

Deputy Premier John Rau

Attorney-General

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Extra resources to make Fines Payment Unit more responsive

The Fines Enforcement and Recovery Unit will receive additional funding to boost staff numbers, cut call waiting times, and increase its capacity to collect overdue fines.

Attorney General John Rau said \$27 million over five years will be invested to improve the effectiveness of current tools and processes for the Unit.

“Since the Unit has been operational there has been an overwhelming response from people looking to do the right thing and pay overdue fines,” he said.

“I am aware of reports of delays in this process and people waiting on hold for long periods of time.

“This additional funding will go towards hiring more staff, upgrading the fines management system and other methods of streamlining processes to avoid delays.

“It is encouraging to see people being proactive about getting on top of paying overdue fines and I don’t want long waiting times to discourage them from doing the right thing.

“\$13.4 million of the total funding will go towards essentially doubling the current call centre workforce.

“This is essentially an additional 40 full time equivalent positions, and will go a long way towards addressing this issue.”

Mr Rau said the existing fines management system, which is currently outdated and costly to maintain, would also be replaced.

“A new contemporary system will enable staff to perform tasks more quickly and easily,” he said.

“It will be better integrated with other systems, such as those used by external debt collection partners, eliminating the need to complete a high level of transactions manually.

“External debt partners will also be engaged over the next two years to help clear a backlog of unresolved cases.

“This initiative will have an estimated nine per cent average recovery rate over five years.

“The combined impact of these strategies is expected to generate additional revenue of \$68.4 million over five years - this represents an improvement of \$41.2 million.”

“The Fines Unit has collected more than \$75 million since it opened its doors in February year.

“It has collected 13.5 per cent more when compared to the same period last year and the volume of calls have risen by 17 percent.

“These additional resources should help reduce the waiting times for people trying to do the right thing and pay their overdue fines.”