

NSW road toll debts

This fact sheet is for information only. You

Main ideas

- You must pay the toll if you drive on a toll road.
- If you get a toll notice for not paying a road toll but were not driving at the time, nominate the person who was.
- Administration fees are added to unpaid road tolls. These can quickly add up to a large amount.
- Toll debts can be referred to a third-party debt collector or to Revenue NSW.
- You can complain about toll debts to the Tolling Customer Ombudsman.

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If you drive on a toll road, you must pay a toll

Revenue NSW is responsible for collecting tolls on toll roads in NSW. Revenue NSW is responsible for collecting tolls on toll roads in NSW.

Two types of action if you don't pay a final toll notice

If you do not have a toll account, or if there

1. Collection action by the toll road operator

Unpaid tolls, and the administration fee, can

Toll Notice

A final toll notice is given to you if you do not pay a toll notice within the time specified in the notice.

If you do not agree with the notice

Final Toll Notice

If you don't pay the first Toll Notice, you will

Debt collection

Read debt collection factsheet or contact a Debt Helpline NSW to get legal advice urgently

2. Revenue NSW action

Most people who get a Revenue NSW debt notice should be able to pay it. If you can't, you should get legal advice urgently.

Dealing with road toll debt
Read our guide to dealing with road toll debt. The Revenue NSW Debt Helpline can help you with your road toll debt.

Reducing administration fees
If you have a debt, you may be able to reduce the amount you have to pay. Read our guide to reducing administration fees.

Financial hardship
If you are having financial hardship, you may be able to get a hardship arrangement. Read our guide to financial hardship.

Bankruptcy
If you are going bankrupt, your road tolls may be included in your bankruptcy. Read our guide to bankruptcy.

Complaining about road tolls
If you are unhappy with a road toll, you may be able to complain. Read our guide to complaining about road tolls.

Need more help?
If you need more help, contact the Debt Helpline NSW or visit our website. [Debt Helpline NSW](#) starts against you or is the best person to contact.

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