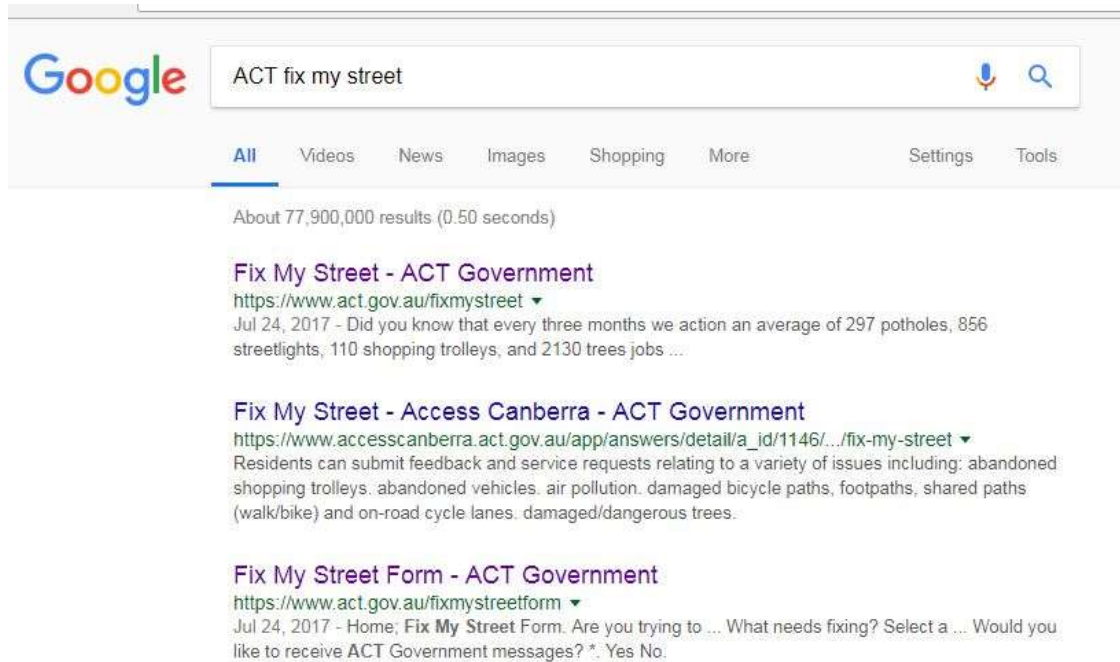


EASY STEPS GUIDE TO REPORTING ILLEGAL PARKING

Cars parked on verges (nature strips) can damage street tree roots or compact the soil so that rainwater cannot easily reach the roots. Some cars park on verges at the corner of streets and block the view, making it dangerous for other road users.

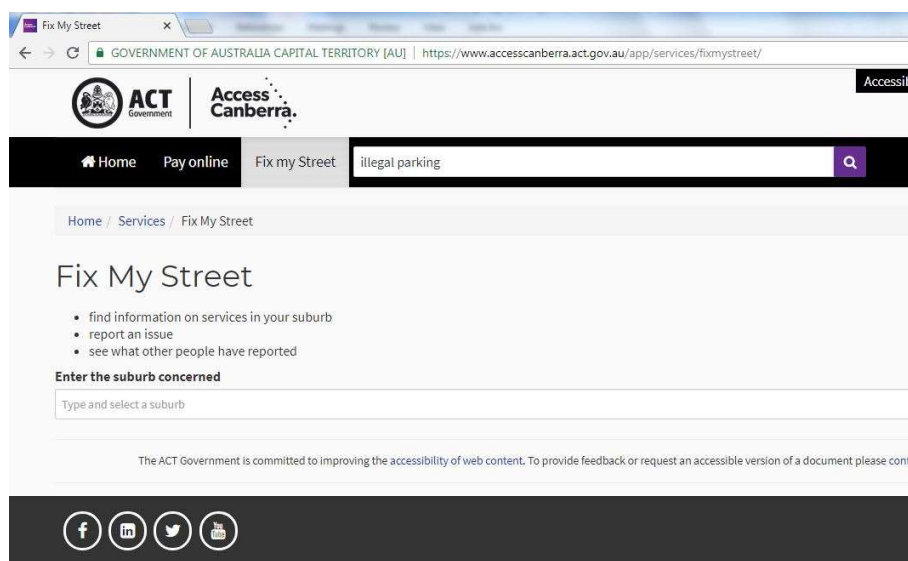
If you are annoyed by someone constantly parking on a verge, or otherwise illegally, you can lodge a complaint to the ACT Government. Complaints can be lodged anonymously, although you do need to provide your name and contact details on the form used.

Step 1: enter “ACT fix my street” into Google and press “Enter” on your keyboard.



Click on the top entry “Fix My Street – ACT Government”. This will automatically open the Access Canberra site that is shown in step 2 below.

Step 2: enter “illegal parking” into the Search bar at the top of the Access Canberra site, and press the Enter key on your keyboard



Step 3: an “Answers list” will appear. Click on “1. Parking” and press the Enter key. This will bring up another list on the left hand side of the page.

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Parking

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Overview

- ACT Government pay parking
- Pay parking on National land
- Motorcycle parking
- Illegal parking**
- Licence plate recognition
- Heavy vehicle parking in residential areas
- Faulty parking machines
- Fees
- Pay parking maps

Illegal parking

To assist drivers to understand their obligations under the Australian Road Rules in relation to *parking* and how *parking* is regulated in the Territory, The Chief Minister, Treasury and Economic Development Directorate have developed the ACT *parking* infringements guide (PDF 832KB).

Examples of where it is *illegal* to stop or *park* your vehicle include:

- on a taxi rank or bus stop;
- in a no stopping zone;
- in a no *parking* zone (you can stop but not *park*);
- on a footpath or nature strip;
- on a traffic island, the median strip or plantation in a divided carriageway;
- in a loading zone unless you have an loading zone *parking* permit or the vehicle is specifically permitted to use the loading zone;
- across any passage, thoroughfare, entrance, driveway or foot crossing;
- so that any part of the vehicle overhangs any line marking or *parking* space or bay; and,
- anywhere other than in a marked bay in a car *park* marked into bays.

For a full description of *parking* rules refer to the [Australian Road Rules](#).

To report *illegal parking* please use our [online feedback form](#) or call the Access Canberra Contact Centre on 13 22 81.

Step 4: If you wish to check that the parking is indeed illegal, then press “illegal parking” on the far left hand side of the page shown in Step 3 above. This will bring up a list of illegal parking circumstances.

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For a full description of *parking* rules refer to the [Australian Road Rules](#).

To report *illegal parking* please use our [online feedback form](#) or call the Access Canberra Contact Centre on 13 22 81.

Step 5: If you wish to report the illegal parking incident, press the “Report illegal parking online” button in the screen shown in Step 4 above. The following screen will then appear.

Now fill in the details in the online report.

The screenshot shows the top navigation bar with the ACT Government logo, 'Access Canberra' branding, and links for 'Accessibility' and 'Contact Us'. Below this is a secondary navigation bar with 'Home', 'Pay online', 'Fix my Street', a search bar, and a 'Log in' button. The main content area has a breadcrumb trail 'Home / Feedback and Complaints' and a heading 'Ask a question, report an incident, make a complaint or provide feedback to the ACT Government'. A red warning banner states: 'If your correspondence relates to an URGENT safety issue, please ring Access Canberra on 13 22 81 (available 24/7)'. A yellow banner below it says: 'Please note this form will expire after 30 minutes.' A note indicates 'All fields marked with * are required'. The form section is titled 'Your feedback' and contains the following fields: 'Subject *' (text input), 'Question / Report / Complaint / Feedback Details *' (large text area), and 'Category *' (dropdown menu with 'Transport, Road & Traffic' and 'Illegal Parking' visible).

If you wish Access Canberra to maintain your anonymity, there is a button about halfway down the form that you should click.

This section of the form includes a question 'Would you like to receive a response? *' with two radio button options: 'Yes' (selected) and 'No'. Below this is an 'Attach Documents' section with a 'Choose File' button and the text 'No file chosen'. The next section is titled 'Your contact information' and contains a yellow warning banner: 'Submitting this form will automatically create an account for you using the contact details you provide. The Responses to your feedback will be sent to your email address. It is therefore recommended that you do not use'. A red banner below it says: 'Please note: Submitting anonymous feedback may prevent your feedback from being investigated.' There is a button labeled 'Submit anonymously?' with a grey background. At the bottom are two text input fields for 'First name *' and 'Last name *'.

Step 6: Once you have completed the form, press the “Submit” button below the map. You will receive an email confirming your submission.

