

## I've received a parking infringement expiation notice, what do I do now?

If you have received a parking infringement expiation notice, you will have 28 days to make full payment to City of Playford.

You can pay a number of ways including via:

- [Our website](#) (quote your Notice Number)
- Call our Customer Care Centre on 8256 0333
- Make credit card payments on 1300 278 903
- In person:
  - Playford Civic Centre, 10 Playford Boulevard, Elizabeth SA 5112
  - Stretton Centre (EFTPOS & cheque only), 307 Peachey Road, Munno Para SA 5115
- Mail money orders or cheques to:  
City of Playford, 12 Bishopstone Road, Davoren Park SA 5113

If payment isn't received by the due date on your expiation notice, a Reminder Notice will be issued with a new due date - additional fees will apply.

## What happens if I haven't paid my reminder notice?

Infringements that have not been paid by the final due date on the expiation notice are referred by Council to the Fines Enforcement and Recovery Unit (FERU) for collection. Once an infringement has been referred to FERU, any dispute or payment arrangement can only be arranged directly with FERU.

You can contact FERU via:

Website: [Fines Enforcement Unit Website](#)

Email: [fines@sa.gov.au](mailto:fines@sa.gov.au)

Phone: 1800 659 538

You can also set up a [payment arrangement with FERU](#).

## I want to make payment but can't afford it yet

City of Playford can provide a once-off extension of 14 days to assist you in making payment to avoid receiving a reminder notice with additional fees. You will need to make contact with Council prior to the due date of your notice.

If you need a longer period of time to pay for your infringement or would like to pay in instalments, you can apply directly with the Fines Enforcement and Recovery Unit (FERU) **at any stage** to set up a payment arrangement.

## I want to dispute my parking infringement expiation notice

All infringements **must be disputed in writing or via email** – infringements will **not** be waived based on verbal communication.

If the offence is a parking or traffic offence and you were not driving the vehicle at the time of the offence or, if you had by the time of the offence transferred ownership of the vehicle in accordance with the *Motor Vehicles Act 1959*, complete a Statutory Declaration stating the full name and residential address of the driver or the new owner and post or deliver to City of Playford.

If you wish to take the matter to court then you may 'elect to be prosecuted' for the offence before the due date by completing the appropriate section on the back of the expiation notice. Once completed, post to City of Playford, 12 Bishopstone Road Davoren Park SA 5113.

You will receive a summons to attend Court.

***NB: If you chose to elect to be prosecuted, additional court fees may apply.***

**Was your vehicle parked in an illegal manner as a result of a direction or instruction from a Police Officer or another Authorised Officer?**

If yes, you must include documented evidence along with your written statement. You may need to contact police to obtain this material.

**Was the vehicle parked in an illegal manner as a result of a medical or other type of emergency?**

If yes, you must include documented evidence along with your written statement. The ambulance service or hospital registrar will be able to provide you with the applicable material.

**Was the vehicle parked in an illegal manner as a result of mechanical failure or accident preventing you moving to a legal park?**

If yes, you must include documented evidence of breakdown or accident with your written statement. Your roadside assistance organisation or attending mechanic will be able to provide you with suitable material.

**Does the Expiation Notice which issued to you, contain errors or incorrect information, such as wrong location, vehicle, time or date?**

If yes, please provide a written statement outlining the errors or incorrect information and details of why you believe the information is incorrect.

**Were the signs or road markings relevant to this offence totally obscured or not erected in accordance with Australian Standards?**

If yes, please provide a written statement containing a diagram of the non-conforming sign or marking. Photographs will assist with your claim and will be compared to photographs taken at the time of the offence.

**Was your permit to park in a restricted zone, a valid original, in good order and visibly displayed on the passenger side of the dashboard?**

If your permit had fallen off the dash, you may still apply to have the expiation waived if you are able to present the original permit or submit a photocopy of the original permit sighted and signed by a Justice of the Peace.

**Were there compelling humanitarian or safety reasons or any other emergency situation existing so that you could not reasonably have been avoided committing the offence?**

If yes, you must include documented evidence along with a written statement to substantiate your appeal. This could also include evidence that the offence was merely a technical, trivial or petty instance of a breach.

If you answered NO to the questions above, you are still entitled to submit a dispute in writing, however please note it is unlikely the expiation notice will be waived.