



A Guide to the Fine Processing and Enforcement System

State Debt Recovery Office contact details



www.sdرو.nsw.gov.au

For Penalty Notice and Penalty Reminder Notice enquiries:



1300 138 118
8:00 am – 6:00 pm, Mon. to Fri.
Hearing or speech impaired users:
TTY 133 677
Speak and Listen 1300 555 727



(02) 4937 9111



fines@osr.nsw.gov.au



PO Box 786
Strawberry Hills NSW 2012



Payments by post:
PO Box 4444
Parramatta NSW 2124

Payments by phone:
1300 130 112 (Local and interstate)
612 9087 7917 (Overseas)
Overseas clients, call 612 4937 9207.

See your penalty notice for other payment options.

State Debt Recovery Office contact details

For Enforcement Order, Roads and Traffic Authority Sanction, Property Seizure Order, Garnishee Order or Time to Pay Order enquiries:



1300 655 805
8:00 am – 6:00 pm, Mon. to Fri.
Hearing or speech impaired users:
TTY 133 677
Speak and Listen 1300 555 727



(02) 6354 7302



info@sdرو.nsw.gov.au



PO Box A2571
Sydney South NSW 1235



Payments by post:
Locked Bag 2128
North Sydney NSW 2059

Payments by phone:
1300 130 112 (Local and interstate)
612 9087 7917 (Overseas)
Overseas clients, call 612 6354 7000.

See your enforcement order for other payment options.

Fines Hardship Review Board



(02) 6354 7116



(02) 6354 7112

Office of State Revenue: ISO 9001 – Quality Certified

© State of New South Wales through the Office of State Revenue, 2011. This work may be freely reproduced and distributed for most purposes, however some restrictions apply. Read the copyright notice at www.sdرو.nsw.gov.au or contact OSR.





The State Debt Recovery Office (SDRO) is the fines division of the Office of State Revenue (OSR).

SDRO is responsible for receiving and processing fines issued by various government agencies and authorities, and administering the fine enforcement system for the collection of unpaid fines.

SDRO's authority is outlined in the *Fines Act 1996*.

Why a fines system is needed

The fines system is designed to influence behaviour by ensuring that individuals take responsibility when they break the law. In addition, money from fines helps to fund hospitals, schools, roads and other services for the benefit of the community of NSW.

Options if you receive a penalty notice

If you receive a penalty notice or a penalty reminder notice in your name, you must:

1. pay the penalty amount in full
- or
2. pay the penalty amount in part over a period of up to two months, provided full payment is made by the due date on the penalty reminder notice
- or
3. voluntarily enforce your fine by applying to pay by regular instalment and avoid further costs if you are the recipient of Government benefits. This option also allows you to group any other unpaid fines together

or

4. nominate the person driving your car at the time of the offence, if it was not you (for parking and camera detected offences only)

or

5. request a review of the circumstances by explaining the situation and attaching documentary evidence to support your case

or

6. choose to have the penalty decided in court by submitting your request online, posting the completed court election form or advising us in writing.

If you do not choose one of the above options by the due date on the penalty reminder notice, enforcement will result and additional costs will be imposed.

If you do not pay a fine by the due date, SDRO will issue an enforcement order giving you 28 days to pay the fine, plus a \$50 enforcement cost.

If you do not pay the enforcement order by the due date:

- your drivers licence may be suspended, your car registration cancelled or you will be prevented from doing any business with the RTA. A further \$40 enforcement cost will also apply. If you still do not pay or you don't have a drivers licence or a car registered in your name, then:
 - ▶ SDRO will authorise the seizure of your goods or property, garnishee your wages or assets, or place a charge on any land fully or partly owned by you. You'll also have to pay another \$50 enforcement cost and any garnishee or Sheriff's costs.

If SDRO determines that you don't have enough assets to meet the fine and enforcement cost, you may be issued with a community service order to work off the amount. If you fail to comply with the community service order, you may be imprisoned.

If you are having trouble paying, contact SDRO before the payment due date to find out what options are available.

You can apply to pay your enforcement order(s) by installment over the phone. If the application is approved, you will receive a payment schedule specifying the amounts payable and dates when payments are due.

No further enforcement action will be taken as long as you follow the payment schedule. SDRO can arrange to have the payments deducted from an eligible Government benefit using Centrepay. Forms are available from www.sdرو.nsw.gov.au

A suspended drivers licence or cancelled car registration may be reinstated once you begin making regular payments on a 'time to pay' schedule. Contact SDRO to find out if you are eligible and what conditions apply.

If you cannot pay because you are experiencing genuine hardship, you may be able to apply to SDRO to write off your enforcement order due to serious medical, domestic or financial problems. SDRO will explain what information you need to provide to show the nature and extent of your problem.

If SDRO refuse your pay by installment application, or refuse to write off an enforcement order, you may apply to the Fines Hardship Review Board, (FHRB).

FHRB is an independent body which is able to review one of these decisions. It cannot consider liability for a fine.

To apply to have FHRB review one of these documents please send your application to:

fineshrb@osr.nsw.gov.au, or

PO Box A2571 Sydney South NSW 1235