

Do I have to purchase a different permit for each recreation area?

Yes, each recreation area requires its own permit except for the combined Cooloola and K'gari (Fraser Island) permit which allows you to visit both of those recreation areas. If you have purchased a permit for the wrong recreation area this will result in an infringement.

I have a camping permit – doesn't this include the vehicle access permit?

No, the camping permit is for CAMPING ONLY. A separate permit (a 'vehicle access permit') must be obtained for your vehicle to be able to legally enter the recreation area.

I recently changed my number plates – does my permit update automatically?

No, there is no automatic update. Our camping and vehicle permit booking system and the Department of Transport and Main Roads' vehicle registration system are not linked. We will not know if your vehicle details have changed unless you tell us.

Question regarding changes of number plates on the SAME VEHICLE e.g. changing from regular plates to personalised plates and vice versa:

What should I do if I have recently changed my number plate, or what should I do if I have received an infringement but think I have a permit – only I changed my number plate since buying that permit?

Please forward a copy of your registration certificate or renewal notice for the vehicle to which the permit currently applies, and a copy of your registration certificate or renewal notice for your new vehicle to CIRInfringements@des.qld.gov.au and we will assist you.

I purchased a new vehicle which came with a permit but I have received an infringement – why?

Permits are not transferrable between persons. If you purchase a new vehicle you cannot 'take over' the seller's permit you must purchase your own permit.

I purchased a new vehicle – can I transfer my current permit (that has my old vehicle on that I no longer use/that I no longer own) to my new vehicle?

As long as you advise us of this change BEFORE you travel to the recreation area you may do this. Please email us at CIRInfringements@des.qld.gov.au with details of the old and new vehicles and we will assist you. If you do not tell us of this change in vehicles and travel to the recreation area you will receive an Infringement Notice.

I purchased a new vehicle – can I transfer my current permit (that has my old vehicle on that I no longer use/that I no longer own) to my new vehicle?

As long as you advise us of this change BEFORE you travel to the recreation area you may do this. Please email us at CIRInfringements@des.qld.gov.au with details of the old and new vehicles and we will assist you. If you do not tell us of this change in vehicles and travel to the recreation area you will receive an Infringement Notice.

My friend gave me their permit to use for my vehicle and now I have received an infringement – why?

Permits are not transferrable between persons. You cannot use your friend's permit as it is their permit for their vehicle. You must buy your own permit.

I applied for a permit fee exemption but it was refused – why?

It is likely that you did not meet the given criteria to receive a fee exemption for the permit. Fee exemptions are only given for specific reasons; the Department must be satisfied that the applicant reasonably requires it to access their principal residence, land holding, the residence of a close relative or their place of work for instance.

For full details please refer to the [Operational Policy](#): 'Fee exemptions for vehicle access permits on QPWS managed recreation areas'.

Please direct any specific queries regarding fee exemptions to CIRInfringements@des.qld.gov.au

I had to go into the recreation area to tow someone out but didn't have a vehicle access permit. I wasn't in there for very long and not for recreational purposes and now I have received an infringement. Can I get the infringement cancelled?

All vehicles entering the recreation area for whatever reason must hold a valid vehicle access permit. There are multiple ways of purchasing a permit - online, by visiting an over-the-counter booking office or self-service kiosk and by phone on 13 QGOV (13 74 68).

If a vehicle gets bogged in the recreation area we recommend calling a specialist tow truck service. A number of professional towing services hold authorisations from the department to carry out such operations in recreation areas.

If you consider that the reason the vehicle entered the recreation area was an emergency, we will ask you to provide evidence from an attending Emergency Service (either police, ambulance or fire) or from a doctor or hospital where treatment occurred to prove that it was a verifiable emergency. An infringement will be cancelled only in genuine extenuating circumstances.

I received an infringement because my annual permit had expired before I entered the recreation area – can I backdate it and get the infringement cancelled?

No, backdating of permits is not permitted. It is your responsibility to ensure that you have a valid permit prior to travel. There are a number of signs at the entrances to the recreation areas which remind visitors that a valid permit is required prior to entry and that penalties apply if no permit is obtained.

I want to pay or discuss payment options for my infringement – how do I do this?

Payment terms and court election options are listed on the reverse of the infringement. If no action has been taken within 28 days of the infringement issue date, the matter will be referred to the State Penalties Enforcement Registry (SPER).

I want to request a review of my infringement – how do I do this?

After reading the above frequently asked questions, to request a review of your infringement, please send an email requesting a review to the Infringement Notices Administration Team at Infringement.notices@des.qld.gov.au

General note

It is important that ALL details entered onto the camping and vehicle permit booking system are correct. This means your name, address, telephone number, travel dates, location, number of persons and vehicle number plate must all be carefully entered onto the system to avoid mistakes. Some errors will invalidate a permit and potentially lead to an infringement being issued.

If you have not found an answer to your question, please contact us at CIRInfringements@des.qld.gov.au and we will be happy to assist.