

Over the past three years, the Provincial Government has taken many steps to ensure less red tape, less paperwork, more online information and service, better regulation, and more efficient services for clients.

### Where We Began

In 2005, the Williams Government set an ambitious goal to reduce red tape throughout the Provincial Government by **25% over three years**.



### Where We Are Now

Over 83,000 unnecessary regulatory requirements were eliminated through the Red Tape Reduction Initiative, a reduction of **more than 27%**.



### Where We're Headed

Looking forward, the goal is **"zero growth"** in regulatory requirements. The vision is less red tape, paper burden and onerous requirements - and more efficient regulation and customer service.



The Provincial Government will continue to ensure our province's regulatory regime is efficient, flexible, and transparent while maintaining high regulatory standards.



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improving regulation



EfficientEffectiveAccessible

# Improving Service, Reducing Paperwork, Cutting Red Tape

Numerous departments, agencies, boards and commissions have undertaken comprehensive reviews of forms, business and administrative processes, client service models, etc. and have implemented improvements that are making a difference.

Some successes to date include:

## SMALL BUSINESS

BizPaL – an online system that reduces paperwork and red tape for small business owners – has been introduced to Happy Valley-Goose Bay, Stephenville and St. John's, with more to follow.

Various business funding program forms and the system for processing these were reviewed to simplify, eliminate duplication and make processing more effective and consistent for clients and staff.



**The Initiative is Making its Mark.**  
In 2006, the Canadian Federation of Independent Business awarded the Government of Newfoundland and Labrador for its commitment to increased efficiency through red tape reduction.

## MUNICIPALITIES

Changes to capital works funding processes have resulted in greater efficiency and cost savings.

Municipal Operating Grants are now issued twice annually, instead of four times, meaning that municipalities receive them earlier.

## MINERAL EXPLORATION

The Mineral Rights Administration Database (MIRIAD) provides a state-of-the-art system for mineral claim staking that allows real-time acquisition of licences from anywhere in the world, saving the private sector time and money and making the province more competitive for exploration companies.

Several guidelines and forms were reviewed and improved.

## NEWCOMERS

Applicant fees under the Provincial Nominee Program (PNP) were lowered, increasing accessibility; and an early screening process was adopted for applications to assess completeness and conduct follow-up, which has reduced average processing time and eliminated backlogs.

A new immigration portal brings together accurate, current and consistent online information, tools and services for immigrants, foreign workers and international students.

## APPRENTICES AND THEIR EMPLOYERS

Revisions to apprenticeship registration assist greatly in obtaining journeyman certification.

Journeyman-to-apprentice ratio requirements were changed giving employers more flexibility and allowing apprentices to gain valuable worksite training.

## HUNTERS & FISHERS

Excessive requirements on big game and salmon returns were eliminated, reducing effort for license holders.

Continued enhancements to the Wildlife Information Management System has reduced client application time and improved accessibility and understanding of the computerized big game licensing process.

## WORKPLACE HEALTH & SAFETY

Various policies, procedures, processes and paperwork were streamlined or eliminated to simplify things and reduce red tape for clients and staff and ensure documentation is up to date.

Web-based services and information have been expanded to improve efficiency and effectiveness of client services (e.g. Certificates of Clearance, employer account information, PRIME status and health care cost reports, employer sub-contractor lists).

Early and safe return to work facilitators have improved service delivery in small to medium-sized workplaces by providing feedback and assisting workplace parties in identifying creative solutions to challenges.

A permanent client service office opened in early 2008 investigates and facilitates resolution of client service concerns, identifies system-wide issues, and recommends service improvements.



## SEEKERS OF EMPLOYMENT INFORMATION

Up-to-date information on career and employment planning can be accessed with ease through a "Click, Call or Come In" network.

A redesigned wage subsidy program with a single application makes it easier for employers to secure financial support and for individuals looking for work experience to receive the services they need.

## LABOUR RELATIONS

Government initiated a comprehensive review of collective bargaining legislation, together with business and labour, with a view to enhancing the labour relations framework.

## INCOME SUPPORT RECIPIENTS

HRLE is ensuring services are more accessible, effective and efficient for people, including the availability of toll-free telephone services, text telephone, and forms in Braille.

New measures have been introduced to increase efficiency and shift resources away from administrative tasks to working directly with clients.

A Working Income Supplementation Unit was opened in Marystown with responsibility for working Income Support clients across the province to ease the monthly reporting of earnings, and a pilot program was implemented to allow working Income Support clients to report their earnings through the Online Mailback System.

A Client Automated Payment System (CAPS) was implemented, which has created an integrated, electronic file as opposed to a separate paper file and financial assistance computer system. This allows the client to receive services from anywhere in the province.

## TIMBER PURCHASERS

The Timber Purchase License was modified from an individual district application to a single provincial application, saving time and effort.

## FEWER FEES

More than 170 fees lowered or eliminated, resulting in approximately \$30 million in fee reductions since 2007-08.

