

EXTENSION OF TIME AND PAYMENTS ENQUIRIES

Queensland Transport is the payment authority in relation to Camera Detected Offence Notices issued in Queensland. You should direct your **infringement notice payment enquiry** to Queensland Transport on telephone number 13 23 80.

The State Penalties Enforcement Registry is the payment authority in relation to Enforcement Orders for Camera Detected Offence Notices issued in Queensland that are unfinalised by the Date due. You should direct your **Enforcement Order payment enquiry** to the State Penalties Enforcement Registry on telephone number 1300 365 635.

Payment of the penalty associated with the Infringement Notice is an admission for the commission of the offence. Once payment has been allocated to the Infringement Notice, the matter is deemed finalised. Therefore, the Traffic Camera Office will refuse to process further Statutory Declarations in relation to the offence and no ‘election for court’ notification can be processed. You will need to contact the State Penalties Enforce Registry on telephone number 1300 365 635 for further assistance.

1. CAN I HAVE MORE TIME TO PAY THE INFRINGEMENT NOTICE?

Whilst it is recognised there will be times where customers experience financial hardship the Queensland Police Service, Traffic Camera Office **does not have the authority** to grant payment extensions.

2. MY FINE IS UNDER \$150.00. CAN I ELECT FOR A VOLUNTARY INSTALLMENT PLAN?

No. Under the provisions of *Section 23(1)* of the *State Penalties Enforcement Act 1999*, payment by installments may only be accepted if the penalty associated with the infringement notice **is at least \$150.00.**

Should the penalty associated with the Infringement Notice remain unpaid by the Date Due, the matter will be referred to the State Penalties Enforcement Registry (SPER). Further costs will then be incurred; however, further payment options will also be available to you. Should you wish to explore these options, please contact the State Penalties Enforcement Registry on telephone number 1300 365 635.

3. MY FINE IS OVER \$150.00. CAN I ELECT FOR A VOLUNTARY INSTALLMENT PLAN?

Yes. As the penalty is over \$150.00 you may elect for a Voluntary Installment Plan. You are advised to **forward an initial installment of \$60.00 to Queensland Transport, PO Box 525, FORTITUDE VALLEY QLD 4006.** This payment must be accompanied by a fully completed Payment Option slip (located on the rear of the Infringement Notice). An Installment Plan Notice will be forwarded to you by the State Penalties Enforcement Registry for payment of the balance.

4. I PAID THE INFRINGEMENT NOTICE NOW I HAVE BEEN ISSUED WITH AN ENFORCEMENT ORDER.

The reason why this occurs is because you paid the penalty associated with the Infringement Notice **after** the Date Due (usually by B-Pay) and the payment was not allocated to the infringement notice as late fees have been applied.

As the Infringement Notice has been referred to the State Penalties Enforcement Registry for further enforcement, you will need to contact that Department on telephone number 1300 365 635 to discuss your payment options.

This procedure is not the responsibility of staff at the Queensland Police Service Traffic Camera Office.

5. I MADE A MISTAKE AND PAID THE INFRINGEMENT NOTICE, IT WAS NOT ME DRIVING. CAN I NOW SUBMIT A STATUTORY DECLARATION? OR

I WAS DRIVING AND PAID THE INFRINGEMENT NOTICE WHEN IT WAS IN SOMEONE ELSE'S NAME. CAN I TRANSFER THE INFRINGEMENT NOTICE INTO MY NAME?

No. Once payment has been received and allocated to an Infringement Notice the matter is deemed finalized and the Traffic Camera Office can no longer assist. You must contact the State Penalties Enforcement Registry on telephone number 1300 365 635 for advice on the options available to you.

6. I HAVE RECEIVED A SUMMONS TO APPEAR IN COURT, BUT NOW I WANT TO PAY.

You must contact the Traffic Camera Office on telephone number 1300 360 610 for advice.

7. I AM TRYING TO PAY FROM OVERSEAS.

You may finalise the notice by forwarding an International Bank Draft for the amount of the fine (*in Australian dollars*) to the **Traffic Camera Office, GPO Box 1440, Brisbane Qld 4001.** Staff at the Traffic Camera Office will then

forward your International Bank Draft to Queensland Transport for allocation to the Infringement Notice. Alternatively, should you wish to pay by credit card you can contact Queensland Transport on (international telephone code) 617 3834 2011.

8. I AM TRYING TO PAY FOR THE INFRINGEMENT NOTICE, BUT CANNOT GET THROUGH ON THE PHONE NUMBERS PROVIDED.

The contact telephone number for Queensland Transport is 13 23 80.

The credit card phone number is 13 23 90.

The Interstate Credit Card telephone number is 13 23 90.

Due to the large amount of calls received by Queensland Transport, delays are to be expected.

The contact phone number for the State Penalties Enforcement Registry is 1300 365 635.

Due to the large amount of calls received by the State Penalties Enforcement Registry, delays are to be expected.

Staff at the Traffic Camera Office cannot switch you through to speak directly with an operator from another Department; however your call may be switched through to the public queue.