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Policy & Process for Provision of Permit Services

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Contents

1	PURPOSE	4
2	POLICY	4
3	PROCESS	4
4	SPECIFIED TIMEFRAMES	4
5	PERMIT GROUPS	4
	Appendix 1 – Specified Timeframes.....	5
	Appendix 2 – Permit Groups	6

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Amendments

Revision Number	Revision Date	Description of Key Changes	Section
1	16/02/2023	Full review and reformat of original version (D06#93562).	All
2	22/01/2025	Updated groups and timeframes to reflect current policy.	Appendix 1 & 2

1 PURPOSE

Main Roads Heavy Vehicles Services (HVS) administer Restricted Access Vehicle (RAV) access in Western Australia. HVS takes a customer focussed approach and strives to provide permit related services in a timely manner, in accordance with this policy.

2 POLICY

- 2.1 Provide a customer focussed service.
- 2.2 Provide a fair and equitable service.
- 2.3 Ensure 95% of permit applications are processed within the specified timeframes.
- 2.4 Ensure Traffic Escort applications are processed within the specified timeframes.
- 2.5 Ensure the Heavy Vehicle Helpdesk provides customer advice within specified timeframes.

3 PROCESS

- 3.1 HVS will provide a service to the transport industry, being a similar service to what each of us would expect as a customer, making every effort to understand our customers' needs and provide assistance when needed to complete the application process.
- 3.2 HVS will not provide favouritism and will assess applications in the order they are received. However, on occasion, due to unforeseen circumstances HVS management may approve priority permit services.
- 3.3 If a permit is issued to one transport operator, it must be available to all transport operators under the same conditions.
- 3.4 HVS will endeavour to complete all applications and requests for advice within the specified timeframes.

4 SPECIFIED TIMEFRAMES

The timeframes for completing permit application assessments, reviewing traffic escort applications and responding to customer enquiries received by the Heavy Vehicle Helpdesk are specified in Appendix 1.

5 PERMIT GROUPS

Permit timeframes vary depending on the type of permit, as the complexity of permit types can vary, which impacts the assessment time and effort. For this reason, permit types have been grouped for the purpose of determining appropriate processing timeframes. The permit groups are defined in Appendix 2.

Appendix 1 – Specified Timeframes

New Permit Applications

Permit Group	Processing Timeframe
Group 1	Within one (1) business day from the time received.
Group 2	Within two (2) business days from the time received.
Group 3	Within three (3) business days from the time received.
Group 4	Within four (4) business days from the time received.
Group 5	Within 28 days from the time received.

Other Permit Related Applications

Application Type	Processing Timeframe
Traffic Escort Single Trip Permit amendments	Within 4 hours of receipt
General permit amendments	Within 48 hours of receipt
Permit cancellations	Within 24 hours of receipt
SPV in principle approvals	Within 5 business days of receipt
SPV recommendation to DoT licensing	Within 5 business days of receipt
Travel impact notification	Within 48 hours of receipt

Traffic Escort Applications

Job Task	Processing Timeframe
Processing new booking application	Within 24 hours of receipt
Processing booking amendment	Within 24 hours of receipt
Processing booking cancellation	Within 24 hours of receipt
Processing post move job paperwork	Within 4 business days of completed move

Email Enquiries

Enquiry Type	Response Timeframe
Email Enquiry	Within 24 hours of receipt.

Appendix 2 – Permit Groups

Permit Group	Permit Type
Group 1	Class 1 Oversize Single Trip Permits Class 1 Oversize Period Permits Forestry Access Permits Restricted Local Access Permits
Group 2	Class 1 Overmass Single Trip Permits Class 1 Oversize & Overmass Single Trip Permits Agricultural Vehicle Bridge Crossing Permits Special Purpose Vehicle Single Trip Permits Relocation Permits
Group 3	All Period Permits, other than Special Purpose Vehicle Period Permits and those listed in Group 1 and 2.
Group 4	Traffic Escort Single Trip Permits
Group 5	Special Purpose Vehicle Period Permits and OSOM Transport Management Plans.