

Are your clients unable to pay their SPER debt?

Unpaid fines can have a domino effect. They can result in increasing debt, loss of driver licence or car, and taking money from wages and bank accounts.

For people who can't afford to pay their fines, this can affect their health and wellbeing, relationships and ability to find employment. It also often leads to reoffending.

Hardship Partner Program

The program gives realistic options for people in genuine hardship to resolve their debt with us.

By partnering with community organisations and financial or health practitioners, we offer a practical way for people to deal with their debt through a work and development order or hardship payment plan.

Work and development order

A work and development order enables people in hardship to resolve their eligible SPER debt by doing relevant courses, attending counselling and treatment programs, or completing unpaid work with an approved Hardship Partner.

They are available to people who can't pay their debt due to financial hardship, mental illness, domestic and family violence, homelessness, intellectual and cognitive disability, and substance use disorder.

Rates start at \$30 per hour, and clients can reduce their debt by up to \$1000 per month.

Activity	Rate
Educational, vocational and life skills courses	\$50 per hour
Financial and other counselling	\$50 per hour
Medical, mental health and substance use disorder treatment	Program rate*
Mentoring programs (for under 25)	Program rate*
Unpaid work	\$30 per hour
Culturally appropriate programs in remote communities	\$50 per hour

* The program rate for these activities is set by the hardship partner.

Why get involved

As a Hardship Partner, you can help your clients in hardship to deal with their SPER debt by supporting them to do activities through your services.

Your clients may already be doing activities with you that could contribute to resolving their SPER debt.

What Hardship Partners do

We have a dedicated team who will support you and your staff through the program. We also have an easy-to-use portal for you to manage your clients' work and development order activities.

As a Hardship Partner, you will:

1. Assess your client's eligibility for a work and development order or hardship payment plan (financial counsellors only).
2. Develop an activity or treatment plan with your client.
3. Set up your client on the hardship portal.
4. Provide and/or supervise activities and treatment your client undertakes.
5. Keep records and supporting documentation of your client's application and their participation in the program.
6. Report on your client's progress and completed hours on the hardship portal every month.

How to get involved

It's easy to get involved. Go to qld.gov.au/sperpartner to find out more, and if eligible, complete and return the Hardship Partner application form.

About us

SPER collects and enforces unpaid infringement notices, court fines and penalties. We do this on behalf of authorities that issue fines. SPER doesn't issue fines.

More information

To find out more about the Hardship Partner Program and becoming a Hardship Partner, contact us at SPERpartners@treasury.qld.gov.au or **1300 250 755**.



qld.gov.au/sper



sper@treasury.qld.gov.au

SPER
State Penalties Enforcement Registry

