



It just slipped my mind, but one call to SPER and I'd paid the fine.

State Penalties Enforcement Registry

phone **1300 365 635**
(local call cost)

All About SPER

The State Penalties Enforcement Registry (known as SPER) collects and enforces unpaid infringement notice fines and court ordered fines.

If you have not paid a fine that was issued by a State Government department, or a court or local council in Queensland, you deal with SPER until your fine is paid.

If you have problems paying an unpaid fine, SPER may be able to help you find a way to pay off the outstanding amount.

What sort of unpaid fines does SPER collect?

Here are some examples:

- traffic infringement fines issued by the police (for speeding, not wearing a seatbelt, failing to stop at a red light, etc)
- fines issued by your local council for parking offences, unregistered dogs or excessive noise
- a fine for an unregistered or unroadworthy vehicle
- court fines for stealing, drink-driving or fraud
- fines for failing to vote in an election

What should I do if I get an infringement notice fine?

You have three choices:

1. You pay your fine in full within 28 days or within the time allowed by the issuing agency.
2. You choose to pay off your fine by part-payments through a *Voluntary Instalment Plan*. You must arrange this payment option with the agency that issued the fine. (For more information, please read the fact sheet about *Voluntary Instalment Plans*.)
3. If you disagree with an infringement notice fine, you may be eligible to go to court to have the matter heard.

What if I don't pay my infringement notice fine?

If an infringement notice fine is not paid within the given time (usually 28 days), it becomes overdue. The fine can then be registered with SPER and you are charged fees that are added to the fine. It costs you more to pay an overdue infringement notice fine.

What should I do if I get a court ordered fine from a Judge or Magistrate?

1. You pay your fine in full at the court once the order has been made by a Judge or Magistrate.
2. The Judge or Magistrate may not order time to pay, but that the fine is sent to SPER immediately. Contact SPER for your options. Refer to the How do I pay a fine section.
3. The Judge or Magistrate may order time to pay. Some orders can be sent to SPER within their time to pay. You either pay the court or SPER.
4. If you disagree with a court order, you may be eligible to go back to court and have the matter re-heard. (For more information, please read the fact sheet about 'Re-hearings, Re-openings and Appeals'.)

What happens when my fine is sent to SPER?

1. SPER sends you an Enforcement Order (and your SPER Party Identification Number). This notice provides you with the time you have to pay the outstanding amount (minimum 28 days).
2. You call the SPER call centre to arrange part-payments through an *Instalment Plan* (this is different to a *Voluntary Instalment Plan*, mentioned earlier).
3. If you choose to pay off your unpaid fine, you receive an Instalment Payment Notice telling you how much you pay every week/fortnight/month, and on what dates.
4. Use your Instalment Payment Notice to keep track of when you have to make payments.

For more information, please read the Information Sheet about Instalment Plans.

Remember, all payments for unpaid fines are made to SPER.

How do I pay an unpaid fine?

There are several ways you can pay:

- **BPAY®** – BPAY® your payment via the internet or phone banking. Simply contact your participating bank or financial institution to make a payment from your nominated account. For further information you can go to www.bpay.com.au.

- **Australia Post** – Pay at Australia Post using cash, cheque, EFTPOS or credit card (either Visa or MasterCard). Present your notice with the payment and ensure that the barcode is not torn or damaged.
- **Credit Card** – You can pay your fine by credit card. MasterCard or Visa payments are accepted.
- **Direct Debit** – Arrange an automatic payment from your bank or credit card account. To do this, call the SPER call centre or download a direct debit form from the SPER website. Fill in the form and post it to SPER.
- **In Person** – Pay in person using cash, cheque or money order at any Magistrates Court or Queensland Government Agency Provider (QGAP) office.
- **By Phone** – Over the telephone or internet using Australia Post POSTbillpay phone 131 816 or for further information you can go to www.postbillpay.com.au.
- **Mail** – Post a cheque or money order to SPER at GPO Box 1387, Brisbane Qld 4001.
- **CentrePAY** – CentrePAY is a voluntary direct deduction service available if you get an eligible payment from Centrelink, such as the Age Pension, Newstart Allowance or Austudy. You can arrange an amount to be deducted from your payment to be transferred by Centrelink. Call SPER on 1300 365 635 for further details.

Is an Instalment Plan the only way I can pay off my unpaid fine?

If you receive a Centrelink payment, you may be able to have a certain amount deducted every fortnight and sent directly to SPER. This is called a *CentrePAY deduction*. You must contact the SPER call centre about this option.

Can I perform community service instead of paying my unpaid fine?

Some people may be eligible for a Fine Option Order that lets them perform unpaid community service instead of paying their unpaid fine. The SPER call centre can advise if you are eligible.

Does SPER give me time to pay my fine?

Yes, SPER sends you an Enforcement Order that sets out your original fine details, fees, what could happen if you don't pay your fine and a choice of payment options. This notice gives you time to pay the outstanding amount (at minimum 28 days) or to apply for an instalment plan.

What happens if I don't pay my overdue fine?

If you don't pay, SPER has the authority to take the following enforcement actions (which may add further fees) to recover the outstanding amount:

- your driver licence could be suspended
- your employer may be required to deduct a certain amount from your wage each month
- your bank may be ordered to transfer money from your account to SPER
- some of your property, such as your house or car, could be seized and sold
- a warrant could be issued for your arrest and imprisonment.

Can I stop SPER from proceeding with an enforcement action?

You can stop SPER taking an enforcement action by:

- paying the outstanding amount in full or by instalment payments
- taking some other action such as applying for community service or electing to go to court, if eligible.

Does SPER send me a reminder notice to pay before enforcement action is taken?

Yes. The letter gives you a further 14 days to pay before enforcement action is taken against you.

What if someone falsely gave my details and I was fined instead of them?

In this case, you may be eligible to apply to SPER to have the matter referred to the Magistrates Court for a decision. Contact the SPER call centre for advice.

What if I didn't receive any notices or there were circumstances that stopped me from paying in time?

If this happens you need to contact the SPER call centre and discuss your situation.

Refer to 'Fine Flow' for infringement notice and court ordered fines.

Infringement Notice fine

You receive an infringement notice advising that you have been fined.

Pay your fine now and avoid any fees.

You don't pay your infringement notice in the time allowed (usually 28 days). It doesn't matter if you forgot or were away – your fine becomes overdue.

Details about your fine are sent to SPER, and a fee is added to the amount you owe.

You receive a SPER Enforcement Order and you have a further 28 days to pay your fine plus the fee.

Pay your fine now to SPER and you pay no more fees.

You have not paid, so SPER sends you a reminder letter and you have a further 14 days to pay your fine.

Agree to pay your overdue fine in full or by part-payments (under an Instalment Plan) and you will avoid one of these enforcement actions being taken against you which may add extra fees:

- your driver licence could be suspended
- your employer may be required to deduct a certain amount from your wage each month
- your bank may be ordered to transfer money from your account to SPER
- some of your property, such as your house or car, could be seized and sold
- a warrant could be issued for your arrest and imprisonment.

Court Ordered fine

An order is made by a Judge or Magistrate in a Court.

The Judge or Magistrate may order the fine be sent to SPER immediately—they may or may not provide you with time to pay.

Details about your fine are sent to SPER. No additional fees are added to your fine at this time.

You receive a SPER Enforcement Order and you have a minimum of 28 days to pay your fine.

Pay your fine now to SPER and you pay no more fees.

You have not paid, so SPER sends you a reminder letter and you have a further 14 days to pay your fine.

Agree to pay your overdue fine in full or by part-payments (under an Instalment Plan) and you will avoid one of these enforcement actions being taken against you which may add extra fees:

- your driver licence could be suspended
- your employer may be required to deduct a certain amount from your wage each month
- your bank may be ordered to transfer money from your account to SPER
- some of your property, such as your house or car, could be seized and sold
- a warrant could be issued for your arrest and imprisonment.

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How do I contact SPER?

Telephone 1300 365 635 **Fax** (07) 3006 9090 **Postal Address** GPO Box 1387 Brisbane Qld 4001

Email sper@justice.qld.gov.au **Website** www.sper.qld.gov.au

The SPER call centre hours are 8am to 5.45pm Monday to Friday.

