

Work Instruction

Issuing and Management of Infringements

Summary

The following work direction is in relation to the issuing of infringement notices and describes the appropriate processes when issuing to an alleged offender.

Officers are required to undertake functions as directed by your their supervisor and within the purview of this work instruction.

Information

This work instruction relates to any investigation, enforcement or advisory process while dealing with the above mentioned matter.

This work instruction must be read in conjunction with the following documents or work instructions;

- Vehicles on road reserve work direction
- Voice recording work direction
- Working on roads work direction
- Council's code of conduct
- Work place health and safety legislation, policy or codes of practices

Stakeholders

Business Support Officers
Regulated Parking Officers
Compliance Unit Officers
Senior Officers
Local Laws Team Leader
Compliance Services Manager

Definitions

Supervisor – Includes Compliance Services Manager, Team Leader and Senior Local Laws Officer.

BSO – Business Support Officer

PIN – Penalty Infringement Notice

SPER – State Penalties Enforcement Registry

Penalty Infringement Notice Review – Is a request by a member of the public or staff to review an infringement based on extenuating circumstances or infringement error.

Legislative Requirements
Local Law 1 (Administration)
Local Law 2 (Animal Management) 2007
Local Law 10 (Temporary Homes)
Local Law 11 (Signs)
Local Law 14 (Jetties and Loading Ramps)
Local Law 19
Local Law 20 (Commercial Use of Roads)
Local Law 21 (Roads)
Local Law 30 (Heavy Vehicles)
Local Government Act 2009
Local Law 19
TORUM Act 1995
TORUM Regulation 2009
Environmental Protections Act 1994
Fees
Forms
Forms to download schedule
Fact Sheets
Associated Procedures
General Enforcement Work Direction
Working alone
Voice recording
Working on roads
Council's code of conduct
WPH&S Policies
PINFORCE User Guide
Manual Infringement User Guide
infringements - Work Instruction
WI-CSG-LLT-014 SPER
WI-CSG-LLT-018 Pending Infringements (Drive-Offs)
WI-CSG-LLT-016 Infringement reminder notices
WI-CSG-LLT-024 Infringement appeals
WI CSG BST-035 Review of PIN waivers
WI-CSG-LLT-030 Instalment Plans

General

The general principles for issuing infringements are for breaches of local government related legislation. Infringements should be issued and processed in accordance with the particular relevant legislation.

Infringement notices must be issued by appropriately authorised officers and relevant process followed to ensure timely and best practice principles are used.

Customer Service focused interactions and infringement processes should be encouraged with open communication between alleged offenders and Council.

Issuing of Electronic Penalty Infringement Notices

Please see PINFORCE User Guide.

Issuing of Manual Penalty Infringement Notices

Please see Manual Infringement User Guide.

Infringement issuing timeframes

In order to provide relevant infringement notices it is best practice to issue an infringement notice within 14 days of the date of the offence.

While this may be the case there are extenuating circumstances where an infringement notice may require further time, including but not limited to;

- Penalty Infringement Notice Review
- Emergency situations
- Operational issues
- Supervisor approval

Authorised Officer – Penalty Infringement Notice Review Timeframes

In the event a PIN review is required the PIN review must be submitted to a supervisor within 14 Days of the date of the offence. This may also include a peer review process after the 14 days with permission from a supervisor.

While this may be the case there are extenuating circumstances where a penalty infringement notice review may require further time, including but not limited to;

- Emergency situations
- Operational issues
- Supervisor approval

A standard penalty enforcement notice review format should be used to assess this process as to ensure consistency and assist with proving the elements of the offence.

Processing timeframes of infringements

Once issued all Infringement notices must be processed within a reasonable timeframe. Processing timeframes are detailed below:

- Infringements referred for processing manually or electronically.
 - Manual infringement forwarded to BSO – Local Laws for processing within 24hrs.
 - Manual infringement entered into proclaim within 24hrs.
 - Electronic Infringements - Personal Data Assistant Down downloaded within 24hrs.
- All infringement notices have a 28 day payment period from the date of issue.
- The Business Support Officer has 7 days after the infringement due date to process the first and final reminder notice.
- First and final reminder notices have a 28 Day payment period from the date of issue.
- The Business Support Officer has 14 Days after the reminder notice due date to process the infringement to the State Penalties Enforcement register.

Under extenuating circumstances the business support officer may exceed these timeframes. This may only be with approval of the supervisor or under extenuating circumstances which may include;

- Staffing shortages
- Emergency situation (natural disasters)
- As approved by a supervisor

Note: It is best practice to document any extensions on the above mentioned timeframes which can include an approval email, system memo or other forms of documentation.

Referring Infringements to the State Penalties Enforcement Register (SPER)

All penalty infringement notices that have not been finalised by the appropriate expiry date must be lodged with SPER and managed in line with the State Penalties Enforcement Registry User Guide and RCC work instruction WI-CSG-LLT-014 SPER.

Pending Infringements (Drive Offs)

Please refer to RCC work instruction WI-CSG-LLT-018 Pending Infringements (Drive-Offs)

Penalty Infringement Reminder Notices

Council may issue an infringement reminder notice in the form of a first and final reminder notice. This notice will provide the alleged offender a further 28 days from the issue date of the notice.

Please refer to RCC work instruction WI-CSG-LLT-016 Infringement reminder notices

Audit and review of processed Penalty Infringement Notices

All Infringement notices within Proclaim must be regularly reviewed and cross checked by a supervisor. A monthly report is provided by the Business Support Officer to the Local Laws Team Leader for review and sign off. The report encapsulates the following issues:

- Infringements due to be submitted to SPER
- Instalment plans due to be submitted to SPER
- Infringements pending interstate registration searches
- Infringements in credit
- Number of parking and local laws infringements issued that month with comparison to the previous year
- Total payment received from SPER for the month
- Infringements waived due to issuing error

Once approved by the Local Laws Team Leader the report must be submitted to the Compliance Services Manager.

Addition of Fees and Charges

The Compliance Unit may attach any fees in relation to the processing of infringements. Any Fee that is attached to an infringement notices must be listed in Redland City Council's Fees and Charges Schedule and approved by Council.

Customer Appeal Review

A customer may contest an infringement at any stage throughout the process. To do so the following options are available:

- 1st Internal Appeal – Team Leader Assessment
- 2nd Internal Appeal – Service Manager Assessment
- Court Election

Please note that under extenuating circumstances an infringement may be reviewed by a group manager, general manager or Chief Executive Officer either outside of inside this process.

Appeals and court elections must be submitted to Council in writing, however under extenuating circumstances a verbal request may be considered. This includes but is not limited to:

- Issuing errors
- Administration errors
- Written language difficulties
- Extenuating circumstances at the discretions of a supervisor

Council can also request supporting documentation in relation to waiver assessments. This can include but is not limited to:

- Medical certificates
- Financial documents

Work Instruction

- Permits or approval documents
- Photographs, maps, sketching
- Witness statements
- Statutory Declarations
- Official documents
- Mechanical receipts
- RACQ reports
- Other related documents

In the absence of supporting documentation the assessment officer may choose to refuse the request or request further documentation in order to better assess the waiver claim.

In relation to processing these requests please refer to RCC work instruction WI-CSG-LLT-024 Infringement appeals.

Waiver of Fines and Fee's

Please be advised that the Local Laws Team Leader and Compliance Services Manager have delegated authority to waive an infringement at any stage based on extenuating circumstances. Extenuating Circumstances can include but are is not limited to the following:

- **Processing Error** - Where an administrative error has occurred from processes or systems that are in place. For example: results not being returned when a registration search is completed.
- **Issuing Error** - When an officer has made an error in issuing an infringement. For example: A warning should have been issued in place of an Infringement.
- **Compassionate Grounds** - When an offender provides evidence of extenuating circumstances of misfortune. For example: financial hardship.
- **Medical Grounds** - When an offender provides evidence of medical circumstances that supports their claim. For example: A medical certificate providing details of a medical emergency.
- **Mechanical Breakdown** - When the offender provides supporting documentation of the vehicle not being operational at the time the PIN was issued. For example: An RACQ breakdown certificate.
- **Disability Permit Holder** - Where the offender holds a disability permit, however the permit was not displayed on the vehicle, or has fallen off the inside of the vehicle. The offender is allowed one occasion where they are given a warning and the PIN can be waived. Any further PIN's received for the same offence will incur a fine, except in circumstances where the 'delegate' determines otherwise.
- **Discretionary** - When the offender has provided sufficient evidence to support their claim and their claim does not fit into any of the other categories. For example: A police report stating that the vehicle was stolen at the time of the infringement being issued.
- **Other circumstances** - at the discretion to a supervisor

Waiver of any infringement or fee's must be recorded in writing with a justification supporting the decision.

Work Instruction

Under no circumstances can an employee provide verbal confirmation that a fine will be waived in relation to an infringement notice. Officers are directed to acknowledge issues and advise that the matter will be reviewed.

Please note: Where an infringement is waived due to an issuing error, such as an incorrect vehicle registration entered. The infringement can be re-issued at the direction of a supervisor and mailed to the offender. If a registration search is required to obtain the customer's details, the cost will not be added to the penalty amount as the error was a result of a Council Officer's mistake.

In relation to processing infringement waivers please refer to RCC work instructions WI-CSG-LLT-024 Infringement appeals and WI-CSG-BST-035 Review of PIN waivers.

Re-issuing of Fines

In the event of an administration, officer or general issuing error an infringement may be cancelled and reissued to the appropriate offender.

Suspensions of the enforcement process

Business Support Officers and Supervisors may suspend the enforcement process at any stage on the following grounds;

- Waiver assessment
- To seek direction from a supervisor
- Responses relating to a direction from a supervisor
- Assessment of a penalty infringement notice review
- Extenuating circumstances

All reasonable measures should be taken to ensure these functions are completed or followed up to remediate matters as soon as possible.

Extension on payments

In the event a penalty infringement notice has not been lodged on The State Penalties Enforcement Register a Business Support Officer may give a (14) fourteen day extension for payment over the phone to alleged offenders. This must be documented under the infringement providing reasons for extension.

Requests for infringement extensions longer than this timeframe must be approved in writing by a supervisor and will only be approved under extenuating circumstances. This includes, but is not limited to:

- Medical reasons
- Financial hardship
- Compassionate grounds
- Other circumstances at the discretion of a supervisor

Payment plans

Offenders can elect to pay an infringement by instalments if the original penalty is equal to or exceeds \$200.00. To begin an instalment plan the offender must pay a minimum of \$60.00 to Council, on receipt of the amount Council are required to lodge the infringement with SPER, who will liaise with the offender to recover the remaining debt by way of instalments. Offenders are not charged any additional fees for this service.

In relation to processing infringement payment plans please refer to RCC work instruction WI-CSG-LLT-030 Instalment Plans.

While it is best practice to not enter into small fine payment plans under extenuating circumstances a supervisor can enter into a internal payment plan with a customer. The payment plan must be documented in writing and may be referred lodged to the state penalty enforcement registry if payments are not met.

Repeat Offenders

It would be reasonable to suggest that in the event any more than two infringement notices have been issued to one person on different occasions but for the same offence, Council's enforcement response may be escalated. This includes but is not limited to prosecution or further enforcement options.

In relation to repeat parking infringement offenders please refer to RCC work instruction WI-CSG-LLT-*** General Regulated Parking.

In relation to all other infringement offences, appropriate PIN reviews must be undertaken with previous offences detailed within the document. Recommended enforcement will then be assessed by the supervisor at the time.

Information, Document and Evidence Management

All information should be handled in accordance with the Information Privacy Policy GL-3103-001.

All documents should be handled in accordance with the Records Management Guideline - GL-1003-001 and Associated Documents

Also any evidence must be stored in accordance to the *Evidence Act 1997*, Evidence Storing and Impounding Work Direction and Evidence Collection – Work Instruction.

General responses and customer service requirements

- All interactions must take into account the customer service principles.
- Officers must provide a closure response in relation to any request received.
- Officers must make reasonable attempts to inform all parties throughout processes.
- Professional and courteous manor must be sustained at all times while dealing with the public.

Work Instruction

Document Control

- Only the Senior Local Laws Officer, Local Laws Team Leader, Compliance Services Manager or a member of the Community Standards Business and Systems Team can update this work instruction.
- Only the Local Laws Team Leader or Compliance Services Manager can sign off this work instruction.

Right to Information Release

Infringement Cancellations

Summary

This work instruction details how to cancel an infringement. Only infringements that have not been served can be cancelled.

Information

Infringements are cancelled when an issuing error is identified prior to the infringement being served (issued to an offender).

To request cancellation of an infringement, an officer must:

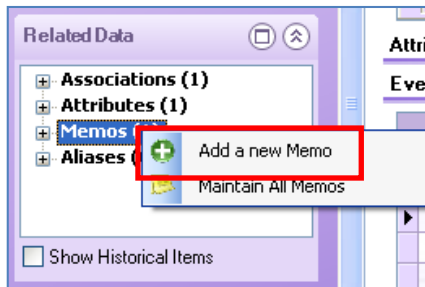
- complete a yellow cancellation form
- provide details explaining why the infringement is to be cancelled
- have the form signed by their Team Leader
- attach the original ticket to demonstrate that the infringement has not been served.

If an infringement has been served, the only option to 'cancel' the infringement is through the appeal process. Refer to *WI-ERG-CSU-15 – Appeals Process*.

When an infringement is given to you as the Business Support Officer for cancellation, you must ensure that the ticket is attached to the form, all details are completed including authorised signature and that you sign it to confirm that everything has been received. This can be actioned straight away.

Work Instruction Steps

1. Ensure all cancellation requirements have been met prior to processing. To request an infringement cancellation an officer must:
 - complete a yellow cancellation form
 - provide details explaining why the infringement is to be cancelled
 - have the form signed by their Team Leader
 - attach the original ticket to demonstrate that the infringement has not been served.
2. Open the infringement record in P&R.
3. Create a memo to detail the reason for cancellation.
 - a. Select 'Memos' along the left-hand column, right click on the word 'Memos' and select 'Add a new memo'.



- b. Enter the below:
 - a. Memo Type: INFPRK / INFANI / INFL / INFDEV / INFHAE (depending on infringement type)
 - b. Notes: Enter the reason for cancellation as detailed on the yellow cancellation form. Refer to the below example.

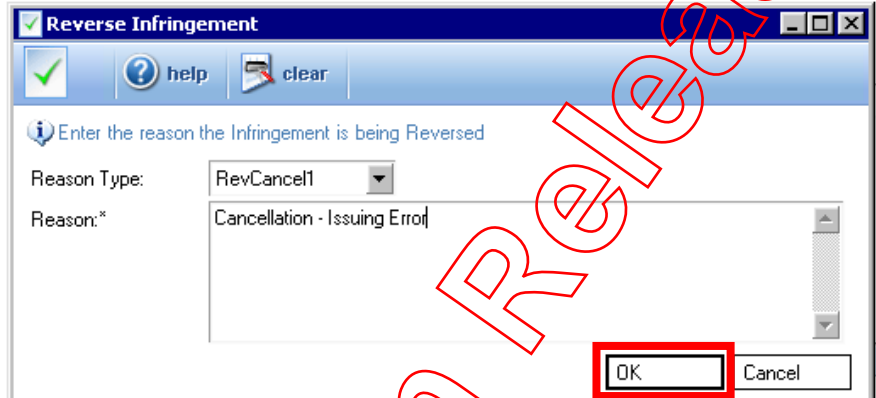
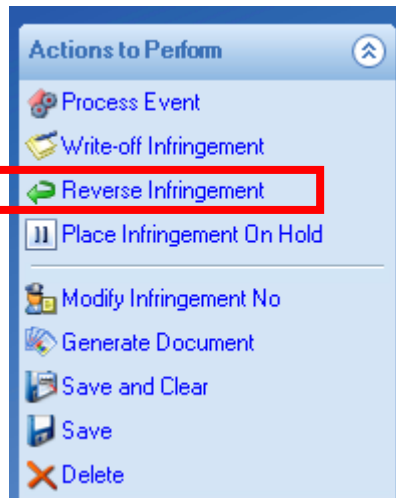
INSERT SCREEN SHOT OF AN EXAMPLE

- c. Complete the following custom fields of the memo:

Date:	Date cancellation completed
Text:	'Cancelled'
Officer name:	Your name
Objective ID:	NA
Alert:	Yes
- d. Select save from the top left side of the screen and select close return to the main screen of the infringement record.

*Note: **If the infringement has been reissued**, open the new infringement record and create a memo (following the above instructions), stating the infringement is a re-issue of INF *****. This assists in locating photos etc. if required in the future.*

4. Select 'Reverse Infringement' from the 'actions to perform' menu.
 - a. a. Under 'Reason type' select 'RevCancel1 – Cancellation – Issuing Error'
 - b. b. select 'OK'



5. The infringement record should now have a balance of \$0.00 and the status 'Infringement Reversed'.
6. On the yellow cancellation form, write 'cancelled' with today's date and your initials and initials to show when and who cancelled the infringement.
7. Scan the request for cancellation and save to the infringement folder in Objective.
Note: If there isn't already a folder for the infringement, create one under 'infringements issued' and the year-month applicable to the offence date. Name the document similar to 'INF123456 – Cancellation form'.
8. File the hard copy of the cancellation form in the 'Cancelled PINs' folder.

END OF WORK INSTRUCTION

Document Control

Only a member of the Compliance Services Business Support Unit can update this work instruction.
Only the Compliance Services Manager can sign off this work instruction.

Review of Infringement Notice Appeals

Summary

This work instruction details the process for reviewing Infringement appeals.

Information

Customers who have been issued an Infringement Notice have the option to contest the offence. Appeals must be submitted in writing, preferably on the [Infringement Appeal Form](#).

An appeal will be reviewed by an officer in the Infringements team. The reviewing officer is required to be on an equal or higher salary rate than that of the officer who has issued the infringement.

If the reviewing officer knows the offender personally or has any personal interest relating to the issuing of the infringement, a conflict of interest must be declared and the appeal review is to be distributed to another officer for review.

If a customer is unhappy with the decision made by the reviewing officer they have the option to submit a second appeal which will be reviewed by the relevant Service Manager. This application must be made in writing and it is suggested that the offender provides additional supporting evidence to justify their request.

Work Instruction Steps

1. On receipt of an infringement appeal an electronic appeal file will be compiled by the Infringement Team Business Support Officer containing all evidence and appeal information relating to the offence.
2. Read the Infringement appeal submitted by the customer and any supporting evidence they provide.
3. Review the infringement details, offence and supporting evidence (i.e. photographs, Officer's notes, voice recordings, etc.)
4. Infringements can only be waived if the circumstances surrounding the matter fit one of the below categories:
 - **Processing Error** - Where an administrative error has occurred from processes or systems that are in place.
 - *Example: results not being returned when a registration search is completed.*
 - **Issuing Error** - When an officer has made an error in issuing an infringement notice.
 - **Compassionate Grounds** - When an offender provides evidence of extenuating circumstances of misfortune.
 - *Example: financial hardship.*
 - **Medical Grounds** - When an offender provides evidence of extenuating medical circumstances that supports their claim.
 - *Example: a medical certificate providing details of a medical emergency.*

- **Mechanical Breakdown** - When the offender provides supporting documentation of the vehicle not being operational at the time the infringement notice was issued.
 - *Example: an RACQ breakdown certificate*
- **Disability Permit Holder** - Where the offender holds an Australian Disability Parking Permit (ADPP) and fails to display the permit on the vehicle. The offender is provided one occasion where they are given a warning and the infringement notice will be waived on receipt of a copy of their current ADPP. Any further infringements issued for the same offence will incur a fine.
- **Discretionary** - When the offender has provided sufficient evidence to support their claim and their claim does not fit into any of the other categories.
 - *Example: a police report stating that the vehicle was stolen at the time of the infringement being issued.*
- **User Declaration** – When the registered vehicle owner provides a statutory declaration stating they were not the driver of the vehicle at the time of offence. Options include illegal user declarations, known user declarations, sold vehicle declarations and unknown user declarations. If the driver is known, debt recovery will proceed against the nominated offender.

**Please note: Infringement decisions are made at Council's discretion and withdrawal is only approved in extenuating circumstances. Although a customer may feel their explanation fits one of the above categories, without significant reasoning and evidence, waiver may not be approved.*

5. It is essential that adequate supporting evidence is provided to support an appeal. If an appeal is submitted without the necessary documentation, the reviewing officer can request documents from the customer prior to assessing further. Until the documents are received, the infringement will be upheld. Supporting evidence includes, but is not limited to:
 - Copies of permits
 - Medical certificates
 - Mechanical documentation
 - Statutory Declarations
 - Financial documentation
 - Police reports
6. If the reviewing Officer recommends the infringement for waiver, it requires Service Manager approval before the penalty can be withdrawn. This is done by completing a monthly waiver list for the Manager's perusal and assessment. Once approved, the customer can be notified, in writing, that the infringement has been waived.
7. If the reviewing Officer determines that there are insufficient grounds to waive the infringement a 'non waiver' letter must be mailed to the customer explaining the reason why. If required, a copy of the offence photographs or legislation references may be included to assist in explaining the offence.
8. Common defences submitted for appeal, which are not considered favourable by Council, are:
 - misinterpretation or did not see signage
 - not familiar with the area
 - no available parking and no valid reason for parking
 - not aware of the legislation
 - Disability Parking Permit was not displayed for a second or subsequent offence
 - no boat trailer attached when infringement issued

Work Instruction

Document Control

- Only a member of the Compliance Services Infringement Team can update this work instruction.
- Only the Compliance Services Business and Systems Team Leader can sign off this work instruction.

Right to Information Release

Use of Voice Recorders

Summary

This document provides clear instruction to Community Standards Officers with regards to the use of voice recorders whilst performing official Redland City Council duties.

Information

In Queensland, only one party of the conversation needs to consent for the recording to be admissible.

“Invasion of Privacy Act 1971, Part 4 - Section 43 Prohibition on use of listening devices.”

Work Instruction Steps

Officers are required to activate and record conversations for evidentiary purposes and in the interest of personal protection when making inquiries, conducting assessments, advising a customer of their legal rights, issuing warnings or penalty infringement notices in the course of their official RCC duties.

Officers are instructed to activate and record conversations when;

- Attending a premise, location or regulated parking area etc; or
- When approaching any person, or when approached by any person
- Where the customer interaction is likely to become contentious and/or aggressive.

Examples of some official duties and circumstances where officers are required to use their voice recorders are as follows, but are not limited to;

- Regulated parking patrols (includes schools and static patrols)
- Beach and reserve patrols (prohibited activities, vehicle access permits etc)
- Investigations and enquires regarding complaints received by Council (heavy vehicles, abandoned vehicles, unlawful development etc)
- Noise or nuisance assessments.
- Beach and reserve patrols (dogs off leash)
- Investigations and enquiries (dog attacks)
- Illegal tree clearing (private and public land)
- On site election signage discussions
- Possible or known contentious and/or aggressive interactions

Officers, where practical and taking into consideration their personal protection, must activate their voice recorder when engaging or about to engage in a conversation.

Whilst it is not a legal requirement to advise a person that you are recording the conversation, in some instances it is a professional courtesy, for instance when conducting a planned interview.

In the event officers are questioned in relation to the person/s being recorded it is good practice for the officer to advise the persons that they are being recorded.

Saving Voice Recordings

Officers are required to save all voice files under a team nominated file path for a minimum of (7) Years. The voice recording may be required for future reference, e.g. in response to an RTI request, for evidence in court, to support complaints made against Council / the officer, to support claims made by a council officer against the member of public.

Introductions and Closings

Where practical, officers should open the voice recording by stating the following points of reference;

- Time (start)
- Date
- Place (location of officer or intended location of officer)
- Officers identity (name)
- Purpose of the recording (reason you are there)
- Witness if applicable (i.e. another officer etc)
- Site Notes: Observations
- Badge Status. e.g. that your badge is clear and intact.

Where not practical to quote this information in the opening statement, officers should close the recording with the above-mentioned information.

Officers should also quote a closing time when the conversation has ended.

Simple House Keeping Rules for Voice Recorders

Officers are required to carry spare batteries in their kit bags at all times.

Officers are required to ensure there is sufficient memory space available on the recorder before commencing the day's patrols or inspections.

Download recordings at least twice weekly or as soon as possible for more urgent issues.

Document Control

Only a member of the Business Support Team can update this work instruction

Only the Group Business Support Coordinator can sign off this work instruction

Tenix Solutions – Manual Infringements

Summary

Officers will issue manual infringements for offences relating to Animals, Health, Development Control and Parking.

Information

- From 1 July 2016 manual infringements will be sent to Tenix to manage and process.
- Until advised otherwise, with the exception of parking, all infringements must be issued using the manual triplicate books.
- This is a temporary process only until all infringements are issued from the hand held devices
- The infringement will need to be entered into P&R by the Infringement BSO.
- Once in P&R, there is no need to process any infringement events. Tenix will manage the infringement.

Work Instruction Steps

1. Officer issues a manual infringement and mails it to the offender.
2. Officer provides the blue copy of the infringement to the Infringements BSO.
3. BSO enters the infringement in P&R – refer to WI-ERG-CSU-017 Manual Infringement Add.
4. Ensure the Infringement has a status of *Initial Fine* in P&R.
5. BSO scans the infringement and saves to the **Infringements Issued** folder in Objective.
6. BSO emails a copy of the infringement to Tenix Solutions for entry into Nova Park - email to [redacted]@tenixsolutions.com
7. BSO registers the email to [redacted] in **Manual Infringements to Tenix** folder in Objective.
8. BSO files the hard copy infringement.

This is a temporary process only until all infringements are issued from the hand held devices.

END OF WORK INSTRUCTION

Tenix Solutions – PIN Cancellation

Summary

Information

PINS can only be cancelled when an infringement has not been served. If it has been affixed to a vehicle, mailed or handed to an offender and an error is identified, the appeal process must be followed.

Work Instruction Steps

1. Officer identifies issuing error prior to serving the infringement
2. Officer completes a yellow cancellation form requesting the PIN is cancelled and providing a reason why. PIN must be attached to the form.
3. Form is signed by the Officer's Team Leader
4. Form is given to the Infringements Team
5. BSO (Infringements Team) logs into Nova Park and cancels the infringement
6. Correspondence is not required as the infringement has not been served, therefore the offender is unaware of the matter
7. BSO writes on the form the date the cancellation was completed in Nova Park
8. BSO scans the cancellation form and ticket and saves to the infringement folder in Objective.
9. The transaction file returned from Tenix will update P&R to show the infringement write off.

NOTE: Look at amending the cancellation form to include a section where the BSO can sign and date the form when Nova Park has been updated.

END OF WORK INSTRUCTION

Tenix Solutions – Re-issued Infringements

Summary

Information

For this process to work it is essential that officers select the issue method posted / mailed when re-issuing an infringement. The PIN is picked up in Nova Park as a Post PIN and mailed to the offender.

Work Instruction Steps

1. An issuing error is picked up on an infringement notice after it has been served. Tenix waive the infringement through the appeal process and advise a replacement infringement will be issued.
2. Tenix advise RCC of the requirement to re-issue the infringement through a workflow.
3. Infringements Team BSO emails the relevant officer and requests they re-issue the ticket with the **issue method mailed/posted**. The issuing officer needs to reflect in the infringement notes that the 'infringement is a re-issue of INF *****'.
4. The infringement data is sent to Tenix in the overnight data file.
5. Tenix pick up the infringement as a post pin and complete a vehicle registration search to obtain offender's details.
6. Tenix mail the infringement notification to the offender, the registration search fee is not charged at this stage.
7. If the offender does not pay by the payment due date, a reminder notice is sent with the registration search fee added.

END OF WORK INSTRUCTION

Tenix Solutions – Appeals

Summary

Tenix will manage appeals for infringements issued from 1 July 2016 onwards. They complete the assessment and correspondence for parking infringements. Appeals for other offence types will be reviewed by the relevant RCC Team Leader.

Information

- Any appeals for Development Control, Animal Management and Health must be forwarded to the team leader of the area for review and action.
- All forms for nominations, appeals and court elections are located on the RCC website
- Email address for these requests are rcc_appeals@tenixsolutions.com

Work Instruction Steps

Incoming appeals – via Records

1. Email will come to the Infringements Team via Objective.
2. Open document and confirm that infringement was **issued on or after 1 July 2016**.
3. Update the offender details in P&R.
4. Save the appeal form in the Infringement file in Objective.
5. Forward appeal to Tenix Solutions using email: rcc_appeals@tenixsolutions.com
6. Save the sent email in the Infringement file in Objective.
7. Move the appeal document to the infringement folder in Objective.

Incoming appeals – via ICCC

1. ICCC will receive appeals over the Counter. The documentation will be scanned and emailed to the Infringements Team.
2. Open email and confirm that infringement was **issued on or after 1 July 2016**.
3. Update the offender details in P&R.
4. Save the appeal form in the Infringement file in Objective.

Work Instruction

5. Forward appeal to Tenix Solutions using email: rcc_appeals@tenixsolutions.com
6. Save the sent email in the Infringement file in Objective.
7. Move the appeal document to the infringement folder in Objective.

Review of appeals

1. Parking offences - Tenix will manage the process and generate any correspondence.
2. Other offences - Tenix will update Nova Park to show an appeal has been received. The appeal will then be distributed to RCC through a workflow.
3. When received via workflow email group - Infringements Team BSO to distribute the appeal to the relevant Team Leader for review and assessment.
4. The Team Leader will complete the review, enter the outcome on the infringement record in Nova Park and enter the response letter into the letter template in Nova Park.
5. Tenix will then send the response letter to the offender.

Appeals received by Tenix for infringements issued prior to 1 July 2016

1. Documents will be emailed to the Infringements Team and completed as per our normal process – Refer WI-ERG-CSU-015 Appeal Process

END OF WORK INSTRUCTION

Tenix Solutions – Drive Offs (Post PINS)

Summary

Tenix will manage drive-offs for all infringements issued from 1 July 2016 onwards. Tenix refer to these infringements as post PINS.

Information

For this process to work it is essential that officers select the issue method posted / mailed when issuing infringements. Otherwise post PINS will not be identified in the Nova Park system.

Work Instruction Steps

1. Officer issues a post pin with the issue method posted / mailed, the ticket does not need to be printed.
2. The infringement data is sent to Tenix in the overnight data file.
3. Tenix pick up that the infringement is a post pin and complete a vehicle registration search to obtain offender's details.
4. Tenix mail the infringement notification to the offender, the registration search fee is not charged at this stage.
5. If the offender does not pay by the payment due date, a reminder notice is sent with the registration search fee added.

Nominations received by Tenix for infringements issued prior to 1 July 2016

1. Documents will be emailed to the Infringements Team and completed as per our normal process – Refer *WI-ERG-CSU-019 Drive-offs Processing*

END OF WORK INSTRUCTION

Pages 23 through 157 redacted for the following reasons:

Contrary to Public Interest

Right to Information Release