.

New functionality and updates have been progressively made to the Customer module with the Road Manager and Regulator modules launched in October 2017. This means for the first time operators, road managers and NHVR staff can now interact on the same technology platform.

Mr Petrocchio said the NHVR will continue to make improvements to the Portal to improve permit processing times and improve service delivery for industry.

The Prime Minister's Awards for Excellence in Public Sector Management is run annually by the Institute of Public Administration Australia, facilitated by the ACT Division.

For more information or to access the Portal go to www.service.nhvr.gov.au

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