Fees and fines fact sheet

Victorian Government departments and agencies charge a range of:

* fees for services and regulatory purposes, including licensing and registering certain activities; and
* fines for improper conduct, and to discourage unlawful behaviour.

Fees and fines are officially set and revised by legislation relevant to their application, and applied and reviewed by government departments.

From 1 July 2020, the value of a penalty unit is $165.22 and the value of a fee unit is $14.81.

In response to the economic impact of the coronavirus (COVID-19) pandemic, the Victorian Government has placed a freeze on fees and fines for 2020-21 and will maintain the 2019-20 values of fee and penalty units for this period. This decision has been made to support Victorians through the coronavirus pandemic and reduce the financial stress on households and businesses.

Lists of government fees and fines

To ensure openness and transparency, the Victorian Government requires every department to publish all fees and fines that are automatically indexed on their respective internet sites by 1 July each year.

The quickest way to find a list of the Government’s automatically indexed fees and fines is by visiting links from the Department of Treasury and Finance’s website: [www.dtf.vic.gov.au](http://www.dtf.vic.gov.au)

What is provided in the lists?

The lists provide an up-to-date account of:

* The types of fees and fines that are charged; and
* The amount payable for each fee and/or fine.

Although all departments have sought to make the lists as accurate and complete as possible, updates and revisions may be necessary.

Other fees and fines information

What if I cannot immediately afford to pay a fee or fine?

Individuals experiencing financial hardship may be able to pay by instalments when they receive a State Government issued fine. This enables individuals experiencing financial difficulties to meet their required payment/s. For more details, visit http://www.fines.vic.gov.au or call the Civic Compliance Fine Helpline on 03 9200 8111. Callers from regional Victoria can contact the Civic Compliance Fine Helpline on 1300 369 819.

Are any concessions available for fees charged?

The Victorian Government provides concessions on certain fees. These concessions differ in relation to eligibility and the rate of the discount applied. Any questions about concessions should be raised with the government authority responsible for the fee.

What if I think a fee or charge is unfair?

If any person feels a fee or fine they have to pay is unfair, they should, in the first instance, raise his or her concerns with the responsible government authority.

Alternatively, individuals can take the matter to the Victorian Ombudsman, who has the power to investigate complaints about government authorities as long as the complaint:

* is not more than 12 months old; and
* could not be more appropriately decided by a court or tribunal.

You can contact Ombudsman Victoria on:

Telephone: (03) 9613 6222, Toll Free 1800 806 314 (Regional Only)  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

For further information

For more information please contact the Department of Treasury and Finance:

Website: [www.dtf.vic.gov.au](http://www.dtf.vic.gov.au)  
Email: [information@dtf.vic.gov.au](mailto:information@dtf.vic.gov.au)  
Telephone: Ph: (03) 9651 5111, Toll Free 1300 366 356, Fax: 03 9651 2062  
By Mail: 1 Treasury Place, Melbourne VIC 3002