

Fines Victoria and VACC collaborate on 'Fines Victoria Fact Sheet': Guidance in support of Victorian Licensed Motor Car Traders and Car Rental Companies

Members of VACC's Licensed Motor Car Traders (LMCT) divisions have previously been advised of action taken by VACC with regards to the administrative challenges faced by LMCTs when dealing with Fines Victoria and Victoria Police (VicPol) when in receipt of an Infringement Notice (Traffic Offence, Parking and/or Toll).

The financial and resourcing impact of infringements on LMCTs when faced with cloned number plates or nominating a third party can be especially complicated. The issue compounds when the dealer is often forced to pay an infringement that they did not create.

VACC and the Victorian Automobile Dealers Association (VADA) has worked with Fines Victoria to help provide a less challenging pathway for LMCTs to better deal with infringements. The first step has been the roll-out of the Fines Victoria - VACC FACT Sheet.

Why has the Fines Victoria -VACC Fact Sheet been developed?

This fact sheet has been developed to provide information to support VACC's LMCT and car rental company members in their engagement with Fines Victoria and the Victorian infringement system.

The Fines Victoria – VACC Fact Sheet can be accessed [here](#).

VACC urges members to place the Fact Sheet in an area where all administrative staff can access.

VACC Round Table with VADA, VicPol and Fines Victoria

On 8 August 2023 a specially convened Round Table was held with members from VADA, VicPol and Fines Victoria in attendance.

The meeting was Chaired by VACC CEO Geoff Gwilym and Craig Howard, Executive Director Civil and Enforcement Services at the Department of Justice and Community Safety.

The Round Table covered the following key points:

- The Fines Lifecycle – mapping out of a fine from infringement to warrant stage.
- How notices are issued -Fines Victoria commit to investigate VADA's request for Fines Victoria to issue infringements by email as well as land mail.
- Nomination process-Known Driver
- Nomination Process-Stolen vehicles / cloned plates
- Placing fines on hold
- Toll operators

The key outcomes from the Round Table included:

1. Advice that in most instances Fines Victoria would accept a statutory declaration with whatever documentary evidence (if any) dealers had (photos etc) in review and possible withdrawal of fines.
2. That whilst not in design mode yet, the introduction of a system that would email infringement notices to LMCTs as they occurred made sense and would be further considered for legislative reform.
3. That dealers and rental companies have many different debtor accounts. Dealers should interrogate their own internal systems and minimise/streamline the number of debtor accounts with Fines Victoria.
4. Most administrative issues are caused by failing to nominate within the legislative timeframes. Fines Victoria must take the position that once they have generated the infringement and mailed it to a registered operator that the infringement has been received by the registered operator. Reminder notices from that point are in essence a courtesy by Fines Victoria.

VADA encourages you to view the Fines Victoria Round Table Presentation by taking this [link](#). It will help inform many queries you may have.

Additional support from Fines Victoria

1. LMCTs can obtain a debtor summary report (DSR) from Fines Victoria that will provide a list of outstanding fines and relevant details, including obligation numbers via enquiries@fines.vic.gov.au

This will prove invaluable to members. Recently we have been advised of the Victorian Sherriff arriving at dealerships to execute warrants for non-payment of infringement. VACC advises all dealers to stay ahead of the curve in this regard.

2. You can also lodge an enforcement review application for multiple fines via the [contact us option on the Fines Victoria website](#). Fines Victoria advise that you ensure you provide a list of obligations as well as the correct company name, and name of the person authorised to act.
3. For escalations, contact the FES Customer and Partner CARE Team via FESCustomerAndPartnerCare@justice.vic.gov.au

Other

The VADA members who attended should be singled out for their professional and informed representation of all Victorian LMCTs . Those members are:

- Raoul Kirsten- Barry Bourke Motors
- Sandie Bester – Gasmack Group
- Gustav Roos – Western Auto Group
- Scott Harrison – Nick Polites Group
- Con Karandreou – Rent-a-Bomb Australia

Members are encouraged to contact me, Michael McKenna, on mmckenna@vacc.com.au with any suggestions.

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