

Business licensing reform inquiry

Response ID:31 Data

1.

1. Your contact details

First name

[REDACTED]

Last name

[REDACTED]

Organisation (if responding on behalf of an organisation)

[REDACTED]

3. Please indicate who you represent:

Business or occupational licence holder

4. Which business or occupational licence(s) do you hold or are you affected by?

Liquor Licence licences cellar door

5. How do these business or occupational licences affect you and what suggestions do you have to improve them?

On line application complicated and needed telephone support to complete. Took a day to complete because did not store information on the application form.

A simple variation to the licence area took 3 months from submission to approval

6. Are there aspects of the business and occupational licensing arrangements that affect you that are working well?

None, hard to recall any

7. Do you have any other comments?

Improve the Liquor licence form to avoid wasting time. Any form which requires telephone support to complete is by definition poorly designed.

Provide adequate resource to handle simple variations without delay.