

Licensing & Regulation Division



VICTORIA POLICE

Electronic Lodgement Process (E.L.P) Project

24 March 2014



What is ELP?



VICTORIA POLICE

- Funded project
- Electronic Lodgement (of applications) Process
- Different to what it was.....
 - Scope
 - Approach
- Strategic (WoVicPol)
- New processes (back office) and new technology (online services platform and eForms)



What are online services?



VICTORIA POLICE

- Solution that enables VicPol to provide services online (via web)
- Services can include access to forms, general information, tailored information, online payments, alerts etc.
- Common examples: banking, shopping, passport applications, health funds...



Example



VICTORIA POLICE

The screenshot displays the myGov website interface. At the top left, the Australian Government logo and the myGov logo are visible. A navigation bar includes links for 'About myGov', 'Security', and 'Privacy'. A prominent green button reads 'Create a myGov account'. Below this, the 'Sign in' section features a text input field for 'myGov username/australia.gov.au ID' with a 'Forgotten your myGov username?' link, a password input field with a 'Forgotten your password?' link, and a 'Sign In' button with a lock icon. A large green myGov logo is positioned in the bottom right corner of the page. Two light blue callout boxes are overlaid on the page: one pointing to the 'Create a myGov account' button and another pointing to the sign-in fields.

Australian Government **myGov** need help

Welcome to myGov

The *australia.gov.au* account has changed to myGov. Use your *australia.gov.au* ID to sign in below. Don't have one? Simply create a new myGov account.

[About myGov](#) [Security](#) [Privacy](#)

Create a myGov account

Sign in

myGov username/australia.gov.au ID

[Forgotten your myGov username?](#)

Password

[Forgotten your password?](#)

Sign In

myGov

Users create an account

Users sign in and access is validated

What is an eForm?



VICTORIA POLICE

- An eForm (electronic form) is a computer program version of a paper form.
- eForms can be filled out faster and more accurately because they can automatically format, calculate, look up, and validate information and can provide online help for the user.





Example

Intelligent Forms
– e.g. use of data to drive options

Day: 25
 Month: Jul
 Year: 1944

Gender *

Male Female

Mandatory fields identified

Were you born in Australia? *

Yes No

Place of birth suburb/town/locality *

Melbourne

State of birth *

VIC

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA

Use of drop down boxes

Do you have a WA Drivers Licence? *

Yes No

Incomplete responses identified

Please provide your contact numbers, at least one

Telephone home

03 2568423

Telephone mobile

Cannot submit incomplete form

Email address

Please enter a valid contact telephone number in the 0999999999 format.
 Please enter a valid contact telephone number in the 0999999999 format.

How will the application process work?



VICTORIA POLICE



Citizen decides to apply for a Private Security Licence / Registration



Visits VicPol website and undertakes research



Applicant meets prerequisite requirements



Applicant creates an online user account



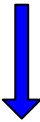
Applicant is presented with a series of questions to determine application type and the relevant form is generated



Applicant completes form – only presented with questions relevant to that application type



Once complete applicant prints form. (XML data from the form is sent to LRD electronically pending receipt of hard copy docs)



Applicant gathers supporting docs, completes addendums; and mails same to LRD with hardcopy application



Hardcopy application is received at LRD and matched to application in LARS WFQ



Hardcopy documents are scanned and attached to corresponding application in LARS WFQ. Application is now available for processing.



CSO searches LARS for existing entity (updates or creates entity without manual data input. New application is created.



New application is processed as per current policy & procedure.



If deemed appropriate the application is approved; request to produce and dispatch licence is sent to the manufacturer.

What Forms are in Scope?



VICTORIA POLICE

1. New Private Security & Change of Details
2. New Firearms
3. Renewals (Security & Firearms)



Why?



VICTORIA POLICE

Reduced Regulatory Burden.....

- 24 x 7 access to application forms
- Tailored applications
- Access from any web enabled device
- Ability to manage personal information
- Reminders and alerts
- Fully renew licences and registrations online
- Removes likelihood of incomplete applications
- Frees up Vic Pol capacity (keying of data)



When?



VICTORIA POLICE

- Tender released - December 18th 2013 ✓
- Tender period closed - 29th January 2014 ✓
- Evaluation and Recommendation – March to May 2014
- Approvals – June 2014
- Vendor commences – Post June 2014



How Can You Be Involved?

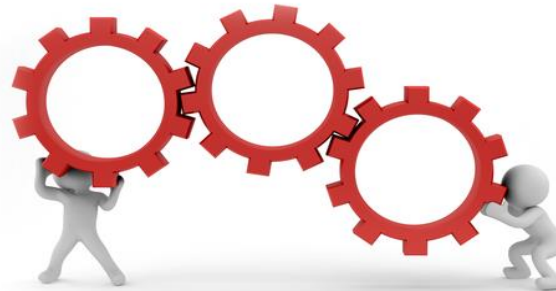


VICTORIA POLICE

- Testing



- Communications



- Feedback



Any Questions or Feedback?



VICTORIA POLICE



Need More Information?



VICTORIA POLICE

- LRD Internet Page (News & Events)

www.police.vic.gov.au/privatesecurity

- Email

licensingregulation@police.vic.gov.au

