



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2023-246

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	N/A
6. Processing time (in working days)	28
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [CMTEDD FOI](#)  
**To:** [REDACTED]  
**Subject:** RE: Freedom of Information request  
**Date:** Wednesday, 19 July 2023 11:46:00 AM

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OFFICIAL

Good morning [REDACTED]

I refer to our phone discussion earlier this morning in relation to your request for information. During our discussion you confirmed you are seeking access to *any policy documentation or procedures relating to the treatment and handling of numberplates with lapsed storage periods or that have been unregistered for more than 2 years.*

I am in the process of determining whether or not this information can be provided to you informally, outside the FOI process, or if these documents are already publicly available.

I hope to have an update for you early-mid next week.

In the meantime, if you have any questions please do not hesitate to contact me.

Kind regards

Jess

Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 7754 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 5, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** no-reply@act.gov.au <no-reply@act.gov.au>

**Sent:** Tuesday, 18 July 2023 8:31 PM

**To:** CMTEDD FOI <CMTEDDFOI@act.gov.au>

**Subject:** Freedom of Information request

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

#### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title:  
First Name:  
Last Name:  
Business/Organisation:  
Address:  
Suburb:  
Postcode:  
State/Territory:  
Phone/mobile:  
Email address:



**Request for information**

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field): Under the Freedom of Information Act 2016 I want to access the following document relating to the treatment and handling of numberplate with (1) lapsed storage periods and (2) have been unregistered for more than 2 years

I do not want to access the following documents in relation to my request::

Thank you.  
Freedom of Information Coordinator



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDD FOI 2023-246



## FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), transferred to the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on **18 July 2023**. On 19 July 2023, you clarified the scope of your request and specifically sought access to the following information:

*“...any policy documentation or procedures relating to the treatment and handling of number plates with lapsed storage periods or that have been unregistered for more than 2 years.”*

### Authority

As an appointed Information Officer under section 18 of the Act, I am authorised to make a decision on access or amendment to government information in the possession or control of CMTEDD.

### Timeframes

In accordance with section 40 of the Act, CMTEDD was required to provide a decision within 30 working days. A decision and response are due on **29 August 2023**.

### Decision on access

Searches were completed for relevant information three documents were identified that fall within scope of your request. I have decided to grant **full access** to one document, and the remaining two documents are publicly available.

I have included as **Attachment A** to this decision the document schedule. This provides a description of the access decision for the documents. The document being released to you is provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

### Statement of Reasons

As a decision maker, I am required to determine whether the information within scope is in the public interest to release. To make this decision, I am required to:

- assess whether the information would be contrary to public interest to disclose as per Schedule 1 of the Act, and
- perform the public interest test as set out in section 17 of the Act by balancing the factors favouring disclosure and factors favouring non-disclosure in Schedule 2.

I did not identify any Schedule 1 provisions as relevant to this request.

### **The public interest information under schedule 2 of the Act**

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

Taking into consideration the information found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

#### **Factors favouring disclosure in the public interest:**

(a) *disclosure of the information could reasonably be expected to do any of the following:*

*(iii) inform the community of the government's operation, including policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.*

I have placed substantial weight on the above factor favouring disclosure. It is reasonable to expect that information about this topic may be of interest to others within the Canberra community. The release of this information could reasonably be expected to provide information inform members of the community about government operations.

I did not identify any factor favouring nondisclosure and have decided to release this information to you in full.

### **Charges**

Processing charges are not applicable for this request because the number of pages released to you is below the charging threshold of 50.

### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application and my decision will be published on the CMTEDD disclosure log. Your personal contact details will not be published. You may view CMTEDD disclosure log at

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log-2023>

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is sent to you, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
15 Constitution Avenue  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Emma Hotham

Information Officer  
Chief Minister, Treasury and Economic Development Directorate

25 August 2023



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

### WHAT ARE THE PARAMETERS OF THE REQUEST

Reference NO.

*"...any policy documentation or procedures relating to the treatment and handling of numberplates with lapsed storage periods or that have been unregistered for more than 2 years."*

CMTEDDFOI 2023-246

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Procedure: Registration Numbers Reclaimed / Recalled by the Authority	N/A	Full release	N/A	Yes
2	-	<a href="#">Road Transport (Vehicle Registration) Terms and Conditions for the Sale of Rights To, and Storage of, Non-Standard Numberplates Determination 2023 (No 1)</a>	N/A	Publicly Available	N/A	N/A
3	-	<a href="#">Road Transport (Vehicle Registration) Regulation 2000</a>	N/A	Publicly Available	N/A	N/A
<b>Total No of Docs</b>						
3						

## Registration Numbers Reclaimed/ Recalled by the Authority

A regular program is run by the Systems Area which 'reclaims' registration plate numbers. This applies to all registration numbers on the system.

A plate number is reclaimed if:

- the registration of a vehicle that last displayed the number as its registration number expired by 2 years or more, or
- the registration of a vehicle that last displayed the number as its registration number is cancelled, or
- in the case of a non-standard number, the storage period for the plates with that number has expired by 7 days without the owner having the storage period extended or the plates attached to a vehicle in the owner's name.

When plate numbers are reclaimed by the authority, they become available for reissue (sale) in the following scenarios:

1. If the plate is reclaimed after being in storage for any period of time, BST must generate a letter to be sent to the previous owner about retaining the rights to that plate number
2. If the plate has been reclaimed for less than 6 months but was not placed in storage, (eg plate ordered but never picked up, surrendered, reclaimed on a lapsed vehicle) BST will also generate a letter to be sent to the client

If the plates have not been held in storage for any period of time and have been reclaimed by the Authority for more than 6 months, a correction must be raised with BST to make the plates available for reservation.

### 11.1 Reusing Reclaimed Plates

If registration becomes lapsed or has been cancelled CSO can reuse the plates on a vehicle without a correction to make the plates 'available'.

Please note in some circumstances the plate status can display 'Currently on Vehicle' even once the vehicle is lapsed or cancelled. In these circumstances CSO is to review the previous vehicle history to ensure the vehicle is cancelled or lapsed prior to re-establishing or issuing the plates to a new vehicle.

#### **Plates have been reclaimed from storage and the current owner has dropped off rego.act**

CSO's are required to place the storage fee (amount of months expired storage, from reclaimed date X monthly storage fee) into the client account, raise an error correction and include all the relevant information, for example: if customer wants to extend storage or place plates on a vehicle, also provide CRN or licence number.



## 11.2 Back Storage Fees for Re-Establishment

When a plate is attached to a lapsed vehicle (status currently on vehicle) and the client wishes to reuse the same plate to re-establish the vehicle, rego.act will automatically calculate back storage of the plate where applicable.

Please refer to the below table to determine if the clients plate type will generate back storage fees.

PLATE TYPE	LAPSED PERIOD	BACKSTORAGE TO BE CHARGED?
Standard	Less than three (3) months	No
Standard	More than three (3) months	No
Non-Standard	Less than three (3) months	No
Non-Standard	More than three (3) months	Yes

Standard: 'Y' Series, Standard Motorcycle, Standard Euro, Trailer, VVH, National Heavy Vehicle.

Non-Standard: Numeric, Personal, Name, Business, Unique, Vehicle Make, Special Series.

## 11.3 Recalling Plates or Cancelling a Non-standard Registration Number

The authority has the power to change a registration number given to a vehicle, if an error has been made or if the number plate should not have been issued.

The authority also has the power to cancel the rights to a non-standard registration number.

If a non-standard registration is cancelled by the authority, the owner of the number is entitled to reasonable compensation as agreed to between the owner and the authority. The authority must give written notice regarding the change or cancellation to the plate holder or the owner of the right to the non-standard registration number and request the return of number plates where applicable. If a registered operator of a vehicle returns the number plate(s) for the reasons given above, replacement standard plates are to be issued to the operator for 'no fee'.