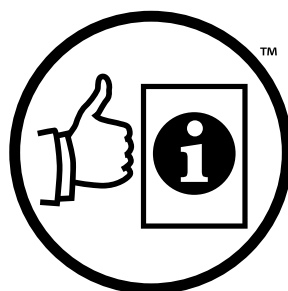


Parking fines

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.



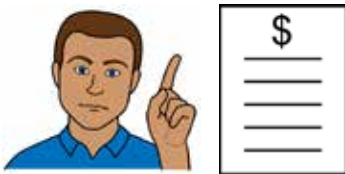
About this book

This book is from the Victorian Ombudsman.

This book is about



- how some local councils and government agencies did **not** follow the law for **reviewing** parking fines



- what you can do if you got a fine from one of these councils or agencies.



Reviewing means to look at something again to make sure it is right.



If someone gets a parking fine they have the right to

- say they do **not** agree with the fine



- ask the council or agency who gave them the fine to review it.

What has happened



Councils and agencies **must** follow the law about parking fines.



We said councils and agencies **must** review parking fines themselves.



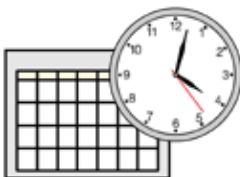
12 councils and agencies asked other people or organisations to review their parking fines.



Each of the councils and agencies will have a **refund scheme**.



A refund scheme can help some people who were fined get their money back.



You might be able to get money back through the refund scheme depending on when you asked for a review.



The 12 local councils and agencies are

- Bass Coast Shire Council
- Frankston City Council
- Glen Eira City Council
- Greater Geelong City Council
- Hume City Council
- Kingston City Council
- Mildura Rural City Council
- Monash City Council
- Port Phillip City Council
- Stonnington City Council
- Monash University
- Parks Victoria.

What you can do



If you think you should get a refund for a parking fine you should talk to the council or agency who gave you the fine.



If you are **not** happy with what the council or agency have said you can talk to us.

More information



For more information contact
the Victorian Ombudsman.



Call 03 9613 6222



Website www.ombudsman.vic.gov.au



Email complaints@ombudsman.vic.gov.au



**If you need help to speak or listen use the
National Relay Service.**

Call 1800 555 660



Website
communications.gov.au/accesshub/nrs



Give the relay officer the phone number you
want to call.

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