

Will my appeal against an infringement notice be successful?

In certain circumstances the City is prepared to withdraw an infringement that has been issued.

Requests for review/appeal may only be upheld on the following grounds:

- Vehicle Breakdown. In this instance, documentary evidence must be provided from the RAC or a reputable mechanical firm. If evidence is not available, a statutory declaration may be considered.
- Faulty City of Vincent Equipment. In this case, the information must be substantiated by an Authorised Person or the City's contracted Equipment Maintenance Technician. In the event that one ticket machine in a parking facility is not accepting money, it is expected that the driver will make use of another machine.
- A life threatening medical emergency arose. An authorised person at a Medical Practitioner's surgery or a relevant hospital authority must substantiate this in writing.
- The vehicle involved has been stolen or used without the prior authority of the owner. In this situation, the relevant Police Report Number is to be provided.
- Missing, obscured, or inadequate signage. This will be accepted, following a site inspection by an Authorised Person, who confirms the assertion. This does not include where a driver did not understand standard City of Vincent signage.
- Resident has been issued with, or is entitled to be issued with, a parking permit for the area in question (First Offence only). Where a resident fails to display the relevant permit and provides evidence to support the claim that a permit has, or should be issued, the matter may be reconsidered. However this will only be an acceptable excuse, on one occasion. Proof of residency in the street must be provided.

Requests for review/appeal may be considered on the following grounds:

- Extenuating circumstances. This includes, but is not limited to, where a driver provides evidence of an extenuating circumstance, which would have identified his/her emotional state as a factor for non compliance. Medical Proof or otherwise needs to be provided.

The circumstances where a request for review/appeal will generally not be considered, include, but not limited to the following explanations:

- you lost track of the time;
- your doctor's appointment / hairdresser / job interview / etc went over time - you must ensure you have parked in a place that provides enough time for your requirements;
- you did not see the sign – as the driver you must look for parking signs to ascertain if parking is permitted in the area you intend to leave your vehicle;
- you did not understand the parking sign – these signs are based on Australian Standards;
- you did not know that parking restrictions applied;
- you left your permit in the other car – if you don't have your permit you need to find somewhere else to park;
- you thought you were allowed to park there – only authorised vehicles can park in Loading Zones, Taxi Stands, disabled bays, Charter Bus bays;
- you went to get change for the machine – you need to arrange this before you arrive;
- the ticket or permit had fallen out of sight or flipped upside down – you must ensure it is displayed correctly prior to leaving your vehicle;
- you had to use the toilet;
- you were only there for a few minutes – if a fee is required then it is required as soon as you park there;
- you were helping someone and thought it was ok to disregard the parking rules – despite the good deed you need to ensure your vehicle is correctly parked;
- you couldn't find a parking bay so you left your vehicle in a place you thought would have been alright – you can only park in designated parking areas;