

How to Request for Review of a Penalty Notice

Important information you need to know

- **Please print clearly in black pen.**
- If you do not **provide supporting documents** or complete all questions, your application **cannot be processed**. We are not required to review further if a review has already been conducted.
- You must choose whether to request a review **or** have the matter decided in court. It is unlikely time will permit you to do both. If you submit a court election, the law requires us to stop considering your request for review of the penalty notice and issue a Court Attendance Notice (CAN). If you choose to request a review, there is unlikely to be time for you to request the matter be decided in court before the deadline, which is the due date on the reminder notice. If you are unsure which option to choose, contact us.
- If requesting a review for the same reason for **multiple offences**, you may include all penalty numbers at the top of the form. Where the reason for requesting a review differs between offences, please complete a separate form for each.
- Post the completed form, together with documentary evidence, to State Debt Recovery Office, PO Box 786, Strawberry Hills NSW 2012 or scan and email us via www.sdro.nsw.gov.au/contactus.html **before the due date on the penalty or penalty reminder notice**.
- What happens next? Providing your request was **received by the due date on the first penalty reminder notice, do NOT pay the fine**. We will place the penalty on hold until we reply. If further evidence is required, you will be provided a further 14 days to supply it. You will be notified in writing of the outcome of your review. If the penalty still applies, you will receive a reminder notice advising your payment options and the due date for payment.

Do NOT use this form if:

- **another person was responsible** for the vehicle at the time of the offence. Instead, send us a statutory declaration naming the person in charge of the vehicle. They will have the opportunity to request a review when a new penalty notice is sent to them.
- **you have received an enforcement order** for this penalty. Providing the penalty was issued according to law, you can only request a review of an enforcement order if you can prove you were hindered from acting before enforcement. If so, complete the annulment form from www.sdro.nsw.gov.au to apply to have the fine decided in court.
- you have **committed a serious offence**, such as driving more than 30km/h above the speed limit. If seeking leniency for these offences, you would need to go to court by submitting an online court election request or returning the court election form from www.sdro.nsw.gov.au by the due date on the original reminder notice. See SDR0 Review guidelines for further examples.
- you cannot afford to pay the penalty amount by the due date because of **financial hardship**. You can make part payments as low as \$20 toward a fine. Providing the full payment is made by the due date on the penalty reminder notice, there is no extra cost. If you cannot pay in full by the due date on the penalty reminder notice and are in receipt of a government benefit, you can avoid extra cost by contacting us or submitting the payment by instalment form from www.sdro.nsw.gov.au **before the due date on the penalty reminder notice**.
- you are seeking leniency because you are of **'good character'**. We have no authority to review your penalty for this reason.

What evidence do I need to supply to support my request?

For full details of what evidence to supply in support of your claim, refer to the **SDRO Review Guidelines**. Some examples include:

- **10-year clear driving record** – just call or write to us if you have a NSW licence and 10 years clear driving record before the offence. If part or all of your traffic history is interstate, obtain a transcript from the interstate authority.
Note: We cannot consider your driving record for a non-demerit parking offence. Refer to your reminder notice to determine if demerit points apply to your parking offence.
- valid **e-TAG (Toll)** – supply the number of your valid etag at the time of offence and Account number.
- **Faulty meter/ticket machine** – provide the fault reference number when you phoned to report the meter faulty, the time the machine was used and the method of payment, as well as what happened.
- **Medical emergency** – documentary evidence of the incident confirming it was an emergency from a recognised medical authority/hospital.
- valid **Mobility Parking Scheme Permit** held – copy of both sides of your valid card displayed in the purple Australian permit holder (if it is the first offence only).
- valid **Parking Permit (residential/visitor/other)** held – copy of your valid permit, clearly showing the permit number and expiry date.
- **Railcorp** ticket offences – copy of valid ticket or concession card at time of offence.
- **Unregistered/uninsured vehicle** – proof of registration/insurance.

State Debt Recovery Office contact details

Phone: 1300 138 118

8:00 am – 5:30 pm, Mon. to Fri.

Fax: (02) 4937 9111

Hearing or speech impaired users:

TTY 133 677

Speak and Listen 1300 555 727

Interpreter services:

Phone: 131 450

Postal correspondence only:

State Debt Recovery Office

PO Box 786

Strawberry Hills NSW 2012

Email us via:

www.sdro.nsw.gov.au/contactus.html

Mail payments only:

State Debt Recovery Office

PO Box 4444

Parramatta NSW 2124

**Refer to your penalty notice
for other payment options.**

Website:

www.sdro.nsw.gov.au

Privacy statement

Information collected from you for the purpose stated on this form may be provided to third parties with your consent or as required or permitted by law. OSR will correct or update your personal information at your request. Read more about privacy at www.osr.nsw.gov.au