



SDRO contact details

 www.sdرو.nsw.gov.au

 Penalty notices
1300 138 118

Enforcement orders
1300 655 805

Hearing or speech impaired users
TTY 133 677

 Penalty notices
4937 9111

Enforcement orders
6354 7302

 Email us via
www.sdرو.nsw.gov.au/contactus.html

Office of State Revenue: ISO 9001 – Quality Certified
Department of Finance & Services

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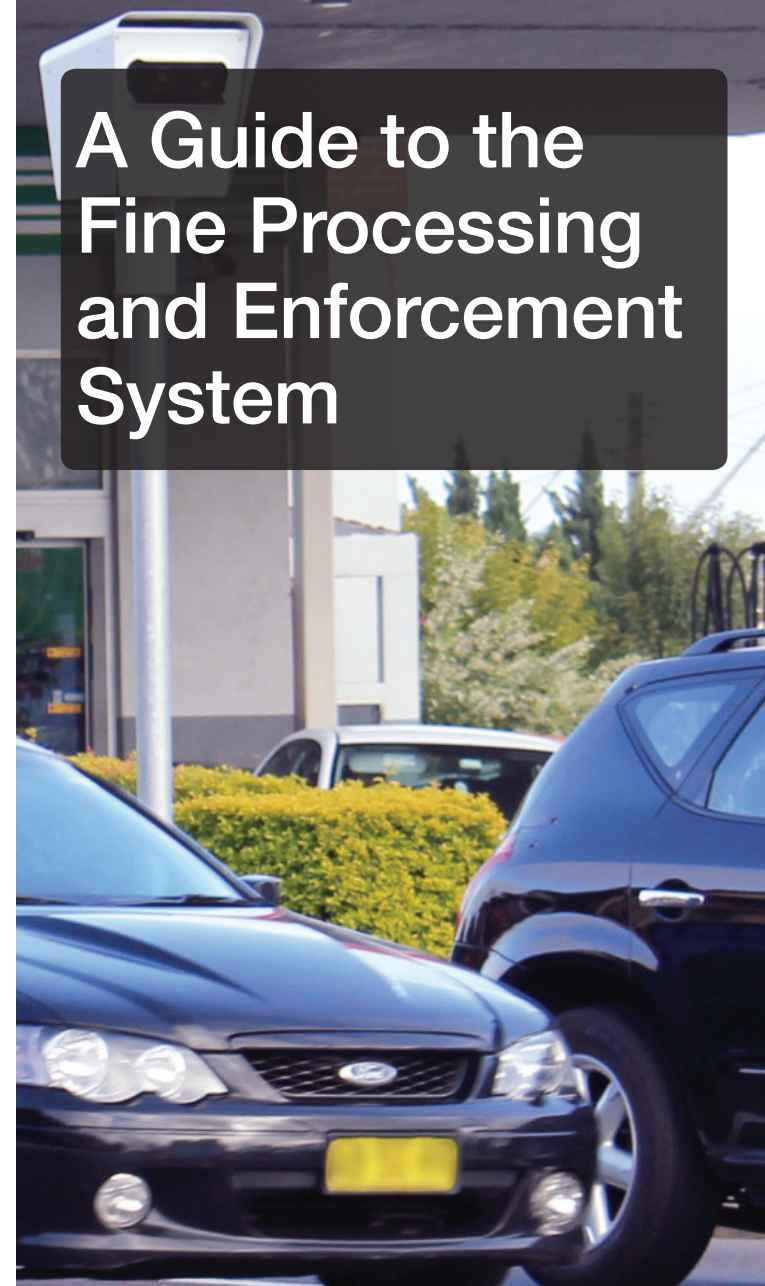


Office of
State Revenue
State Debt Recovery



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A Guide to the Fine Processing and Enforcement System



The State Debt Recovery Office (SDRO) receives and processes fines issued by various government departments, including local councils, Police and NSW Roads and Maritime Services (formerly the RTA). It also operates the fine enforcement system to collect unpaid fines.

Why a fines system is needed

It is designed to influence behaviour by ensuring that individuals take responsibility when they break the law. It also means people can satisfy minor penalties through the payment of a monetary penalty without going to court.

Options if you receive a penalty notice

You can:

1. pay in full **or**
2. make part payments, provided it is paid in full by the due date on the penalty reminder notice **or**
3. ask SDRO for a payment plan over a longer period if you are on government benefits and group any unpaid fines together **or**
4. nominate the person who was driving at the time of the offence if it was not you **or**

5. request a review by explaining the situation and attaching documentary evidence **or**
6. take the matter to court, by submitting a request online or by posting us a court election form.
Note: Courts may impose additional costs.

If you have not done anything by the due date on the penalty reminder notice, SDRO will issue an enforcement order, adding a \$50 cost for adults and \$25 for juveniles. It must be paid within 28 days.

If you do not pay the enforcement order:

- your drivers licence may be suspended and your car registration cancelled. Each of these will cost you an extra \$40. You also won't be able to do any business with Roads and Maritime Services
- SDRO can authorise the Sheriff to take your goods or possessions. SDRO can also take money from your wages or bank account through garnishee.

Other options

If you are having trouble paying the enforcement order in full, contact SDRO and arrange to pay by instalment. You can do this online through SDRO's Fines Self-Service option. In most cases, you can also do it easily over the phone by calling 1300 655 805.

If you are on a Centrelink benefit and would like instalment payments to come straight out rather than having to organise payment yourself, SDRO can do this through the Centrepay system.

If you keep up your instalment payments, SDRO will hold all enforcement action. Generally, a suspended drivers licence or cancelled registration can be reinstated very soon after you start making payments.

What if you can't pay?

If you have mental or alcohol/drug issues, are homeless or are experiencing acute economic hardship, you may be suitable to enter into a Work and Development Order (WDO). A WDO allows you to satisfy your fine through unpaid work or certain courses or treatment. A WDO can only be made if an application is supported by an approved organisation or qualified health practitioner. Further information is available at www.sdro.nsw.gov.au

Fines Hardship Review Board

If SDRO refuses to let you pay by instalments or enter into a WDO, you may apply to the Fines Hardship Review Board (FHRB). It is an independent body which can review one of these decisions. The FHRB is not a court, and cannot consider if you are liable for the fine or not.

The FHRB cannot answer questions about the fine enforcement system. General enquiries about fines must be made via 1300 655 805. Enquiries about FHRB procedures may be made via 6354 7116 or fineshrb@osr.nsw.gov.au

