

NSW LICENSING PROGRAM

Department of Customer Service



OUR VISION To deliver a **whole-of-government approach to licensing** that simplifies and standardises end user experiences through coordinated digital journeys that reduce duplication of effort for regulators.

130+ licence schemes the Program will digitise from GLS to Licence.NSW

Licence classes that will have a digital licence **70+**

LICENSING LANDSCAPE

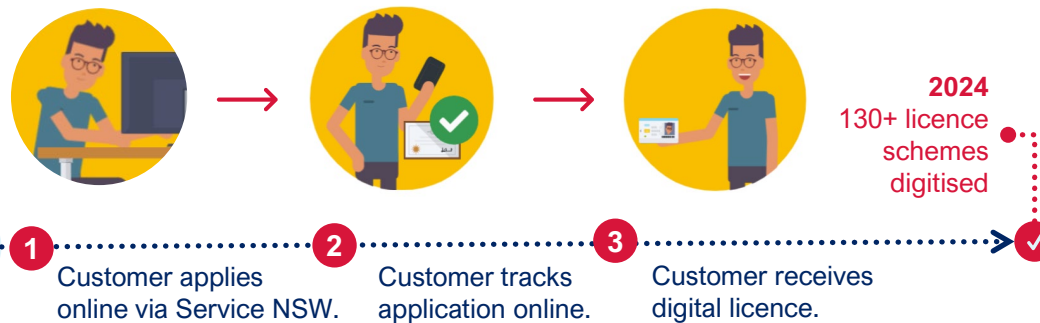
5M vocational & technical licences issued in NSW

1+M new licence applications each year

8.2M population in NSW

800K businesses in NSW

WHAT WE'RE DELIVERING



THE PLATFORM WE'RE USING

The AMANDA platform is the foundation of a new Licensing eco system for NSW Government: **Licence.NSW**. It leverages critical third party integrations, including common whole of government services, to enable us to achieve a single view of customer and establish a new best practice for customer centric, digital licensing services in NSW.

Now the Preferred licensing platform for NSW Government
Circular: DCS-2021-03

BENEFITS WE'RE REALISING

UPLIFTING INDUSTRIES & PUTTING CUSTOMERS AT THE CENTRE



AND MANY MORE!

- Quicker & easier for customers to get a licence
- Providing digital products that meet contemporary expectations
- Improving the ease & ability to start and operate a business
- Reducing complexity, time & 'red tape'

MODERN REGULATORS

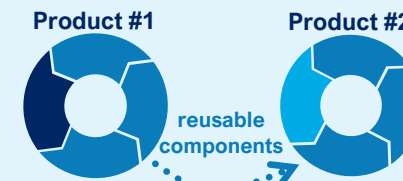
- Improved regulatory oversight & data analytics
- Reduced licence processing time and other legacy system and process cost reductions
- A digital foundation for ongoing regulatory reform
- Opportunities for contemporary policy and legislative reforms that enable sustained digital solutions for customers

\$621M

Benefits over 10 years, including:

- \$81 million internal benefits (productivity benefits & technology savings)
- \$540 million external benefits (customer benefits & time savings)

HOW WE'RE WORKING

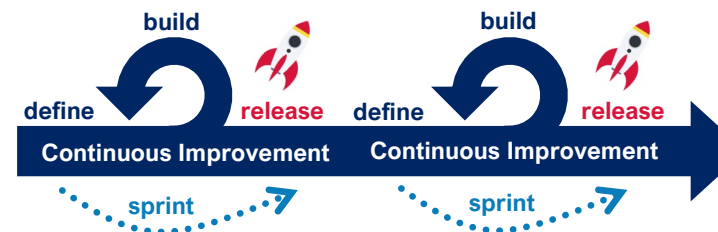


SYSTEM BUILD APPROACH

We're building relevant & reusable components for licence schemes, which are grouped by similar design patterns to accelerate delivery.

OPTIMISING LICENSING PROCESSES

Multidisciplinary teams working together to optimise and standardise licence processes and solve problems.



AGILE DELIVERY

We're working in agile ways across several agencies to achieve a shared vision. We're also embedding a principle of continuous improvements to constantly uplift our program strategy.