

This fact sheet provides information to support the VACC and their members in their engagement with Fines Victoria and the Victorian infringement system.

Fines Victoria

Fines Victoria does not issue fines. It is an administrative body of the Victoria Government which supports the Director, Fines Victoria (the Director) to manage the administration and enforcement of infringement and court fines in Victoria.

At various stages of the infringement process, Fines Victoria:

- sends infringement notices on behalf of an enforcement agency,
- collects fine payments,
- reviews fines upon application, after the fine has been registered for enforcement,
- takes enforcement action against people who do not deal with their fines, and
- provides information to fine recipients to help them resolve their fines.

What services does Fines Victoria provide?

The Fines Victoria [website](#) facilitates users to pay fines, submit a nomination, review or payment arrangement application, submit an [online enquiry](#) as well as other options, including viewing details of outstanding fines.

To request a list of a company's outstanding fines, the obligation numbers, and details of the fines, send an email to enquiries@fines.vic.gov.au and request a Debtor Summary Report (DSR). The DSR should be provided within seven working days.

From the [Your Fines](#) section of the website you can view fines being managed by Fines Victoria. You can log into this section using the

details of any fine being managed by Fines Victoria.

The Fines Victoria call centre operates, Monday to Friday from 8am to 6pm, excluding public holidays. A call back function is available once you join the queue.

The call centre can provide general information related to fines and the options available for dealing with a fine. Call centre staff do not process review applications or nomination statements and cannot facilitate the withdrawal of a fine.

Why are infringement notices served by post?

Infringement notices for camera detected offences are served on the registered operator of the vehicle, using details held by VicRoads. This ensures notices are served on a current address as there is a legislative requirement addresses be kept up to date with VicRoads by the vehicle owner.

While the *Infringements Act 2006* (the Act) also allows service by email to an address held in a 'prescribed electronic address database', there is currently no database for prescribed email addresses which contains a similar legislative requirement to be kept updated.

Service by post is also preferred by enforcement agencies as the Act provides that notices served in this way can be deemed to have been served. Notices are deemed served (delivered) seven days after the issue date on the notice, if sent to the address registered with VicRoads. This provision does not apply to notices served electronically.

Nomination of Infringement Notices

Under the 'operator onus' provisions of the *Road Safety Act 1986*, the registered owner of a vehicle is liable for an offence involving that vehicle. Nomination statements are determined by Victoria Police, not Fines Victoria.

You can submit an online nomination at [Nominate the responsible driver](#) or complete the nomination statement received with the infringement and return the completed form to Fines Victoria. All fields should be correctly completed to prevent rejection of the nomination.

The nomination form includes different options for nominating including when the driver at the time of the offence is known or the vehicle was sold or disposed of prior to the date of the offence.

Another option is that you can indicate you believe the vehicle or number plates displayed on the vehicle were stolen. This option can also be used for offences you believe involved cloned number plates. You are not required to provide a police reference number when selecting this reason, however, evidence should be provided to support your claim. This can include a police report, photographs from the front and rear showing the vehicle and the genuine registration plates and a statutory declaration.

Under the *Fines Reform Act 2014*, once a fine is registered with Fines Victoria for enforcement, you are no longer able to nominate the offence.

Review applications

Requests for an internal review of an infringement issued by Victoria Police at infringement or penalty reminder stage can be submitted via the Fines Victoria website. Internal review applications are determined by Victoria Police **not** Fines Victoria.

Fines Victoria is responsible for assessing **enforcement** review applications received for eligible fines which have been registered with the Director for enforcement.

Some fines, such as excessive speeding infringements, are not eligible for an enforcement review. Information on eligibility is available on the [Request a Review](#) page of the website.

Fines Victoria assesses enforcement review applications in accordance with the principles of administrative law. When assessing an application, Fines Victoria will review the enforcement agency's decision to issue the fine and determine whether enforcement of the fine should continue.

Evidence to support claims made in an enforcement review application **should** be provided with the application. Under the *Fines Reform Act 2014*, Fines Victoria is not required to request for further information to support claims made in an application for review.

What are the options if I am unhappy with the outcome of a review application?

Under the *Infringements Act 2006* and the *Fines Reform Act 2014* you are only entitled to one review for each infringement. If you are dissatisfied with the outcome of an internal review application, you can elect to have the matter heard in court.

Once a fine has been registered with the Director for enforcement, under the *Fines Reform Act 2014*, you are no longer eligible to have the matter heard in court.

If you are dissatisfied with the outcome of an enforcement review application, you can contact

FESCustomerandPartnerCare@justice.vic.gov.au.

Toll infringement withdrawal process

Following legislative changes in July 2022, toll operators can request Victoria Police to withdraw a tolling infringement notice. Victoria Police is then **required** to withdraw the infringement(s).

Infringements that have been paid in full are not eligible for withdrawal under the toll recall process.

Requests for the withdrawal of tolling infringements are made directly to the toll company which issued the original infringement(s). The request should include:

- a list of infringements to be considered for withdrawal, including the infringement number(s) and vehicle registration(s)
- a summary of the circumstances as to why the fines should be withdrawn

To submit a request for withdrawal to ConnectEast, contact the Eastlink Hardship team on hardship@connecteast.com.au.

To submit a request for withdrawal to Transurban, contact linktassist@transurban.com.

Information and assistance

If you have questions regarding outstanding fines or general enquiries, you can contact Fines Victoria on (03) 9200 82111 or 1300 369 819 for regional callers, between 8am to 6pm, weekdays, excluding public holidays. You can also submit an [online enquiry](#) via the Fines Victoria website.

To escalate an enquiry, please contact FESCustomerandPartnerCare@justice.vic.gov.au.