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The Honourable Jan Jarratt MP
Minister for Tourism, Manufacturing and Small Business
Level 26
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Queensland Government Business Red Tape example – Submission of Government Forms.

Over the last several years there has been considerable discussions and media attention about trying to reduce small business red tape when interacting with the Queensland Government.

An area that could be greatly improved is the process of completion of Queensland Government business forms. An example is the “**Business Names Act Form 1**”. This form is available online from the office of Fair Trading at http://www.fairtrading.qld.gov.au/Forms/Register_business_name_form.pdf.

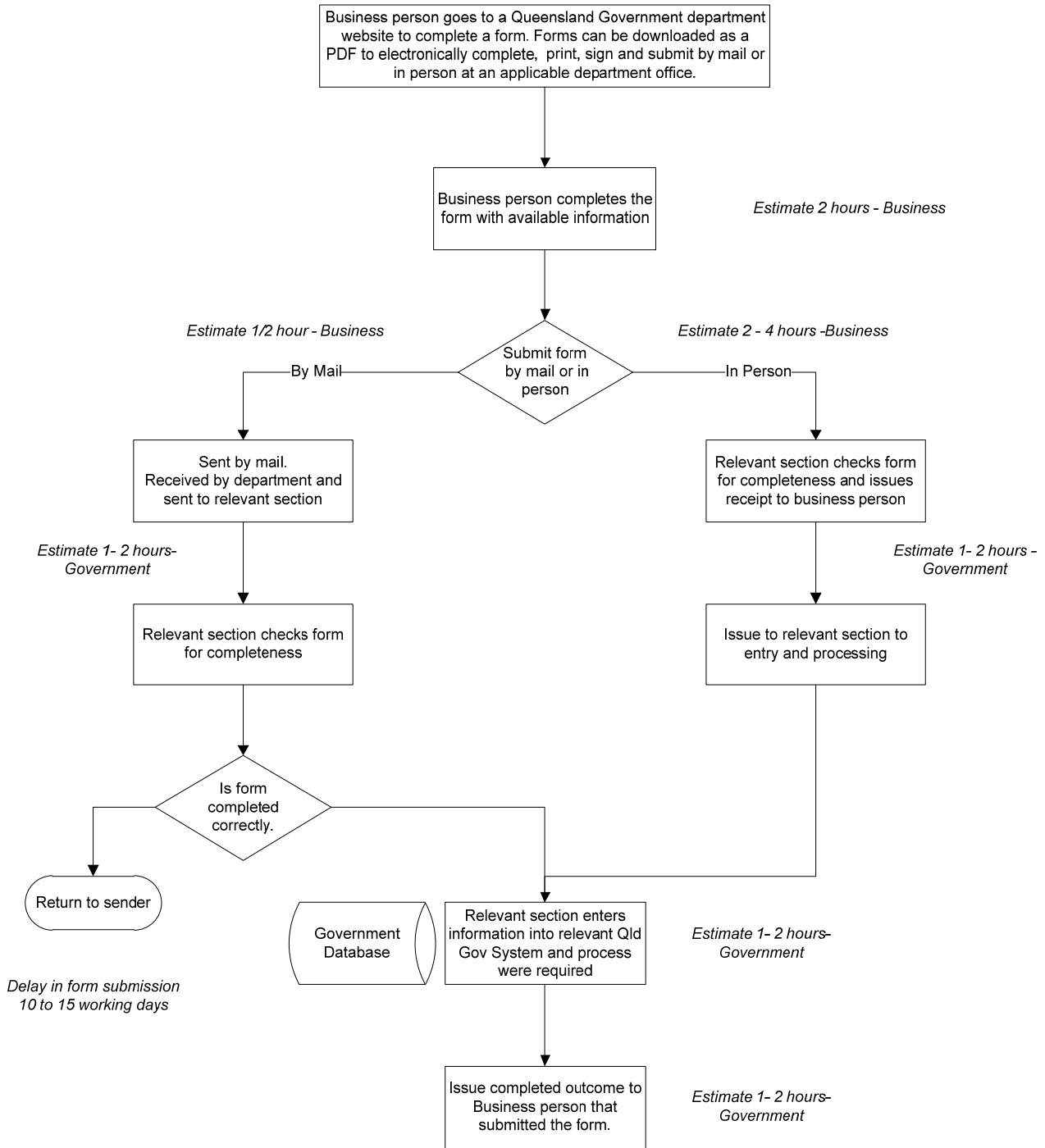
The form is a PDF that must be printed and submitted by mail, fax or in person. There is no method for electronic submission. The existing process is one of printing and sending forms to a department that must review, check, and eventually enter into a government database before issuing a receipt or certificate. This process is very inefficient and time consuming. With the availability of the online services, business should be able to submit forms electronically directly into holding databases before review, approval and transfer to government databases, thus removing the process of various government departments having to manually enter information into government databases.

This type of approach has been used in the commercial sector for many years to deliver cost reductions and improved efficiency for information collection, review, validation and processing.

This issue was raised in a public forum (South East Brisbane Chamber of Commerce - Breakfast at Sunrise) a considerable time ago with you, as the relevant the Minister, and as of today the form must still be printed and submitted by mail, fax or in person.

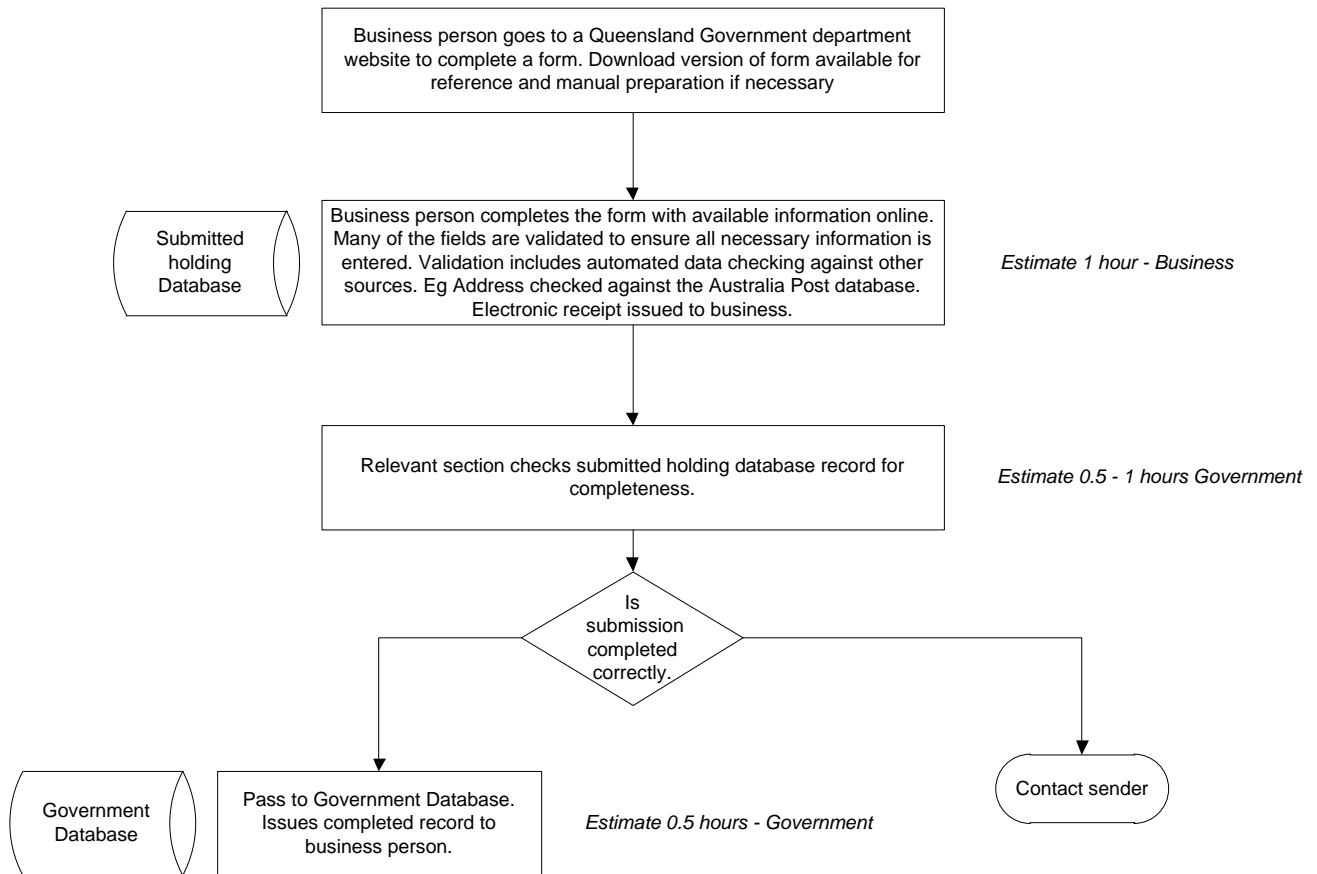
Two diagrams have been prepared showing the typical process for the existing manual form process as well as a “Best Practice” model for Government form submission. The diagrams include estimates of the typical hours for completion as well as showing the considerable saving in hours for both the business and the government.

By following this “Best Practice” model for Government form submission, shows in this example a saving of 75% to the business and 60% to the government in the time for completion and processing of a form. If these efficiency improvements were implemented across all government agencies that service business the cost saving would be considerable.



Delay for form submission 5 to 15 working days.
Total Time spent on the form process –
Business – 4 to 6 hours
Government – 3 to 6 hours

**Queensland Government typical business form submission process
 Such as the “Business Names Act Form 1”**



Delay for form submission 1 to 3 working days.
Total Time spent on the form process –
Business – 1 hour
Government – 1 to 2 hours

**Government – Best Practice Model for business form submission process
 Suitable for forms such as the “Business Names Act Form 1”**

Does the government have any intent or a nominated time frame to reduce the red tape burden on business by adoption of an electronic submission of Government forms process model?

I would be very pleased to have the opportunity to future this discussion, should you consider the issue relevant.

Yours faithfully,

Des Bowler