

## Single Route and Area – Information Sheet

### Purpose

The 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.

As part of this process, applicants make a decision to apply for a single route or an area. Limiting applications to a single route or 'area of operation' will allow the NHVR to align permits to the operational requirements of operators, giving the best chance of a timely and favourable response from relevant Road Managers.

### Definitions

#### A single route is defined as:

- A single course between two points; and
- The course may or may not include several drop off/way points.
- These way points must not deviate from the original freight task.

*Note: Original freight task is commonly defined as travel between the start and the end address*

#### An area is defined as:

- A system of roads incorporated within one Road Manager boundary; or
- A number of roads (continuous or off an approved network) within a single Road Manager boundary but may end in another Road Manager boundary; or
- A number of roads that link with an existing approved permit, but continuous within a single Road Manager boundary

*Note: Please see examples on page 2 of this document.*

### Applicable Fees

All applications must be accompanied by the correct fee (which is outlined in the NHVR Fee Schedule) prior to an application being assessed. For a single route application, only one fee will be applicable. For area applications, a fee per Road Manager boundary will be applicable <https://www.nhvr.gov.au/law-policies/fee-schedule>

### Requesting a Return Journey in your application

If your application indicates a return, the NHVR will review your application and determine whether the return journey is possible via the same infrastructure. If the return differs, the NHVR will send you an Information Request through the NHVR portal, requesting for you to plot your return journey before progressing to road manager consent.

To ensure a fast and efficient permit processing time, the NHVR encourages operators to include their return journey on the route planner before submitting their permit application.

Please note: return journey's only need to be plotted if the turn by turn description is different. For example, different roads are utilised on the return journey.

### Frequently Asked Questions

#### Why do I have to submit multiple applications for multiple routes or areas?

By submitting one application per route or area it reduces the risk of a large application being refused by a Road Manager for a small portion of the route requested. It also facilitates better turnaround times by reducing the complexity of applications for assessment. The NHVR will continue to improve the tools and processes that operators can use to apply for heavy vehicle road access.

#### How do I know what Routes or Areas belong to a local Road Manager?

Refer to the map layers within the NHVR Portal. The layers will display to show the Road Manager Boundaries (local and state government areas)

#### If I travel through multiple Road Manager boundaries for an area application, do I have to pay per area?

Yes, the cost of an area application is per road manager boundary. But if you're applying for a number of roads (continuous or off an approved network) and it's within one road manager boundary, but ends in another road manager boundary, this constitutes one application fee. (Refer to Area - Example 4) Please see the NHVR fee schedule for further information.

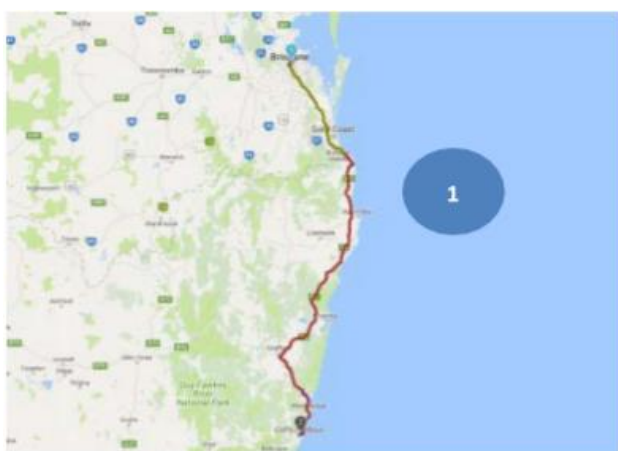
## I find the NHVR Portal difficult to use, can I get help to submit my applications?

Yes, the NHVR offers a tailored service for those who need help or support using the NHVR Portal. We can assist you in setting up your account as well as step by-step support for submitting applications. Applicants can call 1300 MYNHVR (1300 696 487) during business hours for this service.

## Examples of Single Route and Area

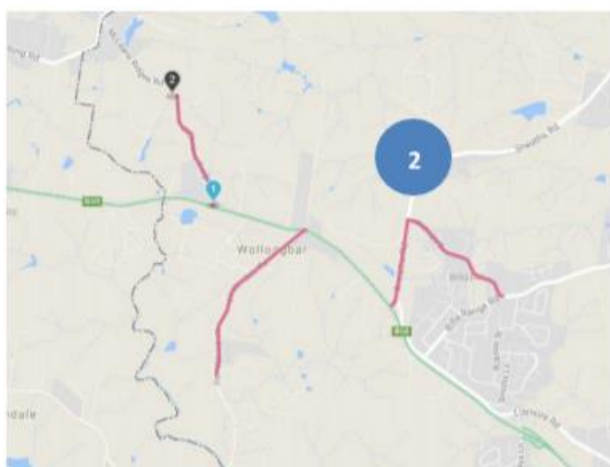
### Single Route - Example 1 – Point to point route.

A single route is one application with one fee, even if the route is across multiple road managers boundaries.



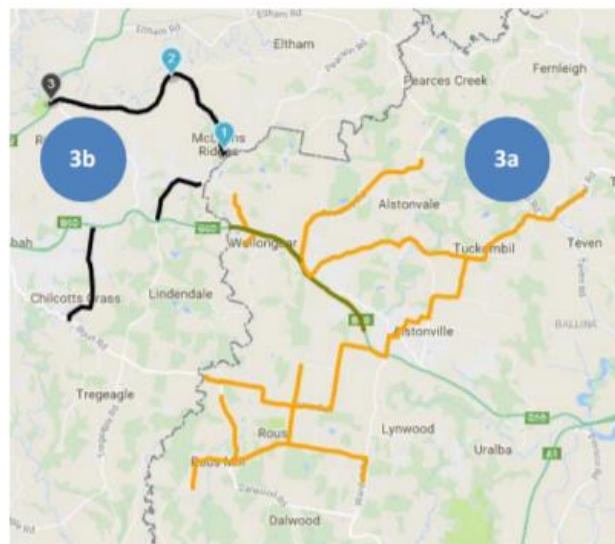
*Note - If you are travelling to or from a network associated with a Notice you will need to apply for a system of roads for each road manager. See 'What is an area?' for more information*

### Area - Example 2– A number of roads off an approved network and within a single Road Manager boundary

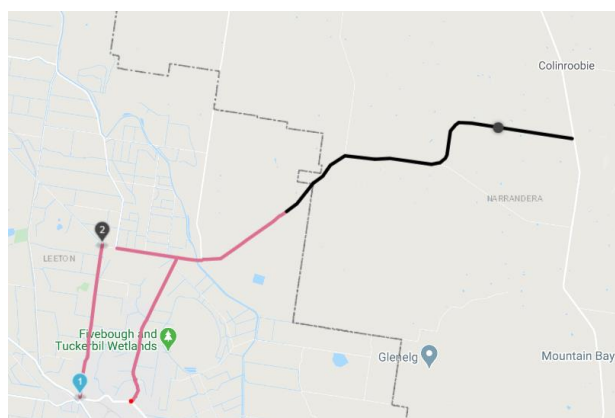


### Area - Example 3 – A number of roads off an approved network and not within a single Road Manager boundary.

The additional set of roads in this permit application will result in two permit applications being created (3a and 3b), with fees applying for each. Note: the system will limit the number of road segments per set to 200. The overall limit is 800 road segments.



### Area Example 4 – A number of roads within one road manager boundary, but ends in another road manager boundary.



## Help and Support

Resources and assistance to help complete an application correctly can be found here:

Website - <https://www.nhvr.gov.au/road-access/access-management/applications>

Help Centre - <https://help.nhvr.gov.au/cmp4/help-centre-customer/access>

YouTube -

<https://www.youtube.com/channel/UCzubN7uBeKR52iMW0V1izzQ>

NHVR Contact Centre - 1300 696 487

This information sheet should coincide with the [‘Top tips for operators to reduce application processing times’](#) that can be located on our website [here](#).

**For more information:**

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

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

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

Phone: 1300 MYNHVR\* (1300 696 487)

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

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