Time limits are set on parking spaces to allow as many people as possible to have access to an area. Where a parking control sign applies to a length of road or an area, you must not park there continuously for longer than the period allowed. If you stay longer you can be issued with a penalty. If you want to stay longer, you must move your vehicle out of the area between the two signs and into another parking area. Putting more money in the meter does not cancel out your obligation to move after the time limit is up, nor will moving to another bay within the same parking area save you from an infringement penalty. In some instances there may be metered parking payable Monday to Saturday but no metered parking on a Sunday. A common mistake is people assume that because parking is possibly non-metered in some areas on a Sunday that they do not have to abide by the parking time limit. This is not correct and will result in an infringement being issued.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:
- I moved from one bay into another, next to or in the same signed area.
- Meter stated free parking on Sunday assumed I could park in the spot all day.
- I have always parked on the nature strip for safety because the road is busy.
- I have always parked on the nature strip so that people could see that it was for sale.
- No one objected to me parking there.
- There was still room for a person to get through.
- I always park on the nature strip for safety.
- It is my driveway and I am not obstructing anyone.
- It is a green-on-white permit, but there were only blue on white parking spaces available.
- I hold a green-on-white permit, but there are no parking bays.
- Holders of either permit can park for twice the time normally allowed in ordinary parking spaces. A disabled parking permit must be displayed at the left side or centre of the front windscreen, so that the permit number and expiry date can be seen from outside. The driver must give his/her driver’s licence and the permit when asked to do so by police or an authorised officer.

Note: All of the above are subject to proof and the discretion of the Internal Ombudsman.

The following information details some common situations where people issued with an Infringement Notice ask for a review because of “exceptional circumstances” and the associated likely outcomes. While each case will be reviewed on its own merits based on the information provided, you should consider the following information prior to requesting a review of your Infringement Notice.

**PARKING, THE ROAD RULES AND YOU**

Parking and traffic laws exist to ensure the safe and fair use of Victoria’s roads for the benefit of everyone.

**YOUR RESPONSIBILITY:**
As a licensed driver, you are expected to be aware of the Road Rules and adhere to them at all times. Failure to obey the Road Rules can lead to the issuing of a parking infringement. If this infringement is not paid, statutory costs and legal action may result.

**YOUR RIGHT TO APPEAL**
You have the right to request a review of your infringement before the due date on your Infringement Notice:

1. The decision to issue an Infringement Notice: a) Was contrary to law.
   b) Involved a mistake of identity, for example the person to whom the infringement was issued was not the actual person who committed the offence.

   You have the right to request a review of your infringement:
   - Under the Infringements Act 2006 there can only be one review of your infringement.

**REQUESTING A REVIEW**
There are some important things you should know about making a request for a review:

1. They can be made by you or by somebody acting on your behalf with your consent.
2. Must be in writing.
3. A request for a review must state the grounds on which you consider the decision should be reviewed.
4. You must provide your current address and Infringement Number.

5. To avoid additional costs and enforcement action being taken against you, a request for a review should be made prior to the due date listed on the Infringement Notice.
Parking signs can apply to a length of road, an area or a car park. It is important that you look for signs when entering any street or car park. They may not be right next to your car. If a sign is located at a distance from your vehicle, you should leave your vehicle and move to a point from which you can clearly read every panel of the sign to ensure that the position in which you have chosen to park is legal.

Reading every panel of a multi-panel sign is vital. Each panel could contain information relating to the location in which you want to park your car. The panels with the arrows pointing towards your car will advise which restrictions apply to you. Don’t forget, some areas can have several different types of restriction in a single day ie; timed parking, permit zone, loading zone etc.

Information relating to the days and times when restrictions apply can vary from location to location. Each sign will tell you when it applies. If no days and times are shown, the restriction applies twenty-four (24) hours of every day of the year. Parking signs should be checked every time you park your car, even if you are familiar with the area. Restrictions and/or the days and times when restrictions apply are occasionally amended to meet the changing needs of the community.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:

- Poor visibility due to weather.
- Not noticing a sign.
- Reading only part of a multi-panel sign.
- Being unable to read the sign from the front seat of the car.
- Forgetting to read the sign because you were concentrating on other things.
- Not noticing that a sign restriction had been changed.
- Being new to the area and unfamiliar with the restrictions. This applies regardless of whether the driver is from Victoria, interstate or overseas.

If the meter or ticket machine is broken and cannot display how long you have been there, you are still only entitled to park for the prescribed length of time. If a patrolling officer has noted the time you parked, they can give you a ticket for overstaying even if the meter is broken. You must pay for parking as prescribed. The onus is on the driver to ensure that they have sufficient monies to cover the cost of parking and ensure that the time paid for is sufficient. For example, medical appointments are widely known to run late and procedures can often take longer than expected, it is the driver’s responsibility to allow for this when parking the car.

In the event that a ticket machine or meter is not working or found to be faulty please contact Council (telephone number displayed on Machine/Meter) prior to an infringement notice being issued. Council will provide you with a reference number to quote should you require further assistance. When reporting faulty ticket machines, please be aware that in most instances off-street parking facilities have a number of machines. You must endeavor to purchase a ticket from a working machine. If unable to contact Council then leave a note visible on the windscreen.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:

- The meter was broken so I thought I could stay as long as I want.
- Assumed the meter was not working.
- Running late or being in a hurry.
- Being delayed at an appointment.
- Went to get change or ran out of change.

Clearways exist to improve traffic flow at the busiest times of the day. A clearway starts at the ‘Clearway’ sign and ends at the ‘End Clearway’ sign. You cannot stop or park your car between those signs during the times specified on the Clearway sign. As well as lining you, the police or local council can have your car towed away by an authorised operator if the clearway is classified as a Tow Away Zone. You may have to pay a release fee to get your car back.

Clearways do not apply in these zones unless you are:

- A public passenger vehicle or taxi.
- A truck or a G-classified vehicle that is constructed mainly for carrying goods or loads (not a sedan, station wagon or motorbike).
- A courier or delivery vehicle permanently marked in the way specified by the Regulations (ask Council or VicRoads), and you are actually loading or delivering goods or picking up or setting down people.
- A privately registered vehicle stopped for a couple of minutes to drop off or pick-up passengers or goods.

In areas where there is limited parking, Council may set aside parking areas for residents or other designated groups. Parking without a permit may be restricted or prohibited.

In the interest of safety for the children and to avoid congestion, vehicle registration numbers are recorded and infringements are sent via mail.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:

- I wanted to drop my children as close to the gate as possible.
- I ran out of petrol.

You must not stop in these zones unless you are authorized to do so.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:

- Privately registered vehicle only stopped for a couple of minutes to drop off or pick-up passengers or goods.

You cannot only stop in a Loading Zone if you are:

- A truck or a G-classified vehicle that is constructed mainly for carrying goods or loads (not a sedan, station wagon or motorbike).
- A public passenger vehicle or taxi.
- A courier or delivery vehicle permanently marked in the way specified by the Regulations (ask Council or VicRoads), and you are actually loading or delivering goods or picking up or setting down people.

You can only stop in a Loading Zone if you are driving:

- A truck or a G-classified vehicle that is constructed mainly for carrying goods or loads (not a sedan, station wagon or motorbike).
- A public passenger vehicle or taxi.
- A truck or a G-classified vehicle that is constructed mainly for carrying goods or loads (not a sedan, station wagon or motorbike).

Regulations (ask Council or VicRoads), and you are actually loading or delivering goods or picking up or setting down people.

The following appeals would not be considered valid reasons for withdrawal of parking infringements:

- Privately registered vehicle stopped for a couple of minutes to drop off or pick-up passengers or goods.

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