



## 1. Check you understand the fine

For parking fines, you can view your fine online to see the details and any photos. Go to [melbourne.vic.gov.au/viewyourfine](https://melbourne.vic.gov.au/viewyourfine)

## 2. Check you are eligible to apply

Only the registered owner of the vehicle or the nominated driver can apply for review. Someone else can apply if they have written authority.

If you are not the registered owner, you must attach one of the following documents:

- A User Statement completed by the owner, nominating you as the driver (go to [melbourne.vic.gov.au/nominateddriver](https://melbourne.vic.gov.au/nominateddriver) or ask at the Town Hall front counter).
- A letter from the owner authorising you to act on their behalf.

## 3. Check your grounds for review

The law provides just five grounds for the review of a fine.

Consider the grounds that fit your request:

- Contrary to law** – No offence occurred, or the fine is not valid.
- Exceptional circumstances** – Something unexpected and unavoidable happened that caused you to be illegally parked, like a medical emergency or vehicle breakdown.
- Mistake of identity** – The fine was issued to the wrong person or vehicle.
- Special circumstances\*** – You were experiencing serious personal issues like an addiction to drugs or alcohol, a mental or intellectual condition, homelessness or family violence which significantly reduced your capacity to:
  - understand that the behaviour was against the law, or
  - control the behaviour that was against the law.

Or you are experiencing long-term circumstances (not solely or predominantly related to your personal finances) that make it impracticable for you to pay.

\* These applications require detailed supporting evidence. We recommend you read our online information about special circumstances. Go to

[melbourne.vic.gov.au/special-circumstances](https://melbourne.vic.gov.au/special-circumstances)

- Person unaware** – You only found out about the fine in the last 14 days because the fine was posted to you and you were overseas, changed your address or have evidence of mail theft.

## 4. Collect supporting evidence

You only have one opportunity to apply for review. Supporting documents help us to confirm your circumstances and meet legal requirements.

Examples of supporting documents:

- If your vehicle broke down, attach either a:
  - roadside assistance letter
  - repair invoice
  - parts invoice/receipt
  - towing invoice.It should include dates, times and locations and must be on official letterhead, with the company's ABN and contact information.
- If you experienced a medical emergency, a medical certificate alone won't explain the circumstances. Attach a letter from the hospital or the treating doctor, confirming:
  - that you were involved in a medical emergency at the time of the fine, and
  - how this prevented you from parking legally.
- If your request relates to the use of a parking permit, include the permit number, expiry date and attach a copy of the permit.

## Are you experiencing hardship?

Call us on **03 9658 9658**.

Options to manage your fine include:

- payment arrangement and extension
- Work and Development Permit scheme
- electing to have the matter heard at court.

Go to [melbourne.vic.gov.au/contestfine](https://melbourne.vic.gov.au/contestfine)

## Do you need legal or financial advice?

If you do not understand your options, you can get help.

**Legal advice** – Contact a lawyer, community legal centre or Victoria Legal Aid at [legalaids.vic.gov.au](https://legalaids.vic.gov.au)

**Financial advice** – Speak to a financial counsellor or the National Debt Helpline. Go to [ndh.org.au](https://ndh.org.au)

## To submit this form

In person: Customer Service Centre  
Town Hall  
120 Swanston Street, Melbourne

By post: City of Melbourne  
GPO Box 780  
Melbourne VIC 3001

By email: [infringements@melbourne.vic.gov.au](mailto:infringements@melbourne.vic.gov.au)