



Infringements

You have 28 days from the date of issue to either pay an infringement or request a review. All infringements are issued in accordance with Gladstone Regional Council's Local Laws and State Legislation. Parking Infringements are also issued under the Transport Operations (Road Use Management - Road Rules) Regulation 2009. Parking infringement notices (parking fines) are usually placed under the windscreen wipers of your vehicle and can range in cost according to the Code of Offences.

How do I pay the infringement?

Ensure you have the infringement number (located on the ticket) for payment. You can return the notice with the full amount to Gladstone Regional Council, Regulatory Services Division, PO Box 29 Gladstone, Qld 4680.

Other payment options available include payment in person at any Council Rural Transaction Centre or Administration Centre. Payment is accepted at all centres in the form of:

- Cash
- EFTPOS
- Credit Card (AMEX accepted)
- Cheque or Money Order

Payments can also be made via Council's Online Payment option. You will need your ticket number to complete the transaction. Visit www.gladstone.qld.gov.au/onlineservices for this option alternatively, you can pay over the phone with your credit card.

Can I pay by instalment?

Infringements over \$200 may be paid off in instalments on private agreement with State Penalties Enforcement Register (SPER) after an initial instalment of \$60 is made to Council within 28 days of the infringement issue date. The infringement will then be referred to SPER, additional fees may apply.

Parking Infringements

What if someone else was driving my car?

If the vehicle is registered in your name, you are still responsible for the infringement. It is your responsibility to recover the infringement amount from the person who was driving the car at the time of the offence. However, if this is not possible, you can lodge a Statutory Declaration for the following circumstances where the vehicle:

- Was being used illegally or;
- Was being used by another person (nominated by you) or;
- Was being used by another person (unable to be identified) or;
- Had been sold or otherwise disposed of.

You must lodge the Statutory Declaration with Council within 28 days of the infringement issue date. After an investigation, Council will send a written decision to let you know if the infringement will be amended. The issued letter will also advise you of your next actions. It is important to note that Council, as part of its investigation, will forward a copy of your declaration to the person who you have nominated as the driver of the vehicle at the time of the infringement.

If the vehicle has joint owners, the infringement can be issued to either of the joint owners individually.

Can an infringement be withdrawn?

An infringement will not be withdrawn if it was lawfully issued and there is no legal basis for it to be withdrawn. Generally only the following reasons will be considered a reason to withdraw an infringement:

- Medical emergency: In this situation, a medical certificate is required to support a request to withdraw a fine.

- Motor vehicle breakdown: A vehicle breakdown occurred and reasonable actions were taken to minimise the risk to public safety and move the vehicle in a timely manner. In this situation, evidence such as a towing invoice or written statement from the vehicle owner's insurer is required.
- Error or fault with parking signage: In this situation, a Statutory Declaration describing the nature of the error or fault and how that contributed to the offence is required.
- At the time of the offence, the vehicle was being used illegally or was sold or otherwise disposed of: In this situation, a Statutory Declaration describing the circumstances and providing all relevant documentation is required.

Reviews of infringement notices can be requested in writing by mail, email or in person if received by Council within 28 days of the infringement issue date. The minimum information that is to be stipulated in a review request is:

- Full name and postal address of person requesting review
- Infringement notice number and offence details (include copy of infringement notice where possible)
- Reasons or further evidence that supports the request for review.

Written requests can be sent to:

POST: The Chief Executive Officer
Gladstone Regional Council
PO Box 29
GLADSTONE QLD 4680

EMAIL: info@gladstone.qld.gov.au

IMPORTANT NOTE: If you do not have a copy of the infringement notice, please include:

- Vehicle registration number; or
- Date of the incident; or

- Any other relevant information i.e. Animal name.

After a review is undertaken, Council will send a written letter with a decision to let you know if the infringement notice remains or if it has been waived, and advise your next actions.

What happens if I do nothing?

As a courtesy, Council will send you a reminder letter if the infringement is not paid or a review request is not received within 28 days of the infringement issue date. Additional charges are added if a reminder is sent for a parking infringement to cover costs associated with identifying the vehicle's owner. For payments not received by the due date, the infringement is submitted to SPER who will pursue the infringement and additional costs from you. For more information about SPER, please visit their website www.sper.qld.gov.au. Once an infringement is issued to SPER, you can no longer arrange payment through Council.

How can you contact us?



(07) 4970 0700

STD CALLS: 1300 733 343

For those residents who currently incur STD call rates when contacting their local customer service centre



(07) 4975 8500



info@gladstone.qld.gov.au



www.gladstone.qld.gov.au

