



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

JACS QToN No. 1

STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY
Mr Peter Cain MLA (Chair), Dr Marisa Paterson MLA (Deputy Chair),
Mr Andrew Braddock MLA

Inquiry into Penalties for minor offences and vulnerable people
ANSWER TO QUESTION TAKEN ON NOTICE
21 June 2023

Asked by MR CAIN on 21 JUNE 2023: the ACT HUMAN RIGHTS COMMISSION took on notice the following question:

[Ref: Hansard Uncorrected Proof Transcript 21 June 2023 page 20]

In relation to: Payment plans for infringement notices

MR CAIN: And any sort of observations on how those payment plans are working or could be improved in their administration? Particularly from a human rights perspective.

ACT HUMAN RIGHTS COMMISSION: The answer to the Member's question is as follows:—

While the ACT Human Rights Commission does not have direct involvement with payment plans, our complaint handling team has been contacted, on occasion, by people raising concerns about information about payment plan options being difficult to locate, inflexibility in the arrangements for payment plans when their accommodation or financial circumstances change, and difficulty negotiating waivers as an alternative when their financial circumstances change.

The Commission has dealt with enquiries raising concerns about indirect discrimination in accessing, and administration of, payment plans on the basis of accommodation status (eg experiencing homelessness or in temporary or crisis accommodation), which can affect people's ability to manage time, appointments and scheduling. Enquiries have also raised concerns about indirect discrimination on the basis of disability in terms of the accessibility of information & processes, and on the basis of employment status (eg flexibility when a person's employment status changes or fluctuates). It has also been noted that the small number of Access Canberra shopfronts, and the limited range of matters some of those shop fronts can deal with, can also present a barrier to people seeking information when their preference is to raise those concerns in person.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:

Date:

By [TITLE], [NAME]