

# ANPRS: Frequently Asked Questions

## Information sheet about QPWS's 24-hour traffic camera surveillance technology, vehicle access permits and infringements

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This document contains information about the 24-hour traffic camera surveillance technology that operates in Queensland Parks and Wildlife Service's recreation areas, vehicle access permits that are required to access those areas and penalty infringement notices that have been issued for not obtaining valid vehicle access permits.

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*Note:*

*'permit' refers to a vehicle access permit*

*'infringement' refers to a Penalty Infringement Notice*

*'recreation area' refers to Bribie Island, Cooloola or K'gari (Fraser Island) recreation areas*

### 1. What does ANPRS stand for?

ANPRS stands for Automatic Number Plate Recognition System. The ANPRS is the name of the 24-hour traffic camera surveillance technology that operates in our recreation areas. These systems are installed in Queensland Parks and Wildlife Service's recreation areas so vehicle use can be monitored in the area. The cameras record the number plates of every vehicle they see. This information is then sent to a central system which checks whether a valid permit is held for each recorded vehicle.

ALL vehicles entering the recreation area for whatever reason must hold a valid permit. There are multiple ways of purchasing a permit - online, by visiting an over-the-counter booking office and by phone on 13 QGOV (13 74 68).

### 2. Why am I getting an infringement?

A vehicle that you are the registered owner of (according to records held by the Department of Transport and Main Roads), or a vehicle that you were nominated as being the driver of in a Statutory Declaration, was recorded as passing an ANPRS camera and its number plate did not appear in our database as having a valid permit for the recreation area that the vehicle was travelling in.

### 3. Can I appeal an infringement ('grounds of appeal')?

You can only appeal an infringement on the following grounds ('grounds of appeal'):

- If you believe the infringement was issued in error (if the facts of the infringement are not correct)
- If you were not the driver of the vehicle at the time of the offence
- If the offence was unavoidable because of a medical or other emergency
- If there were other exceptional mitigating circumstances beyond the control of the driver

If you want to appeal an infringement, you must lodge the appeal (a) BEFORE paying the fine, and (b) BEFORE the due date of the payment.

#### **4. The following are not considered grounds for appeal:**

- incorrect number plate on permit
- incorrect start and/or end date on permit
- permit purchased for incorrect recreation area
- not purchasing a permit for EVERY calendar day present in recreation area
- starting but not completing an online purchase for a permit
- forgetting to renew a permit or permit exemption (backdating a permit is not permitted)
- changing camping permit dates but not remembering to change vehicle access permit dates
- changing the number plate on or after permit start date
- thinking a camping permit covers vehicular access to recreation area
- financial hardship / COVID hardship
- being unaware a permit was required to enter recreation area
- not seeing a sign
- not agreeing with the law
- entering recreation area for only a brief period of time
- permit for another vehicle was used
- entering the recreation area to assist or tow another vehicle out (there are specialist, departmentally-authorised towing companies who provide this service)

#### **5. How do I appeal an infringement?**

You can appeal an infringement:

- If you meet the criteria for grounds of appeal (see point 3 above)
- If your reason for appeal is something other than one of the reasons that we will not withdraw an infringement (see point 4 above)

To appeal an infringement, please send an email to the Infringement Notices Administration Team at [infringement.notices@des.qld.gov.au](mailto:infringement.notices@des.qld.gov.au) with the required evidence - NOTE if the required evidence is not submitted, we are unable to conduct a full review.

Required evidence:

- Copy of infringement
- Documentation to support your appeal
- If a medical or other emergency - evidence from an attending Emergency Service (either police, ambulance, fire, coastguard, etc.) or from a doctor or hospital where medical treatment occurred to prove that it was a verifiable emergency
- For instances where you were not the driver - a fully completed and signed Statutory Declaration (found on the reverse of the infringement)

#### **6. Can I purchase my permit after I enter the recreation area?**

No. You must purchase a permit BEFORE you enter the recreation area. Permits are time stamped, as are the images captured by the ANPRS cameras.

### **7. I recently changed my number plates – does my permit update automatically?**

No, there is no automatic update. Our camping and vehicle permit booking system and the Department of Transport and Main Roads' vehicle registration system are not linked. We will not know if your vehicle details have changed unless you tell us.

### **8. What should I do if I have recently changed my number plate and I already have a vehicle access permit for that vehicle?**

You are required to change the number plate on your vehicle access permit BEFORE entering the recreation area. Failure to do so will result in an infringement.

Please forward copies of your registration certificates/renewal notices for your vehicle that show the old and new plates (so we can check the VIN number), together with your current vehicle access permit to [CIRInfringements@des.qld.gov.au](mailto:CIRInfringements@des.qld.gov.au) and we will assist you.

### **9. I purchased a new vehicle which came with a permit but have received an infringement – why?**

Permits are not transferrable between persons. If you purchase a new vehicle you cannot 'take over' the seller's permit you must purchase your own permit.

### **10. Can I transfer my current permit (that has my old vehicle on that I no longer use/that I no longer own) to my new vehicle?**

As long as you advise us of this change BEFORE you travel to the recreation area you may do this. Please email us at [CIRInfringements@des.qld.gov.au](mailto:CIRInfringements@des.qld.gov.au) with details of the old and new vehicles and we will assist you. If you do not tell us of this change in vehicles and travel to the recreation area you will receive an infringement.

### **11. I applied for a permit fee exemption but it was refused – why?**

It is likely that you did not meet the given criteria to receive a fee exemption for the permit. Fee exemptions are only given for specific reasons; the Department must be satisfied that the applicant reasonably requires it to access their principal residence, land holding, the residence of a close relative or their place of work for instance.

For full details please refer to the [Operational Policy](#): 'Fee exemptions for vehicle access permits on QPWS managed recreation areas'.

Please direct any specific queries regarding fee exemptions to [CIRInfringements@des.qld.gov.au](mailto:CIRInfringements@des.qld.gov.au)

### **12. I want to pay or discuss payment options for my infringement – how do I do this?**

Payment terms and court election options are listed on the reverse of the infringement. If no action has been taken within 28 days of the infringement issue date, the matter will be referred to the State Penalties Enforcement Registry (SPER).

## **General note**

It is important that that ALL details entered onto the camping and vehicle permit booking system are correct. This means your name, address, telephone number, travel dates, location, number of persons and vehicle number plate must all be carefully entered onto the system to avoid mistakes. Some errors will invalidate a permit and lead to an infringement being issued.