



Improvement Notice

Towing Services Act 2024, Section 127

Notice No

Issued To

FULL NAME OR COMPANY NAME		PHONE NUMBER
<input type="text"/>		<input type="text"/>
ADDRESS	SUBURB OR TOWN	POSTCODE
<input type="text"/>	<input type="text"/>	<input type="text"/>

Details of the contravention

It is my belief that you are contravening a provision of the *Towing Services Act 2024* or Towing Services Regulations 2025, or have contravened a provision of the Act or Regulations in circumstances that make it likely that the contravention will be continued or repeated as follows:

Section or Regulation

How the Act or Regulations are being contravened:

Directions

The measures listed below that you are required to take include any requirements specified under the heading 'Evidence of compliance'.

I direct you to take the following measures to remedy the contravention or prevent the likely contravention or the matters or the activities causing the contravention or the likely contravention:

Restrictions or prohibitions that apply

Restrictions or prohibitions are in place until this notice is complied with.

- ☐ No restrictions or prohibitions apply.
- ☐ I direct you that your use of vehicle _____ to engage in regulated towing is ☐ restricted OR ☐ prohibited as below:
- ☐ I direct that engaging in or causing/permitting another person to engage in regulated towing is ☐ restricted OR ☐ prohibited as below:

Restrictions/prohibitions:

Evidence of compliance

☐ Evidence of compliance does not need to be submitted.

☐ You are required to submit evidence of compliance with this notice to an authorised officer*, on or before the compliance period shown below
via _____ between 8:00am to 4:30pm, Monday to Friday (excluding public holidays).

Appointment bookings must be made on 9320 4111 prior to any attendance at a Department of Transport and Major Infrastructure (DTMI) office.

*The measures taken to remedy the contravention, or prevent the likely contravention, must be taken to the satisfaction of an authorised officer.

Compliance period

The requirements of this notice must be complied with before:

TIME

DATE

/

/

An authorised officer may by written notice, extend the compliance period, amend or revoke an improvement notice. However, the compliance period cannot be extended if the date stated in the notice has passed.

Authorised Officer details

NAME

AO NUMBER

DATE

/

/

SIGNATURE

Record of service

Person notice served to:

Description of service method:

Time and date of service:

/

/

Sticker affixed to vehicle:

☐ Yes ☐ No

Number:

Signature of recipient:

You may request a review of the decision to issue this notice under Part 7 of the *Towing Services Act 2024*. See details under heading 'Review of decision' overleaf.

Important

What happens if you do not comply with this notice?

Section 129(1) of the *Towing Services Act 2024*, stipulates that a person to whom an improvement notice is issued **must** comply with the notice within the compliance period specified or any lawful extension of that period.

- Maximum penalty in the case of an individual - \$5,000; in the case of a body corporate - \$25,000.

Section 129(2) of the *Towing Services Act 2024*, stipulates that a person **must not** engage in towing work for the purposes of a regulated towing business, or cause or permit another person to engage in such work, if doing so is prohibited under an improvement notice. This includes using, or allowing a vehicle to be driven for the purposes of a regulated towing business, if the driving of the vehicle is prohibited under an improvement notice.

- Maximum penalty in the case of an individual - \$12,000; in the case of a body corporate - \$60,000.

What to do if you have a query about the notice, or if you do not understand the notice?

You must comply with the notice unless an authorised officer (decision-maker) amends, or revokes the notice in writing. If there is any matter which is unclear or which you do not understand about this notice, or if you want to discuss it, you should first contact Towing Governance and Regulation using the details listed under the heading 'Contact details' below. In the meantime, you must comply with the notice.

Review of decision

Review of decision to issue notice:

The issue of an improvement notice is a reviewable decision. This means if you are aggrieved by the decision of an authorised officer to issue this improvement notice you may request the authorised officer (decision-maker) to reconsider the decision.

The time frame for the lodgement of a request to reconsider the decision to issue this notice must be made within 28 days from the date you received this notice (or a longer period if the decision-maker agrees).

A request for reconsideration of a decision must be made in writing and must include details of the decision that you want the decision-maker to make after reconsidering the reviewable decision and outline why the decision-maker should make that decision.

The decision-maker must reconsider the decision with 28 days after the department receives the request to reconsider and:

1. confirm the decision; or
2. amend the decision; or
3. set aside the decision and make a new decision.

Within 14 days after the day on which the reviewable decision is reconsidered, the authorised officer (decision-maker) must, in writing, inform the person who made the request:

1. of the result of the reconsideration; and
2. if the decision-maker does not make the decision sought by the person:
 - (a) of the reasons for the decision made on reconsidering the reviewable decision; and
 - (b) that the person may apply to the State Administrative Tribunal for a review of the decision.

Applications for a review of a decision must be made in writing using the details listed under the heading 'Contact details' below.

Note: You must comply with this notice within the compliance period specified on the notice. Applying for a review of the decision to issue the notice does not stay (suspend) the compliance period while the decision is being reconsidered, after which you will be advised the result and the reason for the decision.

Review by the State Administrative Tribunal

In addition to your right to request reconsideration as outlined above you also have the right under section 141 of the *Towing Services Act 2024* to apply to the State Administrative Tribunal for a review of either:

1. the decision to issue you with this improvement notice; or
2. a decision made by the decision-maker upon reconsideration.

An application to the State Administrative Tribunal for a review must be made within 28 days after you are notified of the decision which you are applying to have reviewed by the tribunal. Details of how to make an application to the State Administrative Tribunal can be found at www.sat.justice.wa.gov.au.

Privacy collection notice

DTMI will use information you supply on this form in the administration of the *Towing Services Act 2024* and other legislation for the purposes of processing and recording this improvement notice, and monitoring compliance.

Your information may be provided to other WA government agencies for compliance-monitoring processes or prosecution.

If you do not provide your information, you may face compliance action including prosecution.

Contact details

Towing Governance & Regulation

GPO Box R1290 Perth WA 6844

E: towing@transport.wa.gov.au

PH: 08 9320 4111