



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 9

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY
Ms Leanne Castley MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair)

Standing Committee on Economy and Gender and Economic
Equality

Inquiry into Annual and Financial Reports 2022-2023
ANSWER TO QUESTION TAKEN ON NOTICE
20 November 2023

Asked by Mr Cocks on 20 November 2023: Dr Vaile took on notice the following question(s):

Reference: Hansard Uncorrected Proof Transcript, 20 November 2023 page 36

In relation to:

Mr Cocks: Okay, and the question there was actually around the proportion that took more than ten days and what the longest time taken was. Are you happy to take those on notice?

Dr Vaile: Look, I think that we are better to take that on notice.

Mr Cocks: Yes, okay, and just as an extra ask, would it be possible to get some information around, as you said, minister, you are moving to reporting against those required timeframes, legislated timeframes, are you able to provide the proportion that were met within those timeframes?

Ms McKinnon: Have to check.

Dr Vaile: I am just being a bit hesitant because that is a fair bit of work to retrofit it if you know what I mean, because that is next year's accountability indicators.

Mr Cocks: I would assume you are tracking whether you meet the legislated timeframes though.

Dr Vaile: Yes. So we will be able—

Ms McKinnon: Yes. Yes, we are.

Dr Vaile: —we will do our best, take it on notice and we will do our best.

Mr Cocks: Yes. Thank you.

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

The proportion of business authorisations that exceeded the 10-day target in 2022-23, by authorisation type, is listed in column B of the table below.

For business authorisations that have been retained in the 2023-24 occupational licence accountability indicator 2.1d *Percentage of occupational licences issued within the published target timeframe*, the proportion that would have met the new target in 2022-23 is listed in column D.

| A) Business authorisation name | B) Proportion that exceeded 10-day target in 2022-23 | C) New occupational licence target in 2023-24 | D) Proportion that would have met new target in 2022-23 |
|--------------------------------|--|--|---|
| Agents/Salespersons | 64% | 84 days or less for a new application, 42 days or less for a licence renewal | 65% |
| Security | 42% | 42 days or less | 98% |
| Traders | 31% | 60 days or less | 100% |
| Authorised Examiners | 1% | 14 days or less | 99% |
| Construction | 12% | 28 days or less | 94% |
| Controlled Sports | 64% | 28 days or less | 58% |
| Gaming | 11% | 28 days or less | 98% |

It should be noted that business authorisation completion times can be delayed by incomplete or inadequate information provided by the applicant, additional assessments being required to establish suitability/eligibility, or manual processing for some authorisations by Access Canberra.

Access Canberra processed 1,857 business authorisations against this accountability indicator in 2022-23. To accurately ascertain which authorisation took the longest would require manual interrogation of the data to ascertain periods of delays due to factors outside Access Canberra's control, confirm the accuracy of the results and ensure that no data errors or incomplete records by Access Canberra staff. Accordingly, Access Canberra is unable to answer this question without a significant diversion of resources to undertake an audit of historic transactions.

It is planned that the new timeliness accountability indicator for 2023-24 onwards will be more reflective of accurate processing timeframes. Replacement systems such as the Common Licensing Capability, that are under development, will lead to far higher confidence regarding data quality and information on licence processing times.

Approved for circulation to the Standing Committee on Economy and Gender and Economic Equality

Signature:



Date:

1/12/23

By the Minister for Business and Better Regulation, Ms Tara Cheyne MLA