

Information update

What to do if your vehicle is towed?

Your vehicle was towed and impounded because it was parked in a tow-away zone and you may receive a fine in addition to the vehicle release fee.

Clearways and tow-away zones help to keep traffic flowing and reduce congestion by making sure there are no parked vehicles blocking roads during peak times.

Infringements process

1. Drivers must pay the vehicle release fee

- For your vehicle to be released, you must provide proof of identity and pay the vehicle release fee.
- If you believe that your vehicle should not have been towed, you may request a review only after you have paid the vehicle release fee.
- You can apply for a review on the grounds of exceptional circumstances and will need to provide details of the time, date and location of the tow along with supporting evidence.
- Evidence for exceptional circumstances may include reports, letters, statements, submissions, statutory declarations, police reports and family violence safety notices.
- To find out more please visit the VicRoads website and search 'tow away zones'.
- To request a review, please write to: Clearway Towing Administrator, VicRoads, Locked Bag 9000, Kew Victoria 3101
- Based on the information and supporting documents provided in your application, VicRoads will review the circumstances of the tow and advise you of the outcome.

2. Vehicle owners may receive a parking fine

- It is an offence to park in clearway and tow-away zones during restricted times and registered vehicle owners may receive a parking fine for 'stopping in a clearway'.
- Fines are sent to the registered vehicle owner via mail. If this is not you, please ensure you provide this information to the registered owner of the vehicle.

3. Paying your fine

- If you have receive a Department of Transport fine and would like more information on the process, please visit the Department of Transport website and search 'clearways fine' or email clearway.infringements@transport.vic.gov.au
- If you receive a fine from the cities of Yarra, Stonnington, Maribyrnong, Moreland, Darebin, Boroondara, Port Phillip and/or Melbourne, you will need to contact the relevant municipality directly.

Interpreter service

To find out what to do when your vehicle is towed, please call the VicRoads multilingual information line on (03) 9280 0783.

National Relay Service

If you are deaf, hearing impaired or speech-impaired, please call the National Relay Service on 1300 555 727, then ask for 13 11 71.