

SDRO Review Guidelines

State Debt Recovery Office



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Office of State Revenue
NSW TREASURY
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State Debt Recovery Office

The Fines Division of OSR

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Overview

Note: This document is accurate at the time of publication, but can change without notice to meet legislative requirements or a change in focus on enforcement of specific offences.

The State Debt Recovery Office (SDRO) provides a processing service for penalty notices issued by some 280 agencies, which can be affixed to vehicles, presented in person or mailed to individuals or companies.

SDRO also issues notices directly for camera detected offences such as speed, red light and bus lane cameras to the registered owners, and for false nominations and fail to nominate.

In providing this service SDRO processes in excess of 2.5 million penalty notices per annum.

However, there may be extenuating circumstances which you believe justify reconsideration of the matter without the need to go to court, which were not evident to the reporting officer at the time.

The following guidelines attempt to outline the general circumstances which SDRO will take into consideration when reviewing your request. This does not guarantee that leniency will be afforded as every case must be considered on its own merits but it will provide some guidance on how you can help SDRO help you. SDRO may also consult the issuing authority if necessary.

It must be recognised that the SDRO did not witness the alleged offence where the penalty notice has been issued on-the-spot. Issuing authorities reserve the right to decide matters and to direct the SDRO accordingly on the course of action to be followed.

These guidelines apply **only** to requests for review that are received before the due date on the penalty reminder notice. If the penalty reminder notice is not paid by the due date the penalty will be enforced and enforcement costs of \$50 will be added to the enforcement order. If you believe an error has been made or you can prove that you were not at the location of the offence when it occurred, you should contact SDRO to discuss the matter. To appeal an enforced penalty notice you must submit an Annulment Application to have the matter heard in court, together with a \$50 fee which is payable to SDRO.

In the spirit of road safety and personal safety, there are certain offences for which SDRO **will not** consider any approaches for leniency. These include:

- speeding offences where the speed detected is 30kms or more over the speed limit
- speeding offences in school zones
- demerit point offences in school zones
- mobile phone offences while driving
- RailCorp – safety offences
- unauthorised use of mobility parking permits.

SDRO may also consult the issuing authority if necessary to resolve a matter.

The following summary aims to provide an overview of the circumstances which can be considered and the evidence that will assist in considering your claim. Please refer to the relevant chapter for further details of the circumstances and evidence that is required.

Circumstance	What evidence do I need?
<p>Traffic offence involving demerit points eg: speeding, red light, negligent driving offences.</p>	<p>Documentary evidence to support your claim. This may include a clear driving record which means no recorded demerit points offences for 10 years prior to the offence. A driving record commences from issue of a provisional licence.</p> <p><i>Note: Parking offences, unless they carry demerit points cannot be reviewed based on a clear driving record (most parking offences do not carry demerit points).</i></p>
<p>Traffic offence not involving demerit points eg: vehicle defects, use of fog lights.</p>	<p>Documentary evidence to support your claim.</p>
<p>I was not the driver at the time of the offence.</p>	<p>The registered owner is required to submit a statutory declaration nominating who was driving at the time of the offence.</p> <p><i>Note: It is an offence to complete a false declaration and severe penalties apply.</i></p>
<p>Parking offences</p>	<ul style="list-style-type: none"> ■ confirmation from issuing authority of faulty meters or ticket machines ■ copy of valid parking ticket ■ broken down vehicle – evidence to support claim eg NRMA call out docket or tow docket ■ medical emergency – confirmation from medical authority ■ seeking change for the machine – will be checked against the notes from the reporting officer on the penalty notice ■ copy of valid mobility parking permit ■ copy of valid resident parking permit ■ Loading zones: the type of vehicle registration as recorded by NSW Roads and Traffic Authority (NSW RTA) will be taken into account plus notes from the reporting officer. Details about using loading zones can be obtained from www.rta.nsw.gov.au ■ emergency and essential services vehicles – confirmation from the agency as to the duty being performed ■ stolen vehicles – you need an event number from the police report.
<p>The vehicle had been sold or transferred at the time of offence.</p>	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner.</p>
<p>Wrong vehicle</p>	<p>If you believe the wrong registration number may have been recorded and you can provide evidence that your vehicle was not in that location at the time of offence.</p>
<p>Train, bus or ferry ticket offences</p>	<ul style="list-style-type: none"> ■ copy of valid ticket ■ copy of valid concession pass ■ faulty ticket machines – details of your claim and station/outlet location.
<p>Water restriction offences</p>	<ul style="list-style-type: none"> ■ If an owner of the premises received a penalty notice but is not responsible for the offence, provide a statutory declaration nominating the person responsible. ■ copy of valid permit ■ evidence to support your claim: eg; concrete laid within last 6 days or new surface on swimming pool.
<p>Animal offences</p>	<ul style="list-style-type: none"> ■ evidence of animal registration ■ evidence of transfer of animal ownership ■ evidence to support claims of escaped animals.

Generic situations which apply to all offences:

Circumstance	What evidence do I need?
Fraudulent use of particulars/ claims of false identity.	<ul style="list-style-type: none"> ▪ an event number from Police confirming report of stolen or lost wallet etc ▪ proof of absence overseas ▪ supporting evidence that you were not in that location at the time of the offence.
Deceased persons	Proof of death – death certificate, evidence from Police or Coroner.
Vulnerable persons – mental incapacity	<p>Report from a medical practitioner, health institution, support agency or government department setting out history of mental health issues.</p> <p><i>Note: In the interests of public safety such information may be referred to NSW RTA.</i></p>
Criminal penalty notices	Requests for review will be referred to NSW Police Force for consideration.

What decisions will be made about my review?

The circumstances and evidence you provide will be used to make a decision on the penalty notice. The decisions that are made and what they mean are:

Penalty To Stand – The circumstances or issues raised in your request for a review do not warrant granting a caution. The penalty notice must be paid, or, if you still wish to dispute the penalty notice you can elect to have the matter determined by a Magistrate in court. Additional costs may be imposed by the court.

Caution – The penalty notice was issued correctly and the offence occurred, however, the circumstances and evidence have been taken into account and you have been granted a caution. If the offence carries demerit points an entry is made on your driving record, however demerit points are not recorded.

No Action – The penalty notice does not sufficiently disclose the offence, or has been issued in error. For an offence that carries demerit points this will mean that no entry is made on your driving record and no demerit points will be applied.

If you wish to proceed to court you will need to advise SDRO in writing by the due date on the penalty reminder notice to avoid enforcement action and further charges. Any request to have the matter heard in court after enforcement action has commenced will be charged a \$50 annulment fee and you will be restricted to the circumstances listed in Sections 48 and 49 of the *Fines Act 1996*.

1.0 Parking offences

Councils, NSW Police Force and statutory authorities can issue parking penalty notices.

General information

It is unlikely that a favourable decision will be made in cases of parking offences which carry demerit points or offences that take place in school zones

Circumstances that will be reviewed for parking offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
1.1 10-year clear driving	<p>I have been issued a demerit parking offence that did not occur in a school zone and I do not have any offences recorded on my driving record, previous cautions or relevant court convictions in the prior 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> The 10-year period is 10 years prior to the date of the offence. The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. The 10-year clear driving record does not include the learners permit period. Relevant court decisions include: good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
1.2 You are the registered owner of the vehicle but you were not the driver	<p>I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.</p>	<p>Send in a completed statutory declaration telling SDRO who the driver/person responsible for the vehicle at the time of the offence.</p>
1.3 Vulnerable persons – mental incapacity	<p>The person issued the penalty notice has a diagnosed mental health condition* and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.</p> <p><i>*These matters may be referred to the NSW RTA Licence Review Unit in the interest of public safety.</i></p>	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
1.4 Medical conditions/emergencies	<p>The parking offence occurred because:</p> <ul style="list-style-type: none"> ■ there was a medical emergency ■ I was suffering from a medical condition that made stopping or parking the vehicle necessary* ■ I obtained timed parking and I could not return to the vehicle due to an unexpected trauma or treatment during an appointment ■ I was visiting someone in hospital and their condition worsened or death was imminent and it was not reasonable to leave at that time. <p><i>*These matters may be referred to the NSW RTA Licence Review Unit in the interest of public safety.</i></p>	<ul style="list-style-type: none"> ■ proof of medical emergency or ongoing medical condition on letterhead from medical authority that can be passed on to the issuing authority ■ letter on official letterhead from a medical practitioner or medical professional supporting the circumstances. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
1.5 Broken down vehicle	<p>The vehicle was broken down at the time of the offence.</p>	<p>Proof of vehicle breakdown such as repair or tow dockets.</p> <p>Any documentary evidence should clearly show the time, date and place of breakdown.</p> <p>Multiple claims may not be accepted and question of vehicle road worthiness may be referred to the NSW RTA.</p> <p><i>It is an offence to provide false or misleading information. These matters may be referred to NSW Police for investigation.</i></p>
1.6 Deceased persons	<ul style="list-style-type: none"> ■ the person who committed the offence is now deceased ■ the person named on the penalty notice is now deceased, but was not the person responsible for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
1.7 Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records will be used to confirm.</i></p>
1.8 You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner. They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p> <p><i>Relevant traffic authority records may be used to confirm.</i></p>
1.9 Duplication of penalty notice for the same offence (continuous offences)	<p>I received two or more penalty notices for the same offence and the zone or time limit has not recommenced or changed.</p> <p><i>This does not mean that a vehicle detected for repeat offences cannot be given additional penalty notices for each separate offence committed.</i></p>	<p>Details of your claim and details of the multiple penalty notices that are in dispute.</p>
1.10 Emergency services direction Police arrest or witness	<ul style="list-style-type: none"> ■ I was directed to park my car by an emergency services worker during an emergency ■ I was arrested by Police and could not move my car ■ I was assisting Police as a witness and overstayed the time limit. 	<p>Details of your claim including any supporting documentation.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
1.11 Ticketed parking	<ul style="list-style-type: none"> ■ I purchased a valid parking ticket but it was not correctly displayed. ■ The parking ticket machine was faulty. ■ I left the vehicle for the purpose of obtaining change and I returned with the change confirmed this with the issuing officer. ■ I was unfamiliar with the operation of the ticket machine and purchased multiple tickets which combined, did not exceed the allowable time limit and this is the first time I have made this claim. ■ I overstayed the time limits because the vehicle was broken down or the keys were lost, stolen or locked in the vehicle. 	<ul style="list-style-type: none"> ■ A copy of the valid parking ticket. ■ Details of the fault reference number if obtained. These matters will be referred to the issuing authority for confirmation of the fault. ■ This will be checked against the information recorded by the issuing officer at the time of the offence. ■ This will be checked against the information recorded by the issuing officer at the time of the offence. ■ An event number from the police report or confirmation on letterhead from NRMA of a call out, mechanic or tow receipt.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>1.12 Parking meters</p>	<ul style="list-style-type: none"> ■ The parking meter was faulty. ■ I placed money in the wrong meter or bay. ■ I left the vehicle for the purpose of obtaining change and I returned with the change, I confirmed this with the issuing officer. ■ I overstayed the time limits because the vehicle was broken down or the keys were lost, stolen or locked in the vehicle. 	<ul style="list-style-type: none"> ■ Details of your claim including the details of the fault reference number, if obtained, and these matters will be referred to the issuing authority for confirmation of the fault. ■ Details of your claim and this will be checked against the information recorded by the issuing officer at the time of the offence. ■ Details of your claim and this will be checked against the information recorded by the issuing officer at the time of the offence. ■ An event number from the police report or confirmation on letterhead from NRMA of a call out, mechanic or tow receipt.
<p>1.13 Parking permit offences including Mobility Parking Scheme</p>	<ul style="list-style-type: none"> ■ I had a valid permit* and the vehicle was parked in accordance with the conditions of the permit and within a relevant zone. ■ I had a valid resident parking permit and a vehicle other than the vehicle authorised by the permit is being used. <p><i>*In the case of resident parking permit, the vehicle(s) parked are those vehicles authorised by the permit.</i></p>	<ul style="list-style-type: none"> ■ Copy of the relevant valid permit. ■ A letter or receipt on official letterhead from the Council or relevant authority confirming the permit and vehicle details. <i>Multiple claims may not be accepted.</i> ■ Documentary evidence that the vehicle to which the permit applies is temporarily unavailable and a replacement vehicle is being used.
<p>1.14 Timed parking–sign posted</p>	<p>I overstayed the time limit because the vehicle was broken down or the keys were lost, stolen or locked in the vehicle.</p>	<p>An event number from the police report or confirmation on letterhead from NRMA of a call out, mechanic or tow receipt.</p>
<p>1.15 Signposted restrictions</p>	<p>I parked in an area and the signage that applied was changed after I parked.</p>	<p>Details of your claim and this will be checked against the information recorded by the issuing officer at the time of issue.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
<p>1.16 Special/restricted zones</p>	<p>I am authorised to use the zone eg work zones, hospital zones, mail vehicles.</p>	<p>Details of your claim will be checked against the information recorded by the issuing officer at the time of issue.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>1.17 Loading zones</p>	<ul style="list-style-type: none"> ■ My vehicle is permitted* to be used in a loading zone and I was engaged in setting down or picking up goods or passengers. <p><i>*Refer to www.rta.nsw.gov.au for vehicles approved to use a loading zone</i></p> <ul style="list-style-type: none"> ■ I purchased a valid loading zone ticket and the vehicle is the type that is allowed to use a loading zone. ■ I could not obtain a ticket for the ticketed loading zone because the machine was faulty. 	<ul style="list-style-type: none"> ■ Details of your claim will be checked against the information recorded by the issuing officer at the time of issue. ■ Details of your claim and valid ticket and this will be checked against the information recorded by the issuing officer at the time of issue. ■ Details of your claim including the details of the fault reference number. These matters will be referred to the issuing authority for confirmation of the fault.
<p>1.18 Stand within one metre of another vehicle</p>	<p>I parked my vehicle first.</p>	<p><i>These matters may be referred to the issuing authority for a decision.</i></p>
<p>1.19 Emergency vehicles, Essential services, Clergy/Charitable organisation, Corrective Services vehicle, Telecommunications vehicle, medical practitioner–urgent professional duty</p>	<ul style="list-style-type: none"> ■ Emergency vehicles/essential services engaged in emergency work. ■ Corrective Services vehicle transferring prisoners and no alternate parking is available. ■ Medical practitioner on urgent medical duty. 	<p>Confirmation in writing from:</p> <ul style="list-style-type: none"> ■ Local Area Commander or equivalent (NSW Police Force), ■ Chief Investigator (Australian Crime Commission) ■ Co-ordinator (Australian Federal Police) ■ Legal Officer (NSW Fire Brigade) ■ Unit Commanding Officer (Defence Force) ■ Local or Unit Controller (SES) or ■ current nominated contact (Ambulance Service of NSW). ■ Circumstances confirmed on letterhead by the Commander. ■ Confirmation of the nature of the urgent duties on official letterhead signed by a senior officer or appropriate person. The notes made by the issuing officer at the time of the offence will be considered. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

2.0 Speeding offences

NSW Police Force and NSW RTA can issue speeding offences.

General information

You may make a claim for review of a speeding penalty notice if you have a clear driving record for the 10 years prior to the offence, except where the speeding penalty notice is for:

- Driving more than 30km/hr above the speed limit; or
- Speeding in a school zone.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
2.1 10-year clear driving	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ The 10-year period is 10 years prior to the date of the offence. ■ The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. ■ The 10-year clear driving record does not include the learners permit period. ■ Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA. ■ If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. ■ As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
2.2 You are the registered owner of the vehicle but you were not the driver	<p>I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.</p>	<p>Send in a completed statutory declaration telling SDRO who was the driver/person responsible for the vehicle at the time of the offence.</p>
2.3 Wrong vehicle	<p>I believe the penalty notice has been issued to my vehicle in error.</p>	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i></p>
2.4 You sold or transferred ownership prior to the date of the offence/ wrong owner	<p>I have been recorded as the owner of a vehicle in error.</p>	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner. They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p> <p><i>Relevant traffic authority records may be used to confirm.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
2.5 Stolen vehicle	The vehicle was stolen at the time of the offence.	<p>Details of your claim and any of the following:</p> <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <p><i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i></p>
2.6 Deceased persons	<ul style="list-style-type: none"> ■ The person who committed the offence is now deceased. ■ The person named on the penalty notice is now deceased, but was not the responsible person for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.
2.7 Emergency services	The vehicle was an emergency services vehicle engaged in urgent duties.	<p>Confirmation in writing (using department letterhead) that the vehicle was on emergency duties from:</p> <ul style="list-style-type: none"> ■ Local Area Commander or equivalent (NSW Police Force) ■ Chief Investigator (Australian Crime Commission) ■ Co-ordinator (Australian Federal Police) ■ Legal Officer (NSW Fire Brigade) ■ Unit Commanding Officer (Defence Force) ■ Local or Unit Controller (SES) or ■ current nominated contact (Ambulance Service of NSW) <p><i>A statutory declaration nominating the driver is not required if the vehicle was on emergency duties.</i></p>
2.8 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence. ■ An event number from a police report of stolen identity, loss of wallet etc. ■ Proof of absence overseas – copy of passport showing entry and exit dates. ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

3.0 Camera Detected Red Light penalty notices issued to the registered owner

NSW Police Force issue red light camera detected penalty notices.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
3.1 10-year clear driving	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ The 10-year period is 10 years prior to the date of the offence. ■ The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. ■ The 10-year clear driving record does not include the learners permit period. ■ Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA. ■ If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. ■ As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
3.2 You are the registered owner of the vehicle but you were not the driver	<p>I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.</p>	<p>Send in a completed statutory declaration providing the name and address of the driver/person responsible for the vehicle at the time of the offence.</p>
3.3 Wrong vehicle	<p>I believe the penalty notice has been issued to my vehicle in error.</p>	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i></p>
3.4 You sold or transferred ownership prior to the date of the offence/ wrong owner	<p>I have been recorded as the owner of a vehicle in error.</p>	<p>The registered owner of the vehicle should change the ownership with the NSW RTA and then send SDRO a statutory declaration providing details of the new owner. They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>3.5 Stolen vehicle</p>	<p>The vehicle was stolen at the time of the offence.</p>	<p>Details of your claim and any of the following:</p> <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <p><i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i></p>
<p>3.6 Deceased persons</p>	<ul style="list-style-type: none"> ■ The person who committed the offence is now deceased. ■ The person named on the penalty notice is now deceased, but was not the responsible person for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.
<p>3.7 Emergency services</p>	<p>The vehicle was an emergency services vehicle engaged in urgent duties.</p>	<p>Confirmation in writing (using department letterhead) that the vehicle was on emergency duties from:</p> <ul style="list-style-type: none"> ■ Local Area Commander or equivalent (NSW Police Force) ■ Chief Investigator (Australian Crime Commission) ■ Co-ordinator (Australian Federal Police) ■ Legal Officer (NSW Fire Brigade) ■ Unit Commanding Officer (Defence Force) ■ Local or Unit Controller (SES) or ■ current nominated contact (Ambulance Service of NSW) <p><i>A statutory declaration nominating the driver is not required if the vehicle was on emergency duties.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

4.0 Traffic Light penalty notices issued to a driver

NSW Police Force issue 'on the spot' penalty notices for driving through an intersection when the traffic light is red.

Circumstances that will be reviewed include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
4.1 10-year clear driving	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> The 10-year period is 10 years prior to the date of the offence. The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. The 10-year clear driving record does not include the learners permit period. Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA. If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
4.2 Fraudulent use of particulars/claims of false identity	<p>I was not the person who committed the offence and believe that another person has used my particulars.</p>	<ul style="list-style-type: none"> Supporting documentary evidence that you were not in the location at the time of the offence. An event number from a police report of stolen identity, loss of wallet etc. Proof of absence overseas – copy of passport showing entry and exit dates. Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
4.3 Deceased persons	<p>The person who committed the offence is now deceased.</p>	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages original or copy of Certificate of Death issued by a medical practitioner original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death any other documentary evidence that is sufficient proof of death.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
4.4 Emergency services	The vehicle was an emergency services vehicle engaged in urgent duties.	<p>Confirmation in writing (using department letterhead) that the vehicle was on emergency duties from:</p> <ul style="list-style-type: none"> ▪ Local Area Commander or equivalent (NSW Police Force) ▪ Chief Investigator (Australian Crime Commission) ▪ Co-ordinator (Australian Federal Police) ▪ Legal Officer (NSW Fire Brigade) ▪ Unit Commanding Officer (Defence Force) ▪ Local or Unit Controller (SES) or ▪ current nominated contact (Ambulance Service of NSW) <p><i>A statutory declaration nominating the driver is not required if the vehicle was on emergency duties.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

5.0 Mobile Phone penalty notices

General

NSW Police Force issue these penalty notices. Penalty notices issued for use of a mobile phone while driving cannot be reviewed by SDRO with the exception of the circumstances listed below, which will be referred to NSW Police Force for a decision. Offences for driving with a TV/DVD unit visible to a driver will also fall within this category.

Circumstances that will be reviewed include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
5.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence. ▪ An event number from a police report of stolen identity, loss of wallet etc. ▪ Proof of absence overseas – copy of passport showing entry and exit dates. ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
5.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ▪ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ▪ original or copy of Certificate of Death issued by a medical practitioner ▪ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ▪ any other documentary evidence that is sufficient proof of death.

To apply for a review, complete the [request a review of a penalty notice](#) application form.

6.0 Seat Belt penalty notices

General

NSW Police Force issue these penalty notices. Information recorded by the issuing officer at the time of the offence will be considered when making decisions regarding your penalty notice.

You may make a claim for review for a seat belt penalty notice if you have a clear driving record for the 10 years prior to the offence, except where the seat belt penalty notice is for:

- Driving with two or more unrestrained persons in the vehicle including the driver
- Driving with unrestrained passenger/s under 16 years of age
- A person who is exempt from wearing a seat belt but does not produce the certificate stating they are exempt when requested by a Police or authorised officer. The exemption certificate **MUST** be carried on the person at all times when travelling.

General circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
6.1 10-year clear driving	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ The 10-year period is 10 years prior to the date of the offence. ■ The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. ■ The 10-year clear driving record does not include the learners permit period. ■ Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA. ■ If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. ■ As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
6.2 Fraudulent use of particulars/claims of false identity	<p>I was not the person who committed the offence and believe that another person has used my particulars.</p>	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence. ■ An event number from a police report of stolen identity, loss of wallet etc. ■ Proof of absence overseas – copy of passport showing entry and exist dates. ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>6.3 Deceased persons</p>	<p>The person who committed the offence is now deceased.</p>	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
<p>6.4 Driver of a taxi, hire car or bus with an unrestrained passenger</p>	<p>I received a penalty notice due to an unrestrained passenger</p>	<p>Details of your claim</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

7.0 Negligent Driving penalty notice issued to a driver

General

NSW Police Force issue penalty notices for negligent driving. Information recorded by the issuing officer will be considered when making decisions regarding your penalty notice.

Circumstances that will be reviewed include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
7.1 10-year clear driving	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ The 10-year period is 10 years prior to the date of the offence. ■ The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. ■ The 10-year clear driving record does not include the learners permit period. ■ Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA ■ If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. ■ As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
7.2 Fraudulent use of particulars/claims of false identity	<p>I was not the person who committed the offence and believe that another person has used my particulars.</p>	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence. ■ An event number from a police report of stolen identity, loss of wallet etc. ■ Proof of absence overseas – copy of passport showing entry and exist dates. ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>7.3 Deceased persons</p>	<p>The person who committed the offence is now deceased.</p>	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
<p>7.4 Driver inexperience</p>	<p>I am a L or P plate driver and I was issued a penalty notice after an accident and the accident happened due to my inexperience as a driver.</p>	<p>Details of your claim. The notes made by the issuing officer at the time of the offence will be reviewed.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

8.0 L and P Plate penalty notices issued to a driver

General

NSW Police Force issue these types of penalty notices. Information recorded by the issuing officer at the time of the offence will be considered when making decisions regarding your penalty notice.

You may make a claim for review of a L or P plate penalty notice if there were circumstances causing you to have only one plate correctly displayed on a motor vehicle or no plates displayed on a motorcycle. It must also be the first offence of this type.

However consideration will be consistent with the advice conveyed to all L and P plate drivers by the NSW RTA ie:

- P1 drivers and riders caught speeding will have their licences suspended for at least three months
- P1 drivers under the age of 25 must not drive with more than one passenger under the age of 21 between the hours of 11pm and 5am (the “peer passenger restriction”)
- learner and P1 licence holders must not use any mobile phone, including a mobile phone with a hands free device, while driving
- all learner, P1 and P2 drivers must correctly display L and P plates on the exterior of their vehicles. The letter L or P on the front and back of the vehicle must not be obscured in any way.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
8.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence. ▪ An event number from a police report of stolen identity, loss of wallet etc. ▪ Proof of absence overseas – copy of passport showing entry and exit dates. ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
8.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ▪ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ▪ original or copy of Certificate of Death issued by a medical practitioner ▪ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ▪ any other documentary evidence that is sufficient proof of death.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
8.3 Not displaying one or more L or P plates	This is the first time I have received a penalty notice for this offence. I had one plate correctly displayed on my motor vehicle, or one or no plates correctly displayed on my motor cycle.	Details of your claim including details of your licence. Notes: <ul style="list-style-type: none"> ■ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by the NSW RTA. ■ Non–NSW licence holders must supply a certified copy of your driving record from the relevant interstate or overseas transport authority to prove that you have not received a penalty notice for this offence previously.
8.4 Interstate P Licence	I am licenced in another state or territory and it is not a requirement of that state or territory to display P plates.	Details of your claim with supporting documentation from the relevant interstate transport authority to prove that you are not required to display P plates while driving a vehicle or motorcycle.

To apply for a review, complete the [request a review of a penalty notice](#) application form.

9.0 Unlicensed Driver/Rider and not produce licence penalty notice issued to a driver

General

NSW Police Force issue this penalty notice. Information recorded by the issuing officer at the time of the offence will be considered when making decisions regarding your penalty notice.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
9.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence ■ An event number from a police report of stolen identity, loss of wallet etc ■ Proof of absence overseas – copy of passport showing entry and exit dates ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
9.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
9.3 Driving unlicensed but was a Transport Authority error	NSW RTA or relevant transport authority have made an error.	Details of your claim with supporting documentation from NSW RTA or the relevant transport authority to prove that you were not unlicensed.
9.4 Driving unlicensed but held an interstate licence	<p>I have a Victorian or Western Australian licence and was within the allowed period of grace time to renew my licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ■ Victoria allows seven days after the expiry date provided that renewal is made within that seven days. ■ Western Australia allows 14 days after expiry, providing renewal is made within that 14 day period. 	Proof of your claim including supporting documentation to show that you were licensed.

To apply for a review, complete the [request a review of a penalty notice](#) application form.

10.0 Standing of Unregistered Vehicle issued to the registered owner of the vehicle

General

NSW Police Force, councils and statutory authorities can issue these penalty notices. Information recorded by the issuing officer at the time of the offence will be considered when making decisions about these penalty notices. These penalty notices are issued to the vehicle, not the driver.

Note: NSW law requires a change of address to be advised to NSW RTA with 14 days. Not receiving a licence renewal is therefore not grounds for leniency.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
10.1 You are the registered owner of the vehicle but you were not responsible for the vehicle	I own the vehicle and have been sent a penalty notice but I was not responsible for the vehicle at the time of the offence.	A completed statutory declaration telling SDRO who the driver/person responsible for the vehicle at the time of the offence.
10.2 Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	Details of your claim and any supporting documentation you have. <i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i>
10.3 You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner. They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated. <i>Relevant traffic authority records may be used to confirm.</i>
10.4 Stolen vehicle	The vehicle was stolen at the time of the offence.	Details of your claim and any of the following: <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
10.5 Deceased persons	<ul style="list-style-type: none"> ■ The person who committed the offence is now deceased. ■ The person named on the penalty notice is now deceased, but was not the responsible person for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.
10.6 NSW RTA error	<ul style="list-style-type: none"> ■ I received a penalty notice for an unregistered vehicle but NSW RTA or relevant transport authority have made an error. 	<p>Details of your claim with supporting documentation from the NSW RTA or the relevant interstate transport authority to prove that your vehicle was registered.</p>
10.7 The vehicle is registered and insured	<ul style="list-style-type: none"> ■ I received a penalty notice relating to an unregistered/uninsured vehicle but the vehicle was registered/insured at the time of the offence. 	<p>Details of your claim with supporting documentation from NSW RTA.</p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

11.0 Unregistered and Uninsured Vehicle penalty notice issued to the driver

General

Information recorded by the issuing officer at the time of the offence will be considered when making decisions regarding your penalty notice.

Note: NSW law requires a change of address to be advised to NSW RTA with 14 days. Not receiving a registration renewal is therefore not grounds for leniency.

Circumstances that will be reviewed in line with the above include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
11.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence. ▪ An event number from a police report of stolen identity, loss of wallet etc. ▪ Proof of absence overseas – copy of passport showing entry and exit dates. ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
11.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ▪ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ▪ original or copy of Certificate of Death issued by a medical practitioner ▪ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ▪ any other documentary evidence that is sufficient proof of death.
11.3 I was fined for driving a vehicle which was unregistered/uninsured but the vehicle is registered and insured	The vehicle is registered and insured but either no label was affixed or an error was made by the transport authority.	Details of your claim with supporting documentation from NSW RTA and Compulsory Third Party Insurance receipt showing receipt number and date of payment.
11.4 The vehicle was being driven to the nearest convenient Motor Registry, Vehicle Inspection Station for a purpose directly associated with the registration process.	<p>I was driving the vehicle for a purpose directly associated with the registration process.</p> <p>Note:</p> <p><i>'Nearest convenient' can be a person's preferred location, even if the destination is some distance from the person's place of residence. However, factors such as timing will be relevant in considering 'nearest convenient' eg A driver detected at 2 am is unlikely to be en-route for repairs or to a Motor Registry.</i></p>	Details of your claim with supporting documentation.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
11.5 Unregistered vehicle not owned by the driver	I was driving an unregistered vehicle which was owned by a third party, eg hire car company.	Details of your claim with supporting documentation. <i>These matters may be referred to the issuing authority for a decision.</i>
11.6 I am not the registered owner of the vehicle and the registration of the vehicle was cancelled due to a fine default by the owner. A current valid label is displayed on the vehicle.	The vehicle has a current valid label displayed, but the vehicle registration was cancelled because the registered owner has defaulted on fines, and I was unaware of the cancellation.	Details of your claim. SDRO will confirm the details for NSW registered vehicles with records from the NSW RTA.
11.7 The vehicle is registered interstate and the renewal is within the period of grace allowed in the relevant state	The vehicle is registered interstate and the renewal is within the period of grace allowed in the relevant state. Note: Allowable periods of grace for each state and territory at the date of publication: <ul style="list-style-type: none"> ▪ Victoria Unregistered – no grace period Uninsured – no grace period ▪ Australian Capital Territory Unregistered – no grace period Uninsured – 10 days after expiry of registration ▪ Northern Territory Unregistered – no grace period Uninsured – no grace period ▪ Queensland Unregistered – no grace period Uninsured – no grace period ▪ South Australia Unregistered – no grace period Uninsured – 30 days cover after expiry of registration ▪ Tasmania Unregistered – no grace period Uninsured – no grace period ▪ Western Australia Unregistered – 15 days grace after expiry of registration Uninsured – 15 days grace after expiry of registration 	Details of your claim with supporting documentation.

To apply for a review, complete the [request a review of a penalty notice](#) application form.

12.0 Weights and Loads offences

Penalty notices issued for weights and loads offences cannot be adjudicated by SDRO and your representation will be referred to the issuing authority for a decision.

13.0 Rail offences

Please note that RailCorp and NSW Police Force can issue rail penalty notices.

General Information

Information recorded by the issuing officer at the time of issue will be considered when making decisions regarding your penalty notice.

For some offences a review will only be considered for the first offence of that type.

Other than the below general circumstances SDRO cannot review and will not accept any evidence for the following:

- tickets issued for travelling outside allowable school hours or school area using a school pass
- travelling without a valid ticket because of lack of time to purchase, forgot to renew weekly ticket, lack of change, intended to pay at destination
- using offensive language within hearing of the public
- consuming liquor or holding an empty/open liquor container
- feet on seats (including one foot on a seat) for non-medical reasons
- smoking on train/enclosed or covered railway land
- doors on a train were opened because the offender claimed the carriage was too hot.

Circumstances that will be reviewed for rail offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
13.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence. ▪ An event number from a police report of stolen identity, loss of wallet etc. ▪ Proof of absence overseas – copy of passport showing entry and exit dates. ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
13.2 Vulnerable persons – mental incapacity	The person issued the penalty notice has a diagnosed mental health condition and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
13.3 You committed an offence because you feared for your personal safety		<ul style="list-style-type: none"> ■ An event number from a police report confirming the claim. ■ It was noted at the time of issue by the reporting officer. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
13.4 Medical condition/ emergency	It was a medical emergency or a pre-existing medical condition that required emergency medical assistance.	<p>Proof of medical emergency or ongoing medical condition on letterhead from a Medical Authority that can be passed onto the issuing authority.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
13.5 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
13.6 Duplication of penalty notice for the same offence	<p>I received two or more penalty notices for the same offence*</p> <p><i>*This does not mean that a person who repeats an offence cannot be given a fresh penalty notice for each offence</i></p>	<p>Details of your claim and details of the multiple penalty notices that are in dispute.</p>
13.7 Ticket offences concessions and passes	<ul style="list-style-type: none"> ■ I had a valid train, bus or ferry ticket or concession card. ■ I am a regular fare-paying customer of RailCorp and failed to obtain a ticket on this one occasion due to extenuating circumstances. ■ The ticket selling window was closed and no other alternate ticket vending machine available*. ■ I was a first time user of the rail system and are unfamiliar with the area and the regulations. <p><i>* The notes made by the issuing officer at the time of the offence will be considered, as well as other information including locations of ticket selling machines</i></p>	<ul style="list-style-type: none"> ■ Copy of valid ticket. ■ Copy of relevant concession entitlement or evidence of entitlement including letter on letterhead from school, transport authority or copies of indenture papers for apprentices. ■ Evidence of regular ticket purchases, eg; previous tickets. <p>In addition, you must meet the following requirements:</p> <ul style="list-style-type: none"> ■ You have not received a penalty notice associated with fare evasion on the railway system within the last 5 years; and ■ You have not received a penalty notice for a separate offence on the same occasion or a non-fare related Rail penalty notice within the last 5 yrs ■ Details of your claim including station location. ■ Proof of residence or visit and that you live outside NSW and evidence to support the claim. ■ For overseas visitors a copy of passport showing details of entry and exit dates.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>13.8 Boarding the train at a set down only station and leaving the train at a non-set down station</p>	<p>Offences committed as a result of service disruptions.</p> <p><i>These offences will be referred to the issuing authority</i></p>	<p>Details of your claim including the details of normal service and the alternate service.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
<p>13.9 Ticket offences – faulty ticket vending machines and travelling without a ticket</p>	<p>I could not purchase a ticket due to a faulty vending machine and no other alternate ticket selling facilities were available.</p>	<p>Details of your claim including the details of the location and station you travelled from.</p> <p><i>SDRO cannot make a decision on these matters. These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

14.0 Littering offences

Councils, RailCorp, statutory authorities and NSW Police Force issue penalty notices for littering. Other than the circumstances listed below SDRO cannot review and will not accept any documentary evidence for littering offences.

General information

- Information recorded by the issuing officer at the time of issue will be considered when making decisions regarding your penalty notice
- For some offences a review will only be considered for the first offence of that type
- For littering offences on RailCorp land, SDRO cannot review and will not accept any evidence where you picked up the litter after the issue of the penalty notice.

Circumstances that will be reviewed for littering offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
14.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> Supporting documentary evidence that you were not in the location at the time of the offence. An event number from a police report of stolen identity, loss of wallet etc. Proof of absence overseas – copy of passport showing entry and exit dates. Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
14.2 Vulnerable persons – mental incapacity	The person issued the penalty notice has a diagnosed mental health condition and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
14.3 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages original or copy of Certificate of Death issued by a medical practitioner original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death any other documentary evidence that is sufficient proof of death.
14.4 Littering from a vehicle – You are the registered owner of the vehicle but you were not the driver	I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.	A completed statutory declaration telling SDRO who the driver/person responsible for the vehicle at the time of the offence.

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
14.5 Littering from a vehicle – Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	Details of your claim and any supporting documentation you have. <i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i>
14.6 Littering from a vehicle – You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner. They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated. <i>Relevant traffic authority records may be used to confirm.</i>
14.7 Littering from a vehicle – Stolen vehicle	The vehicle was stolen at the time of the offence.	Details of your claim and any of the following: <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

15.0 Toll offences

NSW RTA issue penalty notices for toll offences. Other than the circumstances listed below SDRO cannot review and will not accept any documentary evidence for toll offences. SDRO may send requests for review to the issuing authority for consideration.

General information

For some offences a review will only be considered for the first offence of that type.

Circumstances that will be reviewed for toll offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
15.1 You are the registered owner of the vehicle but you were not the driver	I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.	A completed statutory declaration telling SDRO who the driver/person responsible for the vehicle at the time of the offence.
15.2 Deceased persons	<ul style="list-style-type: none"> ■ The person who committed the offence is now deceased. ■ The person named on the penalty notice is now deceased, but was not the responsible person for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.
15.3 Vulnerable persons – mental incapacity	The person issued the penalty notice has a diagnosed mental health condition and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
15.4 Stolen vehicle	The vehicle was stolen at the time of the offence.	<p>Details of your claim and any of the following:</p> <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <p><i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
15.5 Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i></p>
15.6 You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner.</p> <p>They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
15.7 You have a valid Etag	I have received a penalty notice but I have a valid Etag.	<p>Details of your claim including your Etag number and account number.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
15.8 You paid the original fee within the seven day time frame	I have received a penalty notice but I paid the original toll within the seven day time frame.	<ul style="list-style-type: none"> ■ Details of your claim. ■ Documentary evidence of payment made within seven days of the offence. ■ Copy of receipt quoting relevant docket number and date. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

16.0 T-Way and Bus Lane offences

NSW RTA and NSW Police Force issue penalty notices for T-Way and Bus Lane offences. Other than the circumstances listed below SDRO cannot review and will not accept any documentary evidence for T-Way or Bus Lane offences. Requests for review may be sent to the issuing authority for consideration.

Circumstances that will be reviewed for T-Way and bus lane offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>16.1 10-year clear driving</p>	<p>I do not have any offences recorded on my driving record, previous cautions or relevant court decisions for the past 10 years.</p> <p>Notes:</p> <ul style="list-style-type: none"> ▪ The 10-year period is 10 years prior to the date of the offence. ▪ The combination of any licences issued by a traffic authority can be used to cover the 10-year period provided they are continuous. ▪ The 10-year clear driving record does not include the learners permit period. ▪ Relevant court decisions include a good behaviour bond, court caution or any alcohol related driving offences. 	<p>Details of your claim including details of your licence.</p> <p>Notes:</p> <ul style="list-style-type: none"> ▪ NSW licence holders do not need to send SDRO details of your licence as these can be obtained from records held by NSW RTA. ▪ If you have not held a NSW licence for 10 years, but held an interstate licence (or licences) for part of the time, you must supply a copies of your certified traffic records from the licensing authorities of all states to cover a continuous 10 years of driving. ▪ As delays could be expected obtaining this information from the overseas authority, you should pay the outstanding amount and request a refund when the documentation is received.
<p>16.2 You are the registered owner of the vehicle but you were not the driver</p>	<p>I own the vehicle and have been sent a penalty notice but I was not the driver at the time of the offence.</p>	<p>A completed statutory declaration telling SDRO who the driver/person responsible for the vehicle at the time of the offence.</p>
<p>16.3 Fraudulent use of particulars/claims of false identity</p>	<p>I was not the person who committed the offence and believe that another person has used my particulars.</p>	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence ▪ An event number from a police report of stolen identity, loss of wallet etc ▪ Proof of absence overseas – copy of passport showing entry and exist dates ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
16.4 Deceased persons	<ul style="list-style-type: none"> ■ The person who committed the offence is now deceased. ■ The person named on the penalty notice is now deceased, but was not the responsible person for the offence. 	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death ■ the executor of the estate, or authorised person, should send a statutory declaration telling SDRO the name and address of the person responsible, along with proof of death.
16.5 Vulnerable persons – mental incapacity	<p>The person issued the penalty notice has a diagnosed mental health condition* and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.</p> <p><i>*These matters may be referred to the NSW RTA Licence Review Unit in the interest of public safety</i></p>	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
16.6 Medical conditions/ emergencies	<p>The offence occurred because:</p> <ul style="list-style-type: none"> ■ there was a medical emergency ■ I was suffering from a medical condition that made stopping or parking the vehicle necessary*. <p><i>*These matters may be referred to the NSW RTA Licence Review Unit in the interest of public safety.</i></p>	<ul style="list-style-type: none"> ■ Proof of medical emergency or ongoing medical condition on letterhead from medical authority that can be passed on to the issuing authority. ■ A letter on official letterhead from a medical practitioner or medical professional supporting the circumstances. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
16.7 Stolen vehicle	<p>The vehicle was stolen at the time of the offence.</p>	<p>Details of your claim and any of the following:</p> <ul style="list-style-type: none"> ■ an event number from a NSW Police Force report ■ proof from your insurance company that it paid the claim ■ copy of a report from interstate Police confirming the date and time the vehicle was stolen. <p><i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
16.8 Emergency services	The vehicle was an emergency services vehicle engaged in urgent duties.	<p>Confirmation in writing (using department letterhead) that the vehicle was on emergency duties from:</p> <ul style="list-style-type: none"> ■ Local Area Commander or equivalent (NSW Police Force) ■ Chief Investigator (Australian Crime Commission) ■ Co-ordinator (Australian Federal Police) ■ Legal Officer (NSW Fire Brigade) ■ Unit Commanding Officer (Defence Force) ■ Local or Unit Controller (SES) or ■ current nominated contact (Ambulance Service of NSW) <p><i>A statutory declaration nominating the driver is not required if the vehicle was on emergency duties.</i></p>
16.9 Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records will be used to confirm.</i></p>
16.10 You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner.</p> <p>They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p> <p><i>Relevant traffic authority records may be used to confirm.</i></p>
16.11 The vehicle is authorised to travel in this lane	<p>The vehicle is authorised* to travel in this lane.</p> <p><i>*Refer to www.rta.nsw.gov.au for authorised vehicles</i></p>	<p>Details of your claim and supporting documentary evidence.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
16.12 The signs were unclear or they directed you to travel in this lane	The signs were unclear or they directed me to travel in this lane.	<p>Details of your claim.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
16.13 There was an accident or an emergency situation	There was an accident or emergency situation and I had to travel in this lane.	<p>Details of your claim.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
16.14 Duplication of penalty notice for the same offence, on the same day within a short period of time	I received two penalty notices for offences detected within a short period of time. I realised I should not be driving in this area and tried to correct my error.	<p>Details of your claim.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

17.0 Water offences

Local Councils and Sydney Water Corporation issue penalty notices for water offences.

Other than circumstances listed below SDRO cannot review and will not accept any documentary evidence for water offences. A request for a review may be sent to the issuing authority for consideration.

Information recorded by the issuing officer at the time of the offence will be considered when making decisions regarding your penalty notice.

Circumstances that will be reviewed for water offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
17.1 You are the owner/occupier of the property but did not commit the offence	I own/occupy the property but I did not commit the offence.	Send in a completed statutory declaration telling SDRO the details of the person responsible for the offence.
17.2 You are the owner of the property but did not commit the offence and the property was vacant at the time of the offence	I own the property but I did not commit the offence and the property was vacant at the time of the offence.	<ul style="list-style-type: none"> ■ A completed statutory declaration telling SDRO the details of the person responsible for the offence. ■ Proof that a process is in place to determine who the occupier was (eg Through a Managing Agent) and the process was unable to determine the occupier.
17.3 You are the individual/business named on the penalty notice but you did not commit the offence because you had an exemption	I/we have an exemption.	<p>Details of your exemption.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
17.4 You are the individual/business named on the penalty but just laid new concrete	I/we have just laid new concrete.	Details of your claim and proof the concrete was laid less than 6 days prior to the date of the penalty notice.
17.5 You are the individual/business named on the penalty but just laid a new surface on the swimming pool	I/we have just laid a new surface on the swimming pool and need to hose to maintain moisture.	Details of your claim and proof that the new swimming pool surface had just been laid.
17.6 You are the person named on the penalty but you were unaware of or did not understand the restriction requirements	I have been interstate or overseas from the introduction of water restrictions, 1 October 2003, and was not aware of the restrictions.	Details of your claim.
17.7 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence. ■ An event number from a police report of stolen identity, loss of wallet etc. ■ Proof of absence overseas – copy of passport showing entry and exit dates. ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
17.8 Vulnerable persons – mental incapacity	The person issued the penalty notice has a diagnosed mental health condition and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.	A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues. <i>These matters may be referred to the issuing authority for a decision.</i>
17.9 Deceased persons	The person who committed the offence is now deceased.	Proof of death which may include: <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
17.10 Duplication of penalty notice for the same offence	I received two or more penalty notices for the same offence. <i>This does not mean that a person who repeats an offence cannot be given a fresh penalty notice for each offence.</i>	Details of your claim and details of the multiple penalty notices that are in dispute.

To apply for a review, complete the [request a review of a penalty notice](#) application form.

18.0 Criminal infringement notice offences

NSW Police Force issue penalty notices for criminal infringement notice offences. These offences cannot be reviewed by SDRO with the exception of the circumstances listed below, which will be referred to NSW Police Force for a decision.

All criminal infringement notices that are decided in court will be recorded on a person's criminal record.

Circumstances that may be reviewed for criminal infringement notice offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
18.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ■ Supporting documentary evidence that you were not in the location at the time of the offence. ■ An event number from a police report of stolen identity, loss of wallet etc. ■ Proof of absence overseas – copy of passport showing entry and exit dates. ■ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
18.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ■ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ■ original or copy of Certificate of Death issued by a medical practitioner ■ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ■ any other documentary evidence that is sufficient proof of death.
18.3 Vulnerable persons – mental incapacity	The person issued the penalty notice has a diagnosed mental health condition and this condition was a contributing factor or lessens the responsibility of the person for the penalty notice.	<p>A detailed report on official letterhead from a medical practitioner, Agency or Government department setting out the history of mental health issues.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

19.0 Fail to Nominate offences

Fail to Nominate penalty notices are issued to companies who fail to nominate the driver or person responsible for the vehicle at the time of the offence.

Other than the circumstances listed below, SDRO cannot review and will not accept any documentary evidence for fail to nominate offences.

Specific circumstances that may be reviewed for fail to nominate offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
19.1 The company has been liquidated – no longer trading	The company has received a penalty notice and is no longer trading. The company is not in receivership – it has been liquidated.	<ul style="list-style-type: none"> Details of your claim with supporting documentation.
19.2 Stolen vehicle	The vehicle was stolen at the time of the original offence.	<p>Details of your claim and any of the following:</p> <ul style="list-style-type: none"> an event number from a NSW Police Force report proof from your insurance company that it paid the claim copy of a report from interstate Police confirming the date and time the vehicle was stolen. <p><i>These documents must clearly show the time and date the vehicle was stolen and/or recovered.</i></p>
19.3 You sold or transferred the vehicle ownership prior to the date of the offence/wrong owner	I have been recorded as the owner of a vehicle in error.	<p>The registered owner should update the change of ownership with NSW RTA and then send SDRO a statutory declaration providing details of the new owner.</p> <p>They can also provide evidence of the transfer or sale of the vehicle with their statutory declaration if NSW RTA records are not yet updated.</p> <p><i>Relevant traffic authority records may be used to confirm.</i></p>
19.4 Wrong vehicle	I believe the penalty notice has been issued to my vehicle in error.	<p>Details of your claim and any supporting documentation you have.</p> <p><i>These matters may be referred to the issuing authority for a decision and the relevant traffic authority records may be used to confirm.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

20.0 Building Development and Environmental offences

Councils issue penalty notices for building development and environmental offences. These penalty notices cannot be reviewed by SDRO and will be referred to the issuing authority for a decision.

21.0 Animal offences

Councils, RSPCA, statutory authorities and NSW Police Force issue penalty notices for animal offences. Other than in the circumstances listed below, SDRO cannot consider leniency for animal offences.

Information recorded by the issuing officer at the time of issue will be considered when making decisions regarding your penalty notice.

For some offences a review will only be considered for the first offence of that type.

Circumstances that will be reviewed for animal offences include:

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
21.1 Fraudulent use of particulars/claims of false identity	I was not the person who committed the offence and believe that another person has used my particulars.	<ul style="list-style-type: none"> ▪ Supporting documentary evidence that you were not in the location at the time of the offence ▪ An event number from a police report of stolen identity, loss of wallet etc ▪ Proof of absence overseas – copy of passport showing entry and exit dates ▪ Copies of photo identity. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
21.2 Deceased persons	The person who committed the offence is now deceased.	<p>Proof of death which may include:</p> <ul style="list-style-type: none"> ▪ original or copy of death certificate issued by the Principal Registrar of Births, Deaths and Marriages ▪ original or copy of Certificate of Death issued by a medical practitioner ▪ original or copy of any document issued by a legal practitioner, police officer or Coroner which refers to the death ▪ any other documentary evidence that is sufficient proof of death.
21.3 You sold or transferred ownership of the animal prior to the date of the offence	I have sold or transferred ownership of the animal.	<p>Details of your claim including details of the sale.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

Circumstance	What are the circumstances that I can ask for a review?	What evidence do I need?
<p>21.4 The animal is deceased</p>	<p>I received a penalty notice for failing to register and microchip my dog or cat and the animal is now deceased.</p>	<p>Details of your claim including supporting documentary evidence confirming the death of the animal.</p> <p><i>These matters may be referred to the issuing authority for a decision.</i></p>
<p>21.5 Animal not under effective control</p>	<ul style="list-style-type: none"> ■ My animal escaped because of fireworks or a storm. ■ A tradesperson left the gate opened while carrying out work and the animal escaped. 	<ul style="list-style-type: none"> ■ Details of your claim and this will be checked against the information recorded by the issuing officer at the time of issue. ■ Documentary evidence such as receipts of the work being carried out on authorised letterhead. This will be checked against the information recorded by the issuing officer at the time of issue. <p><i>These matters may be referred to the issuing authority for a decision.</i></p>

To apply for a review, complete the [request a review of a penalty notice](#) application form.

