

Review of a Penalty Infringement Notice (PIN)

Council can only accept payment or a request for review prior to the PIN being referred to the State Penalties Enforcement Registry (SPER).

How do I pay the PIN?

You can pay the PIN by mail, in person, online or over the phone. Ensure you have the PIN number (located on the ticket) for payment.

- **Mail:** Return the PIN with the full amount owing to the Chief Executive Officer, PO Box 191, Ipswich QLD 4305.
- **Pay in person:** Present your PIN at 1 Nicholas Street, Ipswich between 8.30 am and 4.30 pm, Monday to Friday.
- **Online:** Follow the links at ipswich.qld.gov.au (any time after three business days from the date of the notice) to use your MasterCard or Visa.
- **Telephone:** Call 1300 276 468 (any time after three business days from the date of the notice) with your MasterCard or Visa.
- Individual PINs over \$200 may be paid off in instalments. The relevant section on the back of the PIN must be completed and returned to council by the PIN recipient with a minimum payment of \$60. The balance of the PIN will then be lodged directly to SPER without incurring additional charges.
- Council recommends that payments be made electronically rather than sending cash via Australia Post as sometimes mail does not reach its intended destination. Should electronic payments not be an option for you, please consider paying in person at 1 Nicholas Street, Ipswich or exploring money order opportunities at your local post office.

Can I request a review if I believe the PIN has been issued incorrectly?

Yes, but only if you are the named recipient of the PIN or an authorised representative of a company to whom a PIN was issued. A third party may also request a review, however, council will require written authorisation to correspond with the third party from the named recipient or the authorised representative of the company. You will be required to provide a written request or completed Infringement Review Request Application Form.

The written request or form should state the facts, reasons or further evidence that supports the commencement of a review.

Council may request further supporting evidence or a Statutory Declaration if required.

Another person was driving my car at the time the parking offence was recorded. Am I still responsible for the PIN?

Yes, but the primary registered owner must submit a Queensland Statutory Declaration providing the name and address of the person in charge of the vehicle at the time of the alleged offence. The Statutory Declaration must be received by council prior to the PIN being registered with SPER. The original PIN may be withdrawn and a new PIN may be issued to the nominated driver.

Please be aware that a Statutory Declaration is a written statement that is declared or sworn on oath or affirmation before a Justice of the Peace (JP) or a Commissioner for Declarations (C.Dec).

When a person makes a declaration, they are testifying that the contents of the Statutory Declaration is either true and correct or true to the best of the person's knowledge and a penalty can be issued for making a false declaration.

If the person making the declaration resides interstate, the Statutory Declaration relevant to the state/territory or a Commonwealth Statutory Declaration will be accepted.

What is the process if the vehicle-related PIN is issued to a company?

If the driver of the vehicle wishes to state that they are responsible for the PIN, they may submit a signed and witnessed Statutory Declaration to have the PIN for the company withdrawn and reissued in their name. If the company wishes for the PIN to be reissued to an individual, a signed and witnessed Statutory Declaration must be submitted by an authorised company representative stating their name and title in the company. The information that **MUST** be included in the declaration can be found on council's website at ipswich.qld.gov.au.

Why do I need to submit a written request or completed Infringement Review Application Form in order to have a PIN reviewed?

The written request or form is for auditing purposes, to justify why council is investigating and/or making changes to a PIN.

Can I see a photo?

Yes, for camera-detected parking PINs ONLY, a photo is sent with every PIN. For every other photo request, you may make a written request to council via e-mail, letter, MyIpswich or in person.

How to request a review and what is required

You will be required to provide a written request or review form to council using one of the below options:

- **E-mail** – PINreviews@ipswich.qld.gov.au
- **Letter** – PO Box 191, IPSWICH QLD 4305
- **MyIpswich** – MyIpswich.com
- **In person** – 1 Nicholas Street, Ipswich

An Infringement Review Request Form and associated information regarding infringements can be obtained via council's website at ipswich.qld.gov.au.

Please note the following information is required to be included in a request for review. Without this information a review may not progress:

- PIN number
- applicant's name
- applicant's postal address
- applicant's phone number/s
- applicant's email address
- applicant's date of birth
- name of recipient (if different from applicant)
- property address the infringement relates to (if different to applicant)
- facts, circumstances and reason why you believe the infringement should be considered for withdrawal
- supporting information if applicable – refer to information on this fact sheet.

The review of a PIN will only be conducted once.

How do I opt for a Magistrates Court hearing?

The named recipient of the PIN can complete the reverse side of the PIN by selecting the appropriate action and completing your details in the provided space. Return the PIN to council and wait for a court summons. If you are no longer in possession of the original PIN, you must request in writing that the matter be referred to court, including your signature, current address and phone number.

What happens if I do nothing?

As a courtesy, council will send you a reminder notice if the PIN is not paid, court elected or a review request is not received within 28 days of the issue date of the PIN. If payment, an election for court or a request for review is not received within 28 days of the reminder notice being issued, the PIN will be referred to SPER. Any additional costs incurred by council conducting searches to ascertain registered owner information will be added to the total amount of the PIN upon lodgement with SPER. Once the matter has been referred to SPER council will no longer be involved in the matter and you will be pursued by SPER for the amount of the PIN and any additional charges. Once a PIN has been submitted to SPER council will only undertake a review of the PIN under exceptional circumstances. For more information about SPER, please visit their website Qld.gov.au/law/fines-and-penalties/state-penalties-enforcement-registry

The following grounds of appeal are not considered valid reasons for withdrawal of a parking PIN:

- never receiving a PIN before
- not noticing/forgetting to read a sign
- left vehicle to get coins to put in meter/ticket machine
- being unable to read the sign from the front seat of the car
- not noticing that a sign/restriction has been changed
- being delayed at an appointment
- stopping illegally whilst waiting for another vehicle to vacate a parking bay
- stopping longer than permitted in a loading zone to collect a sick child from school
- poor visibility due to weather
- not having change to put in meter/ticket machine
- reading only part of a multi-panel sign
- being new to the area and unfamiliar with the restrictions (this applies regardless of whether the driver is from interstate or overseas)
- running late or being in a hurry
- stopping for a short time in a prohibited area (for example; stopping in a 'no stopping' area even if it's just to pick up or drop off passengers or goods)
- stopping illegally whilst waiting for traffic to pass before performing a u-turn.