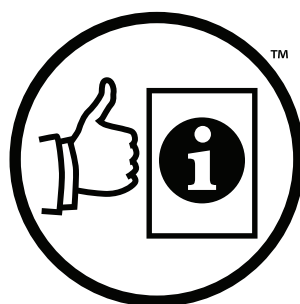


## Council parking fine reviews

Victorian Ombudsman



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about

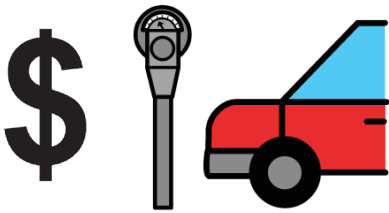


- find more information.

## About this book



This book is written by the Victorian Ombudsman.



This book is about **council parking fine reviews**.



Councils are groups of people in charge of things in your community.

For example, local roads and parking fines.

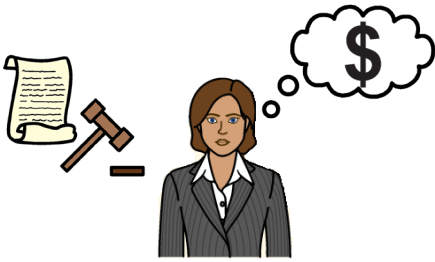


Parking fines are money you pay to the council when you have wrongly parked a car.



Review means look at what happened and decide if the fine is cancelled.

## Why did we make this book?



There is a law that says people who get a parking fine can ask the council to review it.

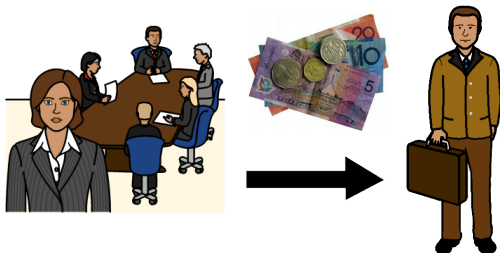
Some councils review parking fines themselves.



Some councils used to get a **private contractor** to review the parking fines.

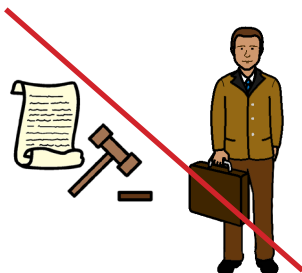
A private contractor is someone who

- does **not** work for the council



and

- is paid by the council to review parking fines.



A lawyer told some councils that he thought it was against the law to use a private contractor to review parking fines.

2 councils who used private contractors to review parking fines said

- they might have **not** done the right thing

and



- they would give money back to people who had paid a parking fine when a private contractor had reviewed it.

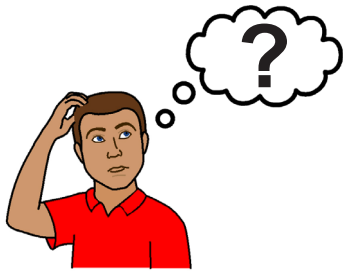
We wanted to find out about other councils who used private contractors to review parking fines.



We investigated 3 councils.

- Glen Eira Council.
- Port Phillip City Council.
- Stonnington City Council.

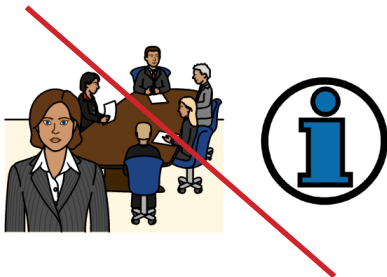
## What we found out



The laws about parking fine reviews are hard to understand.



We found out that the 3 councils used a private contractor to review parking fines.



We found out that the councils did **not** give people information about who had reviewed parking fines.

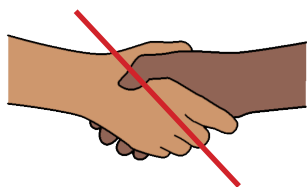


We found out that it was hard for people to know if the councils followed the law.

## What happens next?



The Ombudsman said that the 3 councils were **not** following the law.



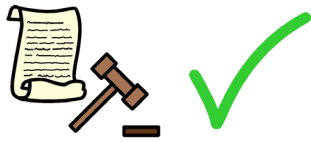
The 3 councils did **not** agree with the Ombudsman.



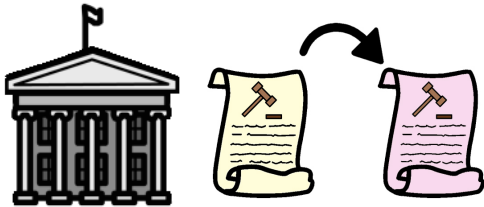
But to show that they wanted to do the right thing the councils said they would give parking fine money back to some people.



The councils have put information on their websites to tell people how they can ask for their money back.



The councils have changed how they review fines and they now follow the law.



The Ombudsman asked the Victorian government to change the law to make it easier to follow.



## More information



For more information contact  
the Victorian Ombudsman.



Call 03 9613 6222



Website [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)



### If you need help to speak or listen

Contact Victorian Ombudsman through the  
National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in March 2020.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact the Victoria Ombudsman.

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