

We operate a long distance general and over dimensional freight operation Australia wide to regional rural and remote Australia with several risks and challenges including, long time away from home base, remote areas where services are limited, and purpose built / rigged for specific operations e.g. mine sites. It **SHOULD** be a reasonable expectation that the people responsible for the areas we operate in are knowledgeable about the road surface, likely traffic, capacity of road surface and bridges and possible hazards like low lying power lines or bridge capacity and the like.

A big majority of the work we do is under gazette or OSOM permits

That being a given we wanted to make the following comments:

- Prior to the arrival of the NHVR we could access permits pretty much in any state **within a few days** which for customers was still considered a long time. This expectation is partly because a lot of work is as a result of damage and down time but also I suspect budgetary and not spending until they must
- Permits on common routes were often issued **on the same day**
- **7 working days** was a long time
- **28 days is an unreasonable time** to wait for a permit
- **More than that is ridiculous** and flies in the face of wanting a productive industry/ country
- **No answer** on an approval is **NOT an answer** (thankfully we have never experienced this) but something a bit out of the ordinary can still be a case of trying to find a particular person with the right knowledge.....there should be systems in place that knowledge is shared and is transparent
- If local authorities must approve a road, why aren't they automatically added to a database which has routes / roads approved for a given height, weight, width operational capacity etc? We thought this was supposed to happen
- Individual companies do not have the capacity to survey routes on the other side of the country without local knowledge. Ridiculous
- Those responsible for roads, overhead powerlines, overpasses bridges etc should know and understand the parameters of what they have and share the information and then have a system to upgrade or downgrade as circumstances dictate e.g. Where can a 5m load travel?
- The progressive introduction of gazettes on more common routes has streamlined a lot of OSOM work. Thank you