

# RAA Member Panel

## Victims of Crime Levy & Government Websites

### Victims of Crime Levy

South Australia is the only state where a Victims of Crime (VoC) Levy is applied to all expiation notices and court fines, regardless of the offence. The levy was established to provide VoC with financial support if eligible.

The VoC Fund is growing at approximately \$30 million per year, and an increasing number of infringements now incur the VoC Levy. It is repeatedly reported that victims find it difficult to access compensation from the fund.

One in three members (32%) were not aware they would be charged a \$60 VoC Levy with all traffic infringements, with 69 per cent believing the VoC should not be added to all traffic fines.

Members were strongly in favour (69%) of only revenue required to compensate victims being collected under the VoC Levy, while 20 per cent of respondents were unsure.

Seventy three percent of members agree motorists are being unfairly targeted to raise revenue through the VoC Levy, with 48 per cent strongly agreeing.

Independent administration of the VoC Fund was supported by 65 per cent of members while 26 per cent were unsure and needing more information. Comments suggest that the size of the fund warrants transparency and independent management.

Nine in 10 members were aware that speeding will attract the VoC Levy, but only 40 per cent were aware that jaywalking would also attract the VoC Levy. The lesser known infringements included littering (27%) and court issued builder's fines (25%). Sixteen per cent of members said they believed a parking fine issued by local council would attract the VoC Levy, which is not the case.

Verbatim comments highlighted the need for transparency and greater accountability:

- *Would like to know where the money goes in detail.*
- *Why is all that money accumulating when there are so many cases?*
- *Wholly support Victims of Crime funds IF the motorist was engaged in a CRIME at the time. A line needs to be drawn to differentiate between a "crime" and an "infringement" . . . otherwise it's just another money grab that doesn't necessarily see the funds raised being used to improve conditions to prevent the "crime" recurring.*
- *Victims of Crime Levy should only be imposed where there is a victim.*
- *There needs to be far more publicity on the whole operation of this fund.*
- *I'd like the public to have more of a say in what ways this fine is imposed.*

### Government Websites

In an increasingly connected world, websites are often the gateway to products and services. Governments are increasing their web presence, with more business being done online for convenience, saving time and taxpayers' money.

Members rated their experience on the State Government website at 5.85 out of 10, with 45 per cent of members using a government<sup>1</sup> website at least every month.

Ninety three percent of respondents use websites to access information or purchase goods and services. Nearly seven in 10 people would like to see more South Australian Government services and information available online.

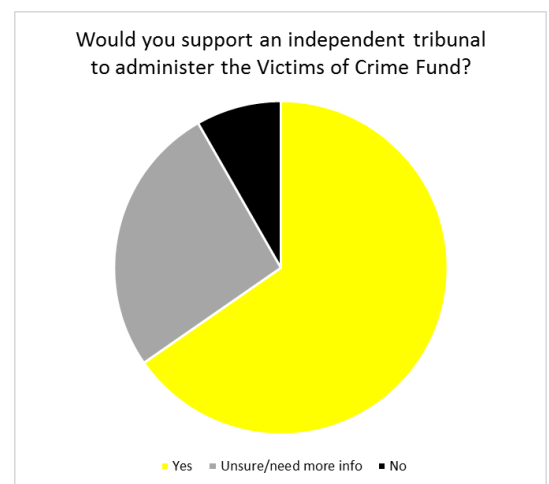
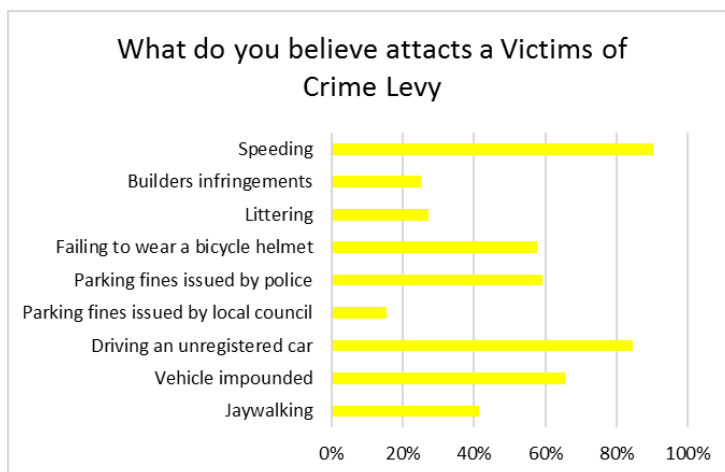
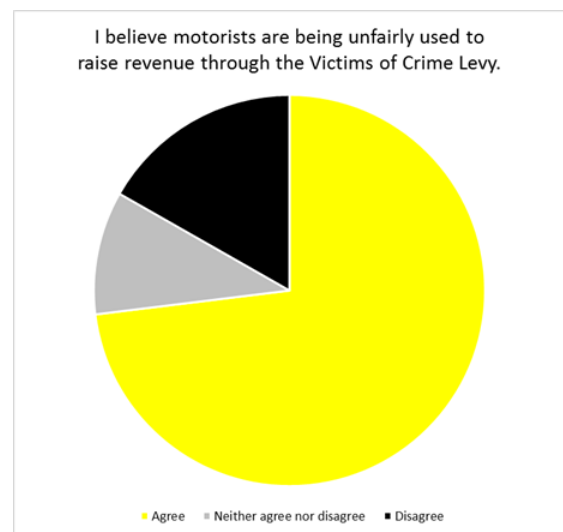
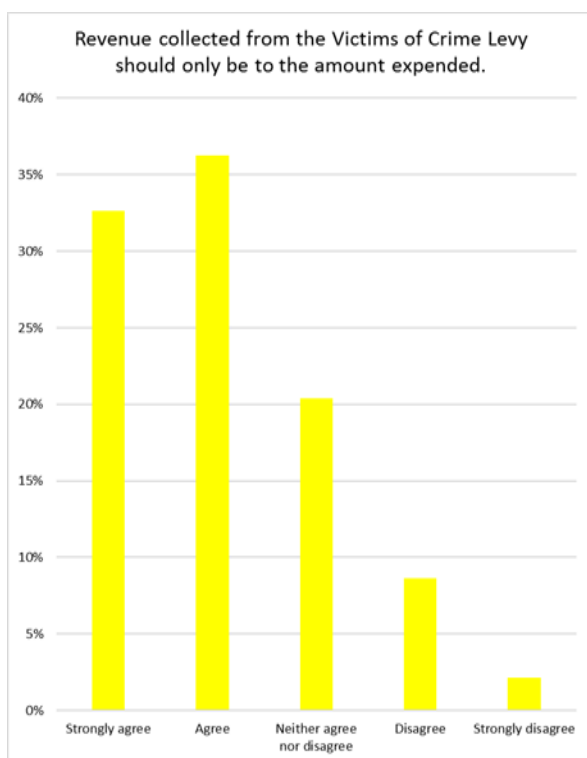
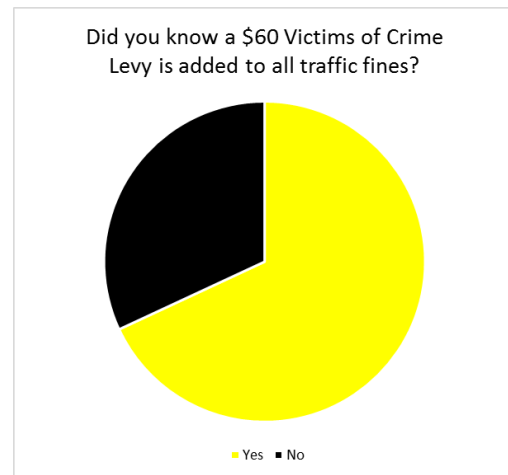
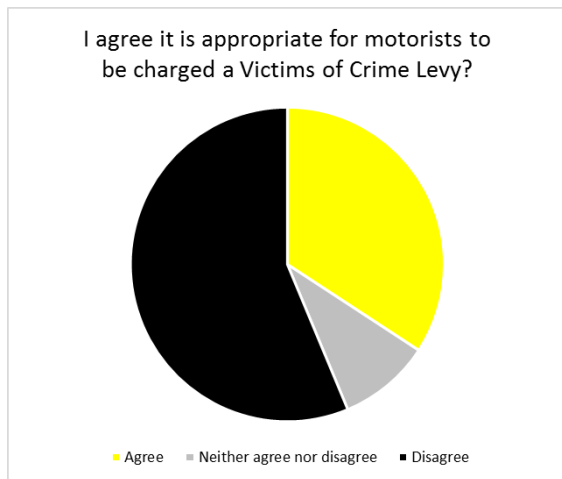
The top four reasons members use government websites are to:

- pay a bill (49%)
- access a specific agency site (46%)
- access specific subject information (44%)
- and access information about themselves such as car registration (38%).

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<sup>1</sup> This question was not specific to the State Government.

## Victims of Crime Levy Charts



## Government Website Charts

