

FORM PARKING METER REFUND REQUEST FORM



Privacy Notification (Privacy and Personal Information Protection Act 1998 – Section 10) - The personal information that Council is collecting from you on this application form is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 ('the Act'). The intended recipients of the personal information are officers within the Council and any person wishing to inspect the application in accordance with the Local Government Act 1993 or the Government Information (Public Access) Act 2009. The supply of the information by you is not voluntary and if you cannot provide or do not wish to provide the information sought, the Council will be unable to process your application. You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with the legislation. Council is to be regarded as the agency that holds the information. Enquiries concerning this matter can be addressed to Council by telephoning 4227 7111.

INSTRUCTIONS FOR DRIVERS REQUESTING A PARKING METER REFUND ARE AS FOLLOWS:

- 1 Purchase meter ticket from another parking meter
- 2 Report fault to Parking Meter Fault line on 1300 994 392
- 3 Take note of Reference number provided
- 4 Complete Parking Meter Refund Request form
- 5 Attach meter ticket to request form
- 6 Take completed form and meter ticket to Council's Customer Service Team in the Administration Building, 41 Burelli Street, Wollongong

DRIVER DETAILS:

Driver's Name:

Driver's Address:

Driver's Contact Phone Number:

INCIDENT DETAILS:

Date of Event:

Parking Meter ID Number:

Reference Number: *(As provided by Parking Meter Help Line)*

I, declare that all the information I have provided to Council in relation to this parking meter refund is true and correct.

Signature



Date

Signature of Driver accepting receipt of refund

INFORMATION AND CHECKS TO BE COMPLETED BY COUNCIL STAFF


INSTRUCTIONS FOR CUSTOMER SERVICE TEAM

STEP 1: Please complete the following Table *(All details completed in full. If not, refund must not be issued)*

| | |
|---|--|
| Original Parking Meter Ticket attached? <i>If not, refund must not be issued</i> | |
|---|--|

STEP 2: After all the driver's details have been checked, the Officer may issue the refund.

STEP 3: If driver has not provided all required details, the Officer must not issue a refund. Please note the reason refund is not approved and file this form in the tray labelled "Parking Meter Refunds".

| | | |
|----------------|--|---|
| STEP 4: | Amount Refunded: | |
| | Reason refund not approved? <i>eg no meter ticket; no fault reference number.</i> | |
| | Council Officer's Name: | |
| | Council Officer's Signature: |  |
| | Date: | |

STEP 5: After issuing the driver with a refund the Officer needs to attach the meter ticket to this form and file it in the tray labelled "Parking Meter Refunds".

INSTRUCTIONS FOR COMMERCIAL BUSINESS UNIT

➤ Check refunds issued by completing the following table, then file in TRIM and record the TRIM reference number

| | |
|-----------------------------|--|
| Reference Number Validated: | |
| Fault Resolution: | |
| Refund Justified: | |

INSTRUCTIONS FOR ALL COUNCIL OFFICERS

➤ Refer to TRIM Z14/300443 for Parking Meter Refund Procedure