

# Section one

About us



adapt



The winning photograph from the Earth Science Week staff photo competition by John Brett - Derby jetty at sunset.

# Message from the Director General



 Kaya Wandju

Acknowledging the hard work and commitment of DMIRS staff is always a pleasure. Having commenced as Director General for only the last month of 2021, I have been impressed to learn what the staff of DMIRS have achieved over the year. This annual report is a way we can recognise and celebrate these achievements.

2020–21 was a year like no other presenting some quite unique challenges requiring us to keep thinking about how we can adapt.

While staff continued to work to deliver critical frontline services, drive the State's COVID-19 response and prepare for Western Australia's economic and social recovery, we stepped back to consider what matters to us the most – our people and the people of the Western Australian community.

The safety and wellbeing of our staff and the Western Australian community has been the top priority for DMIRS.

To support the State Government's changed focus and to quickly adapt to the rapidly changing situation, we developed an interim [Strategic Plan – Response to the COVID-19 Environment](#). Our longer term plan [Strategic Plan - Towards 2024](#) was temporarily put on hold.

DMIRS is a diverse and busy department, we work across six diverse Groups. Ensuring a holistic approach addressing high-priority strategic projects, we developed a Collaboration Plan. The aim of his plan was to provide a more focused approach working collectively across our diverse department.

This approach combined with a shared commitment to our purpose of **supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector** and our corporate values of being respectful, transparent, fair, ethical, responsive and forward thinking put the department in a strong position to manage the challenges of 2020–21.

DMIRS inaugural Director General David Smith led the department until the end of May 2021. This was a time of major change within the Western Australian Public Sector and many of the achievements described in this report are a testament to David's leadership and focus. I thank him for the outstanding contribution he made during his tenure as Director General and wish him all the best for the future.

I want to extend a big thank you to all DMIRS staff for their contribution, and I look forward to another productive year ahead as we continue to serve the people of Western Australia in 2021–22.

**Richard Sellers**  
Director General

# Our report structure

## Welcome to the 2020–21 annual report for DMIRS.

This report details our progress from 1 July 2020 to 30 June 2021 towards delivering our purpose, presented in the context of our three approaches from our Strategic Intent and aligned to the priorities of government.

At the start of the reporting period, we developed an interim [Strategic Plan – Response to the COVID-19 Environment](#) (Strategic Response Plan) to allow us to manage and respond to the changing circumstances during the pandemic in alignment with the Premier’s three focus areas (refer more [page 9](#)).

Each year we commit to the principles of good governance and being accountable for our actions, and have also linked our content throughout the report to the Public Sector Commission’s nine governance principles:

 Government and public sector relationship	 Management and oversight	 Operations	 People	 Communication
 Organisational structure	 Ethics and integrity	 Finance	 Risk management	

To present our performance in a clear and consistent manner, the following key has been used throughout the report. The result is indicated by the direction and the colour of the arrows indicating the status:

- Key**
- exceeded target: above ▲ or below ▼
  - did not meet target: above ▲ or below ▼
  - met target: (variance ±5 per cent) ►



Our core value statement which describes the way we do our business, is that we lead with integrity, deliver on commitments, strive for excellence, and look for better ways of doing things.

In the **About us** section, you can find out more about who we are, what we value and what we do, with a description of each of our services and how they contribute towards our purpose. You can gain some insight into the department’s 2020–21 year, through a message from our Director General, Richard Sellers, who outlines his perspective of the year in review.

In order for us to be responsive and forward thinking, we consider current and emerging issues and trends that impact us. A summary of the significant issues and trends are reported in this section.

We consider our broad range of stakeholders and are focused on being open and accountable to ensure we meet expectations now and into the future. This section also contains some of the strengths and challenges using the results from our stakeholder satisfaction survey.

A regional map demonstrates the wide reach of the department’s activities across Western Australia, and details our wide range of administered legislation stretching across departmental services, with 98 acts of responsibility.

We discuss our performance management framework (Outcome Based Management) which is the formal mechanism allowing DMIRS to demonstrate accountability and transparency to Parliament, the public and our stakeholders.

In this section we detail our governance activities with regard to good governance principles:



We constantly strive for excellence through anticipating and adapting to new and better ways of working to ensure we are best positioned to deliver on outcomes for our stakeholders. At the start of the **Our performance** section, we have included a timeline of some of our most notable achievements over the year aligned with the seasons in the Nyoongar calendar.

Other achievements such as our work on the new work health and safety laws, improvements to the security of payment in the building and construction industry and Tengraph system replacement are presented in alignment with our Strategic Intent - our roles as Regulator, Service Provider and Policy Maker.

An assessment of our effectiveness and efficiency is contained within a summary of our key performance indicator report, as well as other performance reporting.

In this section we detail our governance activities with regard to good governance principles:



In everything we do, we lead with integrity and with accountability to ensure stakeholders can count on us to deliver on our commitments and to fulfil their expectations.

In the **Disclosures and legal compliance** section, you can find our financial statements and other reporting obligations. We outline our commitment to our people, through our adherence to public sector standards, equal opportunity, occupational health and safety and recordkeeping obligations.

In this section we detail our governance activities with regard to:



To engage with our readers we have also designed a concise version of our report.

Thank you for taking the time to read about our contributions to the State during 2020–21.

# DMIRS at a glance

## Who are we?

We are the Department of Mines, Industry Regulation and Safety - or DMIRS, formed on 1 July 2017. Our Director General and 1,726 staff have adapted to the challenging circumstances of 2020–21 to continue working towards our purpose of **supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector.**

We are comprised of six Groups:



- Corporate Services
- Industry Regulation and Consumer Protection
- Resource and Environmental Regulation
- Safety Regulation
- Service Delivery
- Strategic Business Innovation

## During the year

We surveyed our people to find out how they personally adapted during 2020–21.

Out of 191 respondents we found out that:

We are diverse:

**69**  
different countries identified by our staff as their 'country of origin'.

**16.2%**  
representation of staff who are diverse culturally and linguistically.

**41%**  
'wandered out yonder' in WA to places they hadn't visited before.

**15%**  
got a pet.

**16**  
years of age is our youngest employee, a school-based trainee.

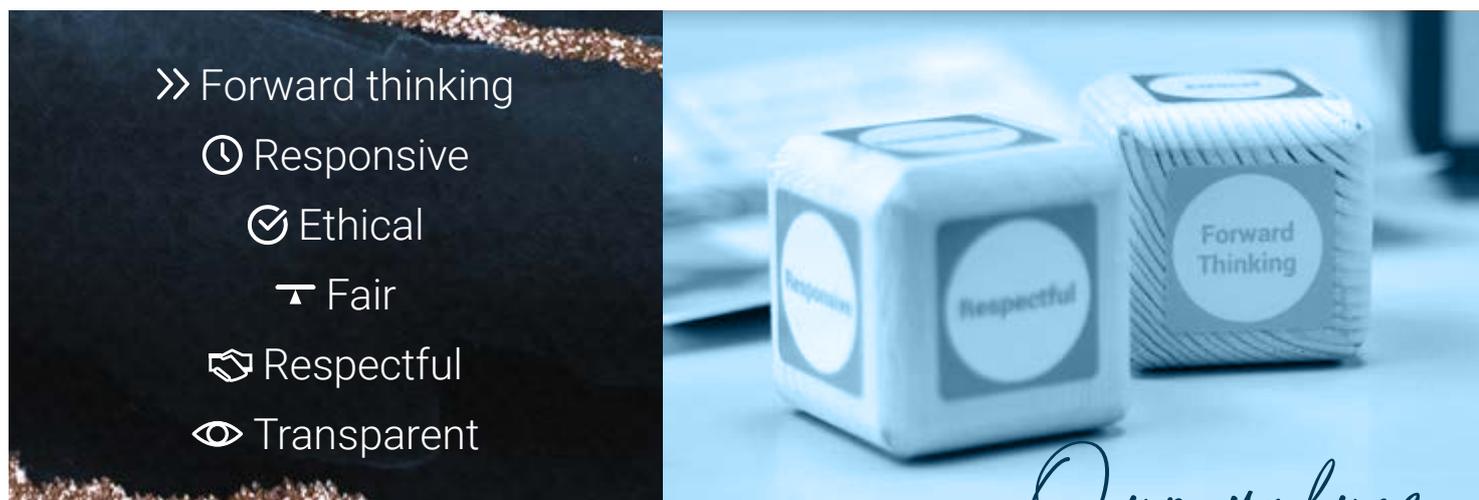
**83**  
years of age is our oldest employee.

**52%**  
started a new hobby in their spare time.

**35%**  
subscribed to a new streaming service or downloaded a new app.



We are committed to our values:



*Our values*

### Our strategic intent approach

To view the ways we maximised our impact as a regulator, services provider and policy maker refer to [pages 35–43](#).



*Our focus*

With the impact of the COVID-19 pandemic DMIRS' [Strategic Plan - Towards 2024](#) was put on hold and an interim strategy Strategic Response Plan was implemented. It was aligned to the Premier's three areas of focus:

1. Delivery of critical frontline services and support functions – day-to-day business
2. Driving the State's COVID-19 response – ongoing response
3. Preparing for Western Australia's economic and social recovery – planning for the future

This Strategic Response Plan was developed to enable DMIRS to respond and quickly adapt with urgency to the COVID-19 environment. It allowed us to continue to evolve to be more resilient, responsive and to adapt to new ways of working during the uncertainty of the COVID-19 pandemic. It was designed as a high-level framework to allow for more dynamic and agile planning, to capture and drive the important work of DMIRS from the time the Premier announced the focus areas.

### Collaboration Plan

Early in 2020–21 the Corporate Executive also explored opportunities where Groups could work together to address each of the Premier's three focus areas and the response themes detailed in the [DMIRS Strategic Response Plan](#). Other initiatives of high priority were also identified for collaboration. These 'DMIRS collaborative priorities' provided a more focused approach towards working collectively in the planning cycle, addressing a key lesson-learned from the previous period to avoid working in silos and to encourage the department to work more holistically.



We are here to serve the WA community to the best of our ability. But in doing so, we need to think about what the future might look like and start thinking about things with innovative eyes and considering what the possibilities might be.



Ian Munns  
Deputy Director General

## The emerging issues and trends that impacted us over the year

Rather than reacting to problems, we aim to keep abreast of change. We adapt and refine ourselves, our systems and practices where necessary, and are agile in responding to the needs of Government and our stakeholders. The significant issues and trends have been mapped against the Government's three key focus areas and linked with our response themes from our [Strategic Response Plan](#).

### Delivery of critical frontline services and support functions – day-to-day business

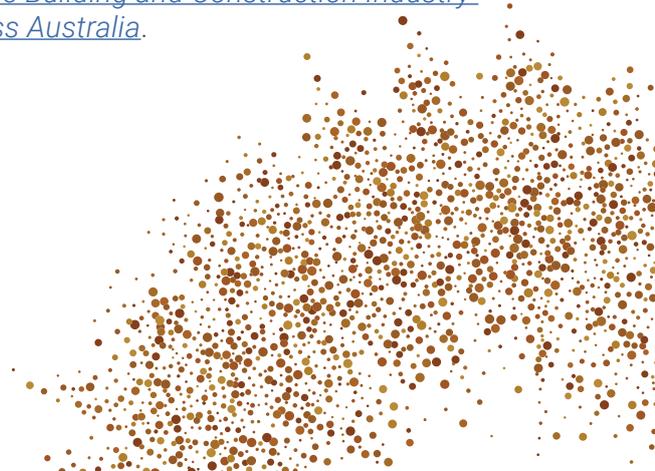
#### Response theme: providing guidance and support to staff, community, business and other stakeholders

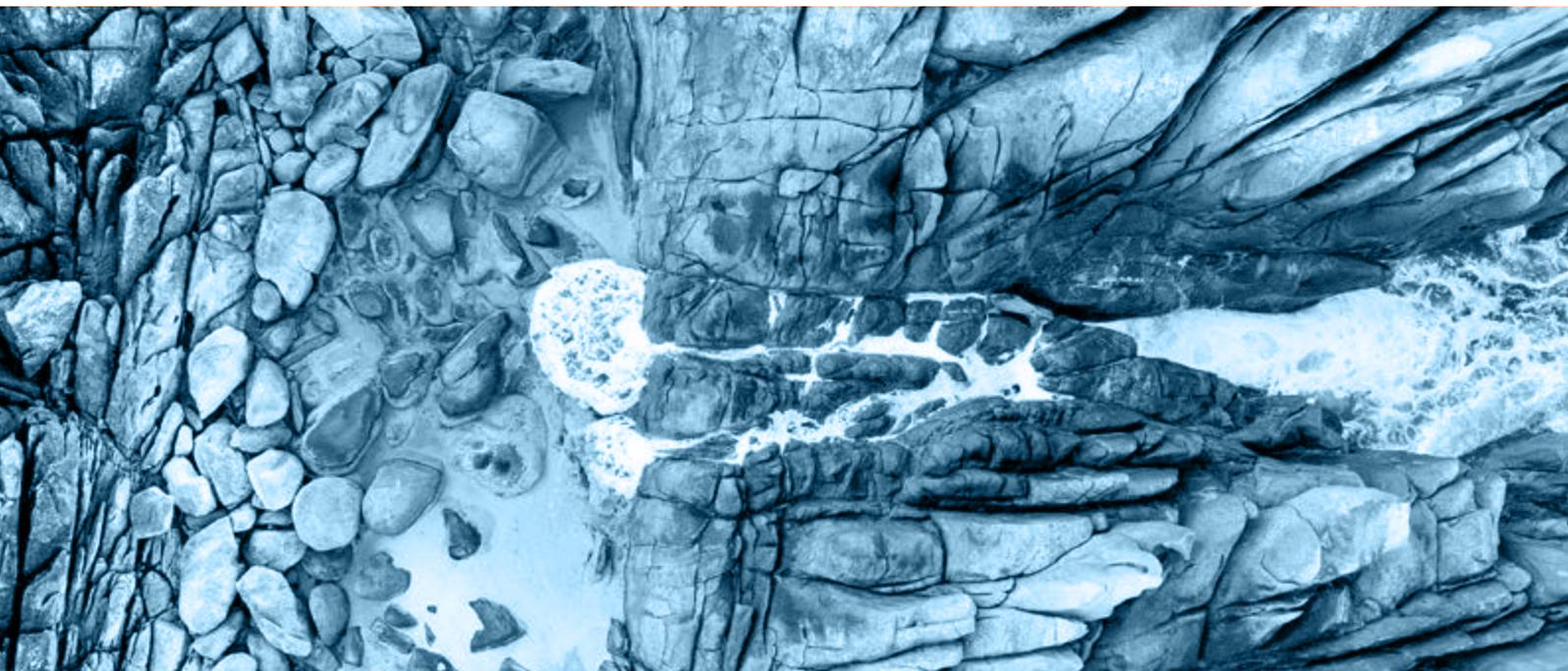
- ▶ The COVID-19 pandemic impact on consumers increased their need for assistance, particularly with: travel restrictions and cancellations; limitations on availability of new motor vehicles and a consequent increase in used car sales and prices; and consumer's increasing personal debt.
- ▶ Reform driven by preparation for the new [Work Health and Safety Act 2020](#) replacement of the [Occupational Safety and Health Act 1984](#) and work health and safety related laws currently contained in the [Mines Safety and Inspection Act 1994](#) and petroleum and geothermal energy operations laws, has been a high priority during the year.

### Driving the State's COVID-19 response – ongoing response

#### Response theme: delivering regulatory and other reforms to support economic recovery and protect the community

- ▶ Government's commitment to automatic mutual recognition as part of a national scheme will be a major focus for DMIRS to coordinate implementation across relevant trades and professions in the second half of 2021.
- ▶ Reforms to the building and construction legislation in Western Australia addressing the recommendations from the report [Building Confidence – Improving the Effectiveness of Compliance and Enforcement Systems for the Building and Construction Industry across Australia](#).





## Preparing for Western Australia's economic and social recovery – planning for the future

### Response theme: preparing for and being responsive to increased activities

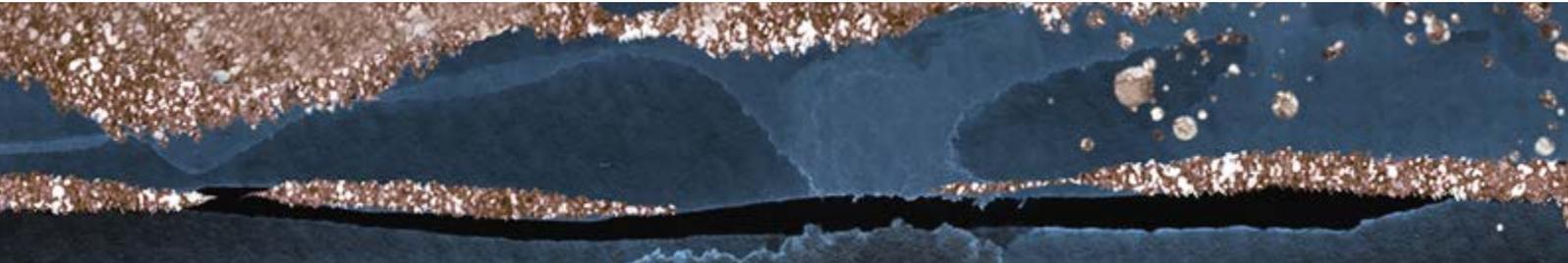
- ▶ Government commitments to support the resources sector included a temporary mineral exploration expenditure exemption; reduction in the Mines Safety Levy by 19 per cent from 21 to 17 cents per billable hour; streamlining of administrative procedures; and basic raw materials royalty rates remain unchanged for the coming four year period.

### Response theme: identifying and supporting new and emerging industries

- ▶ Supporting the State Government's Renewable Hydrogen Strategy by examining how the existing gas safety regulatory framework will need to be adapted.
- ▶ Participating in, and making a positive contribution to, a number of developments relating to emerging electrical technologies.

### Response theme: forward thinking in our approach to regulatory reform and assisting in transforming social, industry and economic recovery

- ▶ As the focus moves to economic recovery, the department is well placed to use the current reviews of residential tenancy and commercial (retail) tenancy laws in Western Australia to ensure policy reforms are targeted and appropriately set so tenants and landlords engage fairly in their leasing arrangements.
- ▶ For some consumers the pandemic has meant they are vulnerable to seeking unsustainable credit resulting in increased debt. To raise awareness and ensure consumer protections under the [Australian Consumer Law](#), DMIRS will develop an integrated strategy including monitoring the Western Australian market place and lobbying to influence Commonwealth policy reforms relating to the regulation of credit providers.
- ▶ The Supreme Court of Western Australia issued a decision in December 2020 determining that mining registrars and wardens didn't have jurisdiction where marking out didn't comply with the [Mining Act 1978](#). The department has been working on ways to provide certainty to the mining industry in the wake of the decisions and will continue to engage with stakeholders to provide a solution to the issues raised in the decision.



**Corporate Executive members as of 30 June 2021**

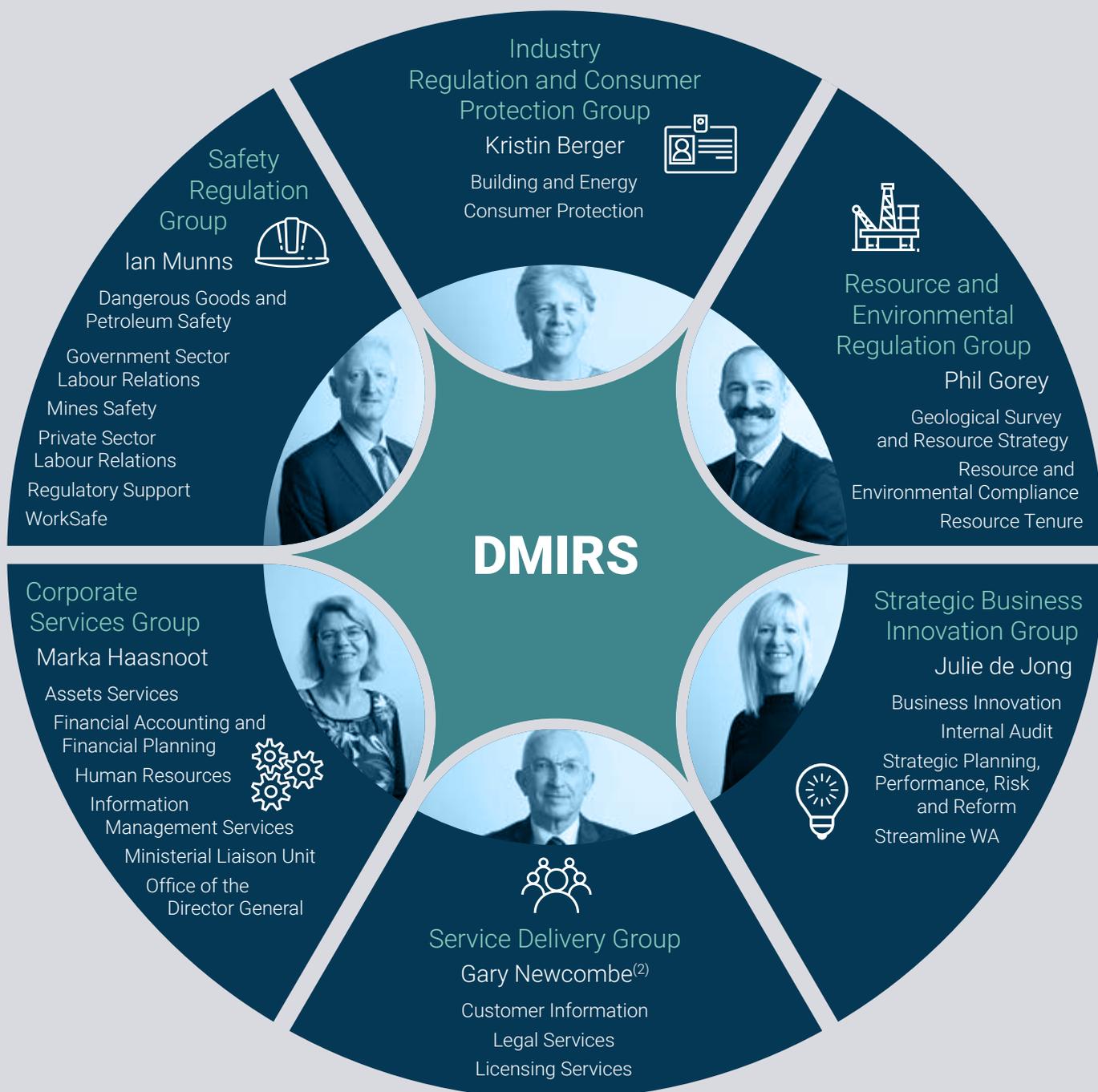
(back row l-r) Phil Gorey, Julie de Jong, Ian Munns, Jennifer Shelton  
(front row l-r) Marka Haasnoot, Richard Sellers, Kristin Berger





# Organisational chart

Our six Groups with our Group heads reporting to Richard Sellers, Director General<sup>(1)</sup>:



A stand-alone sub-department of DMIRS named Energy Policy WA was formed during 2019–20. Under the [Financial Management Act 2006](#), [Energy Policy WA](#) has its own appropriation and division in the State Budget, and is responsible for the preparation of its own annual report to Parliament.

(1) Richard Sellers was appointed to this role from 31 May 2021, prior to this David Smith was the Director General.

(2) Jennifer Shelton acted in the role of Executive Director Service Delivery Group from 1 June 2021.

## Our leaders



**Richard Sellers**  
 Director General  
 (31 May 2021 onwards)

Richard Sellers was appointed as Director General of the Department of Mines, Industry Regulation and Safety on 31 May 2021. Richard has extensive experience in the public sector, holding previous roles as the Director General of the Department of Jobs, Tourism, Science and Innovation from March 2020 and acted in the role for four months up to September 2018. Prior to this he held a number of senior roles in the public sector including Director General of the Department of Transport, Commissioner for Main Roads WA, CEO of the Public Transport Authority as well as Director General of the former Department of Mines and Petroleum.



**David Smith**  
 Director General  
 (1 July 2020 to 30 May 2021)

David Smith was the Director General at DMIRS from July 2017 to May 2021. Previous to this he was appointed Acting Director General at the Department of the Premier and Cabinet in August 2016, where he had been the Deputy Director General since August 2008. He was also in the Department of Treasury and Finance in a variety of positions for 12 years including being a member of the Corporate Executive, with responsibility for economic policy. In addition, he has more than 20 years of experience in the Commonwealth public service, including the Department of the Prime Minister and Cabinet and an overseas posting with the Department of Foreign Affairs and Trade.



**Phil Gorey**  
 Deputy Director General, Resource and Environmental  
 Regulation Group

In 2009, Phil Gorey joined the former Department of Mines and Petroleum which is now part of DMIRS, and in 2009 and has experience in the areas of policy, planning and regulation for natural resource development. Phil has worked in technical and policy roles relating to natural resource management and development in State Governments in Victoria and South Australia, in addition to the private sector in Western Australia.



**Kristin Berger**  
 Deputy Director General, Industry Regulation and  
 Consumer Protection Group

Kristin Berger was appointed to this role in July 2018 after originally joining the former Department of Commerce in 2002. Before this appointment, Kristin spent a year in Premier Mark McGowan's Office as Principal Policy Advisor with responsibility for the portfolios of Jobs and Trade, and State Development and led the interagency working group which developed the Future Battery Industry Strategy. Prior to this, she led the Labour Relations and Industry Development Division of the former Department of Commerce.



## Ian Munns

### Deputy Director General, Safety Regulation Group

Ian Munns joined the then Department of Commerce in 2010 working in a variety of roles including as the Director of Policy WorkSafe, Executive Director Corporate Services and the Executive Director Building Commission. When DMIRS was created he was appointed to his current role as Deputy Director General Safety Regulation Group. Prior to 2010, Ian worked for the Commonwealth in a variety of regulatory roles at the Australian Taxation Office and the Child Support Agency.



## Gary Newcombe

### Executive Director, Service Delivery Group (1 July 2020 to 31 May 2021)

In May 2021 Gary Newcombe took on the dual roles of Executive Director Consumer Protection and Commissioner for Consumer Protection. From 2018–2021 he was the Executive Director Services Delivery Group, and before this he was responsible for leading the Business Services Group. Gary has served in a variety of roles prior to this including as a director with Consumer Protection, as a lawyer, corporate investigator and adviser with the WA Ministry of Justice, the Minister for Justice, the WA Corporate Affairs Department, State Parliament and the Commonwealth Attorney General's Department.



## Julie de Jong

### Executive Director, Strategic Business Innovation Group

Julie de Jong worked at both former departments as an Executive Director leading the Science, Innovation and Business division within the Department of Commerce from 2011–2014 and Department of Mines and Petroleum from 2014–2017. In December 2017, she was appointed to her current role within the Strategic Business Innovation Group, and during 2019 she had a six month secondment to Department of Transport working to improve the governance and compliance for the multi-agency Westport Project.



## Marka Haasnoot

### Executive Director, Corporate Services Group

With a background in organisational psychology, Marka Haasnoot advanced her career in human resources and business management working in private industry and local government. In 2008 she joined the State Government employed as the Manager of Human Resources of the former Departments of Industry and Resources and Mines and Petroleum. At the Department of Mines and Petroleum she was promoted to the General Manager Human Resources position and in April 2018 she was appointed to her current position of DMIRS Executive Director of Corporate Services.



# Our Groups

## Industry Regulation and Consumer Protection Group

Industry Regulation and Consumer Protection works towards ensuring that there is a fair trading environment for Western Australian consumers and traders, and that building, plumbing, gas and electricity services are safe.

This Group ensures there is a fair, safe and equitable marketplace by applying the Australian Consumer Law and other trading and occupational legislation, as well as setting and enforcing the licensing and technical safety requirements, standards and legislation for the building, plumbing, gas and electrical industries.

Key brands:



## Resource and Environmental Regulation Group

Resource and Environmental Regulation is responsible for the regulation of one of Western Australia's largest industry sectors, playing a critical role in building the State's economy and ensuring resources are developed in a sustainable and responsible manner.

Resource and Environmental Regulation oversees the regulatory and policy requirements of the resources sector in all areas with the exception of worker safety. This includes managing a system for mineral titles and approval of mining associated activities. This Group also delivers the department's geoscience functions, which provide geoscientific data to understand the State's mineral and petroleum resources, reduce risk for explorers and increase the attractiveness of Western Australia as a destination of choice for resource companies.

Key brands:



## Corporate Services Group

Corporate Services offers specialist advice, effective business systems and internal controls to assist the department in achieving its strategic and operational objectives. This includes financial services, human resources, corporate information, assets services, ministerial liaison and Office of the Director General.

## Safety Regulation Group

Safety Regulation oversees the regulatory and policy requirements of workers' health and safety in the resources and general industries sectors, and safety legislation for dangerous goods, including the State's major hazard facilities, and petroleum operations.

Safety Regulation is also responsible for the coordination, governance, and consistent management of public sector labour relations, and shapes and implements labour relations policy and legislative reform. It assists private sector employers and employees in understanding and achieving compliance with Western Australian employment laws.

Safety Regulation plays a significant part in building and strengthening Western Australia's economy, by ensuring that one of the State's most significant assets, its workforce, operates in a healthy and safe environment where workers' rights are protected.

Key brands:



## Service Delivery Group

Working collaboratively across the department, Service Delivery maintains strong links with operational and industry areas, supplying and sharing relevant knowledge and information. Service Delivery delivers a range of services on behalf of DMIRS including licensing functions, legal services and customer information including communications. Service Delivery remains alert to opportunities to improve and evolve service delivery methods that are efficient, effective and keep pace with the advancement of technology.

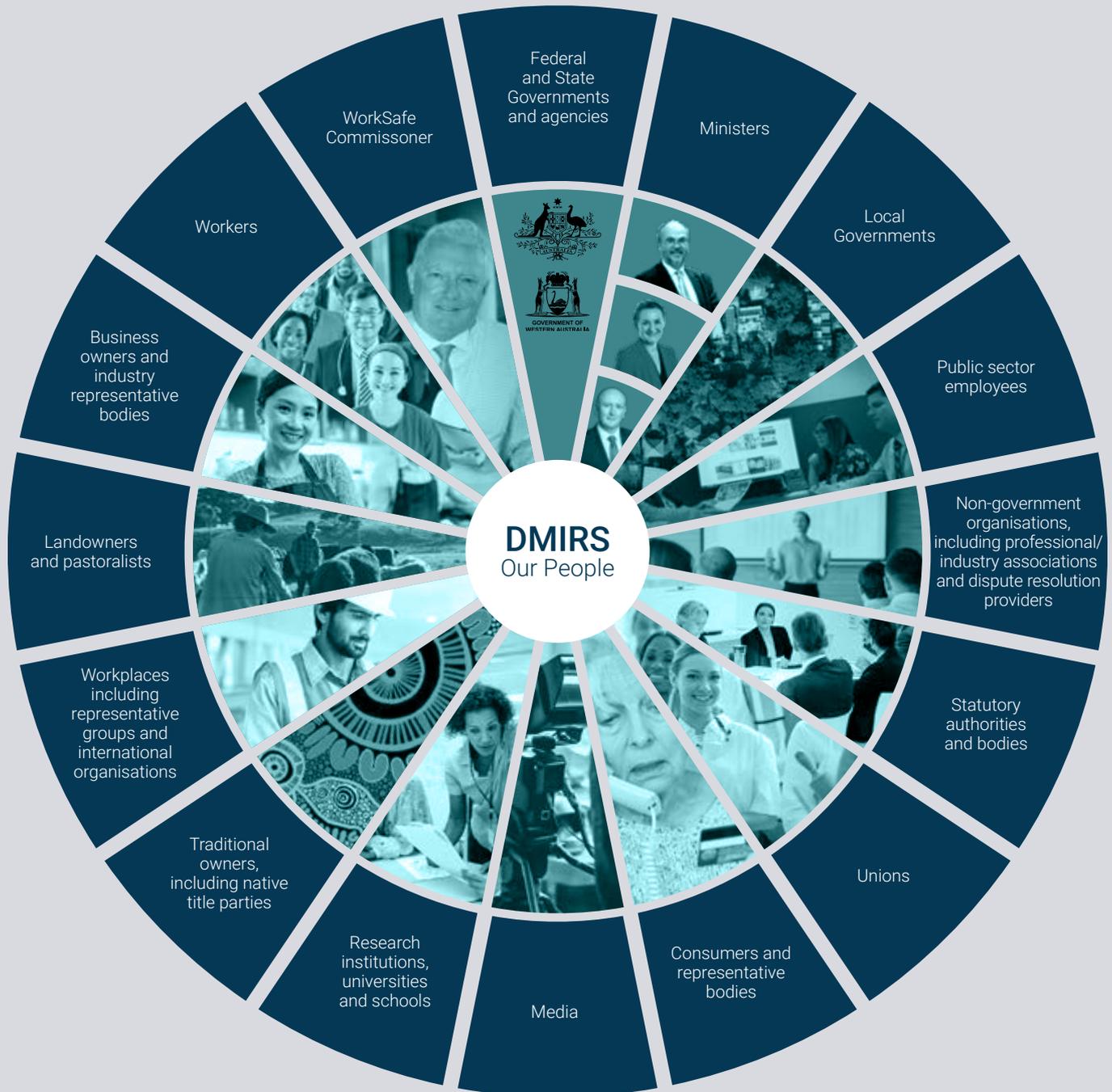
## Strategic Business Innovation Group

Strategic Business Innovation supports the department in building a high performance organisation and achieving its strategic and operational objectives. It does this by focusing on whole-of-department strategic capability, fostering innovative thinking, and maximising digital delivery. The Group is responsible for: creating vision and strategies; leading whole-of-government regulatory reform; providing specialist advice to add value and improve the department's operations; controls; and risk management.



# Connecting with our stakeholders

DMIRS has a wide range of stakeholders. In everything we do, we lead with integrity and with accountability to ensure our stakeholders can count on us to deliver on our commitments and to fulfil their expectations. Below is our stakeholder chart:



# Stakeholder satisfaction summary

DMIRS is committed to improving stakeholder satisfaction. Our Strategic Intent includes responding to customer feedback, behaving consistently and transparently, and maintaining regulation that is clear, relevant and enforced.

Our key effectiveness indicators measure satisfaction with DMIRS as an effective regulator (refer more pages [51–52](#)) and to get these results we conduct a stakeholder satisfaction survey. The survey is also designed to collect information on what our stakeholders thought we did well and those areas where we could do better. This year the survey was expanded to include whether our service had been impacted by COVID-19. It was used to identify how perceptions have changed since the last survey; understand the main drivers of satisfaction; and identify where activity should be targeted to yield the greatest impact on customer perceptions.

The overall results were positive (70 per cent satisfaction for resource sector regulation and 66 per cent satisfaction for industry sector regulation), perceptions of satisfaction fell slightly for those whose interaction related to querying a ruling or making a complaint/reporting an incident. Particular areas of strength nominated by our stakeholders related to our staff being sufficiently responsive to queries and providing them with sufficient information. Key improvements that will drive enhanced perceptions are timeliness and transparency of processes. Only 17 per cent considered that the service they received was impacted by COVID-19 (mainly in the areas of residential tenancy issues, online bond issues and mine safety). Key findings have been summarised in the table below.

## Key findings<sup>(1)(4)</sup>

- ▶ Staff are professional, courteous and respectful (72 per cent agree);
- ▶ Staff provide reliable and accurate information, and staff provide information in the format I need (67 per cent agree with each);
- ▶ DMIRS provides sufficient information for my needs (68 per cent agree);
- ▶ DMIRS is sufficiently responsive to queries (66 per cent agree);
- ▶ DMIRS staff conduct themselves with high ethical standards and staff genuinely try to help (69 per cent agree with each); and
- ▶ DMIRS has appropriate regulations and legislation to achieve adequate levels of safety and health (67 per cent agree).

## Key findings<sup>(2)(4)</sup>

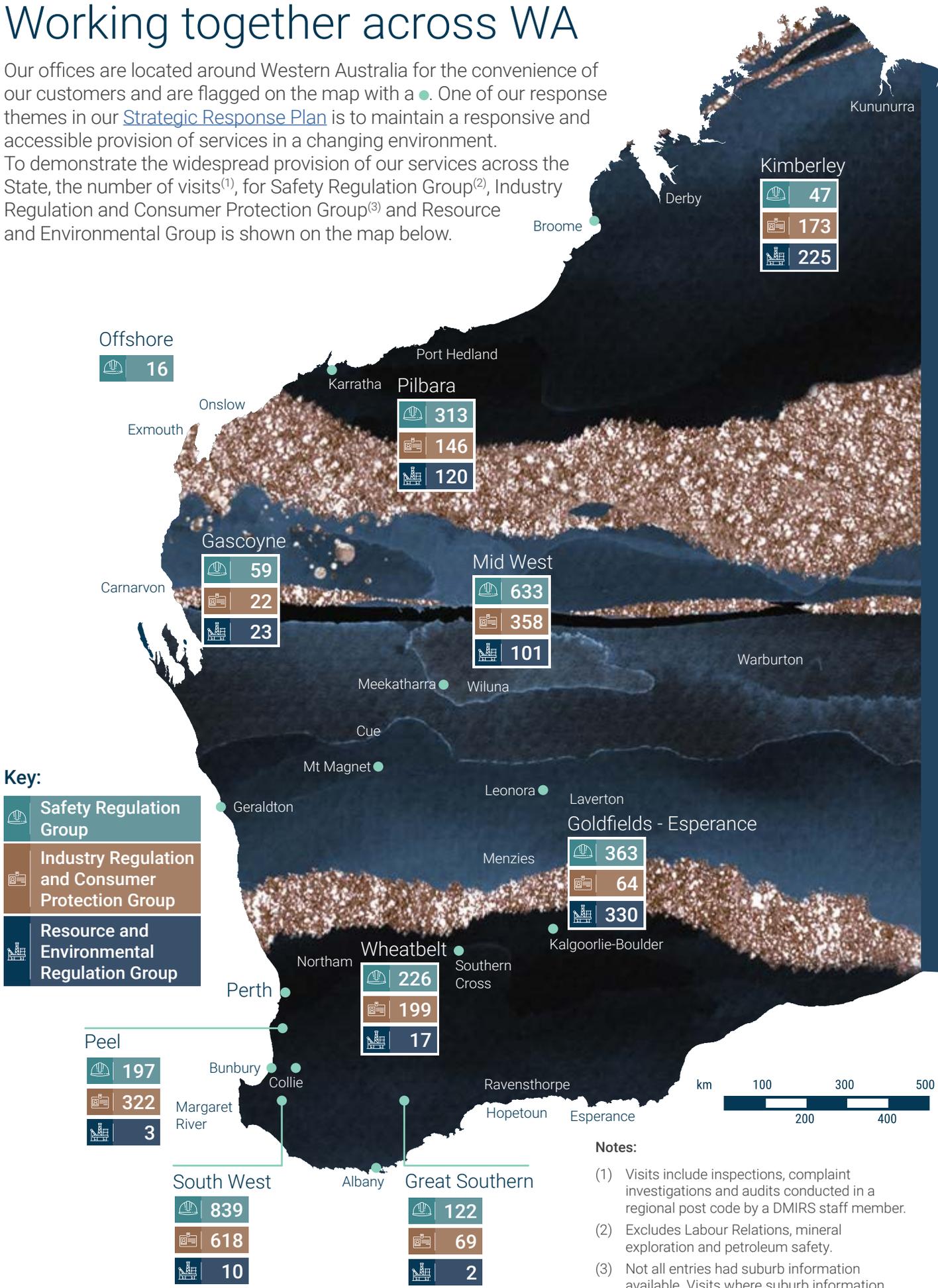
- ▶ Community knows what DMIRS does, when and how to contact DMIRS (26 per cent disagree);
- ▶ DMIRS has an aggregate amount of regulation that is manageable for my business<sup>(3)</sup> (18 per cent disagree);
- ▶ DMIRS has easy to use online systems (21 per cent disagree); and
- ▶ DMIRS has easy to follow processes (23 per cent disagree);
- ▶ DMIRS is influential in fostering a culture of voluntary compliance<sup>(3)</sup> (20 per cent); and
- ▶ DMIRS balances the needs of industry and the community (23 per cent disagree).

### Notes:

- (1) Agree is a rating of 6 and above.
- (2) Disagree is a rating of 4 and below.
- (3) Asked of industry only.
- (4) Results within  $\pm 5$  per cent to the results of 2018–19.

# Working together across WA

Our offices are located around Western Australia for the convenience of our customers and are flagged on the map with a ●. One of our response themes in our [Strategic Response Plan](#) is to maintain a responsive and accessible provision of services in a changing environment. To demonstrate the widespread provision of our services across the State, the number of visits<sup>(1)</sup>, for Safety Regulation Group<sup>(2)</sup>, Industry Regulation and Consumer Protection Group<sup>(3)</sup> and Resource and Environmental Group is shown on the map below.



# Administered legislation

[Architects Act 2004](#)

[Associations Incorporation Act 2015](#)

[Auction Sales Act 1973](#)

[Barrow Island Royalty Trust Account Act 1985](#)

[Barrow Island Royalty Variation Agreement Act 1985](#)

[British Imperial Oil Company, Limited \(Private\) Act 1925](#)

[Building Act 2011](#)

[Building and Construction Industry \(Security of Payment\) Act 2021](#)

[Building Services \(Complaint Resolution and Administration\) Act 2011](#)

[Building Services \(Registration\) Act 2011](#)

[Building Services Levy Act 2011](#)

[Business Names \(Commonwealth Powers\) Act 2012](#)

[Business Names Act 1962](#)

[Charitable Collections Act 1946](#)

[Chattel Securities Act 1987](#)

[Churches of Christ, Scientist, Incorporation Act 1961](#)

[Co-operatives Act 2009](#)

[Coal Miners' Welfare Act 1947](#)

[Commercial Tenancies \(COVID-19 Response\) Act 2020](#)

[Commercial Tenancy \(Retail Shops\) Agreements Act 1985](#)

[Competition Policy Reform \(Taxing\) Act 1996](#)

[Competition Policy Reform \(Western Australia\) Act 1996](#)

[Conspiracy and Protection of Property Act of 1900](#)

[Construction Contracts Act 2004](#)

[Construction Industry Portable Paid Long Service Leave Act 1985](#)

[Credit \(Administration\) Act 1984](#)

[Credit \(Commonwealth Powers\) \(Transitional and Consequential Provisions\) Act 2010](#)

[Credit \(Commonwealth Powers\) Act 2010](#)

[Credit Act 1984](#)

[Dangerous Goods Safety Act 2004](#)

[Debt Collectors Licensing Act 1964](#)

[Decimal Currency Act 1965](#)

[Disposal of Uncollected Goods Act 1970](#)

[Distress for Rent Abolition Act 1936](#)

[Dividing Fences Act 1961](#)

[Electricity Act 1945](#)

[Employment Agents Act 1976](#)

[Employment Dispute Resolution Act 2008](#)

[Energy Coordination Act 1994<sup>\(1\)</sup>](#)

[Energy Safety Act 2006](#)

[Energy Safety Levy Act 2006](#)

[Fair Trading Act 2010](#)

[Finance Brokers Control Act 1975](#)

[Fremantle Buffalo Club \(Incorporated\) Act 1964](#)

[Gas Standards Act 1972](#)

[Gas Supply \(Gas Quality Specifications\) Act 2009<sup>\(2\)</sup>](#)

[Growers Charge Act 1940](#)

[Hire-Purchase Act 1959](#)

[Home Building Contracts Act 1991](#)

[Industrial Relations Act 1979](#)

[Land Valuers Licensing Act 1978](#)

[Law Reform \(Common Employment\) Act 1951](#)

[Limited Partnerships Act 2016](#)

[Long Service Leave Act 1958](#)

[Metric Conversion Act 1972](#)

[Minerals Research Institute of Western Australia Act 2013](#)

[Mines Safety and Inspection Act 1994](#)

[Minimum Conditions of Employment Act 1993](#)

[Mining \(Validation and Amendment\) Act 1986](#)

[Mining Act 1978](#)

[Mining On Private Property Act 1898](#)

[Mining Rehabilitation Fund Act 2012](#)

[Motor Vehicle Dealers Act 1973](#)

[Motor Vehicle Repairers Act 2003](#)

[New Tax System Price Exploitation Code \(Taxing\) Act 1999](#)

[Occupational Safety and Health Act 1984](#)

[Offshore Minerals \(Consequential Amendments\) Act 2003](#)

## Notes:

(1) Pt. 2 and 3 only; remainder of Act administered by the Minister for Energy principally assisted by Energy Policy WA.

(2) Pt. 5 Div. 2 only; remainder of Act administered by the Minister for Energy principally assisted by Energy Policy WA.

[Offshore Minerals \(Registration Fees\) Act 2003](#)

[Offshore Minerals Act 2003](#)

[Offshore Petroleum \(Royalty\) Act 2006<sup>\(3\)</sup>](#)

[Offshore Petroleum and Greenhouse Gas Storage Act 2006<sup>\(3\)</sup>](#)

[Personal Property Securities \(Commonwealth Laws\) Act 2011](#)

[Petroleum \(Submerged Lands\) Act 1982](#)

[Petroleum \(Submerged Lands\) Registration Fees Act 1982](#)

[Petroleum Act 1936](#)

[Petroleum and Geothermal Energy Resources \(Registration Fees\) Act 1967](#)

[Petroleum and Geothermal Energy Resources Act 1967](#)

[Petroleum and Geothermal Energy Safety Levies Act 2011](#)

[Petroleum Pipelines Act 1969](#)

[Petroleum Products Pricing Act 1983](#)

[Petroleum Retailers Rights and Liabilities Act 1982](#)

[Petroleum Titles \(Browse Basin\) Act 2014](#)

[Plumbers Licensing Act 1995<sup>\(4\)</sup>](#)

[Public and Bank Holidays Act 1972](#)

[Real Estate and Business Agents Act 1978](#)

[Residential Parks \(Long-stay Tenants\) Act 2006](#)

[Residential Tenancies \(COVID-19 Response\) Act 2020](#)

[Residential Tenancies Act 1987](#)

[Retail Trading Hours Act 1987](#)

[Retirement Villages Act 1992](#)

[Safety Levy Amendment Act 2020](#)

[Sale of Goods \(Vienna Convention\) Act 1986](#)

[Sale of Goods Act 1895](#)

[Settlement Agents Act 1981](#)

[Street Collections \(Regulation\) Act 1940](#)

[Sunday Entertainments Act 1979<sup>\(5\)</sup>](#)

[Transfer of Incorporation \(HBF and HIF\) Act 2009](#)

[Work Health and Safety Act 2020](#)

**Notes:**

(3) Administered on behalf of the Commonwealth.

(4) Part 5A only, remainder of Act administered by the Minister for Water principally assisted by the Department of Water and Environmental Regulation.

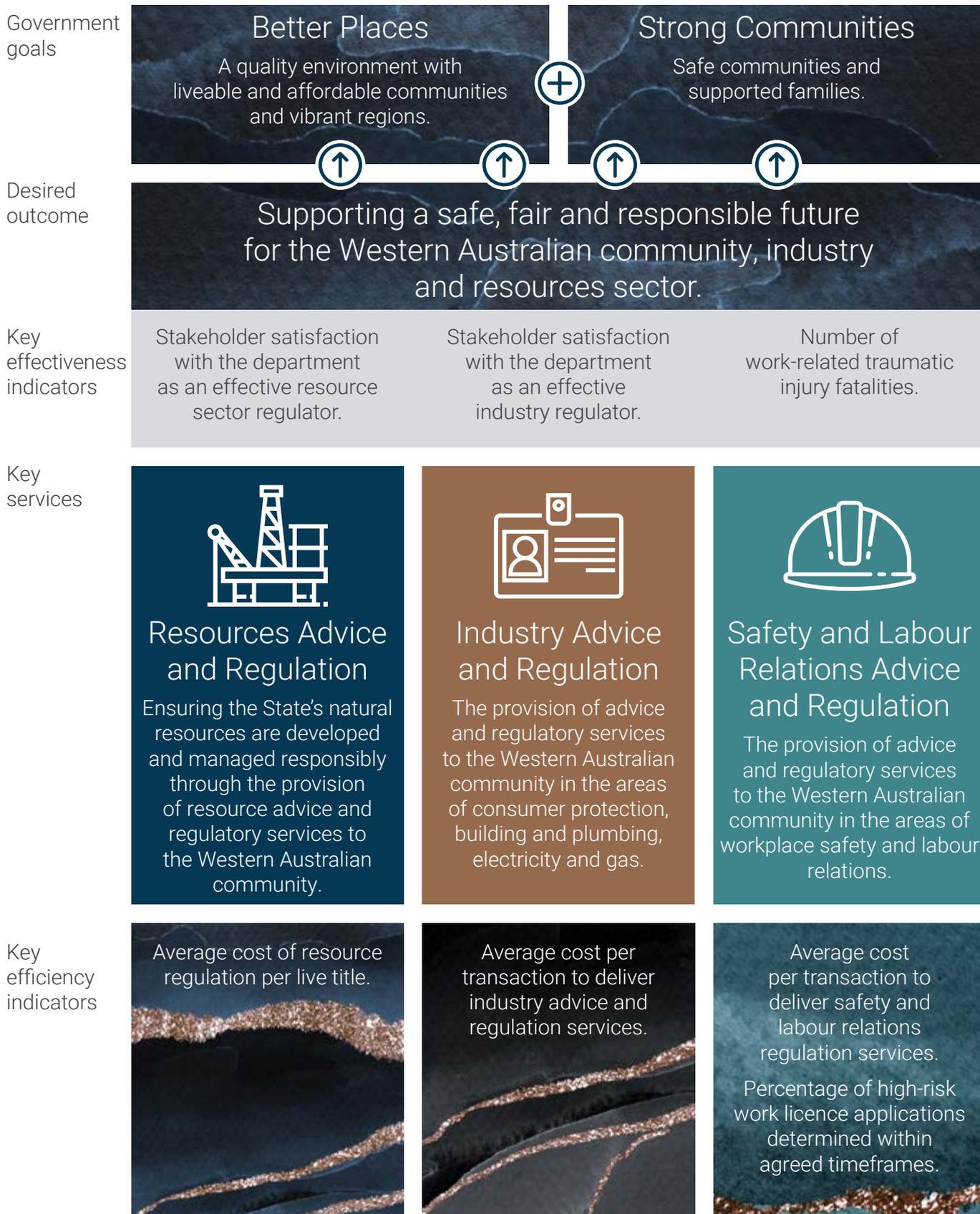
(5) This Act was repealed 26 June 2021.





# Performance management framework

Western Australia's public sector performance management framework is referred to as [Outcome Based Management](#) (OBM). Our OBM reflects the department's contribution towards our government goals and purpose. Changes to our OBM are reflected on [page 50](#).



# Collaboration with other agencies

The department contributed to the delivery of several whole-of-government and cross-agency initiatives - each of which had shared accountabilities for their successful implementation. The following initiatives, were reported against the 2020–21 Resource Agreement.

Outcome/commitment:	Working together with:
<b>Roadmap for Reform – Functional Area Leadership</b>	
<p><b>Outcome</b></p> <p>Sector-wide leadership that drives coordination and collaboration for the functions of workplace safety, health and injury management.</p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Public Sector Commission, Insurance Commission of Western Australia, Mental Health Commission, WorkCover WA and other agencies as determined.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ Facilitated a networking group and interagency community of practice.</li> <li>▶ Maintained an online hub of information on <a href="http://WA.gov.au">WA.gov.au</a> including annual reporting requirements.</li> </ul>
<b>COVID-19 response and recovery</b>	
<p><b>Outcome</b></p> <p>Preparing for Western Australia’s economic and social recovery.</p> <p><b>Commitment (financial or resource)</b></p> <ul style="list-style-type: none"> <li>▶ <a href="#">Residential Rent Relief Grant Scheme</a> (\$30 million).</li> <li>▶ Kalgoorlie Core Library Expansion (\$7 million).</li> <li>▶ <a href="#">Exploration Incentive Scheme</a> (\$5 million).</li> <li>▶ Sensitive High Resolution Ion Microprobe (\$3.2 million).</li> </ul>	<p>Department of Premier and Cabinet, Department of Finance, Department of Transport, State Emergency Coordination Group and Public Sector Leadership Council.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ The Residential Rent Relief Grant Scheme provided support to landlords and tenants to enable retention of existing tenancies, providing housing security to vulnerable tenants.</li> <li>▶ The core library expansion in Kalgoorlie commenced earthworks in December 2020 and construction in February 2021. It is due for completion in October 2021, ahead of schedule.</li> <li>▶ The Exploration Incentive Scheme (EIS) has increased the co-funded drilling program and in 2021, the EIS released its first Energy Analysis Program for co-funding with industry. The first round had eight successful applicants. Further equipment purchases were made including passive seismometers and the Hylogger 4.</li> <li>▶ The first payment for the microprobe was made in October 2020 and the final payment will be made in July 2021. Work has commenced to remove the old probe and install the new one.</li> </ul>
<b>Fatigued and isolated drivers in the commercial vehicle sector</b>	
<p><b>Outcome</b></p> <p>A workplace operated in a safe and healthy manner.</p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Western Australia Police Force and Main Roads WA.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ 326 proactive stops (target 250 proactive stops) with intercepts conducted in both regional and metropolitan Western Australia.</li> </ul>

Outcome/commitment:	Working together with:
<b>Prepared the <i>Commercial Tenancies (COVID-19) Act 2020</i>; and WA Code of Conduct</b>	
<p><b>Outcome</b></p> <p>Ban evictions for commercial tenants during the pandemic and assist commercial tenants and their landlords in their negotiations.</p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Small Business Development Corporation.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ Prepared the extension to the <i>Commercial Tenancies (COVID-19 Response) Act 2020</i>; and the period for disputes to be lodged under WA Code of Conduct to continue the ban on evictions for commercial tenants during the pandemic and assist commercial tenants and their landlords in their negotiations.</li> <li>▶ The department also updated information and created dedicated webpages to maintain awareness of the legislation and code until the end of the emergency period for tenants and landlords.</li> </ul>
<b>State-wide cladding audit</b>	
<p><b>Outcome</b></p> <p>Assist relevant public sector agencies to scope audits of their respective public buildings for identification of combustible cladding.</p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Other State Government departments, Public Universities.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ Four quarterly update reports on the progress of the remediation work were published during 2020–21 on the department’s website.</li> <li>▶ The department participated in working groups with the Departments of Health and Training and Workforce Development to assist with plans for remediation.</li> </ul>
<b>Bushfire reform policy</b>	
<p><b>Outcome</b></p> <p><a href="#">Implement reforms for bushfire policy.</a></p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Department of Fire and Emergency Services (DFES) and Department of Planning, Lands and Heritage (DPLH).</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ The department contributed to the Royal Commission into National Natural Disaster Arrangements (sometimes referred to as the “Bushfires Royal Commission”), which was tabled in Federal Parliament on 30 October 2020. Work continues in collaboration with DFES and DPLH on reforms to the bushfire map in Western Australia and the regulatory changes that are required in response.</li> </ul>
<b>Cross-matching tenant bond data</b>	
<p><b>Outcome</b></p> <p>Improved levels of compliance with the <a href="#">Residential Tenancies Act 1987</a>.</p> <p>Potential for improvement in the repayment of bond loans given to tenants.</p> <p><b>Commitment (financial or resource)</b></p> <p>Nil using existing departmental resources.</p>	<p>Department of Communities.</p> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>▶ The project was placed on hold during 2020–21 due to the COVID-19 pandemic as departmental resources were required to provide emergency advice and support to industry landlords, tenants and impacted consumers.</li> </ul>

Outcome/commitment:	Working together with:
<b>Streamline WA</b>	
<p><b>Outcome</b></p> <p>Encourage investment in WA by creating better ways of applying regulation.</p> <p><b>Commitment (financial or resource)</b></p> <p>\$0.7 million (from existing departmental resources).</p>	<p>DPLH, Department of Water and Environment Regulation (DWER), Department of Biodiversity, Conservation and Attractions, Department of Treasury.</p> <p><b>Results</b></p> <p>One of the few government priorities that continued, Streamline WA formed part of the government’s economic recovery plan.</p> <ul style="list-style-type: none"> <li>▶ Maintained engagement and collaboration between industry and across government to improve industry experience with the mining environmental approvals pathways.</li> <li>▶ Published a hierarchy of clear multi-agency guidance material and built common understanding through a mining industry-multi government information forum and workshop.</li> </ul>

## Working together across the Western Australian public service

The department continued to focus throughout the year on cross-agency projects to improve collaboration and deliver better outcomes, through the sharing of knowledge and expertise.

Initiative	Working together with
<p><b>National Inquiry into Sexual Harassment in Australian Workplaces 2020 – released March 2020</b></p> <p>Respect@Work Report - contained 55 recommendations.</p> <p>A Roadmap for Respect: Preventing and Addressing Sexual Harassment in Australian Workplaces – released April 2021.</p> <p>Roadmap for Respect – each State and Territory was requested to respond to relevant recommendations.</p>	<p>Contributed to Western Australia’s response to the Roadmap for Respect Report, which was coordinated by the Department of Communities.</p> <p><b>Agreed:</b> to implement three recommendations that relate to the collection of relevant data; workplace health and safety matters; and training and education.</p>
<p><b>National Strategic Plan for Asbestos Awareness and Management 2019–2023 (NSP 2019–23)</b></p> <p><b>Outcome:</b> implementation of the Government’s decision to endorse the NSP 2019–23. DMIRS is the lead agency.</p>	<p><b>Developed:</b> A reporting framework and an implementation package to support agencies/ departments with meeting their NSP 2019–23 reporting requirements. The implementation package was released to 130 Government agencies and 139 local Government agencies in June 2021.</p>
<p><b>Woorloo bushfires</b></p> <p><b>Outcome:</b> to provide consistent education and advice.</p>	<p>Inspectors within DMIRS worked with other agencies, led by the DFES, in the Woorloo area to provide regulatory services and advice.</p>
<p><b>Customer Identity and Access Management</b></p> <p><b>Outcome:</b> to deliver key components of the new WA Government Digital Identity Exchange.</p>	<p>DMIRS is working alongside the Office of Digital Government, the DWER, and the Department of Transport.</p>

Initiative	Working together with
<p><b>Royalties Revenue Integration</b></p> <p><b>Outcome:</b> reform and streamline revenue processes across government.</p>	<p>Department of Finance</p> <p><b>Working towards:</b> more effective and efficient government financial processes.</p>
<p><b>Created the 'Be in the know before you need a tow' campaign</b></p> <p><b>Outcome:</b> raised awareness of consumer rights when using vehicle towing services.</p>	<p>Department of Transport, Main Roads Western Australia, Road Safety Commission, Western Australia Police Force.</p> <p><b>Developed:</b> public consultation about the tow truck industry and subsequent media and community education campaign to promote the consultation and associated consumer rights.</p>
<p><b>Cyclone Seroja clean-up</b></p>	<p>Refer to the achievements section <a href="#">page 44</a>.</p>
<p><b>Created a campaign on short term rental accommodation</b></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>▶ Improved collaboration between government agencies involved in WA's short-stay accommodation marketplace.</li> <li>▶ Increased host and consumer understanding of their obligations and rights in relation to short term renting.</li> </ul>	<p>DPLH, Department of Local Government, Sport and Cultural Industries and DFES.</p> <p><b>Developed:</b> In response to a recommendation from the Economics and Industry Standing Committee report on the regulation of short stay accommodation in WA, the department developed an education campaign to make owners, real estate agents, property managers and purchasers of real estate in Western Australia aware of their obligations and rights in relation to short term renting. This also included a dedicated information page on the department's website including links and information on topics such as safety, insurance and local government approvals.</p>
<p><b>Established the Lithium-ion Battery Working Group</b></p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>▶ Provided public guidance on the safe use and operation of lithium-ion batteries in household environments through communications and media.</li> <li>▶ Improved procedures for emergency personnel and our own investigators to reduce potential risks for those who attend fire scenes involving lithium-ion batteries.</li> </ul>	<p>ChemCentre, DFES and DWER.</p> <p><b>Developed:</b> Members met regularly to obtain an understanding of technologies relating to lithium-ion batteries, understand their risks and develop valuable advice for consumers. The working group identified risks that lithium-ion batteries pose to the community and determined measures that can be implemented to reduce these risks. This includes procedures for the safe attendance, collection and storage of affected lithium-ion batteries.</p>

