

FRONTLINE & DIGITAL SERVICES

PSBA

INITIATIVE PROPOSAL

PUBLIC SAFETY BUSINESS AGENCY

international or interstate visitors to Queensland are unable to pay on-line for Visitor Licences or Import Permits.

A recent independent business process mapping exercise has revealed significant administrative inefficiencies exist across the suite of weapons licensing forms. The administration of hard-copy forms requires the processing of mail, receipting of fee payments, scanning, data entry and records management, all of which is labour intensive for staff. The solution to manage the increases in service demand typically defaults to overtime expenditure and the employment of additional temporary staff. These strategies are not sustainable.

Statistics – Weapons Licensing Forms

Application Type	2017		
	Online	Paper	Total
New Applications	11666	3311	14977
Statement of Eligibility	0	1779	1779
Renewal Applications	4997	16283	21280
Form 15s Clubs	0	319	319
Replacement Licences	0	1352	1352
Permits to Acquire	49585	3102	52687
Form 4A Change of Particulars/Address	0	3349	3349
Form 4B Change Conditions	0	888	888
Form 4c Change Bus Particulars	0	44	44
Form 4e Transfer Weapons	0	131	131
Form 10 Dealer Transactions	0	67643	67643
Notice of Disposals	0	57666	57666
Replacement PTA's	0	1056	1056
Visitors Licence Application	0	161	161
Import Permit Applications	0	277	277
Totals	66248	157361	223609

Preparing for the future

The current Standing Offer Arrangement – QPS08110 (including contract support) for the Verint Systems Australia product (the CRM is shared with Policelink, Police Information Centre and Heavy Vehicle Road Operations) dedicated WLMS component will only be vendor supported until October 2020. This advice has prompted Weapons Licensing Branch to re-examine its long-term business requirements for a WLMS. This includes evaluating options for future investment in an upgrade in the vendor's solution or replacement of the system prior to the end of vendor support.

This initiative proposal seeks to achieve the implementation of the following:

1. an online solution for customers to submit weapons licensing forms and information