

Timeframes and processing summary

CAPI Operator Application lodged under Mutual Recognition principles

The timeframes stated below are approximate and may vary, representing the time since the day the application is received.

1. The application is deemed lodged on the day it is received by SLED.
2. Data entry and payment processing takes place within a couple of days.
3. A letter is mailed within two or three weeks (assuming no additional delays). It may be;
 - a. A returned application – where the application is incorrect / incomplete and it cannot be accepted, it is returned to the applicant for correction. The application is not considered to be lodged if it is returned to the applicant.
 - b. An **Acknowledgement Advice** letter is mailed. The letter is the receipt for payment of the application fee and contains information about the application process, including timeframes. The letter advises whether the Mutual Recognition applicant is authorised to commence CAPI activities while the application is determined.
4. After the Acknowledgement Advice letter is mailed, checks with the interstate licence authority take place.
5. Should the licence be granted, a letter of 'Conditions and Authority' is mailed. This letter contains information about the authority conferred by the licence and conditions of the licence. (Do not try to use this letter to have your photo taken at a Service NSW office / agency.)
6. A Photograph Advice letter is mailed. These letters are only mailed once a week.
7. The applicant takes the Photograph Advice letter to a Service NSW office or agency to have their photograph taken. The licence photo card is mailed to the applicant's postal address within 10 working days.
8. If an application is refused, a **Refusal** letter is mailed to the applicant to advise the reasons and explain the appeal process.
9. There is a **28 day deadline** to appeal a refusal. For more information, refer to the 'Refusal, Revocation and Right of Review' webpage.