



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

*Estimates 2022 - QTON No. 185

SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),
Dr Marisa Paterson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Mr James Milligan MLA on 30 August 2022: Kieran Lawton took on notice the following question(s):

In relation to: Process for Loan Defaults on SHS

THE CHAIR: Is there a standard process to address any loan defaults?

Mr Barr: Yes. I do not think we have had any to date.

Mr Lawton: No, that is right. I can take that one. Yes, there is an eight-step process that Bright(?) runs that I do not have in front of me now but it is a slowly escalating process of contacts, review, encouragement, that kind of thing, and before an external party gets involved, the ACT government is notified so that we can work directly with that customer, but as the Minister says, we have not actually had a default yet. It is quite remarkable.

THE CHAIR: Can you maybe take that as a question on notice and provide the eight steps to the committee?

Mr Lawton: Yes.

Mr Andrew Barr MLA: The answer to the Member's question is as follows: –

1. The schedule and practice for accounts in arrears is as follows:

Late / missed payment	1 Day Step 1	15 Days Step 2	30 Days Step 3	30 Days Step 4	45 Days Step 5	45 Days Step 6	60 Days Step 7	90 Days Step 8
Definition	The business day immediately following the missed instalment due date	The business day immediately following the second missed instalment due date	Thirty days in arrears (following the third missed instalment due date)	Thirty days in arrears (following the third missed instalment due date)	Forty-five days in arrears (following the fourth missed instalment due date)	Forty-five days in arrears (following the fourth missed instalment due date)	Sixty days in arrears (following the fifth missed instalment due date)	Ninety days in arrears (following the seventh missed instalment due date)
Method	<ul style="list-style-type: none"> • Outbound Phone Call • Email • SMS By Scheme administrator	<ul style="list-style-type: none"> • Outbound Phone Call • Email • SMS and First Letter from Scheme administrator	<ul style="list-style-type: none"> • Outbound Phone Call • Email • SMS • Second Letter from Scheme administrator 	<ul style="list-style-type: none"> • Referral to ACT Government ASHA hotline for customer support 	<ul style="list-style-type: none"> • Outbound Phone Call • Email • SMS and • Letter of Demand (6Qnotice) from Scheme administrator 	<ul style="list-style-type: none"> • Referral to ACT Government ASHA hotline for customer support 	<ul style="list-style-type: none"> • Referral to ASHA • Outbound Phone Call • Email • SMS and • Letter of Demand (21Dnotice) from debt collection agency 	<ul style="list-style-type: none"> • Referral to ASHA • Outbound Phone Call • Email • SMS and • Review File and escalate recovery activity from debt collection agency

1. Debt collection is the responsibility of the Scheme administrator. The Scheme administrator will contract the debt collection agency.
2. With regard to the credit assessment process. The ACT SHS 0% interest loan is offered by Scheme administrator Brighte and is a regulated credit product and follows the National Consumer Credit Protection ACT 2009, with Brighte holding an Australian Credit License to offer this product. Further information regarding the process is detailed in Brighte's ACT SHS Loan target market determination document available [here](#) and is also listed on Brighte's website.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature: 

Date: *8.9.22*

By the Minister for Climate Action, Mr Andrew Barr MLA