

## **Question on Notice**

**No. 1463**

**Asked on Thursday, 8 October 2009**

**MS O'NEILL** asked the Attorney-General and Minister for Industrial Relations (Mr C R Dick) -

### **QUESTION:**

Will the Minister advise what success the State Penalties Enforcement Registry has achieved in recovering unpaid fines through instalment plans?

### **ANSWER:**

The State Penalties Enforcement Registry (SPER) is responsible for the collection and enforcement of unpaid infringement notices and court ordered penalties within Queensland.

SPER has a range of compliance options including instalment plans which allow a person to repay their outstanding amount under a part payment arrangement.

There are a variety of ways in which a person can make payments under these arrangements including: direct debit from a bank account or credit card; over the phone to SPER via credit card; from a Centrelink payment; through the BPAY facility offered by their financial institution; or at Australia Post in person, by phone or on the internet. During September 2009, more than 124,000 individual direct debit instalment payments were received by SPER.

In the 2008-09 financial year over 150,000 new instalment plans were entered into, and more than 65,000 plans were finalised.

In late 2008, SPER commenced a project to introduce new instalment plan processes and technology which will see it create payment plans with minimal staff intervention. Existing plans will also be reassessed on a monthly basis to ensure the amount being repaid is appropriate in relation to the total amount owed. These new processes and technology are scheduled to be implemented this month.