



VICTORIA  
POLICE FORCE

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The Hon. Lisa Neville MP  
Minister for Police and Emergency Services  
GPO Box 4356  
MELBOURNE VIC 3001

Dear Minister,

**2020-2022 Statement of Expectations – Reducing Red Tape for the Licensing & Regulation Division**

I acknowledge receipt of your letter dated 26 July 2020 providing your Statement of Expectations (SOE) for the Licensing and Regulation Division (LRD) of Victoria Police.

The SOE communicated your expectations of LRD to reduce red tape by promoting greater efficiency and effectiveness in the administration and enforcement of regulation, and applies for the period 1 July 2020 to 30 June 2022 or until otherwise amended.

This letter confirms LRD's strong commitment in continuing to reduce red tape and to achieving the performance targets and objectives as listed in the SOE.

The LRD has developed the following specific activities that will be undertaken to achieve the performance improvements:

- 1. Review and identify opportunities for improvement of current licence application processing practices:**
  - Review all available resources and instructions for firearm and private security licensing, including online and paper-based instructions for stakeholders;
  - Develop a strategy to implement customer focussed guides and instructions to support stakeholders to identify and demonstrate a genuine need for a firearm licence; and
  - Implement a transparent reference guide to licence conditions to support staff and stakeholders.
  
- 2. Explore the feasibility of integrating LRD service delivery with Service Victoria:**
  - Scope authentication as a service for the Electronic Lodgement Process; and
  - Consult other feasible integration services for all LRD online applications including: Digital token for licences, Online payment functionality or Document verification services.

**3. Review and evaluate the current LRD Risk Based Regulation framework:**

- Conduct a review of the current risk-based regulation framework including its efficiency within the Regulation Support Unit of LRD.

**4. Review the LRD's online information and make recommendations for increasing compliance with Victorian Government accessibility standards:**

- Conduct a biannual review of LRD webpages to ensure the content and structure continues to meet the Victorian Government digital standards;
- Conduct a biannual review of LRD call and website data to assess public enquiry volumes; and
- Administer yearly surveys to Firearm and Private Security licence holders to assess website accessibility.

The LRD and Victoria Police are committed to continuously working towards identifying opportunities for further improvement to achieve best practice in the administration and enforcement of firearms, weapons and private security regulation.

The SOE performance targets along with this response letter will be published on the Victoria Police website.

Yours sincerely,



Shane Patton APM  
**Chief Commissioner**

16 / 11 / 2020