

**Question on Notice
No. 219
Asked on 10 March 2011**

MRS CUNNINGHAM asked the Minister for Police, Corrective Services and Emergency Services (MR ROBERTS)—

QUESTION:

With reference to the delays currently being experienced by weapons licence and license renewal applicants—

- (1) What is the backlog for applications for new licences?
- (2) What is the backlog for renewal applications?
- (3) How many applications in the 4680 postcode are yet to be processed?

ANSWER:

- (1) The previous weapons licensing system was held on a computer mainframe that was planned for decommissioning. The new Weapons Licensing Management System (WLMS) was designed as a replacement. The first stage of a three-stage implementation process went live on 30 November 2010.

To ensure data integrity and accuracy during migration to the new system, it was necessary to temporarily suspend data processing for a period of time. There was also a disruption to processing activities due to the recent flood events (Weapons Licensing Branch office closure) and the need to provide operational assistance to disaster relief (both uniform officers and staff members).

No data was lost during this process however there were a number of transcription issues and processes identified that required remedial correction in the system. These have either been undertaken or are currently in progress.

The Weapons Licensing Branch is addressing these delays through the rostering of overtime; the reallocation of staff, including the realignment of other internal QPS resources; and the hiring of 10 temporary staff. This has resulted in up to 20 additional staff working to process the outstanding applications.

Since the 'go-live' of the new system on 30 November 2010, and until 4 April 2011 over 2,189 new licence applications have been completed.

As at 4 April 2011, approximately 1,957 licence applications were being processed. Priority is given to occupational licences where a licence is necessary to earn a livelihood.

The time taken to process applications for a new licence depends on a number of factors. These includes the number of new applications received each week, the complexity of the applications, and the number of incomplete applications for which

additional supporting information is required to be sought. It should be noted that more than 60 percent of applications received are incomplete.

- (2) Applications for renewal are given priority over new licence applications. Licence renewal applications lodged at a police station prior to the expiry of the licence continue in force for a further 42 days.

As at 14 March 2011, there were 374 renewal applications awaiting processing. A further 197 applications were incomplete and awaiting further information from the applicant or other inquiries.

- (3) The Queensland Police Service advises that the requested information on applications in the 4680 postcode is not available at this stage. This type of reporting capability is not expected to be available until at least the completion of stage 2 of the WLMS project.