



Australian Government

Australian Fisheries Management Authority



AFMA's proposed approach to develop and implement e-Business solutions for licensing and quota transactions

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1. Purpose

This document sets out AFMA's proposed approach to develop and implement a range of on-line tools that will assist industry in conducting licensing transactions, monitoring effort against quota and reconciling catch.

2. Introduction

In January 2006, the AFMA Board, in response to the Minister's Direction, approved the development of an e-Business solution for licensing and quota monitoring. e-Business includes a range of electronic services aimed at improving the cost effective management of Commonwealth fisheries and improving the capacity for industry to manage their day-to-day business processes via the internet.

e-Business will introduce measures over the next three years to improve the efficiency of administering licensing and quota monitoring. The development of the e-Business solution will provide:

- a staged introduction of client read only access to concession information commencing 1 January 2007; and
- the staged introduction of on-line licensing and quota transactions, over the next three years allowing industry to conduct self-service; and
- automated quota management functions within three years; and
- a reduction in the licensing component of the levybase of approximately 30% from 2010 (baseline: \$993,526 in 2005).¹

Paper based transactions will still be available, however these transactions will be cost recovered under a fee for service arrangement.

3. e-Business expected outputs

For the purpose of this project e-Business has been divided into e-Licensing and e-Quota². The e-Business system for licensing and quota monitoring will serve AFMA clients/stakeholders by July 2009 by providing:

<i>Output</i>	<i>Target</i>
<ul style="list-style-type: none">• a replacement to the traditional paper based system	<ul style="list-style-type: none">• 80% of AFMA clients and stakeholders using internet e-Licensing transactions by year 2010
<ul style="list-style-type: none">• continuous internet availability for clients/stakeholders to retrieve their individual information	<ul style="list-style-type: none">• availability 24 hours per day 7 days a week
<ul style="list-style-type: none">• the ability to apply for transactions at any time of the day	<ul style="list-style-type: none">• availability 24 hours per day 7 days a week
<ul style="list-style-type: none">• the delivery of real time data	<ul style="list-style-type: none">• availability 24 hours per day 7 days a week

¹ Licensing costs are currently 7% of the total levy base, and in 2005 were \$994,000 of the total \$13,561,000 levied from the industry for the costs of managing Commonwealth fisheries

² Definitions for e-Licensing & e-Quota are on pages 4&5 respectively.

Output	Target
<ul style="list-style-type: none"> a reduction in turn around time for basic transactions, thereby ensuring minimal delays to concession holders 	<ul style="list-style-type: none"> all standard transactions are automatically in a similar manner to internet style banking
<ul style="list-style-type: none"> improved AFMA record keeping and reliable archiving of activities 	<ul style="list-style-type: none"> 100% up to date at all times
<ul style="list-style-type: none"> a better managed workflow and project tracking, and an ability for industry to monitor progress of their application 	<ul style="list-style-type: none"> the submission of all applications specified with a ✓ in the yes column on page 8 will be traceable
<ul style="list-style-type: none"> better internal management tools for assessing efficiency, identifying problems and describing the volume of work completed 	<ul style="list-style-type: none"> real time data easily assessable for reporting purposes
<ul style="list-style-type: none"> a level of security that will reduce management risk 	<ul style="list-style-type: none"> consistent with the AFMA Fraud Plan
<ul style="list-style-type: none"> a reduced cost to industry for the processing of licensing transactions conducted electronically 	<ul style="list-style-type: none"> a reduction in the licensing component of the levybase of approximately 30% from 2010 (baseline: \$993,526 in 2005)
<ul style="list-style-type: none"> a tool to assist industry to manage their own paperwork 	<ul style="list-style-type: none"> availability 24 hours per day 7 days a week
<ul style="list-style-type: none"> a guide for concession holders on how to complete forms (similar to Tax Pack) 	<ul style="list-style-type: none"> availability 24 hours per day 7 days a week

4. Licensing & e-Licensing

Licensing conducts the day-to-day administration of management arrangements through the grant, variation to and transfer of fishing concessions, and includes licences as defined under the *Fisheries Management Act 1991* and fishery management plans.

AFMA Licensing is currently a very resource intensive paper based system. From July 2009 there will be two systems available to AFMA clients/stakeholders to apply for licensing action: an automated system via the internet (e-Licensing) and the current system using paper based applications. Although a paper based system will be available, internet lodgement will be encouraged and available to industry at less cost than the equivalent paper based system.

e-Licensing is the way in which AFMA clients/stakeholders can use the internet to access/enquire about their own details, update their own details, request some actions by AFMA and perform other actions themselves. Some fisheries management plans require AFMA to approve exemptions, for example carriage of observers based on a case by case assessment. These types of transactions will still need to be conducted with AFMA staff assessment.

Licensing Objective

AFMA will establish an accurate, reliable, fast, user friendly internet based system to provide electronic licensing services that will serve both AFMA clients/stakeholders and staff, improve service and cost effective administration.

Internet client functions

The following list details the licensing functions that AFMA expects clients/stakeholders to be able to undertake on the internet by July 2009:

- view historical licence information (& catch history, if available) (from SFR grant)
- verify permit status (suspended, cancelled, surrendered, current)
- change address/contact numbers
- change boat details
- pay fees/levies
- apply for a permit (carrier, scientific, fishing, port, export, fish receiver)
- apply for the grant of a fishing permit on the expiry of an existing fishing permit
- boat nomination/denomination
- notify AFMA of a transfer for fishing permits/SFRs
- quota/effort trading (permanent and lease)
- cease a lease
- access to and printing of concession
- access to and printing of levy invoice/fees owing

Internet client based reports

The following list details the licensing reports AFMA expects clients/stakeholders to be able to generate via the internet by July 2009:

- financial statement detailing management levy and fees paid to AFMA
- concession holder diary (what's due and when)
- status of applications

5. Paper based applications

The current paper based system used within the Licensing section will be extensively reviewed as part of the e-Licensing project and a more streamlined, easier approach to paper based applications adopted.

It is likely that in the future, in relation to based paper applications, the licensing section will operate similar to that of an insurance company. Paper based applications will be filled in by AFMA staff and a completed form sent via email/fax to the relevant parties for signature and return. This approach will result in less double handling, fewer errors and remove the unnecessary follow up work currently conducted by licensing staff because of incomplete applications. Paper transactions will attract a greater fee than electronic transactions.

6. Quota Monitoring & e-Quota

Quota monitoring is how AFMA confirms operators are landing fish within their holdings in order to ensure that the objectives of the management plans are being met. Quota

monitoring also includes the reporting of catch levels to operators, fisheries managers and other stakeholders.

e-Quota is the way in which AFMA clients can use the internet to access/enquire/monitor their catch/landings against their holdings.

e-Quota objective

AFMA will establish an accurate, reliable user friendly, cost effective internet based electronic quota monitoring system that will allow AFMA clients/stakeholders to manage their quota and/or gear holdings and protect the integrity of AFMA's management systems.

Anticipated e-Quota client functions

The following list details the quota monitoring functions that AFMA expects clients/stakeholders to be able to undertake on the internet by July 2009:

- request statements
- quota reconciliation via leases/transfers (refer to e-Licensing)

Anticipated client based e-Quota reports

The following list details the quota monitoring reports AFMA expects clients/stakeholders to be able to generate via the internet by July 2009:

- quota transaction statement
- quota summary
- quota holding summary
- quota detail summary

e-Catch Disposal Records (CDRs)

In examining ways to develop and implement e-Business solutions for licensing and quota transactions, AFMA will also undertake a feasibility study to explore electronic data transfer options for CDRs. This study will investigate ways to automate the submission of CDR data from port direct to AFMA.

7. Subscribed e-Licensing & e-Quota facilities

In addition to the above mentioned e-Licensing capabilities, AFMA clients/stakeholders will be able to subscribe to receive reminder notices via email or SMS to their mobile phone. This service will be available by application on line. An establishment and subsequent renewal fee will be charged for this service. It is anticipated that this facility will be available prior to the commencement of e-Licensing.

The following are examples of reminder notices available for subscription to AFMA clients/stakeholders:

- Fishing permit (*insert number*) is due to expire on (*insert expiration date*). AFMA has not received an application to grant you a fishing permit on the expiry of your existing fishing permit.
- Your (*insert fishery*) management levy payment is due in 3 days.
- The 2nd instalment of your (*insert fishery*) management levy is due in 3 days.
- You have (*insert number of days*) left to reconcile your (*insert fishery*) over quota position.
- Your fishing concession is suspended effective (*insert date*).
- Your fishing concession is unsuspended effective (*insert date*).
- Your fishing concession is cancelled effective (*insert date*).
- Changes to (*insert fishery*) management arrangements.
- Your payment (*insert for.....*) was rejected.
- The expiration date on your credit card is past due.
- Your (*insert fishery*) fishing permit has expired.

8. Fee for Service

AFMA licensing costs are 100% cost recovered, as:

- fee for service transactions (boat nominations, transfers, fish receiver permits, boat declarations); and
- levybase charge for balance of costs (Statutory Fishing Rights/quota transactions, quota monitoring, section 165 appeals, new fishing permit applications including high seas permits, debt (levy) recovery, scientific permits)

The levybase and fee for service structure for the licensing section will also be reviewed as part of the e-Licensing project. Subject to the outcome of this review, the cost associated with many of the licensing transactions recovered via the levybase will be redistributed to a fee for service, resulting in a reduction in the licensing levybase. The relevant transaction fee for an internet application will be significantly less than a paper based application. Future discussion and consultation with industry and other stakeholders will be necessary before AFMA determines whether to continue down this path.

The following tables list the functions within the licensing and quota management section and their ability to become an on-line activity.

Licensing

Activity	Yes	No
Apply for permit (fishing, scientific, carrier, fish receiver, port, export)	✓	
Regrant a fishing permit	✓	
Boat nomination/denomination	✓	
Transfer a fishing permit	✓	
Change address/phone number	✓	
Apply for permit variation	✓	
Transfer SFR/ITQ	✓	
Lease SFR/ITQ	✓	
Register/alter/deregister third party interest	✓	
Register a claim	✓	
Nominate authorised representative	✓	
SFR Rollover	✓	
Cease a lease	✓	
Surrender a concession	✓	
Pay licensing fees	✓	

Management Levy

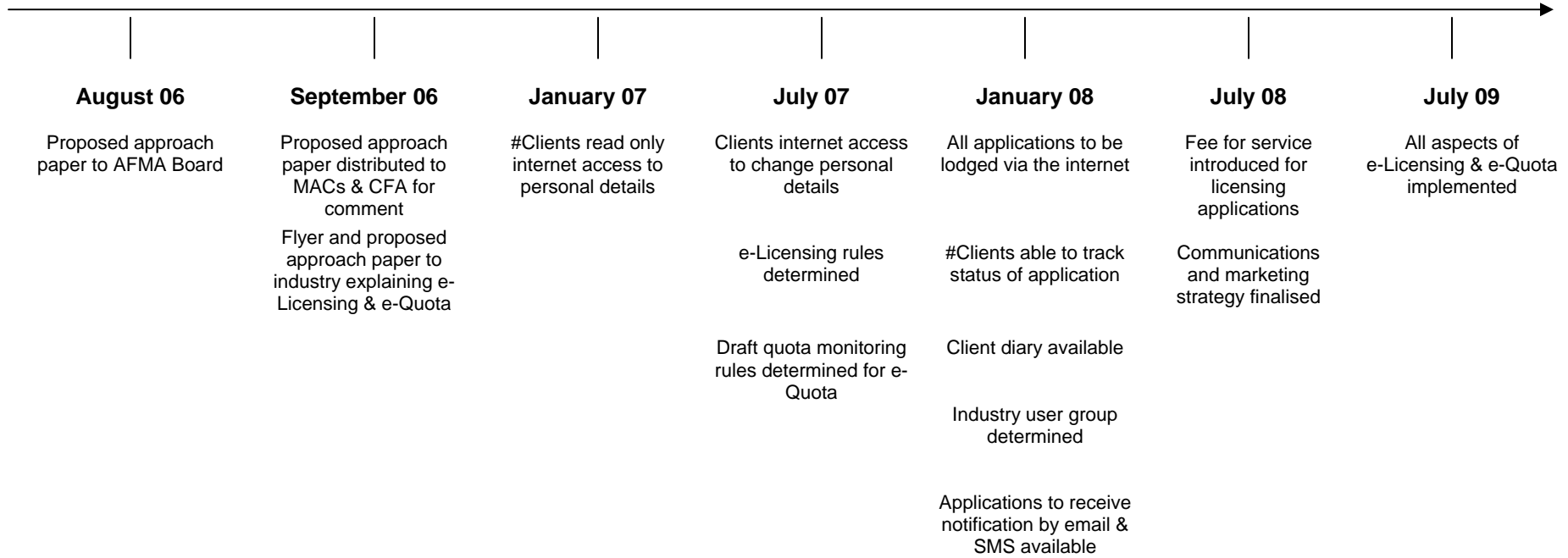
Activity	Yes	No
Original levy invoice	*	✓
Reminder notice	*	✓
Overdue notice	*	✓
Original penalty notice	*	✓
Copy of all levy notification	✓	
Enter into an arrangement	✓	
Pay management levy	✓	

* Copy available on internet

Quota Monitoring

Activity	Yes	No
Quota transaction statement	✓	
Quota summary	✓	
Quota holding summary	✓	
Quota detail summary	✓	
Quota reconciliation (via lease/transfer)	✓	

9. Timetable for implementing e-Licensing & e-Quota



Represents both clients and stakeholders.