



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

ANSWER TO QUESTION ON NOTICE

Asked By: Mr Ed Cocks MLA

Addressed to: Minister for Government Services and Regulatory Reform

Reference: Chief Minister, Treasury and Economic Development Directorate

Hearing Date: Tuesday, 30 July 2024

In relation to: Access Canberra (CMTEDD) and Professional licensing

QON lodgement Date: Thursday, 1 August 2024

Answer Due date: Thursday, 8 August 2024

1. How many FTE are dedicated to assessing professional licenses?
2. How many and what proportion of professional license applications and license renewal applications have not been processed for more than 28 days?
3. What actions have been taken to address or eliminate the backlog?
4. Are there plans to enable licensees who have submitted renewal applications to continue working if their license expires before the application is processed?

Minister Cheyne: The answer to the Member's question is as follows:

Access Canberra manages occupational licensing in more than 30 categories (not including sub-classes) across disparate legislation. An excerpt of the target timeframes for some occupational licences which are published [here](#) on the Access Canberra website is shown below.

Target timeframe for Occupational Licences	
Occupational Licence	Target
Agent/Assistant Agent (New)	84 days or less
Agent/Assistant Agent (Renewal)	42 days or less
Authorised Examiners	14 days or less
Construction*	28 days or less
Controlled Sports	28 days or less
Gaming	28 days or less
Justice of the Peace	56 days or less
Public Vehicle Accreditation	28 days or less
Security	42 days or less
Traders**	60 days or less
Working with Vulnerable People***	65 days or less

Construction* excludes the following licence types:-

Builder - Class A,
Builder - Class B,
Builder - Class C &
Builder - Owner Builder

Traders** includes the following licence types:-

Motor Vehicle Dealer,
Motor Vehicle Repairer,
Motor Vehicle Wholesaler,
Pawnbroker &
Second-hand Dealer

WWVP*** The average processing time for a WWVP registration is 25 working days. Applications that require risk assessment, receipt of additional information from other jurisdictions, or have pending legal considerations can take additional time to process. These can exceed 60 working days.

The WWVP application and renewal process is designed to reduce the risk of harm to vulnerable people. Access Canberra carefully considers if approving an application it is in the best interests of vulnerable people and this does take time.

In the 2023-24 financial year 90 percent of these occupational licences were issued within the published target timeframe.

In general, Access Canberra does not allocate dedicated FTE to the processing of specific licence types. Therefore, the data requested is not available in an easily retrievable form.

Access Canberra continues to develop and implement actions to process licence applications more efficiently while maintaining regulatory rigor to protect the Canberra community. However, some matters are out of Access Canberra's control. Some occupational licences are dependent of the submission of material sourced from other government and non-government agencies (eg police checks, academic transcripts, fingerprint checks). While Access Canberra will accept incomplete applications the licence cannot be assessed and granted prior to receipt of all necessary paperwork.

Some legislation permits licence holders to continue to operate while their renewal application is being considered. Any changes to legislation are considered by the ACT Government in line with its objectives and priorities.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature:



Date:

7/8/24

By the Minister for Government Service and Regulatory Reform, Ms Tara Cheyne, MLA