



# Appendix

# Appendix

## Terminology

Acronym/term	Description
3D	Three dimensional
ABC	Australian Broadcasting Corporation
ACCC	Australian Competition and Consumer Commission
ACL	Australian Consumer Law
ACRP	Agency Capability Review Program
AEDM	Accountable and Ethical Decision Making
AEM	Airborne Electromagnetic
AFL	Australian Football League
AIBS	Australian Institute of Building Surveyors
AMR	Automatic Mutual Recognition
AS/NZS	Australian Standard/ New Zealand Standard
BBQ	Barbecue
CaLD	Culturally and Linguistically Diverse
CALS	Complaints and Licensing System
CEO	Chief Executive Officer
CMS	Complaints Management System
COI	Conflict of Interest
COVID-19	Refers to the COVID-19 pandemic
DAIP	Disability Access and Inclusion Plan
DBCA	Department of Biodiversity, Conservation and Attractions
DFES	Department of Fire and Emergency Services
DGov	Office of Digital Government

Acronym/term	Description
DLGSC	Department of Local Government, Sport and Cultural Industries
DLPH	Department of Lands, Planning and Heritage
DMIRS	Department of Mines, Industry Regulation and Safety
DMS	Document Management System
DoE	Department of Education
DoT	Department of Transport
DPC	Department of Premier and Cabinet
DPIRD	Department of Primary Industries and Regional Development
DWER	Department of Water and Environmental Regulation
EEO	Equal Employment Opportunity
EIS	Exploration Incentive Scheme
FIFO	Fly-in, Fly-out
<b>First Nations Australians</b>	Aboriginal, Aboriginal and Torres Strait Islanders and First Nations Australians have been used interchangeably throughout the report
<b>Aboriginal</b>	
<b>Aboriginal and Torres Strait Islanders</b>	
FTE	Full Time Equivalent (relates to staffing)
GST	Goods and Services Tax
GSWA	Geological Survey Western Australia
HRWL	High-risk Work Licence

Acronym/term	Description
HSC	Health and Safety Committee
HSR	Health and Safety Representative
ICT	Information Communication Technology
ILO	International Labour Organization
IMS	Information Management Services
IR Act	Industrial Relations Act
IRLA	Industrial Relations Legislation Amendment
ISSN	International Standard Serial Number
JTSI	Department of Jobs, Tourism, Science and Innovation
kg	Kilogram
KM	Kilometer
KPI	Key Performance Indicators
LCC27	Leisure Cylinder Connection 27
LPG	Liquefied petroleum gas
LTI/D	Refers to lost time injury or disease
MARS	Mental Awareness, Respect and Safety
MHW	Mentally Healthy Workplaces
MS&I Act	Mines, Safety and Inspection Act
MyPD	My Performance and Development
NAIDOC	National Aborigines and Islanders Day Observance Committee
NCC	National Construction Code
NDIS	National Disability Insurance Scheme
OBM	Outcome Based Management
OSH	Occupational Safety and Health

Acronym/term	Description
PCBU	A person conducting a business or undertaking The meaning of a PCBU is set out in section 5 of the WHS Act. This is a broad concept used to capture all types of modern working arrangements. A PCBU conducts a business or undertaking alone or with others. The business or undertaking can operate for-profit or not-for-profit.
PCH	Perth Children's Hospital
POL	Originally for Prest-O-Lite – gas connection fitting
PSC	Public Sector Commission
PTERS	Potentially Traumatic Event Response Support
PV	Photovoltaics (electricity from the energy of the sun)
QR code	Quick Response code
RAP	Reconciliation Action Plan
RCD	Residual Current Device
SAT	State Administrative Tribunal
TAFE	Technical and Further Education
TRAC	Total Recordkeeping Awareness Course
WA	Western Australia
WAH	Work At Home
WAIR	Western Australian Industrial Relations Commission
WHS	Work Health and Safety
WHSMS	Work Health and Safety Management System
WOW	Working on Wellness



## Supporting documentation

Links to publically available information, publications, websites and other supporting documents mentioned in the Annual Report. Please note that this is not an exhaustive list. For more on our publicly available information visit the DMIRS [website](#).

Document / Webpage	Hyperlink
AusPASS link	<a href="#">AusPass homepage</a>
Building Compliance and Audit Strategy	<a href="#">Building and Energy – Building Compliance Audit Strategy 2021–24</a> Department of Mines, Industry Regulation and Safety (www.dmirswa.gov.au)
Code of practice: aquatic facilities January 2020	<a href="#">Code of practice for the design construction operation management and maintenance of aquatic facilities - January 2020</a> (www.health.wa.gov.au)
Codes of Practice: Work Health and Safety Commission 2022 updates	<a href="#">Approved codes of practice</a> Department of Mines, Industry Regulation and Safety (www.dmirswa.gov.au)
Court outcomes - Public access to court documentation	<a href="#">eCourtsPortal</a> (www.ecourts.justice.wa.gov.au)
Department of Communities: Housing Authority Review Public Sector Commission June 2020	Department of Communities: Housing Authority Review, <a href="#">EY Report</a> (www.communities.wa.gov.au)
DMIRS licensing performance reports	<a href="#">DMIRS licensing performance</a> Department of Mines, Industry Regulation and Safety (www.dmirswa.gov.au)
Drainage plumbers diagrams	<a href="#">Flow chart for plumbing or drainage performance solutions</a> (www.dmirswa.gov.au)

Document / Webpage	Hyperlink
FuelWatch	<a href="#">FuelWatch</a> (www.fuelwatch.wa.gov.au)
GECKO Award	<a href="#">Golden Gecko Awards previous winners</a> (www.dmp.wa.gov.au)
Gendered violence: Notification of sexual harassment and/or assault to WorkSafe Mines Safety	<a href="#">Notify Sexual Harassment</a> (www.dmp.wa.gov.au)
Good governance for public sector agencies	<a href="#">Good governance for public sector agencies</a> (www.wa.gov.au)
Information Sheets: Gendered violence	<a href="#">Violence and aggression</a> Department of Mines, Industry Regulation and Safety (www.dmirswa.gov.au)
Integrity in financial management: Self-assessment checklist	<a href="#">Integrity in financial management: Self-assessment checklist</a> (www.wa.gov.au)
Safe Work Australia	<a href="#">www.safeworkaustralia.gov.au</a>
Solar energy storage recall	<a href="#">Consumers urged to check solar energy storage batteries due to fire risk</a> ACCC (www.accc.gov.au)
Work Safety Month	<a href="#">Events</a> Department of Mines, Industry Regulation and Safety (www.dmirswa.gov.au)



## Act specific reporting

The department is required by some of the Acts that it administers to report details in the annual report concerning the performance of functions under that Act.

Please note, some figures relating to ongoing complaints, investigations or inquiries for the start of the current financial year (2021–22), differ slightly to the ongoing figures for the end of the previous financial year (2020–21) provided within the department's 2020–21 Annual Report. This is due to the data within the Complaints and Licensing System (CALs) and the Compliance Management System (CMS) used by the department being dynamic in nature. As a result, details and classifications of certain types of complaints, investigations or inquiries may change as further information is obtained. These updates and potential reclassification can result in different 'ongoing' figures depending on when the reporting is run from our systems. Investigations may have multiple outcomes which may occur prior to the investigation being completed. As a result, the outcome total may not be consistent with the number of investigations undertaken.

### *Credit (Administration) Act 1984*

Regulation of consumer credit was referred to the Commonwealth pursuant to the *Credit (Commonwealth Powers) Act 2010* (WA). The *Credit (Administration) Act 1984* has not been repealed, but the department no longer carries out any regulatory operations in respect of it.

<i>Debt Collectors Licensing Act 1964</i>		<i>Employment Agents Act 1976</i>		<i>Land Valuers Licensing Act 1978</i>	
a) The number, nature and outcomes of:					
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act.					
<b>Outstanding as at 1 July 2021</b>	<b>1</b>	<b>Outstanding as at 1 July 2021</b>	<b>2</b>	<b>Outstanding as at 1 July 2021</b>	<b>1</b>
Alleged unlicensed activities	1	Alleged unlicensed activities	1	Valuation practices	1
General compliance issues	0	General compliance issues	1	Licensing issues	0
		Conciliations	0	Issues with fees and charges	0
<b>Commenced 2021–22</b>	<b>2</b>	<b>Commenced 2021–22</b>	<b>8</b>	<b>Commenced 2021–22</b>	<b>5</b>
Alleged unlicensed activities	0	Alleged unlicensed activities	6	Valuation practices	4
General compliance issues	0	General compliance issues	1	Licensing issues	1
Conciliations	0	Conciliations	1	Issues with fees and charges	0
<b>Concluded 2021–22</b>	<b>2</b>	<b>Concluded 2021–22</b>	<b>6</b>	<b>Concluded 2021–22</b>	<b>5</b>
Alleged unlicensed activities	0	Alleged unlicensed activities	4	Valuation practices	5
General compliance issues	0	General compliance issues	1	Licensing issues	0
Conciliations	2	Conciliations	1	Issues with fees and charges	0



<i>Debt Collectors Licensing Act 1964</i>		<i>Employment Agents Act 1976</i>		<i>Land Valuers Licensing Act 1978</i>	
Outcomes	2	Outcomes	6	Outcomes	5
Complaint referred to another body	2	Education, advice or information provided	3	No Offence Detected	2
		Admin Warning Accepted	1	No Commerce Jurisdiction advice given/ Referred to other Agency	1
		No public interest	1	Brief Completed - SAT Proceedings	1
		No offence identified	1	Sufficient evidence - Consumer did not accept resolution	1
ii) matters that have been brought before the State Administrative Tribunal (SAT).					
No matters were brought before the SAT.		No matters were brought before the SAT.		One matter is currently before the SAT and has not been finalised.	
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>					
There was one matter outstanding as at 1 July 2022, related to alleged unlicensed collection activities.		There were four matters outstanding as at 1 July 2022, with three of those matters relating to alleged unlicensed activities and one relating to an alleged breach of the Australian Consumer Law in relation to the service.		One matter currently subject to ongoing investigation in relation to unlicensed activity.	
<b>c) any trends or special problems that may have emerged</b>					
There were no trends or special problems that emerged this financial year.					
<b>d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates</b>					
There are no changes anticipated.		The workload is expected to remain consistent as more traders continue to move to alternative business models, such as labour hire businesses, that are not captured under the Act.		There are no changes anticipated.	
<b>e) any proposals for improving the performance of the Commissioner's functions under this Act</b>					
There were no recommendations for improving the performance of the Commissioner's functions.		The proposals to amend the <i>Employment Agents Act 1976</i> have been endorsed by the former Minister for Commerce, however this issue is not one of the government's legislative priorities at this time.		There were no recommendations for improving the performance of the Commissioner's functions.	



*Real Estate and Business Agents Act 1978*

a) The number, nature and outcome of:

- i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act.

<b>Outstanding as at 1 July 2021</b>	<b>209</b>
General compliance	155
Financial compliance	54
<b>Commenced 2021–22</b>	<b>813</b>
General compliance	501
Financial compliance	312
<b>Concluded 2021–22</b>	<b>903</b>
General compliance	576
Financial compliance	327
<b>Investigations Outcomes</b>	<b>903</b>
Education, advice or information given	471
No Offence Detected	172
Admin Warning Accepted	56
Complaint lapsed or withdrawn	40
No Commerce Jurisdiction advice given/Referred to other Agency	39
No Action Taken - Other Reason	25
Referred for Investigation	15
CP Policy Reason	14
Infringement Notice Withdrawn	9
Referred to Other	9
Fidelity Claim Approved	8
Brief Completed - SAT Proceedings	5
Other Outcomes	40

*Real Estate and Business Agents Act 1978*

- ii) matters that have been brought before the State Administrative Tribunal (SAT).

**SAT Outcome** **2**

**Reprimanded and fined.**

Failed to exercise due skill, care, and diligence by failing to pay the Bond Administrator amounts received in respect of three bonds.

The respondent made unauthorised withdrawals from the trust account.

- iii) matters that have been dealt with through the conciliation process.

**Outstanding as at 1 July 2021** **4**

**Commenced 2021–22** **76**

Landlord enquiry 25

Rental bonds 8

Failure to act in the best interests of the principal 6

Rights/responsibility NEC 4

Tenant enquiry 3

Other Practice Code 30

**Concluded 2021–22** **77**

Landlord enquiry 25

Rental bonds 8

Failure to act in the best interests of the principal 6

Contracts non-adherence to terms of contract 4

Property Management 4

Other Practice Code 30

**Conciliation outcomes** **77**

*Real Estate and Business Agents Act 1978*

Agreement reached to settle	27
Education, advice or information given	17
Complaint referred to another body	12
Complaint lapsed or withdrawn	5
Sufficient evidence - Consumer did not accept resolution	5
Other Outcomes	11
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>	
<b>Investigation matters outstanding at 1 July 2022</b>	<b>119</b>
Trust Account – Misappropriation	17
Unlicensed activity – Unlicensed	14
Property Management – Other	11
Obtaining and providing information – Failure to disclose pertinent facts	6
Other Dispute Cause	57
Trust Account – Bank reconciliation completed incorrectly	7
Property Management – Failure to inspect	7
<b>Conciliation Matters outstanding at 1 July 2022</b>	<b>3</b>
Other - Unreasonable delay by a trader	1
Property Management - Other	1
Authority to Act - No written authority	1
<b>c) any trends or special problems that may have emerged</b>	
There were no trends or special problems identified.	
<b>d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates</b>	
There are no changes anticipated.	
<b>e) any proposals for improving the performance of the Commissioner’s functions under this Act</b>	
There were no recommendations for improving the performance of the Commissioner’s functions.	





*Motor Vehicle Dealers Act 1973*

a) The number, nature and outcomes of:

- i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act.

<b>Outstanding as at 1 July 2021</b>	<b>247</b>
Alleged unlicensed activities	43
General compliance issues	41
Inquiries	163
<b>Commenced 2021–22</b>	<b>1,798</b>
Alleged unlicensed activities	41
General compliance issues	103
Inquiries	1,654
<b>Concluded 2021–22</b>	<b>1,611</b>
Alleged unlicensed activities	58
General compliance issues	104
Inquiries	1,449
<b>Investigation Outcomes</b>	<b>162</b>
Education, advice or information given	46
Corrective Advice Accepted	43
No Offence Detected	20
No Action Taken - Insufficient/Conflicting evidence	13
Admin Warning Accepted	12
No Action Taken - Other Reason	10
Referred for Investigation	6
Prosecution Action Approved	3
No Offence Identified in Complaint	2
Referred to Other	2
No public interest	1
Complaint lapsed or withdrawn	1
Brief Completed - Prosecution Action	1

*Motor Vehicle Dealers Act 1973*

Agreement reached to settle 1

No attempt to conciliate - referred to Other agency 1

**Inquiry Outcomes 1,449**

Agreement reached to settle 495

Complaint lapsed or withdrawn 249

Complaint referred to another body 154

Education, advice or information given 140

Conflicting evidence - Both parties did not accept resolution 88

Sufficient evidence - Consumer did not accept resolution 81

Conflicting evidence - Trader did not accept resolution 58

Sufficient evidence - Trader did not accept resolution 49

Conflicting evidence - Consumer did not accept resolution 49

CP policy reason 34

Trader not responding to CP 31

Information provided for record purposes only 15

Unable to locate trader 4

Trader in liquidation 2

- ii) matters that have been brought before the State Administrative Tribunal (SAT).

No matters have been brought before the SAT.

b) the number and nature of matters referred to in paragraph (a) that are outstanding

**Investigation matters outstanding as at 1 July 2022 65**

General breach of legislation of regulation 40

Unlicensed activity 25

**Inquiry matters outstanding as at 1 July 2022 368**

### Motor Vehicle Dealers Act 1973

Dispute cause unavailable as at 1 July 2022	318
Dispute about the extent of the problem	12
On amount or type of redress	8
Poor communication between trader and consumer	6
Contractual dispute about the meaning of the terms and conditions	5
Trader did not acknowledge that problem exists	4
Unreasonable delay by a trader	4
Dispute - Workmanship and Contractual	4
Unreasonable expectation by consumer	3
Dispute - Workmanship	2
Dispute - Contractual	1
Advertising and marketing - Fees and Charges	1

#### c) any trends or special problems that may have emerged

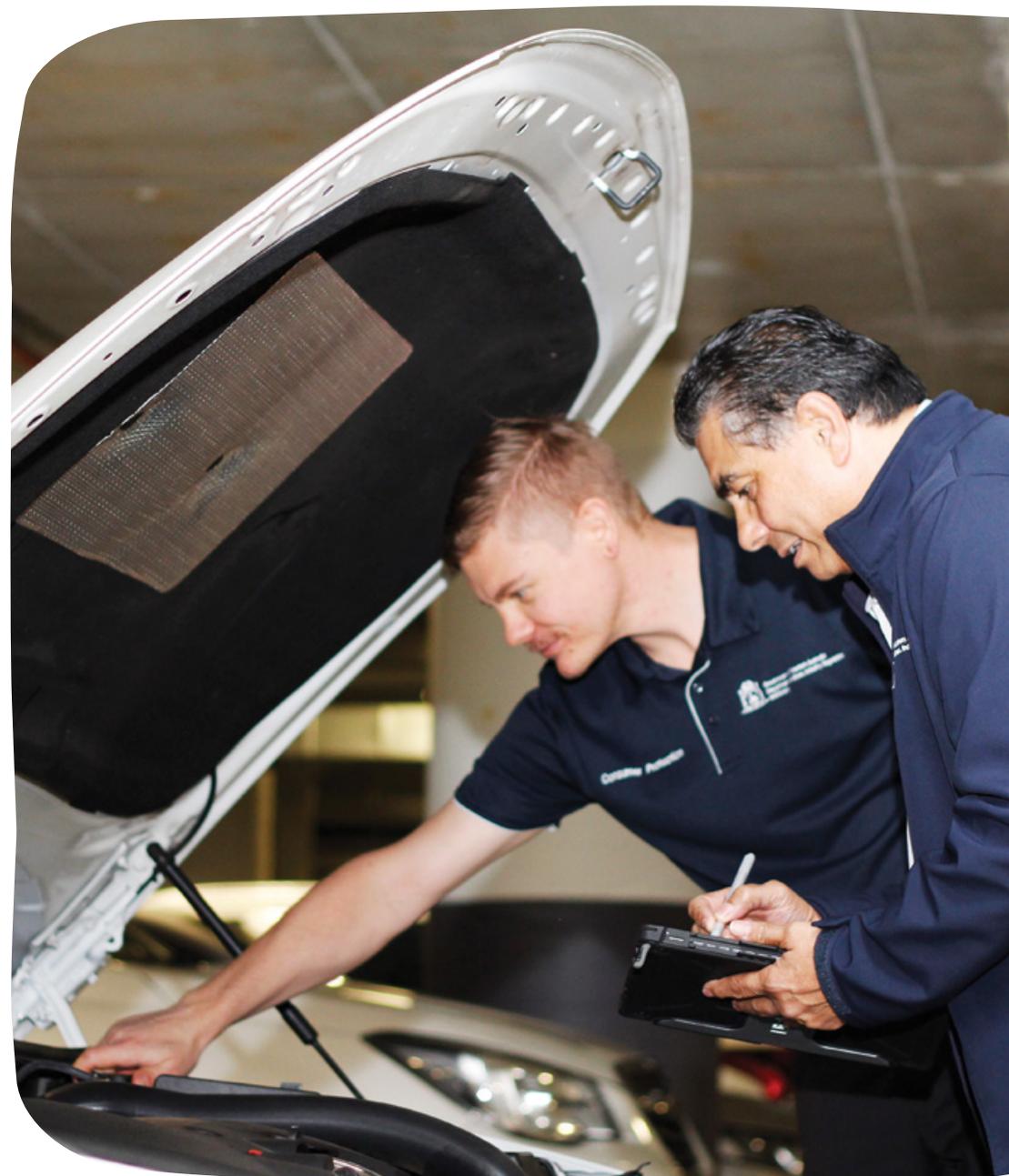
Increased consumer demand for vehicles has resulted in increases in sales of second-hand vehicles, some of which have not been of acceptable quality or have had odometers wound back. Consumer Protection has taken action in these matters.

#### d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates

The workload should remain consistent for the 2022–23 financial year with the focus continuing on consignment selling, unlicensed motor vehicle dealing, odometer tampering, un-roadworthy vehicles and pre-estimated liquidated damages.

#### e) any proposals for improving the performance of the Commissioner's functions under this Act

The Department is intending to increase proactive compliance activities over the next 12 months to pre COVID-19 levels.





### Settlement Agents Act 1981

#### a) The number, nature and outcomes of:

i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act.	
<b>Outstanding as at 1 July 2021</b>	<b>13</b>
General compliance	11
Financial compliance	2
Inquiries	0
<b>Commenced 2021–22</b>	<b>103</b>
General compliance	51
Financial compliance	49
Inquiries	6
<b>Concluded 2021–22</b>	<b>109</b>
General compliance	56
Financial compliance	47
Inquiries	6
<b>Outcomes</b>	<b>109</b>
Education, advice or information given	57
No Offence Detected	25
Complaint lapsed or withdrawn	6
Admin Warning Accepted	5
No Action Taken - Other Reason	4
Agreement reached to settle	3
No Commerce Jurisdiction advice given/Referred to other Agency	3
Brief Completed - Prosecution Action	1
Fidelity Claim Approved	1
Licence Surrendered/Lapsed	1

### Settlement Agents Act 1981

Matter has had order, judgment or other finding made	1
No Offence Identified in Complaint	1
Referred for Compliance Check	1
ii) matters that have been brought before the State Administrative Tribunal (SAT).	
One matter was brought before the SAT regarding the appointment of a supervisor and the failure of the Director of the company and person in bona fide control to properly supervise.	
<b>b) The number, nature and outcomes of:</b>	
<b>Outstanding at 1 July 2022</b>	<b>10</b>
Trust Account - Misappropriation	4
General breach of legislation or regulation - General breach not specified	2
Authority to Act - Failure to act in accordance with instructions	1
Trust Account - Unauthorised payment of monies	1
Unlicensed activity - Unlicensed	1
Industry Complaint - Competition between agents	1
<b>c) any trends or special problems that may have emerged</b>	
Trust account issues and qualified audits continue to be the dominant issue for settlement agents.	
<b>d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates</b>	
There are no changes anticipated.	
<b>e) any proposals for improving the performance of the Commissioner's functions under this Act</b>	
There were no recommendations for improving the performance of the Commissioner's functions.	



*Plumbers Licensing Act 1995*

a) The number, nature and outcomes of:

- i) investigations and inquiries undertaken by, or by the direction of, the Plumber's Licensing Board (the Board) for the purposes of this Act.

<b>Outstanding as at 1 July 2021</b>	<b>80</b>
Investigation	80
<b>Commenced 2021–22</b>	<b>245</b>
Investigation	245
<b>Concluded 2021–22</b>	<b>278</b>
Investigation	278
<b>Outcomes</b>	<b>332</b>
Completed – no action required	31
Dealt with by Board – fine penalty	5
Education Letter – education/advice	6
Further Investigation Required	2
Infringement – Issue	34
No further action – insufficient evidence	13
No further action – no offence detected	31
No further action – not in public interest	3
No further action – other	19
No further action – referred to other agency	3
No further action – statute of limitations	1
Not plumbing related	4
Referred to Board – fine penalty	5
Referred to Board – prosecution action	2

*Plumbers Licensing Act 1995*

Referred to Legal Services – prosecution prospects advice	4
Referred to Legal Services – prosecution action	2
Verbal rectification advice	2
Warning – Verbal	109
Warning – Written	56
ii) matters that have been brought before the State Administrative Tribunal (SAT).	
No matters were brought before the SAT.	76
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>	
<b>Matters outstanding as at 1 July 2022</b>	<b>47</b>
Investigation	47
<b>c) any trends or special problems that may have emerged</b>	
No trends or special problems have emerged.	
<b>d) forecasts of the workload of the Board in performing functions under this Act in the year after to which this report relates</b>	
The commencement of Automatic Mutual Recognition will require additional resources to manage compliance of interstate plumbers.	
<b>e) any proposals for improving the performance of the Board's functions under this Act</b>	
There are no current proposals for improving the performance of the Board's functions under this Act.	



*Retirement Villages Act 1992*

a) As soon as practicable after 30 June, but on or before 31 December, in each year, the Commissioner shall prepare and forward to the Minister a report on the operation of this Act during that year.

i) Number		ii) Nature		iii) Outcome	
<b>Outstanding as at 1 July 2021</b>	<b>12</b>	<b>Outstanding as at 1 July 2021</b>	<b>12</b>	<b>Concluded 2021–22</b>	<b>40</b>
Compliance	0	Fees	7	Education, advice or information given	10
Investigation	7	Property Management	3	Agreement reached to settle	9
Conciliation	5	Other	2	Complaint lapsed or withdrawn	6
<b>Commenced 2021–22</b>	<b>32</b>	<b>Concluded 2021–22</b>	<b>40</b>	Sufficient evidence - Consumer did not accept resolution	4
Compliance	5	Fees	11	No Commerce Jurisdiction advice given/Referred to other Agency	3
Investigation	1	Other	10	Referred to Other	2
Conciliation	26	Property Management	10	No Offence Detected	2
		General Breach of Legislation	7	Conflicting evidence - Both parties did not accept resolution	2
<b>Concluded 2021–22</b>	<b>40</b>	Professional Conduct	1	Complaint referred to another body	1
Compliance	4	Advertising and Marketing	1	Sufficient evidence - Trader did not accept resolution	1
Investigation	7				
Conciliation	29				

b) **matters that have been brought before the State Administrative Tribunal (SAT)**

No matters have been brought before the SAT.

c) **any trends or special problems that may have emerged**

In many instances, complaints cannot be substantiated or are contractual.

d) **forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates**

There are no changes anticipated.

e) **any proposals for improving the performance of the Commissioner's functions under this Act**

The consultation on proposed reforms to the *Retirement Villages Act 1992* has been completed and recommendations for reform are currently under consideration by the Government.



*Electricity Act 1945*

*Gas Standards Act 1972*

a) the number, nature and outcomes of:

i) investigations and inquiries undertaken by, or by the direction of, the Director of Energy Safety (the Director) for the purposes of this Act.

<b>Outstanding as at 1 July 2021</b>	<b>2820</b>	<b>Outstanding as at 1 July 2021</b>	<b>99</b>
Compliance Inspections	2031	Audits	5
Investigations	787	Compliance Inspections	42
Audits	2	Investigations	52
<b>Commenced 2021–22</b>	<b>1576</b>	<b>Commenced 2021–22</b>	<b>324</b>
Audits	32	Audits	0
Compliance Inspections	1302	Compliance Inspections	185
Investigations	242	Investigations	139
<b>Concluded 2021–22</b>	<b>2039</b>	<b>Concluded 2021–22</b>	<b>341</b>
Audits (Network Operator)	31	Audits	3
Compliance Inspections	1504	Compliance Inspections	190
Investigations	504	Investigations	148
<b>Outcomes</b>	<b>2142</b>	<b>Outcomes</b>	<b>528</b>
Completed - no action required	724	Appeal - Rejected	1
Corrective Action Request	4	Appeal - Upheld	5
Electrical Licensing Board - Referral	0	Completed - no action required	278
Further Investigation Required	17	Dealt with by prosecution - convicted	2
Incident report/Hazard Alert - Issue	4	Further Investigation Required	9
Inspector's order - Cancel	1	Referred to Legal Services – prosecution action	3
Inspector's Order - Issued	32	Referred to Legal Services – prosecution prospects advice	1
Not Inspected - attended site, not possible	66	Incident Report/Hazard Alert - Issue	1
Not Inspected - site not attended	800	Infringement - Issue	5
Not inspected – no available resource	21	Infringement - Withdraw	1
Prohibition of sale, hire or use	4	Project goal - Delivered	28
Referred to Legal Services – prosecution prospects advice	20	Inspector's Order - Issued	67



<i>Electricity Act 1945</i>		<i>Gas Standards Act 1972</i>	
Referred to Legal Services – prosecution action	17	Not Gas Related	2
Provide Advice (including RCD advice)	314	Not Inspected - attended site, not possible	7
Referred to Network Operator	2	Not Inspected - site not attended	3
Warning - Verbal	4	Not Inspected – no available resource	1
Warning - Written	112	No action taken – no available resource	6
		Provide Advice	20
		Referred to Licensing	43
		Warning - Verbal	6
		Warning - Written	39
ii) matters that have been brought before the State Administrative Tribunal (SAT).			
One matter is currently before the SAT.		No matters were brought before the SAT.	
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>			
<b>Matters outstanding as at 1 July 2022</b>	<b>2357</b>	<b>Matters outstanding as at 1 July 2022</b>	<b>81</b>
Audits	13	Audits	2
Compliance Inspections	1819	Compliance Inspections	36
Investigations	525	Investigations	43
<b>c) any trends or special problems that may have emerged</b>			
Emerging technologies within the electricity sector, such as solar and battery energy storage systems, have resulted in an increase in demand for compliance activities undertaken by the department.		New technology within the gas sector has resulted in the emergence of hydrogen within the industry which has caused an increased demand for compliance activities undertaken by the department.	
<b>d) forecasts of the workload of the Director’s in performing functions under this Act in the year after to which this report relates</b>			
It is expected that emerging technologies within the energy sector will continue to result in a significant increase in demand for compliance activities undertaken by the department.		It is expected that emerging technologies within the energy sector will continue to result in a significant increase in demand for compliance activities undertaken by the department. The introduction of Automatic Mutual Recognition will require additional resources to ensure ongoing compliance of interstate gas fitters.	
<b>e) any proposals for improving the performance of the Director’s functions under this Act</b>			
There are no proposed changes.		There are no proposed changes at this stage.	