



Government of Western Australia  
Department of Mines, Industry Regulation and Safety

# Annual Report 2020-21

*adapt*



# Annual Report

In October 2020, staff celebrated Earth Science Week with a photo competition. Peoples Choice went to this photograph by Peter Haines - Salt Lake near Corrigin.

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Cover photo: Our design team has adopted an abstract approach for this year's Annual Report. Various shapes, textures, form and colour converge to promote this year's theme of 'Adapt'. Movement within the design supports ideas of strength, growth, community and energy.

These concepts were at the heart of DMIRS' efforts to adapt to the challenges we faced as a department and community during the past 12 months.

We adapt by

*living our values*



## Forward thinking

We foster innovative thinking to plan for the future and actively embrace change.



## Responsive

We adapt to change, act on concerns, and provide information in a timely manner.



## Ethical

We act with honesty and integrity.



## Fair

We treat people equitably and act without judgement or bias.



## Respectful

We are always courteous and considerate to others, regardless of beliefs, backgrounds, or abilities.



## Transparent

We are open and accountable in what we do.

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# Welcome

The Department of Mines, Industry Regulation and Safety is pleased to present our Annual Report for 2020–21.

We respectfully acknowledge Aboriginal peoples as the Traditional Custodians of this land on which we deliver our services to the communities throughout Western Australia. We acknowledge their enduring connection to the lands, waterways and communities and pay our respects to Elders past, present and emerging leaders.

During a year that was challenging like no other, we demonstrated strong flexibility and agility, drawing upon a sense of togetherness and our strong purpose.

While navigating these new challenges, DMIRS has continued to **adapt**.

Our ability to adapt ensured we continued to provide responsive and accessible services in a changed environment.

Already forward thinking in our approach to regulatory reform and assisting in supporting social, industry and economic recovery, DMIRS was prepared for increased activities and we **adapted** our business model to the COVID-19 environment.

## What matters most

During this time, we have continued to focus on what matters most – the safety and wellbeing of our people and the people of the WA community.

A positive workplace culture played a key part in our ability to successfully adapt through the personal and professional impacts of challenging events such as COVID-19 lockdowns and the devastating local bushfires that directly impacted some of our staff.

## Enabling legislation

The department was established under the [Public Sector Management Act 1994](#) on 1 July 2017.

## Accessibility

We are committed to providing accessible services to our customers and stakeholders.

This report is available online and in alternative formats upon request.

## Translator and Interpreter Services

For our customers and stakeholders from culturally and linguistically diverse backgrounds, you may prefer to contact the Translator and Interpreter Service on 13 14 50 and we will arrange an interpreter to communicate the report to you.

## Feedback

We welcome feedback and questions on this annual report and encourage you to do so:

- ▶ in person: 100 Plain Street, East Perth;
- ▶ via email: [spprr@dmirs.wa.gov.au](mailto:spprr@dmirs.wa.gov.au); or
- ▶ via: [www.dmirs.wa.gov.au/annualreportsurvey](http://www.dmirs.wa.gov.au/annualreportsurvey)



# Statement of compliance



Hon Bill Johnston MLA  
Minister for Mines and Petroleum



Hon Amber-Jade Sanderson MLA  
Minister for Commerce

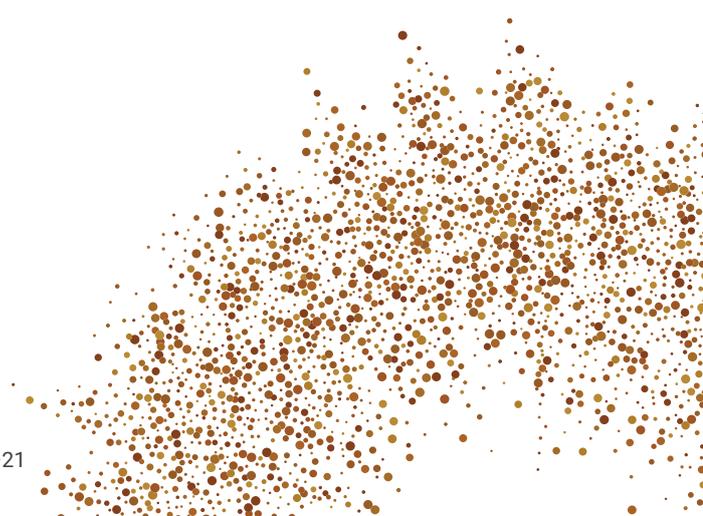


Hon Stephen Dawson MLC  
Minister for Industrial Relations

In accordance with section 63 of the [Financial Management Act 2006](#), I hereby submit for your information and presentation to Parliament, the Annual Report of the Department of Mines, Industry Regulation and Safety for the year ended 30 June 2021.

The annual report has been prepared in accordance with the provisions of the [Financial Management Act 2006](#) and also fulfils obligations pursuant to section 73(3) of the [Building Services \(Registration\) Act 2011](#); section 60 of the [Credit \(Administration\) Act 1984](#); section 12A of the [Debt Collectors Licensing Act 1964](#); section 175ZE of the [Electoral Act 1907](#); section 33 of the [Electricity Act 1945](#); section 10A of the [Employment Agents Act 1976](#); section 13CA of the [Gas Standards Act 1972](#); section 31 of the [Land Valuers Licensing Act 1978](#); section 51 of the [Motor Vehicle Dealers Act 1973](#); section 59E(7) and 59H(2) of the [Plumbers Licensing Act 1995](#); section 135(2) of the [Real Estate and Business Agents Act 1978](#); section 12 of the [Retirement Villages Act 1992](#); and section 112(2) of the [Settlement Agents Act 1981](#).

**Richard Sellers**  
Director General  
30 August 2021



# 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.

A handwritten signature in black ink, appearing to read 'Richard Sellers', written in a cursive style.

**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:



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:





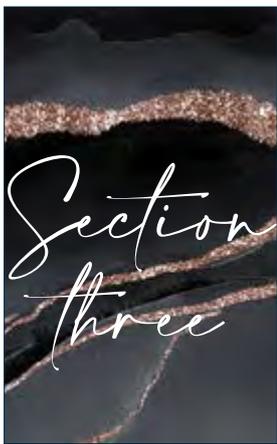
We constantly strive for excellence through anticipating and adapting to new and better ways of working to ensure we are best positioned to deliver on outcomes for our stakeholders.

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.

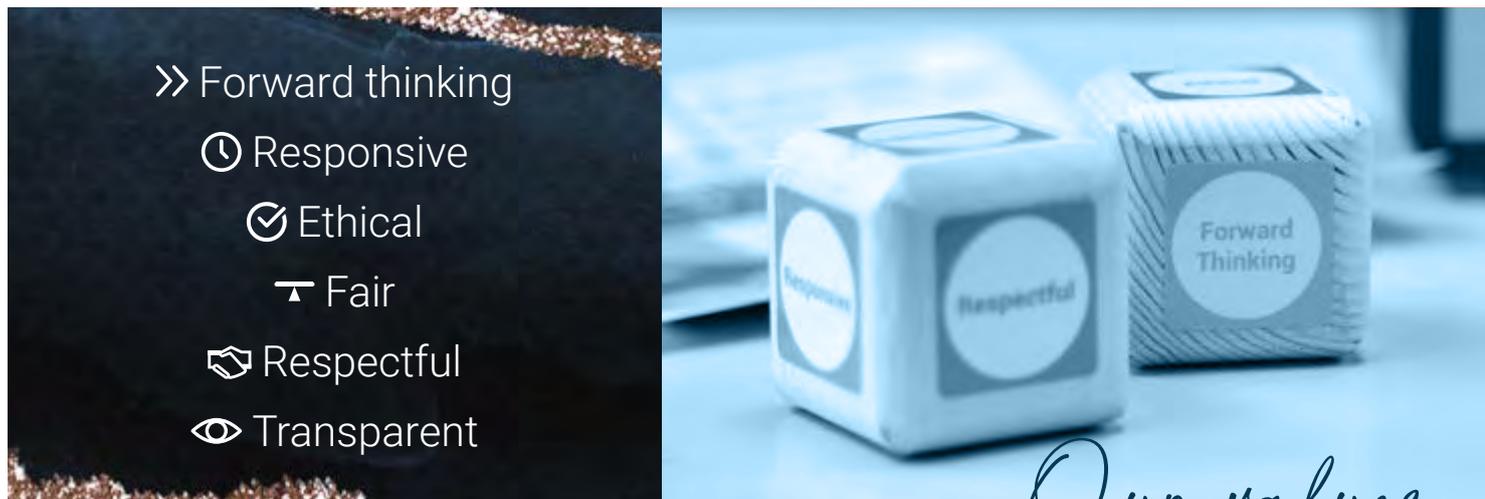
**83**  
years of age is our oldest employee.

**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

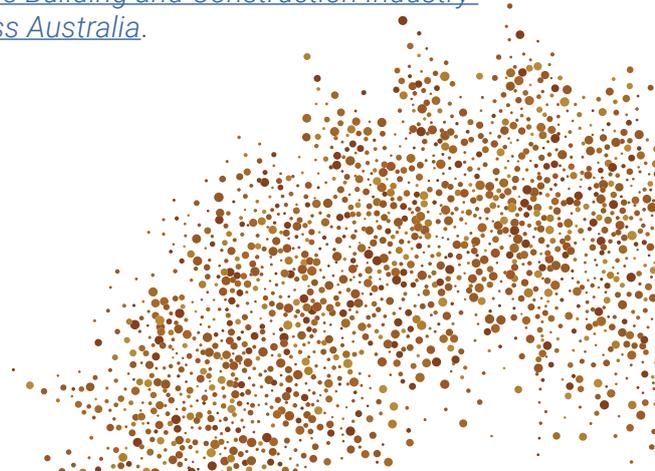
#### Response theme: providing guidance and support to staff, community, business and other stakeholders

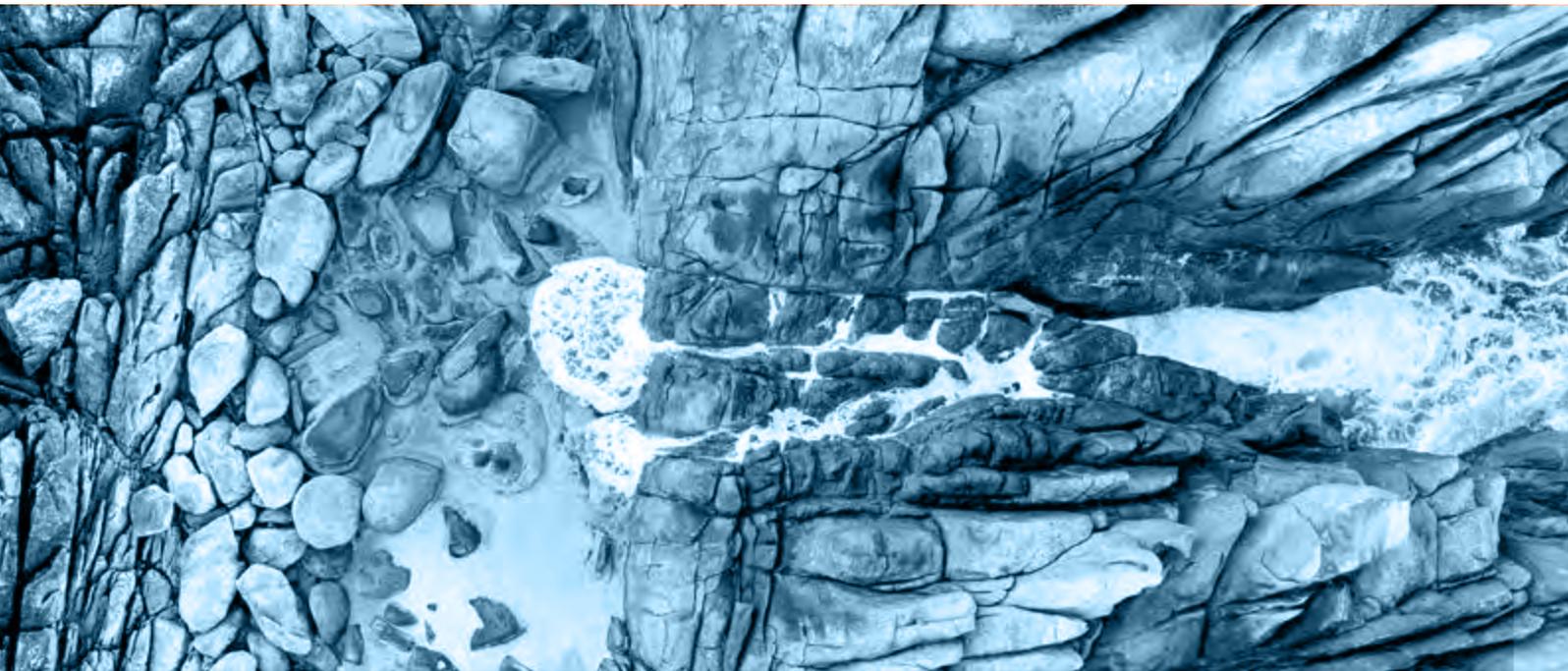
- ▶ The COVID-19 pandemic impact on consumers increased their need for assistance, particularly with: travel restrictions and cancellations; limitations on availability of new motor vehicles and a consequent increase in used car sales and prices; and consumer’s increasing personal debt.
- ▶ Reform driven 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**

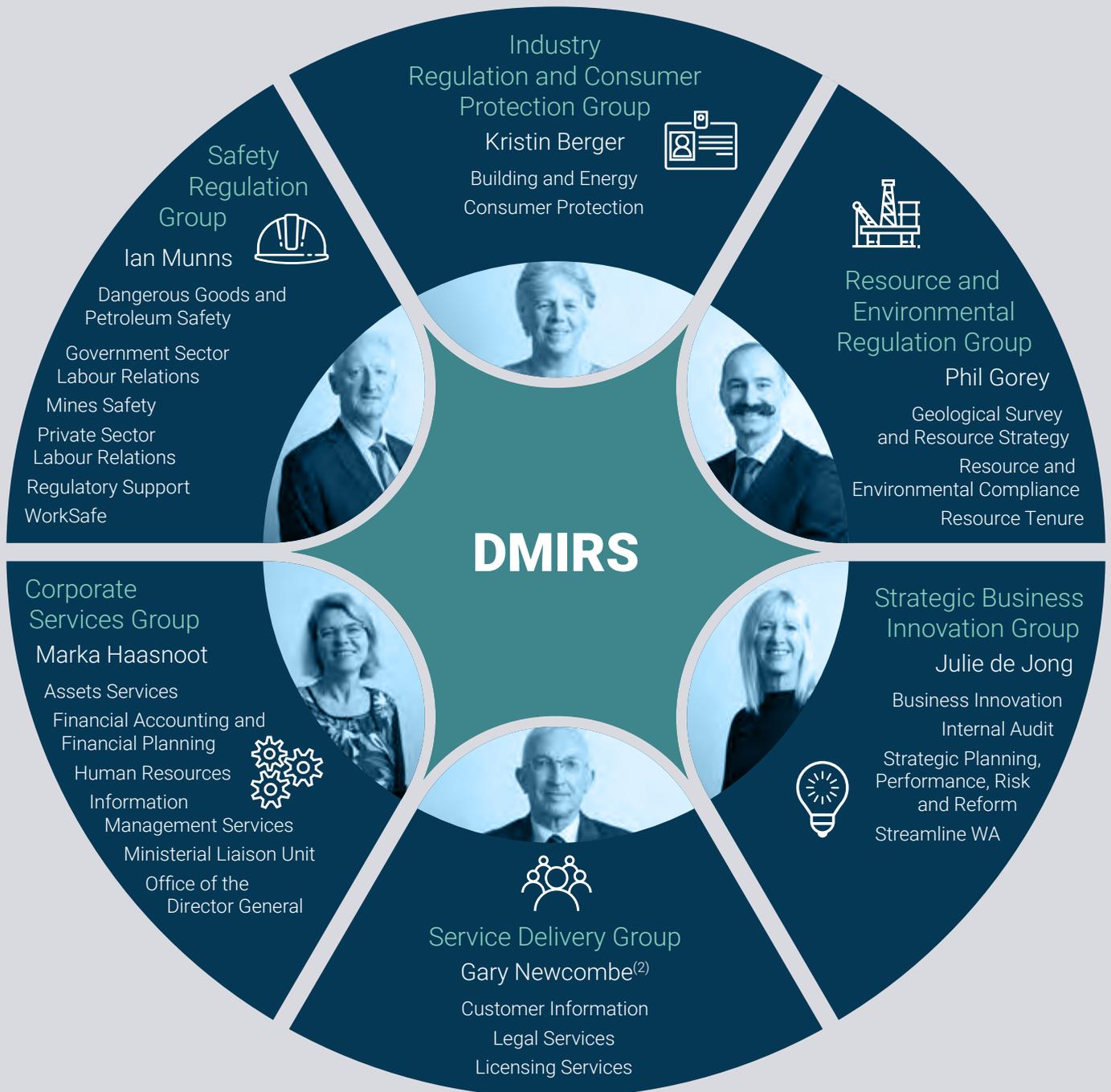
(back row l-r) Phil Gorey, Julie de Jong, Ian Munns, Jennifer Shelton  
(front row l-r) Marka Haasnoot, Richard Sellers, Kristin Berger





# 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.

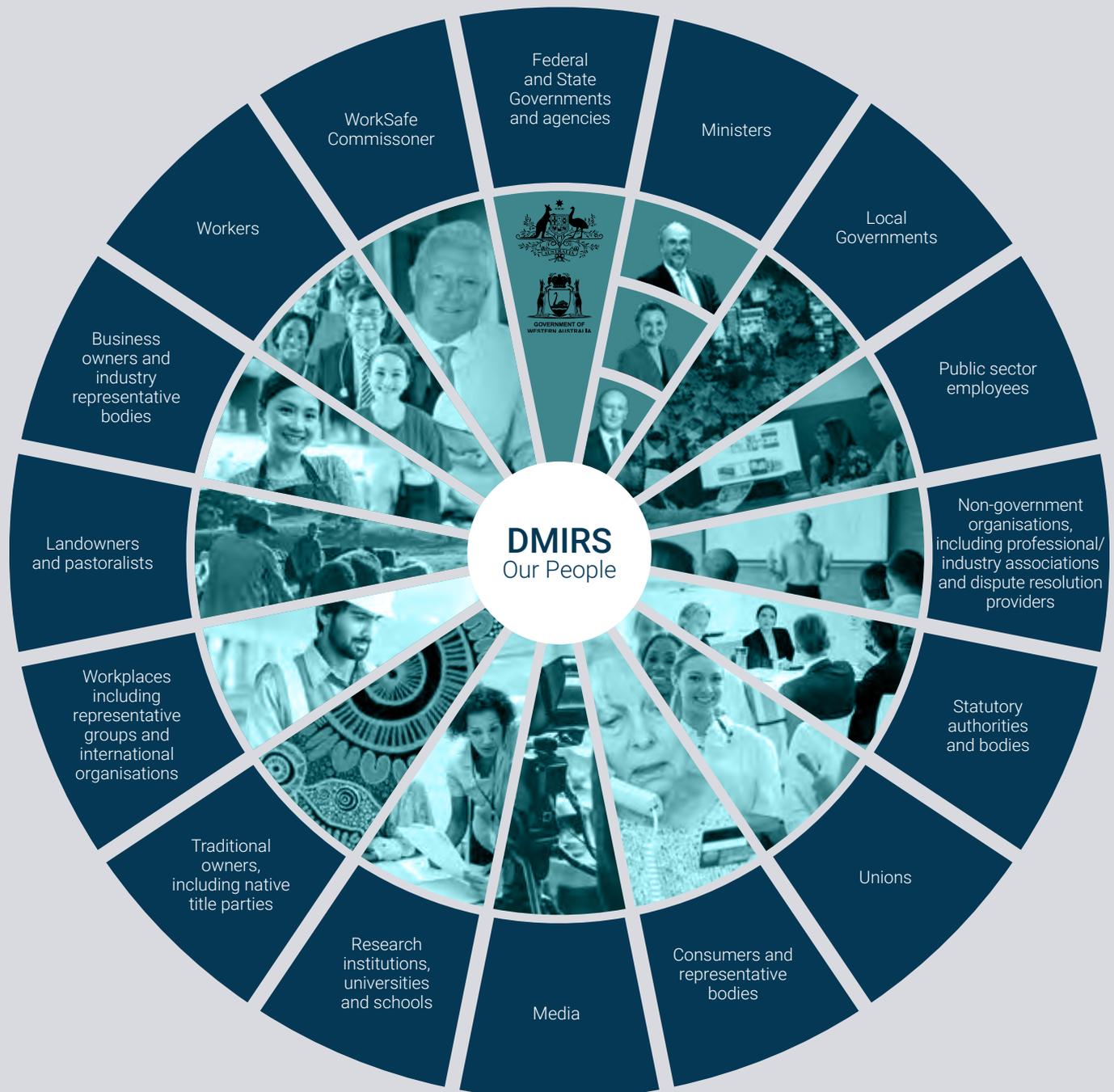
## Strategic Business Innovation Group

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>

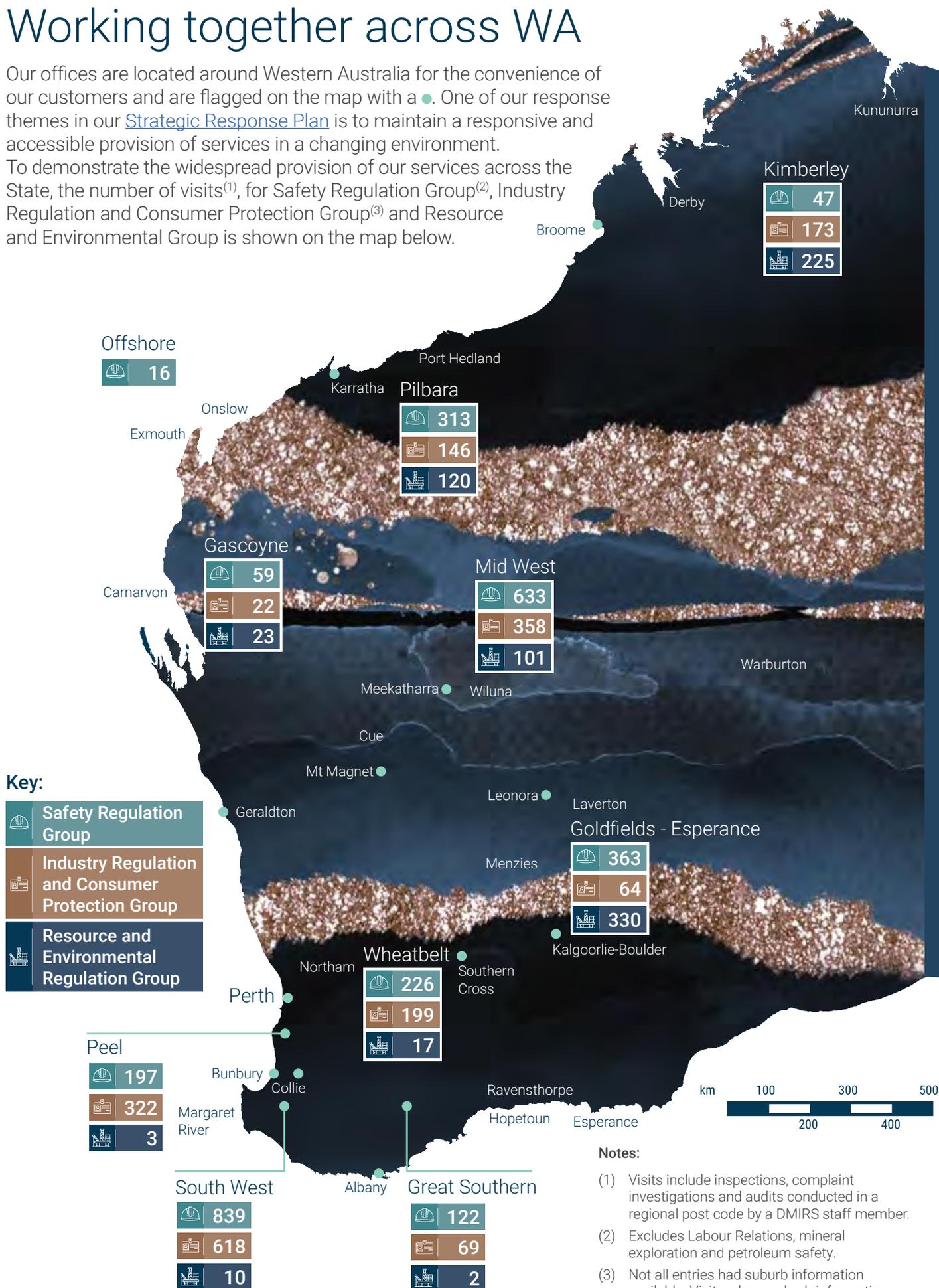
- ▶ Community knows what DMIRS does, when and how to contact DMIRS (26 per cent disagree);
- ▶ DMIRS has an aggregate amount of regulation that is manageable for my business<sup>(3)</sup> (18 per cent disagree);
- ▶ DMIRS has easy to use online systems (21 per cent disagree); and
- ▶ DMIRS has easy to 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:**

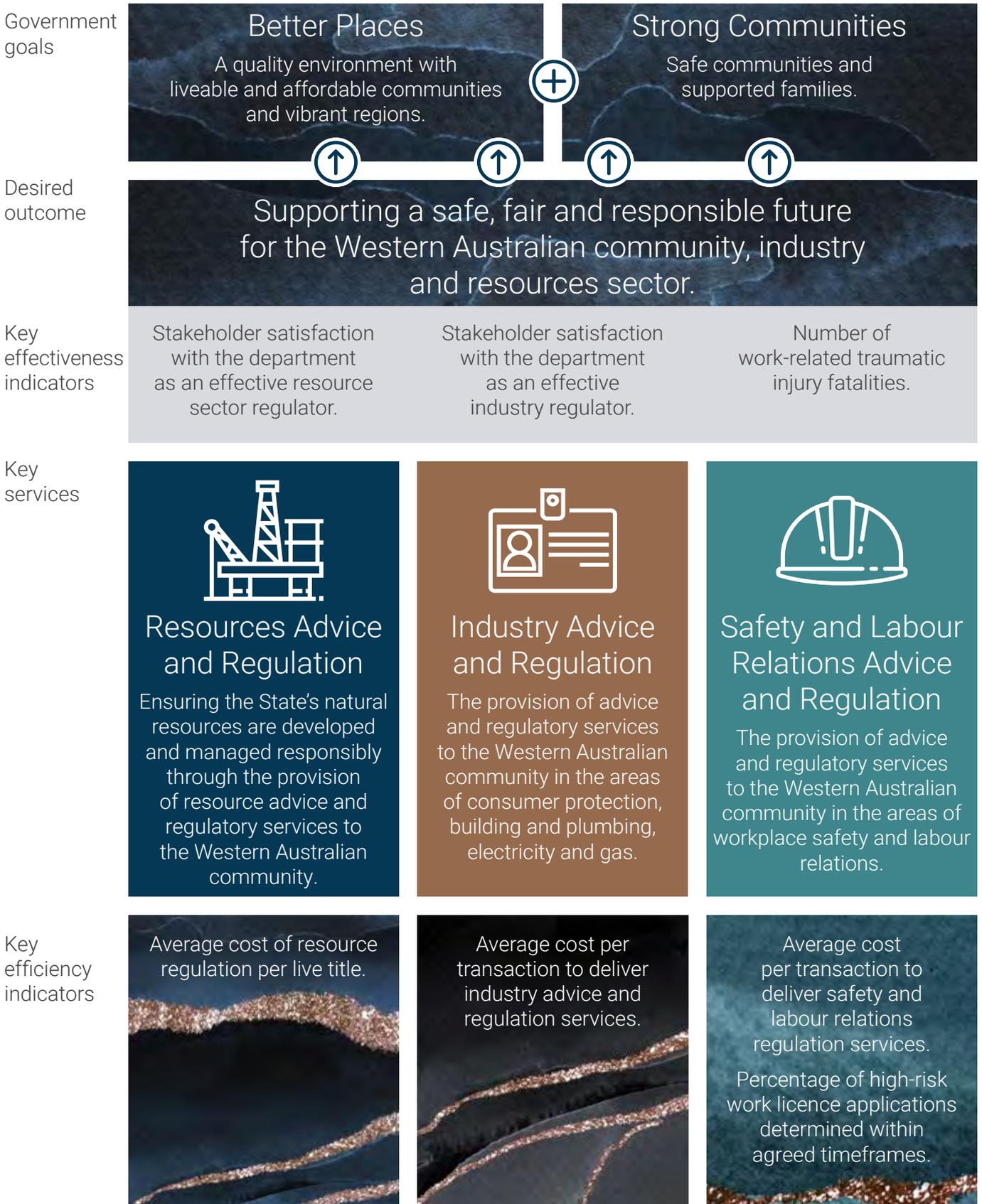
- (3) Administered on behalf of the Commonwealth.
- (4) Part 5A only, remainder of Act administered by the Minister for Water principally assisted by the Department of Water and Environmental Regulation.
- (5) This Act was repealed 26 June 2021.





# 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>  <b>Outcome:</b> reform and streamline revenue processes across government.</p>	<p>Department of Finance  <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>  <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.  <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>  <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.  <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>  <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.  <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>

*respectful*



Our performance

# Section two





# Our performance snapshot

## Our financial summary

### \$294,624,000

Total cost of services<sup>(1)</sup>  
Target \$287,493,000  
▲ Variation \$7,131,000<sup>(2)</sup>

### \$170,475,000<sup>(3)</sup>

Salary expenses  
Target \$159,540,000  
▲ Variation \$10,935,000

### \$525,155,000

Total equity  
Target \$514,064,000  
▲ Variation \$11,091,000

### \$ 4,852,000<sup>(3)(4)</sup>

Working cash limits  
Agreed \$14,031,000  
▼ Variation (\$9,179,000)

(1) Net cost of services – Actual \$134,502,000, Target \$124,205,000 and Variation \$10,297,000.

(2) For explanation on variation between Actual and Target refer to note 8.11 of the Financial Statements.

(3) Actual derived from the Department of Treasury Strategic Information Management System.

(4) Actual working cash held at the close of the financial year.

## Our business

Our strategic plan outlines our intention of maintaining responsive and accessible provision of services in a changing environment. Over the year:



### 5,263

building, painting, plumbing, electrical and gas inspections conducted.



### 17,675

subscribers to online safety newsletters.



### 443,054

occupational licences, certificates, permits and registrations managed by licensing services.



### 29

public sector agreements covering wages and employment conditions were successfully negotiated for **113,014** employees.



### 130

WA mines were contacted to maintain effective communication, inspections and enforcement during the COVID-19 pandemic.



### 88%

programmes of work (mineral exploration activities) were completed within **15** business days  
▲ Target **80 per cent**.



## Value created

Every working day we set out to create value. Our performance over the year, reflects our strong desire to add value for our myriad of stakeholders.



# 643

building service and home building work contract complaints finalised.



# \$1.2m

recovered in unpaid wages and other entitlements for employees.



# \$5.2m

refunded to industry as part of the Government's COVID-19 economic and health relief package.



# 21

Mentally Healthy Workplace audits conducted across WA Mines to raise awareness of the importance of mental health.



# 99

new interpretive datasets delivered through the accelerated geoscience program, consisting of about **1080** new interpreted data layers.



# \$7.7m

total redress achieved for **2,814** WA consumers, with the regions achieving **\$1.6 million** in redress for **558** consumers. **▲ 44 per cent** from **\$1.1 million** in 2019–20.



# 14,026

Residential Rent Relief Grant Scheme applications received (total), with



# 8,182

applications paid, totalling



# \$11,407,742



# 3,219

residential tenancies mandatory conciliation applications received, with



# 2,441

conciliations completed and



# 1,230

Binding Orders given.



# Makuru

## Winter July 2020

Introduced reforms to lift red tape and reduce administrative costs for WA charities and incorporated associations.

[Industrial Relations Legislation Amendment Bill 2020](#) was introduced into Parliament.



# Djilba

## First spring August – September

A consultation regulatory impact statement was released in response to community concerns about the accident towing industry.

A series of roundtables discussing possible fast tracking of reforms to retirement village legislation were conducted with peak stakeholder bodies in the sector during August to October 2020.

[Industrial Relations Legislation Amendment Bill 2020](#) was passed through the Legislative Assembly.

The legislative amendments to operationalise the Government's COVID-19 economic and health relief package came into force and the process to refund fees to affected licence applicants commenced.

The successful applicants of the Exploration Incentive Scheme (EIS) co funded drilling (round 22) was announced by the Minister for Mines and Petroleum.

The [Work Health and Safety Act 2020](#) received assent.

Ran design sprint workshops across DMIRS to enable us to better embed the corporate values.



Launched the Safe Work Month 2020 website.

## Second spring October – November

# Kambarang



# Birak

## First summer December – January

Celebrated 10 years of [Australian Consumer Law](#).



A highlight was bringing together current and previous Commissioners Gary Newcombe, Lanie Chopping, David Hillyard and Anne Driscoll.

Developed and implemented an electronic system to provide all designated gas inspectors the ability while in the field to raise Inspectors Orders or Notice of Defects.

[New workplace exposure standards](#) providing increased protections for workers exposed to respirable crystalline silica in the engineered stone industry.

Strengthened silica health surveillance requirements.

Industry and community consultation was also undertaken on options for reform of laws regulating the sale of motor vehicles on consignment in Western Australia.



# Bunuru

Second summer  
February – March

Introduced the redeveloped [SmartMove online](#) platform.



Commenced the Kalgoorlie Joe Lord Core Library extension.



Final maintenance components of Tengraph were replaced.

[Prepaid funerals code of practice](#) commenced 1 March 2021.

DMIRS Annual Report 2019–20 won a silver ARA Award.



The successful applicant of the EIS co funded drilling (round 23) was announced by the Minister for Mines and Petroleum.

Held briefing sessions and released a consultation draft of the [Streamlining Mining Amendment Bill 2021](#) for public feedback.

Developed and released the [Rehabilitation Showcase Book](#) identifying innovative rehabilitation and closure strategies by mining and petroleum companies in Western Australia.



Responded to Cyclone Seroja.

Autumn  
April – May

# Djeran



# Mafuru

Winter June

Ran the first regulatory inter-agency common understanding session to bring together the major stakeholders involved in mining and environmental approvals.

The [Building and Construction Industry \(Security of Payment\) Act 2021](#) received royal assent.

The [Fair Trading Amendment Bill 2021](#) was reintroduced on 23 June 2021 to improve the operation of consumer law in Western Australia and provide for consistency with the national law.

The [Sunday Entertainment Repeal Bill](#) was passed by Parliament.

Reintroduced the [Ticket Scalping Bill 2021](#) providing new regulation prohibiting ticket scalping practices.

Implemented new online government sector labour relations advice resource.

Won a W.S. Lonnie Award for good governance in annual reporting.

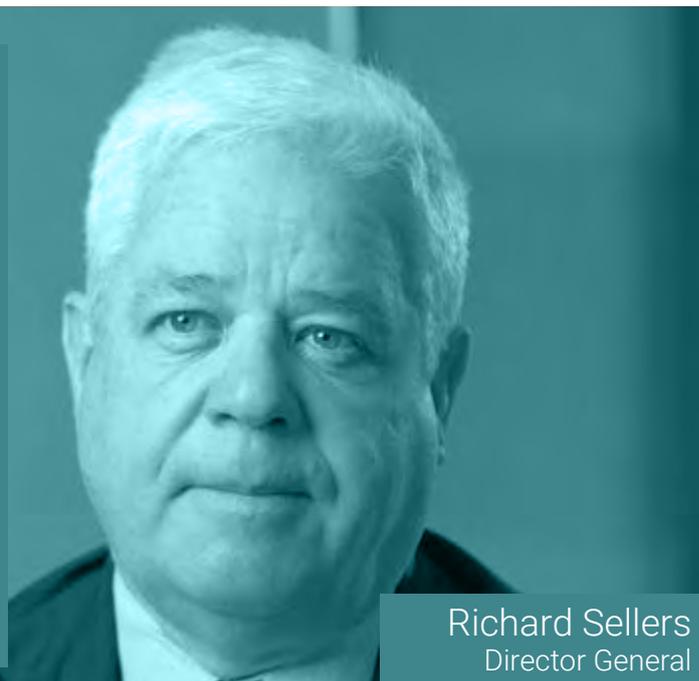




# Living our values



Our values play a key part in our ability to successfully adapt through the personal and professional impacts of challenging events such as COVID-19 lockdowns and the devastating local bushfires. In these times of social distancing, with more staff working from home, we recognise our six corporate values remain vital to achieving our purpose.



Richard Sellers  
Director General

As the pandemic took hold around the world, our Executive recognised that our ongoing commitment to staff safety, wellbeing and happiness was an even more critical factor in continuing our business.

In order to raise awareness of and further embed these values across DMIRS, we ran an innovation design sprint, to fast-track thinking creatively and outside the box, and brought people from across the department together to try and solve this challenge of better embedding our values. As part of the design sprint, the project team conducted interviews with a number of DMIRS employees to understand their awareness and levels of engagement with our values and how it can be improved. In addition, late in 2020, a Thrive at Work survey indicated the following (for more information on this survey refer to [page 67](#)):



**90%**

of DMIRS staff responded that they are aware of the values.



**70%**

of staff feel aligned with the values.



**63%**

agree that their line manager demonstrates the values.

An idea that came from this design sprint was using our values as an ice breaker/dice game. We approached Fremantle Men's Shed to help us craft the wooden dice. These wooden dice will feature in every meeting room and can be used as an icebreaker for meetings, forums with the goal of getting our staff discussing what the values mean to them, how they are aligned to their work and how they or others have demonstrated them.

During the year the definitions of our values were developed to provide a shared language for a standard of behaviour. A positive workplace culture connects its values to specific behaviours so staff know what is expected, encouraged, and rewarded within their teams and within DMIRS. In our endeavours to raise awareness of the values, we produced a series of values videos starring our Corporate Executive members discussing what the values mean to them, how they demonstrate these values and how they see them demonstrated by staff on a daily basis.



# Our key achievements

Regulator - the following are key indicators of our success as a regulator:



- ▶ regulated entities know and comply with the rules
- ▶ individuals and businesses have the confidence to operate in WA
- ▶ better regulatory outcomes at a lower cost to the community
- ▶ public confidence is high in our area of responsibility

## Work Health and Safety Laws for Western Australia

In November 2019, the Work Health and Safety Bill 2019 was introduced to the Western Australian Parliament. The intention of the Bill was to implement the Government's commitment to adopt the national model work health and safety (WHS) laws. The Bill was subject to an extensive examination by the Parliament. In addition to the consideration in detail, various proposals were also subject to public inquiries and reports by two Parliamentary Committees.

The Bill was passed by the Parliament and in November 2020 the [Work Health and Safety Act 2020](#) (WHS Act) received assent. When fully enacted, the WHS Act will replace 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.

The WHS laws will not commence until the WHS regulations are finalised. The 2021 election included a commitment for the WHS Act, and its accompanying three sets of regulations, to commence in January 2022. DMIRS is working to meet this commitment.

The commitment requires a whole of DMIRS response. Appropriately, DMIRS has established a Steering and Governance Committee (SGC) chaired by the WorkSafe Western Australia Commissioner. To progress the work of the SGC, the following six working groups, chaired by senior DMIRS officers, have been established to support a structured and accountable approach to the change management process for implementing the WHS legislation: prosecution and enforcement; regulation and compliance processes; licensing; online business systems (IT); communications; and training.

## New workplace exposure standards and strengthened silica health surveillance requirements

During the year we have adapted to changing circumstances by providing increased protections for workers exposed to respirable crystalline silica in the engineered stone industry, following an important change to the [Occupational Safety and Health Regulations 1996](#).

Silicosis is a serious, incurable and potentially lethal occupational lung disease, caused by exposure to respirable crystalline silica in industries such as engineered stone product manufacturing, installation, stonemasonry and construction work.

Following a three month grace period beginning 15 January 2021, employers will be required to provide exposed workers with a low-dose high-resolution computed tomography (HRCT) scan, supervised by an appointed medical practitioner. This amendment will make Western Australia the first Australian State to replace the previous requirement for a chest X-Ray with HRCT scans. HRCT scans have been demonstrated to be more effective than chest X-Rays in the early detection of silicosis.

The other amendment made was to halve the workplace exposure standard for respirable crystalline silica and respirable coal dust to further protect workers. A new workplace exposure standard for diesel particulate matter was also introduced in the mining industry.

These amendments are significant steps towards supporting the State Government's commitment to reduce workers' risk of contracting potentially deadly lung diseases.



## Industrial Relations Legislation Amendment Bill

The Industrial Relations Legislation Amendment Bill 2020 was introduced into Parliament in June 2020. The Bill passed through the Legislative Assembly but lapsed when Parliament was prorogued for the 2021 State election. The Bill sought, amongst other things, to remove current exclusions for various workers from State employment laws, increase penalties for contravening employment laws, introduce measures to stop workplace bullying, and facilitate the transfer of local government employers and employees from the national industrial relations system to the State system.

The WA Government has committed to reintroducing the Bill as a legislative priority, with a number of amendments such as making Easter Sunday a public holiday and introducing five days' unpaid family and domestic violence leave.

“

Being **transparent** means we tell people the decisions we've made, we tell people why we've made those decisions and we tell people what we are doing and when they can expect to have a decision.



Phil Gorey  
Deputy Director General

### Consultation Draft of Streamlining Mining Amendment Bill released for mining environmental approvals

On 3 May 2021 DMIRS released a consultation draft of the [Streamlining Mining Amendment Bill 2021](#) for public feedback. The Bill is one of four “Streamlining Bills” across government which aim to introduce efficiencies into approval processes and remove barriers to economic recovery following COVID-19.

To achieve this the Bill introduces a low impact activity authorisation framework to automate approvals for low impact proposals, subject to standard conditions. It also introduces an Approvals Statement for mining operations for a clear and transparent record of activities approvals and the conditions to which they must comply, that can be updated over time as mining projects expand and change.

Perth and Regional briefing sessions were held over May and June 2021.

### Implementation of new online government sector labour relations advice resource

The department provides strategic and operational labour relations advice to more than 50 public sector employers. A significant amount of the advisory work relates to the application of the cross-sector [Public Sector CSA Agreement](#) (PSCA), the key terms of which have traditionally flowed through to other occupational groups.

During 2020–21, DMIRS developed a secure online platform for government employers to access information on the history, application and interpretation of the provisions of the PSCA and its underlying awards. This comprehensive resource can be reviewed and updated as the industrial environment evolves, to ensure consistent provision of contemporary, accurate advice for years to come.



## Case Study

### Inter-agency regulatory reform - Building Common Understanding Session

DMIRS organised the first Regulatory Inter-Agency Common Understanding Session in June 2021, to bring together the major stakeholders involved in mining and environmental approvals. Opened by the Hon Amber-Jade Sanderson MLA, Minister of Environment and more than 180 assessment, approval process and technical officers attended from DMIRS; Department of Water and Environmental Regulation; Department of Biodiversity, Conservation and Attractions; Department of Jobs, Tourism, Science and Innovation and Office of Appeals Convenor. The session provided an opportunity for regulators to share with industry their mining and environmental regulatory operational models, and showcase regulatory reforms that are underway or recently completed.

Industry bodies, also in attendance, shared their views on the WA economy, the challenges faced by the exploration and mining sectors, and observations of State Government culture and practise in the mining environmental approvals space. Afterwards, public sector officers workshopped these topics and worked collaboratively to identify and prioritise ways to improve frontline delivery, focusing on change that adds value and how industry can contribute to a better mining environmental approval system.

### A showcase of rehabilitation excellence

In April 2021, the Minister for Mines and Petroleum, Hon Bill Johnston MLA launched the [Rehabilitation Showcase publication](#). The publication which was developed by DMIRS in consultation with industry, identifies innovative rehabilitation and closure strategies by mining and petroleum companies in Western Australia.

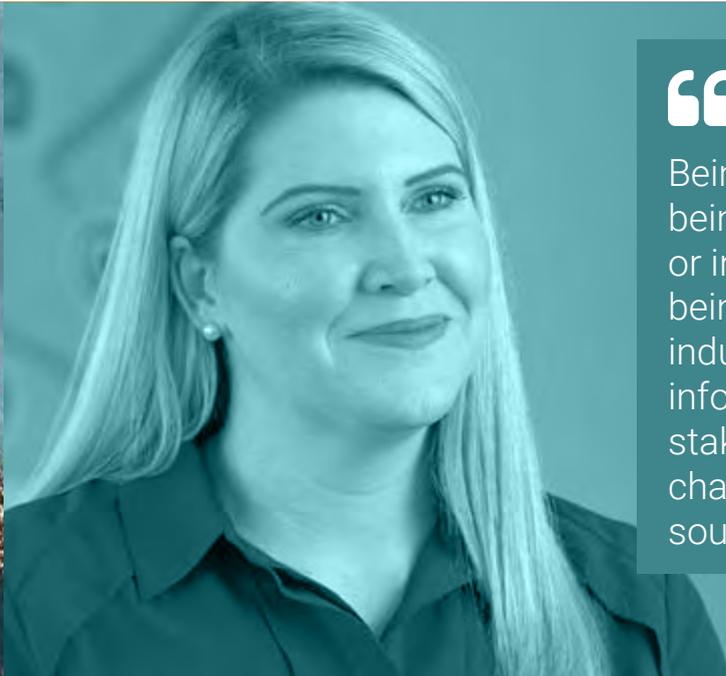
This showcase of innovative rehabilitation techniques, technologies and outcomes provides a platform to demonstrate in part, the medium to longer term outcomes and benefits being realised from the resources sector here in Western Australia.

The publication summarises the innovative techniques, research and monitoring that individuals and companies use to improve the rehabilitation of state forest areas, ecosystems and the restoration of land formations.

Executive Director Resource and Environmental Compliance Division, Karen Caple, said: "The idea to produce this 'storybook', showcasing rehabilitation projects in WA, began a couple of years ago when Deputy Director General Phil Gorey and I appeared before a Senate Inquiry Hearing associated with rehabilitation. It has grown significantly since then and, thanks to a number of companies who agreed to submit their own case studies and rehabilitation examples from around the State, the team has produced a valuable publication. It highlights the truly great work that is attaining outstanding environmental outcomes in WA for rehabilitation and closure."



Inter-agency regulatory reform: Opened by the Hon Amber-Jade Sanderson MLA, Minister for Environment.



“

Being **responsive** means not only being reactive to non-compliance or incidents as a Regulator, but also being proactive in observing trends in industry and the community, providing information and guidance to assist stakeholders to keep pace with these changes, and importantly, providing sound advice to the Government.

Jennifer Shelton  
Executive Director

## Safe Work Month 2020 – Staying focused on workplace health and safety

In October 2020, DMIRS launched the Safe Work Month 2020 website, providing an opportunity for Western Australian employers and employees registering to watch on demand videos on topics such as asbestos, hand hygiene, mental health and the importance of safety and health representatives among others.

In addition to the videos, DMIRS conducted five livestreamed webinars that provided viewers the opportunity to ask questions.

The decision to move [Safe Work Month 2020](#) from a series of in-person presentations to online, due to the COVID-19 pandemic, allowed DMIRS to engage with a wider audience.

Of those who participated:



**2,651**

people registered for the event.



**68%**

watched on demand videos.



**69%**

were first time attendees.



**77%**

more than the attendance goal.



**78%**

viewed at least one live-streamed webinar.



**98%**

would participate again in a virtual Safe Work Month.



Service provider – the following are key indicators of our success as a service provider:



- ▶ we know and monitor our costs and keep them moderate
- ▶ customers have fewer touchpoints when doing business with us
- ▶ customers and staff find it easier to do business
- ▶ customers are satisfied with their treatment

## Kalgoorlie Core Library Expansion

The department’s Joe Lord Core Library in Kalgoorlie is undergoing a major expansion as it is used to display and archive drill core acquired from the mining industry’s exploration of the Eastern Goldfields and south-eastern portion of Western Australia. Drill core is a highly important tool within the mining industry that can be physically examined, spectrally scanned, digitally imaged, and used in the formation of robust exploration strategies and programs, thus promoting mineral prospectivity, improving the rates of discovery, investment and sustainable development of the States mineral resources.

In February 2021 commencement for the expansion of the Joe Lord Core Library in Kalgoorlie began with construction planned for completion ahead of time, due in October of this year.

The Joe Lord Core Library in Kalgoorlie has undergone a much needed purpose-built expansion tripling in size by 2100sqm’s, with a 600mm reinforced concrete pad and levelled to within a 2mm accuracy meeting Australian Standards allowing the operation of automated machinery. The current expansion from 2,880 pallet bays will increase to 9,520 overall storage bays allowing for the viewing of 2km of drill core inside and a further 3km of drill core outside.

## Combatting wage theft

During 2020–21, DMIRS has implemented a range of strategies to combat and deter wage theft in Western Australian workplaces in response to the recommendations of the [2019 Inquiry into Wage Theft in Western Australia](#), which found that the systematic and deliberate underpayment of wages is occurring and is more likely to occur in the hospitality, contract cleaning, retail and horticulture sectors. Strategies included:

- ▶ implementing initiatives to raise awareness of employment rights and obligations and promoting the wage theft website which provides an avenue for WA workers to anonymously report wage theft to the relevant agency;
- ▶ establishing the [Getting Employment Right Grants Program](#) under which UnionsWA, United Workers Union, Chamber of Commerce and Industry WA and National Retail Association were allocated grants (after a competitive process) to deliver education initiatives on employment rights and obligations;
- ▶ providing grant funding for Circle Green Community Legal to provide legal services and assistance to vulnerable workers in the state industrial relations system;
- ▶ the establishment of a dedicated wage theft compliance team to focus on the detection and deterrence of wage theft in WA; and
- ▶ undertaking a proactive compliance campaign on employers in the hospitality industry (café and restaurant sector). As part of this campaign, industrial inspectors investigated 255 employers, and recovered \$424,646 in employee entitlements during the financial year.



## Implemented electronic Inspectors Orders/Notice of Defects for Gas

An electronic system was developed and implemented by DMIRS to provide all designated (network and Building and Energy) Gas Inspectors the ability while in the field to raise Inspectors Orders or Notice of Defects using one standard form. This system, launched in January 2021 also provides the capability to search Regulations and Standards to ensure the information entered for identified breaches are correct and capture relevant photographs with the Order or Notice. This initiative has led to significant efficiency improvements and consistency as it provides for all issued Inspectors Orders or Notice of Defects to be recorded in one system which aids monitoring of trends. It also reduced the amount of administrative support required.

## Reforms to annual financial statement submissions

DMIRS and the Commonwealth regulator, the Australian Charities and Not-for-profits Commission (ACNC), collaborated to introduce reforms to lift the red tape burden and reduce administration costs for Western Australian charities and incorporated associations, requiring them to submit their financial statements only once a year to meet legislated obligations. As a result of this, charities and incorporated associations can now submit their financial statements with the ACNC and data is automatically uploaded into the department's processing systems.



# 2,539

volunteer/not for profit groups benefited by being required to report only once instead of two or three times to meet their obligatory requirements.

## Exploration Incentive Scheme government co-funded exploration drilling

In February 2021, the Exploration Incentive Scheme (EIS) provided a new co-funding, an Energy Analysis Program for Petroleum and Geothermal companies. The program makes funding available for analysis on existing State resources and to allow re-analysis of information such as seismic data to a better resolution in line with advancements in technology. The co-funding opens for applications twice a year on a competitive basis. The first series had eight successful applicants.

In early 2021 a new independent economic impact study, covering the first 10 years of the EIS was completed and confirmed the EIS net benefit to Western Australia is robust. The report showed the total return to Western Australia per dollar invested is \$31 dollars. This supports and improves upon the 2015 independent report where modelling found that for every \$1 dollar invested in the EIS then the expected net benefit to the state as \$24 dollars.





## Tengraph Replacement

The [Tengraph system](#), used to manage and display mining tenure in relation to other land use was first introduced to the Perth and Kalgoorlie offices in 1994. At that time, the \$10 million dollar Tengraph system was considered to provide information in a way that would be easy to understand without the need to sift through all the fine lines on the paper plan to see the boundaries of mining tenements and other land tenure. By 1997, a comprehensive data capture program was completed with Tengraph progressively becoming available at all mining registrar offices across the state.

Tengraph went on to win technology awards and accolades from the mining industry for innovation which included the rapid identification of ground available for exploration, highlighting recent activity, displaying and appraising land.

Over the years Tengraph has continued to evolve within the limits of the technology platform on which it is based, including the provision of Tengraph Online and image data integration. In 2009, the department introduced a new internal 'web' based title management system, and commenced a program of work to replace Tengraph, initially targeting the replacement of the external spatial system and finally the replacement of the internal maintenance systems.

On 22 February 2021, the final maintenance components of Tengraph were replaced. The spatial maintenance of mining tenure now occurs on a common integrated departmental platform, with the external web-based system retaining the name 'Tengraph'.

## Getting young workers off to the right start with SmartMove

The online platform [SmartMove](#), first developed in 1999, educates young people to recognise the potential dangers, hazards and associated risks in the workplace and provides them with the tools to stay safe while they are at work.

In February 2021, the redeveloped SmartMove online platform was introduced. The aim is to introduce general work health and safety concepts in a way that relates to a younger audience, including graphic animations and gaming activities, while still supporting the needs of educators.

## Accelerated Geoscience Program

With travel restrictions imposed due to COVID-19, the Geological Survey of Western Australia (GSWA) suspended its 2020–21 field season and instead introduced the [Accelerated Geoscience Program](#) (AGP) in June 2021. The AGP aimed to produce a number of exploration-ready, geoscientific datasets that would stimulate the minerals, petroleum and energy exploration industries. The program has dedicated geoscientists from across GSWA concentrating their efforts on four main projects:

- ▶ publication of existing data into GIS layers;
- ▶ data integration and analyses – the Yilgarn Craton;
- ▶ statewide critical minerals prospectivity study; and
- ▶ energy systems including petroleum, geothermal, and carbon capture and storage.

To date the Accelerated Geoscience Program has delivered close to a hundred new interpretive datasets across the four main projects, consisting of about 1080 new interpreted data layers. Many of the layers have been published online and are available through the Data and Software Centre, [GeoVIEW.WA](#), the [Petroleum and Geothermal Information management system](#) (WAPIMS) and the [Mineral Systems Atlas](#).

However, most of the data is available within three, standalone [Geological Exploration Packages](#) (GEP): the Southwest Yilgarn GEP, the East Yilgarn GEP and the Critical Minerals GEP. These standalone packages facilitate use for all levels of technical competency and software, from prospectors to Tier 1 companies and provide a wealth of new and exciting information that we hope will lead to a number of new mineral, petroleum or energy discoveries. As these datasets formed part of the Western Australia's economic recovery program from the pandemic, all data, including the three GEPs are available to all stakeholders at no cost. A GSWA Webinar on the outcomes of the AGP was given to all stakeholders, including the public and is available on the departments website.



## Policy maker - the following are key indicators of our success as a policy maker:



- ▶ business, community and industry behaviour supports policy intent
- ▶ disruptors are identified early enough for pre-emptive policy action
- ▶ intelligence is regularly shared and used for public benefit
- ▶ new ideas on how to address regulatory challenges are on the policy agenda

### Boost to subcontractor protections

Security of payment in the building and construction industry is being improved through the [Building and Construction Industry \(Security of Payment\) Act 2021](#) (the Act), which received royal assent on 25 June 2021. This new Act achieves the McGowan Government’s 2017 election commitment to better protect subcontractors and suppliers working on both government and private projects in the building and construction industry in Western Australia.

The Act provides a holistic set of protections in respect to funds held by contracting parties, by way of the following key measures:

- ▶ ensuring that payments flow promptly by creating a shorter timeframe for principals to pay head contractors so they, in turn, can pay subcontractors;
- ▶ speeding up payment times to subcontractors by providing some of the shortest payment times for statutory claims in Australia by requiring subcontractors to be paid within 25 business days;

- ▶ improving the overall fairness of contracting practices in the industry, including voiding unfair time-bars, a broader prohibition on ‘paid when paid’ provisions, prohibiting other types of unfair terms and requiring certain contracts to be in writing and meet minimum standards;
- ▶ reducing the risks to buildings, subcontractors and suppliers where their immediate contractual counterpart on a project becomes insolvent by ring-fencing retention money to ensure it is not available for distribution to general creditors; and
- ▶ better protecting the industry and consumers against incompetent and predatory operators by creating effective mechanisms for persons with a history of insolvency or non-payment of subcontractors to be excluded from the industry.

The department will now focus on developing subsidiary regulations and implementing the provisions of the new legislation, including providing education and information to industry participants on the implementation of the new laws and what industry needs to be doing in readiness.



“

Our staff, stakeholders and the Western Australian community should be treated **fairly**, respectfully and equitably in all aspects of our business.

Kristin Berger  
Deputy Director General



# forward thinking



In October 2020, staff celebrated Earth Science Week with a photo competition. Honourable mention went to this photograph by Huntly Cutten - Hamelin Pool.

## Prepaid funerals code of practice

The [prepaid funerals code of practice](#) commenced on 1 March 2021 and gives consumers greater protection and certainty when entering into prepaid funeral contracts. The code imposes a cooling-off period, contractual and investment requirements and a register of prepaid funeral contracts sold for families to verify and check if a prepaid contract is in place. Officers presented a webinar to operators from across WA, aimed at informing industry members about key updates on topics including operation of the code, cooling-off periods, prepaid funeral register and cemetery contracts.

## Fitness industry code of practice

During 2020–21 we finalised the **2020 fitness industry code** of practice which improves consumer protections. The cooling-off period for contracts has been extended from 48 hours to seven days and membership agreements have to include a summary statement. It contains information about whether the agreement is a month-to-month renewal or is a fixed term contract of no longer than 12 months. Consumers can cancel their membership online, instead of in person, which will result in the immediate termination of direct debit arrangements. Fitness providers will also need to notify members before the automatic renewal of their memberships so they can cancel without penalty. This comes into effect on 1 July 2021.

# Case Study

## DMIRS response to Cyclone Seroja

On 11 April 2021 at 8pm Cyclone Seroja a Category 3 severe tropical cyclone made landfall on the Western Australian coast slightly south of the Mid West town of Kalbarri bringing 170 km/h winds and rainfall of 100 millimetres was reported in Kalbarri.

Our department adapted to the situation rapidly, by providing support on the ground, at the call centres and online.

DMIRS deployed to Kalbarri, electrical and gas safety inspectors to provide support and advice to electrical network operators, gas suppliers and local professionals in the wake of the destruction across the Mid-West. Technical building officers also joined experts from James Cook University's Cyclone Testing Station to inspect buildings in the Northampton and Kalbarri areas and examine why and how damage occurred.

The team's findings were published with a focus on building performance, particularly in locations where tropical cyclones are less common, and if construction standards can be improved to better protect communities.

Additionally, the department provided:

- ▶ consistent advice to workers and residents on asbestos-related issues and workers were reminded of the occupational safety and health regulations that apply during clean-up activities;
- ▶ consumer information on insurance claims and renting during a disaster, including managing rent and bond payments was provided, along with reminders warning of travelling conmen and unlicensed traders, and scams; and
- ▶ reminders to mining and petroleum operators to review contingency plans for the cyclone season.

The Department of Fire and Emergency Services reported that:



**70%**

of structures in Kalbarri were damaged.



**40%**

of those were completely destroyed.



## Regulatory reform

### Legislation in Parliament

The following lapsed Bills were re-introduced into the Parliament following the 2021 State Election and swearing in of the new Parliament:

The **Sunday Entertainments Repeal Bill 2021** was reintroduced to Parliament on 12 May 2021 and received royal assent on 25 June 2021. The Bill will repeal unnecessary and outdated laws that create an administrative burden on certain businesses that have to apply for permits to use premises for paid entertainment on Sundays and designated public holidays.

The **Fair Trading Amendment Bill 2021** was reintroduced on 23 June 2021 and provides for a new mechanism to incorporate amendments to the national Australian Consumer Law (the ACL) into the *Fair Trading Act 2010* (the FTA (WA)). The Bill also updates the FTA (WA) with amendments made to the ACL up to 1 June 2021.

The **Ticket Scalping Bill 2021** was reintroduced on 24 June 2021 and provides for new regulation prohibiting ticket scalping practices that are causing detriment to consumers in Western Australia. The Bill also validates ticket resales that are made in compliance with the requirements in the Act.

### Regulation amendments

A number of amendment regulations were made in 2020–21, including:

- ▶ [Building Amendment Regulations \(No 5\) 2020](#) – which extended the transitional arrangements for compliance with the [National Construction Code 2019](#) amendments by twelve months, giving Western Australian builders more time to implement the required changes;
- ▶ [Building Amendment Regulations 2021](#) – which put in place transitional requirements for the building industry to implement and comply with revised bushfire construction requirements;
- ▶ [Plumbers Licensing and Plumbing Standards Amendment Regulations \(No 3\) 2021](#) – which authorised the performance of plumbing work by pre-apprentices; and
- ▶ [Architects Amendment Regulations 2021](#) – which give effect to recommendations identified in the [‘Report of the Statutory](#)

[Review](#) of the *Architects Act 2004*’ which was tabled in the Parliament in March 2019. The Amendment Regulations streamline and update administrative functions of Architects Board of Western Australia, helping to reduce the cost of regulating the industry.

### Consultations and reviews

In response to community concerns about the accident towing industry, a consultation regulatory [impact statement](#) was released during August and September 2020, seeking comments on options to reform the accident towing industry. A report on the outcome of the consultation was subsequently prepared for Government consideration.



Two further consultation papers were released during the 2021, completing the public consultation on proposed reforms to retirement village legislation. A series of roundtables discussing possible fast tracking of reforms was conducted with peak stakeholder bodies in the sector during August to October 2020. Outcomes from the roundtables were incorporated into the consultation process and an economic and financial modelling project was commenced in early 2021 to analyse feedback from industry about the impact of proposed reforms to exit entitlement payments.

Industry and community consultation was also undertaken on options for reform of laws regulating the [sale of motor vehicles on consignment](#) in Western Australia, with a CRIS closing for comment in December 2020. A report was prepared for Government consideration during the first half of 2021.



## Case Study

### Adapting to – the ongoing COVID response and recovery

Throughout 2020–21 DMIRS continued to adapt with the changing COVID-19 response and recovery, adjusting our work practices and showing our adaptability to move to a remote working from home environment quickly and with as little disruption as possible for both our staff and our stakeholders as needed.

The department continued to administer the [Residential Rent Relief Grant Scheme](#) (RRRGS) and pay out grants from the \$30 million made available from the State Government to assist private residential tenants who lost their jobs and faced financial hardship due to the COVID-19 pandemic. Following ongoing consultation with the Department of Treasury, DMIRS adapted the RRRGS implementing four distinct phases throughout 2020–21.

The department adapted our service delivery model with regards to community education and media by increasing the availability of digital methods and online content. Our officers began using webinars to conduct virtual education sessions to real estate agents and property managers on COVID-19 tenancy laws and to explain the new [pre-paid funerals code](#) to funeral service providers.

Between May and September 2020, the department ran an extensive Safe and Fair Renting WA campaign using media, advertising and digital communications. The campaign was designed to communicate COVID-19-related changes to WA's residential tenancy laws to the community, in particular tenants, residential park renters, boarders, lodgers, landlords, property industry professionals, tenancy advocates, the legal sector and internal Consumer Protection stakeholders. It also aimed to inform as many renters and landlords as possible that the RRRGS was available and how to apply with the key message of "Don't wait until it's too late".

When the face-to-face 2020 Consumer Protection Awards had to be cancelled due to COVID-19 restrictions earlier in the year, DMIRS adapted our approach and ran an interactive virtual event in August 2020 that enabled finalists and key stakeholders to watch remotely.

In October 2020 DMIRS adapted another event due to COVID-19, moving Safe Work Month 2020 from in person presentations and instead launched a website with webinars and on demand videos. Matters presented were also adapted to include topical issues related to the current COVID-19 environment such as hand hygiene and mental health.

After the State Government extended the emergency period in September 2020, phases one and two of the RRRGS were adapted to extend applications to 31 December 2020. Following the continued need to provide assistance to tenants with rental arrears, the RRRGS was adapted to a third phase which commenced in January 2021.

In preparation for the end of the rental moratorium in March 2021, the RRRGS was further adapted to phase four to provide assistance to tenants facing rent increases and help preserve these tenancies and reduce evictions. Applications for this fourth phase has since been extended to 31 December 2021 in order to adapt to the continued demand for support. The RRRGS has so far made more than \$11.4 million worth of grant payments.

In April 2021, DMIRS prepared for the disruption in the rental market at the end of the moratorium and the potential for an increase of tenants in housing crisis, by collaborating with Anglicare WA to adapt its approach to tenancy matters. In doing so, the Housing Stability Project was developed to provide direct referrals to accommodation and other crisis services to tenants in critical housing and financial stress. Anglicare WA provides support to consumers who are in distress, matching their needs to a suitable organisation for follow up and action. The collaboration is delivering real benefits to consumers and is not compromising the work of the regulatory aspects of the department's business.

With the finalisation of the State election and the swearing in of the new Parliament, the department adapted to new legislative priorities set by the Government and between May and June 2021 helped facilitate the reintroduction of three previously lapsed Bills into Parliament.



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## Key Performance Indicators (KPI)

# Audited Key Performance Indicators

## Certification of key performance indicators

For the year ended 30 June 2021

I hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the performance of the Department of Mines, Industry Regulation and Safety, and fairly represent the performance of the department for the financial year ended 30 June 2021.

A handwritten signature in black ink, appearing to read 'Richard Sellers', is positioned above the printed name and title.

**Richard Sellers**  
Accountable Authority  
30 August 2021



### Resources Advice and Regulation



Target  
75%

**70%**

Stakeholder satisfaction with the department as an effective resource sector regulator.



Target  
\$4,641

**\$4,514**

Average cost of resource regulation per live title.



### Industry Advice and Regulation



Target  
75%

**66%**

Stakeholder satisfaction with the department as an effective industry regulator.



Target  
\$192

**\$201**

Average cost per transaction to deliver Industry Advice and Regulation Services.



### Safety and Labour Relations Advice and Regulation



Target  
0

**15**

Number of work-related traumatic injury fatalities.

Five-year rolling average 14.



Target  
\$4,752

**\$4,925**

Average cost per transaction to deliver safety and labour relations regulation services.



Target  
100%

**34%**

Percentage of high-risk work licence applications determined within agreed timeframes.

Audited  
KPI Report  
2020–21



# Performance Management

DMIRS' purpose is "Supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector". This is also our single desired Outcome in our [Outcome Based Management](#) (OBM) structure, providing a shared focus for the department. Adopting a customer-centric approach, our functions are delivered via three Key Services and aligned to our operational structure:



Resources Advice and Regulation



Industry Advice and Regulation



Safety and Labour Relations Advice and Regulation

This outward-facing service model focused to our single Outcome assists us to provide meaningful and easy to understand performance information to our stakeholders, be they individuals, industry bodies, companies, unions, community groups, Parliament, or government agencies.

Key **Effectiveness** Indicators measure the extent to which our department achieves its Outcome. To ensure the effectiveness of our core business is measured against our single Outcome each of our three Key Effectiveness Indicators are aligned with one of our three Key Services.

Key **Efficiency** Indicators relate the level of resource input required to deliver our Services. They demonstrate how efficiently we are conducting our activities and can be represented as an average cost per service or through a measure of timeliness. Our Key Services are each measured by at least one Key Efficiency Indicator.

These performance measures allow us to quantify achievement made during 2020–21 towards stated goals and our desired outcome, measure our performance against targets set in our Resource Agreement and as published in the 2020–21 State Budget.

## Changes to DMIRS Outcome Based Management Structure

The DMIRS OBM structure was implemented in the [2018–19 State Budget](#), within a year from the department's inception. In March 2020 the Under Treasurer approved amendments to align the three Key Services to our organisational structure and current ministerial portfolios.

Changes that commenced during 2020–21 are:

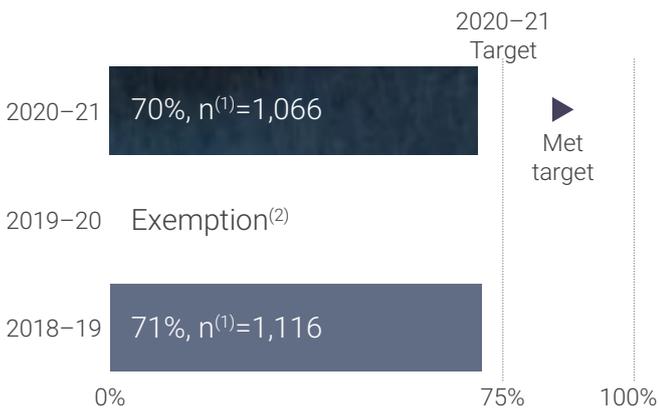
1. transfer of the Labour Relations function from the **Industry Advice and Regulation Service** to the renamed **Safety and Labour Relations Advice and Regulation Service**;
2. introduction of a new efficiency indicator "Average cost per transaction to deliver safety and labour relations regulation services" to replace a cost effectiveness indicator; and
3. enhancing the transparency of the effectiveness indicator "Number of work-related traumatic injury fatalities" by including a whole-number rolling five-year average, as well as the annual total.



The **Resources Advice and Regulation Service** regulates one of WA's largest industry sectors, and plays a critical role in building WA's economy while ensuring the State's resources are developed in a sustainable and responsible manner through information provision and appropriate compliance processes. In addition to its regulatory role, the Service delivers geoscience functions to the State.

## Effectiveness

Stakeholder satisfaction with the department as an effective resource sector regulator.



(1) n is the sample size

(2) An exemption for reporting results in 2019-20 was granted by the Under Treasurer

To determine our influence in delivering effective regulation to support sustainable resource sector development, this indicator measures the overall effectiveness of DMIRS as a regulator by quantifying stakeholder satisfaction with our regulatory role.

As part of a stakeholder satisfaction survey, respondents rated their satisfaction against the benchmarking question "Overall, how satisfied are you with the performance of DMIRS as an effective resource sector regulator?" on a scale of 0-10. Overall satisfaction was reported as the percentage of respondents who gave a rating between six and ten.

The target of 75 per cent was set for this indicator to align with similar indicator for DMIRS' Industry Advice and Regulation Service in the 2020-21 State Budget.

### Comment on results

For 2020-21 slightly fewer than three in four (70 per cent) of respondents expressed satisfaction with the effectiveness of DMIRS as a resource sector regulator, within  $\pm 5$  per cent of the target.

- ▶ 1,066 responses received for KPI 1.
- ▶ The 2020-21 result is weighted to ensure comparability with the previous survey.
- ▶ Stakeholder perception has remained stable between reporting periods – 71 per cent for 2018-19 – which is notable considering the potential impact of the COVID-19 pandemic and the effects on the department and the community.

## Efficiency

Average cost of resource regulation per live title.



Resource development and exploration occurs in the context of the resource management 'life cycle'. All activities within the 'lifecycle' are associated with a 'live title' (minerals and petroleum). Live titles give the right to explore for, recover and develop Western Australia's natural resources.

This indicator measures the cost efficient and responsible delivery of resource regulation services by representing the cost of the service in relation to the number of live resource titles approved or renewed during the current year, or are subject to ongoing regulation by the department.

The indicator is calculated by dividing the total cost of the service by the number of live titles.

### Comment on results

The average cost per live title for 2020-21 is \$4,514, which is three per cent lower than the target (\$4,641).

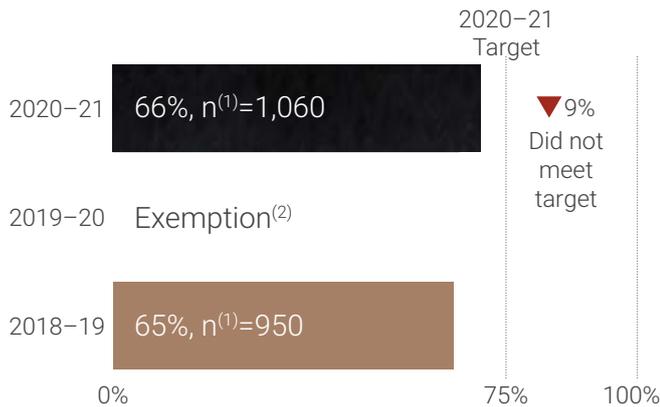
- ▶ A record 23,652 resource titles – 23,398 mining and 254 petroleum – were in force during 2020-21, reinforcing the strength of the resources industry in Western Australia. These titles covered an all-time high 640,000 km<sup>2</sup> - over 25 per cent of Western Australian land.
- ▶ The State remains the world's largest single supplier of iron ore, garnet and lithium.



The **Industry Advice and Regulation Service** (incorporating both Building and Energy and Consumer Protection Divisions) administers legislation covering Western Australia's industry, community and consumers through its programs for compliance, conciliation, dispute resolution and enforcement. Contributing to safer, more responsible actions by traders and industries, and a better informed, risk-aware community.

## Effectiveness

Stakeholder satisfaction with the department as an effective industry regulator.



(1) n is the sample size

(2) An exemption for reporting results in 2019-20 was granted by the Under Treasurer

To determine our influence in delivering effective regulation to support sustainable industry development this indicator measures the overall effectiveness of DMIRS as a regulator by quantifying stakeholder satisfaction with our regulatory role.

As part of a stakeholder satisfaction survey, respondents rated their satisfaction against the benchmarking question "Overall, how satisfied are you with the performance of DMIRS as an effective industry regulator?" on a scale of 0-10. Overall satisfaction was reported as the percentage of respondents who gave a rating between six and ten.

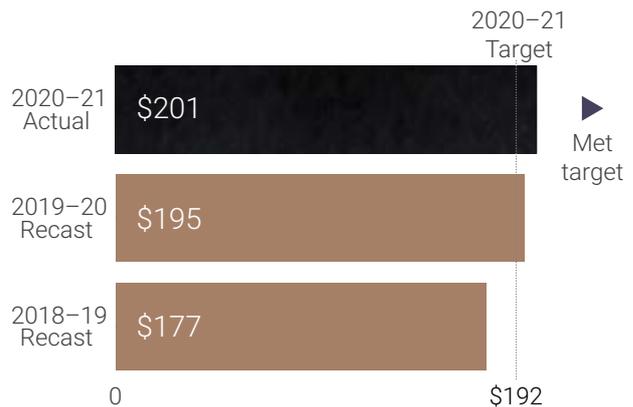
### Comment on results

For 2020-21 about two in three (66 per cent) respondents expressed satisfaction with the effectiveness of DMIRS as an industry regulator, nine per cent lower than the target. A key driver of the result was that a relatively high proportion of stakeholders initiated contact with DMIRS to make a complaint about industry, and these respondents were more likely to report overall dissatisfaction.

- ▶ 1,060 responses received. The 2020-21 result is weighted to ensure comparability with the previous survey.
- ▶ Stakeholder perception has remained stable between reporting periods (65 per cent for 2018-19), which is notable considering the potential impact of the COVID-19 pandemic and the effects on the department and the community.

## Efficiency

Average cost per transaction to deliver industry advice and regulation services.



This highly aggregated indicator measures the cost efficient and responsible delivery of industry advice and regulation services by representing the cost of the service in relation to unique service 'transactions'. A 'transaction' being defined as an action by DMIRS to provide a service or regulatory action to an external stakeholder, initiated by either party. Each transaction is only counted once – for example, a finalised application is counted as a transaction, but the payment of the related application fee is not.

This indicator is calculated by dividing the total cost of the service by the number of transactions.

Composition of this Service has been consequentially amended due to transfer of the Labour Relations function to the Safety and Labour Relations Service. Where possible, previously reported results were re-cast.

### Comment on results

The average cost per transaction for 2020-21 is \$201, which is 4.7 per cent greater than the target (\$192).

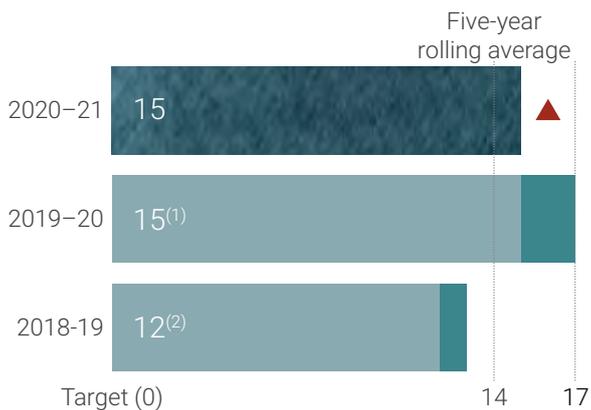
- ▶ Higher than usual demands were placed on the Consumer Protection Advice line – activity increased by 15 per cent over 2019-20.
- ▶ Established to regulate residential tenancies during the COVID-19 pandemic, during 2020-21 there were:
  - ▶ 11,831 Residential Rent Relief Grant Scheme applications assessed; and
  - ▶ 3,400 Mandatory Conciliation Service for Tenancy Issues determined.



The **Safety and Labour Relations Advice and Regulation Service** provides regulatory and policy oversight of workers' health and safety in the resource and general industries sectors, the licensing regime, and safety legislation for dangerous goods, including regulation of the State's major hazard facilities and petroleum operations. Playing a significant role in building and strengthening WA's economy by ensuring and protecting the rights of all employees to work in a safe and healthy working environment.

## Effectiveness

Number of work-related traumatic injury fatalities.



- (1) The 2019-20 number of reported work-related traumatic injury fatalities has been adjusted to 17 in 2020-21, two investigated by the Mines Safety Directorate and 15 by WorkSafe.
- (2) The 2018-19 number of reported work-related traumatic injury fatalities has been adjusted to 13 in 2020-21, two investigated by the Mines Safety Directorate and 11 by WorkSafe.

A whole-number rolling five-year average is being reported for the first time.

While reported work-related traumatic injury fatality numbers are relatively low, any work-related death is considered unacceptable, so the target for this indicator is always zero (0). The nature, frequency, location and circumstances surrounding fatalities influence our regulatory efforts.

This KPI reports fatalities within DMIRS jurisdiction. Investigation into these incidents may extend over years and the work-related status may vary. Adjustment to previously reported figures are included in this report.

### Comment on results

During 2020-21 there were fifteen reported work-related traumatic injury fatalities. Two were investigated by the Mines Safety Directorate and 13 were investigated by WorkSafe. The rolling five-year average is 14.

- ▶ This indicator reports fatalities within DMIRS jurisdiction.
- ▶ Work-related traumatic injury fatalities are regularly published by DMIRS in the [State of the Work Environment Report](#). This report includes fatalities within WA but outside DMIRS jurisdiction.

## Efficiency

Average cost per transaction to deliver safety and labour relations regulation services.



2020-21 is the first year that this indicator is being reported.

This indicator demonstrates the cost efficient and responsible delivery of safety and labour relations regulatory services by representing the total cost of the service in relation to unique regulatory 'transactions'.

Regulatory transactions are "an action by the department (proactive or reactive) that protects the community by intervening decisively to avert and minimise harm, commensurate with the circumstances" i.e. investigations and inspections. Each finalised regulatory transaction is counted once.

This indicator is calculated by dividing the total cost of the service by the number of regulatory transactions.

Results have been back-cast for 2019-20.

### Comment on results

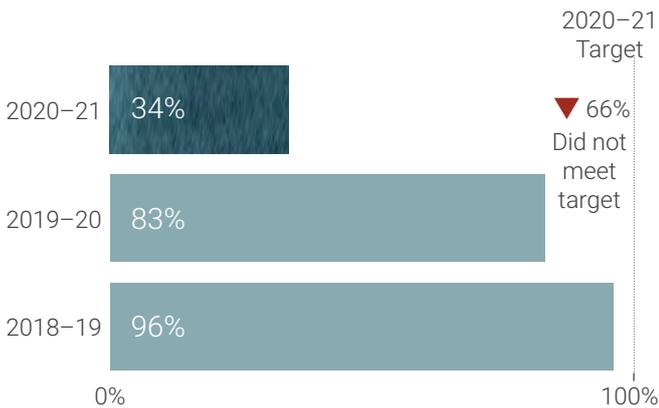
This indicator has met its target in the first year of reporting, with the average cost per regulatory transaction for 2020-21 being \$4,925, which is within variance of ±5 per cent of the target (\$4,752).



## Safety and Labour Relations Advice and Regulation Service cont.

### Efficiency

Percentage of high-risk work licence applications determined within agreed timeframes.



This measure is intended to demonstrate our capacity to efficiently administer and enforce a safety regulation through the timely assessment of high-risk work licence (HRWL) applications.

The indicator is calculated as a proportion of the total number of HRWL applications finalised with those finalised within 14 days for each new, modified, and renewed licence during the same reporting period. New, modified, and renewed HRWL applications are considered to be equivalent in workload but the volume within these categories varies.

A weighted average by category is calculated and added together to determine the overall weighted average.

### Comment on results

During 2020-21, 34 per cent of HRWL applications were determined within 14 calendar days which is a 66 per cent variation from target.

This indicator was intended to represent how well DMIRS administers the Safety and Labour Relations Advice and Regulation Service and a target of 100 per cent was selected. This target has not yet been achieved.

The timely assessment of HRWLs has been negatively impacted by COVID-19 shutdowns and resources had to be reallocated during the year to deliver WA government priorities such as the Government COVID-19 health and economic relief 12 month occupational licence fee waiver and refund package.

# Section three

Disclosures and  
legal compliance





# Ministerial directions

There were no ministerial directives issued by our Ministers during 2020–21.

# Other financial disclosures

## Pricing policies of services provided

Statutory fees are charged to the public for various services provided by the department. These fees and charges are reviewed annually in accordance with the government's policy on the costing and pricing of government services. A costing methodology is used to determine the projected costs of service delivery, with particular attention to the level of cost recovery being achieved. Any increases in fees and charges are limited to the extent of cost recovery. The department's fee changes for 2020–21 were published in the WA Government Gazette on: 26 June 2020:

- ▶ Gazette No. 108 of 2020:
  - ▷ [Mines and Petroleum Regulations Amendment \(Fees and Charges\) Regulations 2020.](#)

The above changes came into effect on 1 July 2020. Other fees were amended later in the year under extraordinary circumstances due to the COVID-19 pandemic and provided waivers to industry. Details regarding the fees are available on the department's website.

## Capital works

The department recognises the importance of storing drillcore acquired during mineral and petroleum exploration in Western Australia. Drillcore is an important tool for industry stakeholders to develop geological models and exploration programs. It manages two purpose-built drill core libraries: the Perth Core Library located in Carlisle, and the Joe Lord Core Library in Kalgoorlie. The core libraries are used to display and archive drill core samples to assist subsequent exploration activity.

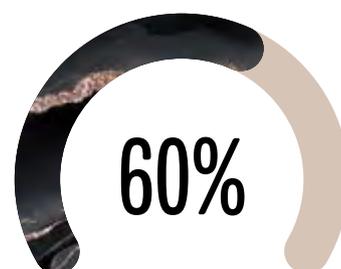
Due to a number of factors such as improvements in drilling technology and the success of government funded incentive schemes, the Joe Lord Core Library was close to capacity for both storage of drill core samples and available core viewing space. In July 2020, the State Government announced \$7 million of funding to support the core library extension as part of its COVID-19 Stimulus Package.

The project commenced on 1 December 2020 with an expected completion date of October 2021. The contract was awarded to a Perth and Kalgoorlie based company.

The project comprises of three primary areas of works including an extension of the existing core storage area, core viewing area and an expansion of the vehicular hard stand around the western corner of the new building.

The drill core storage extension has been designed to provide an additional 2,100m<sup>2</sup> of core storage and 827m<sup>2</sup> of external core viewing area. The core storage expansion will accommodate an additional 6,720 pallets of drill core in

10 additional aisles of proprietary high rise racking.



complete as at  
30 June 2021



# Our people

This year, our people have been challenged like never before. Alignment to our values of being respectful, responsive, forward thinking, transparent, fair and ethical remained particularly relevant and vital. The health and wellbeing of our people was communicated as being our number one priority, alongside the focus on providing safe workplaces.

Through commitment to our purpose, corporate values and safety, the message that ‘we are all in this together and we will get through this together’ was reflected.

Understanding just how critical our people are, our Corporate Executive ensured the importance of our staff was also reflected in our interim Strategic Response Plan developed to respond to the COVID-19 environment, with the inclusion of the response theme: ‘supporting and managing a flexible and inclusive workforce, and providing a safe workplace with a strong focus on our values, health and wellness’. Progress against this response theme has been addressed in this section:

- ▶ Supporting and managing a flexible and inclusive workforce (refer [page 58](#)).
- ▶ Providing a safe workplace (refer [page 67](#)).
- ▶ Strong focus on our values, health and wellness (refer [page 67](#)).

This commitment was echoed across every part of our business as we were involved in driving the State’s COVID-19 response and preparing for Western Australia’s economic and social recovery.

## Our staff profile

A capable, high performing workforce that delivers on Government and community priorities - we recognise that the Western Australian community relies on us, and that our people contribute every day to our performance.

	2019–20	2020–21
Full time	1,425.93	1,454.20
Part time	127.93	135.05
Secondment	33.80	35.60

## Supporting our people to reach their potential

### Staff development

We invest in our staff by providing learning and development opportunities as part of the Leadership Development Framework. Staff have completed training in accountable and ethical decision making, conflict of interest, performance development, cultural awareness, disability awareness, diversity and inclusion, and critical thinking. Managers were also provided with training in occupational safety, health and injury management, managing performance, recruitment and selection, resolving workplace issues, and Management Accountabilities – Understanding Your Role.

This investment in staff also extended to building leadership capacity by offering specialised opportunities such as involvement with the Career Development Program, Professional Foundational Skills Program, Learn Explore and Do program, the Managers Excellence Development Program, and the Public Sector Management Program.

Opportunities to participate in further customised in-house programs and sponsored external public sector-wide programs were also available.

### Workforce planning

The department continues to focus on strengthening the skills, diversity and flexibility of our workforce to meet the needs of the community both now and in the future. Last year, for the first time, a Succession Planning Pilot Program (the Program) was launched. At the end of the pilot, a review was conducted and, modifications were made. These included amending the Program to be less prescriptive and more adaptable to business area needs. The Program was designed to strengthen and maintain a strong talent pipeline, improve the diversity profile in leadership positions, and mitigate workforce risk.

Work has also continued on the development of the department’s Workforce Planning Framework. The new framework was developed in consultation with the Public Sector Commission and is currently in the consultation phase of implementation. The framework, which has a strong focus on the promotion of diversity has been drafted to align to the department’s operational planning process and the Leadership Development Framework.



## Performance Development

The Premier's focus areas were aligned to our response themes in the Strategic Response Plan and are integrated into operational deliverables through to individual objectives. The individual's contributions are managed through My Performance and Development (MyPD), the department's performance development process, which promotes ongoing discussions between the employee and their manager regarding the employee's role responsibilities, standard of performance and their development. MyPD training is included as part of the induction program for all new employees when commencing in the department.

“

The value I most relate to is **respectful** as this supports most of the other behaviours that gives us the stability and security to be capable of high performance, reliability and ethical decision making.



Julie de Jong  
Executive Director

## Supporting and managing a flexible and inclusive workforce

The department continues to provide a positive work environment which supports inclusive, mobile and flexible work options to assist employees to balance their work and non-work commitments, where it is mutually beneficial.

### A flexible workforce

In line with our flexible work policy, the importance of flexible work to attract and retain employees and enable a responsive and engaged workforce, is recognised and encouraged.

Additionally, our work at home policy was reviewed and enhanced following the effect on working arrangements due to the COVID-19 pandemic. The past year has seen a particular increase in work at home arrangements with employees embracing the use of available technology to interact with stakeholders, team members and managers to fulfil their job requirements whilst working at home. Arrangements are reviewed annually as a minimum to monitor and report on effectiveness.



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ergonomic assessments for work at home

### An inclusive workplace

To support our diverse workforce, DMIRS strives to maintain an inclusive workplace culture where all employees are valued, respected and connected. This commitment is outlined in the department's [Diversity and Inclusion Plan 2019–2023](#).

In order to ensure our workforce is reflective of the Western Australian community, we have reviewed our recruitment and branding practices to ensure existing and new initiatives to attract applicants, are in line with current applicant trends in a fast moving employment market. Initiatives include building and communicating a key message to applicants in line with DMIRS' values, building followers and an online community through social media recruitment mediums, partnering with online diversity platforms and providers, and targeting diversity applicants when advertising recruitment processes.





## Diversity profile: Aboriginal and Torres Strait Islanders

### Aboriginal Employment at DMIRS

We are committed to actively creating opportunities to achieve long term sustainable employment outcomes to create meaningful change and enrich the department through greater Aboriginal and Torres Strait Islander economic participation.

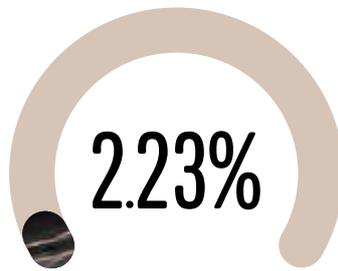
At DMIRS, we encourage all our employees to embrace and value the important contribution Aboriginal and Torres Strait Islander employees make to the department and the wider community.

Our goal is to increase workforce representation of Aboriginal and Torres Strait Islander employees by offering a range of entry pathways into the department, to provide enhanced career development opportunities for existing Aboriginal and Torres Strait Islander employees and increase representation in leadership positions.

To achieve this goal, our strategy focuses on four key action areas:

1. Expand the range of Aboriginal and Torres Strait Islander employment opportunities.
2. Invest in the capability of Aboriginal and Torres Strait Islander employees.
3. Increase the workforce representation of Aboriginal and Torres Strait Islander employees at all levels in the department with a specific focus on positions, Level 5 and above.
4. Improve and maintain a culturally inclusive workplace.

The Aboriginal Employee Network also known as the Gnalla Mila, Gnalla Wangkiny (Our Future, Our Say), or the Gnalla Network continues to provide support and guidance to our Aboriginal and Torres Strait Islander employees.



of our employees identify as Aboriginal and Torres Strait Islanders

In 2020–21, the department advertised six positions utilising Section 51 of the [Equal Employment Opportunity Act 1984](#) - a diversity initiative to achieve equality and increase workforce representation of Aboriginal and Torres Strait Islander people at the department. This resulted in four positions being filled permanently, one being filled on contract and another appointment is still being progressed.

### Reconciliation at DMIRS

The department's [Innovate Reconciliation Action Plan 2020–2022](#) (RAP) commits to practical actions that build respectful relationships and create opportunities for Aboriginal and Torres Strait Islander peoples.

Our plan is in the “Innovate” category of Reconciliation Australia’s ‘Reflect, Innovate, Stretch, Elevate’ framework. This plan follows a long history of reconciliation in the department and we are very pleased to continue our journey towards building and integrating reconciliation into our values and culture at DMIRS.

We have formed valuable relationships with community members, particularly in the remote Aboriginal communities of our State, and we continue to have regular face-to-face meetings to consult on unique local issues and opportunities.

The four key pillars of our RAP focus on continuing to build mutually respectful relationships and generate opportunities for Aboriginal and Torres Strait Islander peoples and businesses through employment and procurement.

DMIRS will focus on four key themes for the life of our RAP:

1. Building and maintaining mutually respectful relationships.
2. Respectfully acknowledging Aboriginal and Torres Strait Islander peoples, cultures, histories and rights.
3. Creating real opportunities for Aboriginal and Torres Strait Islander employment and career development.
4. Increasing engagement with Aboriginal and Torres Strait Islander owned businesses.





Recognising the diversity of the Western Australian community, the department has placed an emphasis on enhancing service delivery to Aboriginal and Torres Strait Islander communities through the provision of specific information and educational resources to ensure equal outcomes.

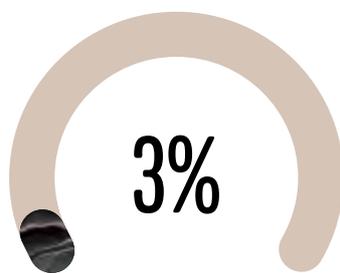
DMIRS continues to strengthen relationships with Aboriginal and Torres Strait Islander communities with trust and respect when connecting with stakeholders. The department participated in a joint agency celebration for National Reconciliation Week and NAIDOC Week at Gordon Stephenson House. DMIRS has been participating in this interagency collaboration since 2019 to continue strengthening our relationships.

DMIRS' commitment to supplier diversity was reflected in its awarding of 4 per cent of all contracts above \$50,000 inc GST to Aboriginal businesses, exceeding the target set for the year under the [State Government's Aboriginal Procurement Policy](#).

## Diversity profile: People with disability

### Employment outcomes for people with disability

Over the past 12 months, we have continued our focus on ensuring people with disability have equal access to employment and development opportunities. We openly promote and encourage the use of section 66R of the *Equal Opportunity Act 1984* to fill vacant positions and offer appropriate workplace adjustments as needed. In addition, we continue to provide learning opportunities to our staff through the provision of Disability Awareness Training and Disability Recruitment Confidence Training.



of the department's workforce identify as having a disability

In 2020–2021, the department advertised four permanent positions utilising Section 66R of the [Equal Employment Opportunity Act 1984](#) - a diversity initiative to achieve equality and increase workforce representation of people with disability at the department. This resulted in four positions being filled permanently.

### Supportive and inclusive culture

In 2020, the department's International Day of People with Disability celebrations featured guest speakers from Disability Service Providers who spoke about how they can help with recruiting and supporting people with disabilities in the workplace. Additionally, attendees were moved by personal stories from staff members. One of our staff members Nick, set the department a challenge at the end of his presentation "I challenge you to be yourself, show compassion, look for other's inner abilities and in so doing, appreciate everyone is different and special in their own individual way."

In 2020, DMIRS was delighted to work with a number of other government agencies and National Disability Services (NDS), in partnership with Public Sector Commission, on a building the talent pool Initiative. This partnership has assisted collaboration across departments, leading both to increased employment for people with disabilities in the government sector while also enabling DMIRS to increase the representation of people with disabilities within the department. As part of this partnership, DMIRS worked with the NDS to deliver Disability Awareness Training and Disability Recruitment Confidence Training for DMIRS staff.



## Disability access and inclusion plan outcomes

DMIRS is committed to delivering on the seven outcomes of our [Disability Access and Inclusion Plan 2019–2023](#) (DAIP 2019–2023) by working to provide equal access to services, events, facilities, consultation and feedback, employment and information for people with disability.

Initiatives that have taken place during 2020–2021 that support the seven outcomes are as follows:

Outcome	Achievements
<p><b>Outcome 1:</b> <i>People with disability have the same opportunities as other people to access the services of, and any event by DMIRS.</i></p>	<ul style="list-style-type: none"> <li>▶ Celebrated International Day of People with Disability by holding three events during the week across three locations. Regional staff joined via video conferencing. Staff reflected on how the department could improve opportunities for people with disabilities and learnt how the department is removing barriers and providing support to ensure all members of the community have equal employment opportunities.</li> <li>▶ Catering was provided by Workpower, a non-for-profit organisation dedicated to creating opportunities for people with disability, their families, and carers.</li> </ul>
<p><b>Outcome 2:</b> <i>People with disability have the same opportunities as other people to access the buildings and other facilities of DMIRS.</i></p>	<ul style="list-style-type: none"> <li>▶ Assisted an employee with hearing impairment in emergency evacuation situations, the fire panel was upgraded which enables Short Message Service (SMS) messages to be sent to individuals mobile phones in the event a fire alarm is activated. A mobile phone and sim card was also provided to alert the employee via a SMS when the evacuation alarm is sounded. Progress is underway through JobAccess to continuously improve the system in place.</li> <li>▶ Engaged contractors to provide accessible ramp options and related costings for the department's Theatre stage at Mineral House. The department is awaiting an accessibility audit report from the Department of Finance, prior to proceeding.</li> <li>▶ Met with the Department of Finance, and a consultant who will be conducting a building audit on Mineral House, to improve accessibility to staff toilets. The department is awaiting the report and will subsequently decide on a strategy going forward.</li> </ul>
<p><b>Outcome 3:</b> <i>People with disability receive information from DMIRS in a format that will enable them to access the information as readily as other people are able to access it.</i></p>	<ul style="list-style-type: none"> <li>▶ Retired two poorly accessible intranet sites and continued expansion of a new intranet that conforms with <a href="#">Web Content Accessibility Guidelines</a> (WCAG2.0) and other government policies to enable staff with disability better access to the department's information.</li> <li>▶ Developed videos and animations for internal and external use with closed captions.</li> <li>▶ Ensured new publications complied with the requirements of the <a href="#">Disability Services Act 1993</a>.</li> <li>▶ Continuously improved the department's policies, design style guide and written style guide to focus on creating clear and easy to read documents in alternative formats.</li> </ul>
<p><b>Outcome 4:</b> <i>People with disability receive the same level and quality of service from the staff of DMIRS as other people receive from the staff of DMIRS.</i></p>	<ul style="list-style-type: none"> <li>▶ Staff participated in Disability Awareness Training 101, a 2 hour training session facilitated by NDS. The aim of the training was to increase staff understanding of disability and the way it can impact colleagues in the workplace, increase awareness of inclusive language, understand the limitations of sharing information about disability, and be aware of personal bias and how it can impact the workplace.</li> </ul>



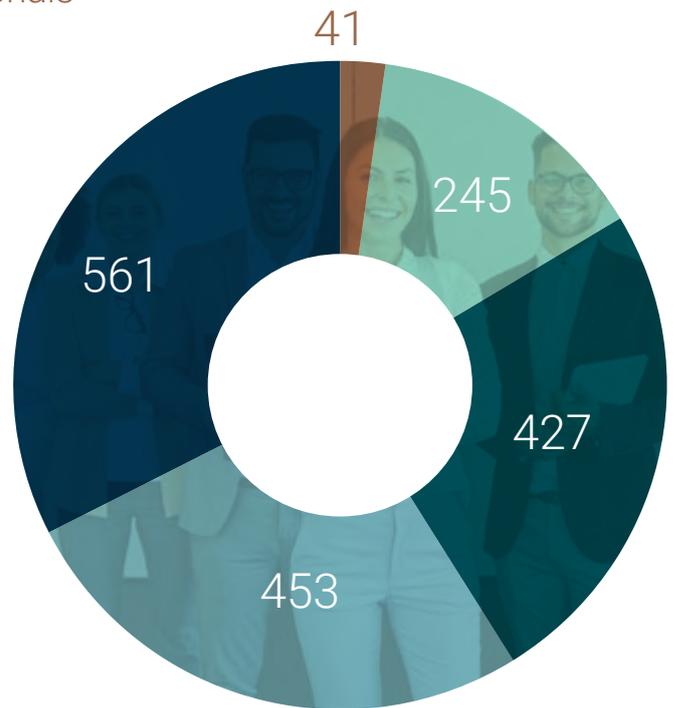
Outcome	Achievements
<p><b>Outcome 5:</b> <i>People with disability have the same opportunities as other people to make complaints to DMIRS.</i></p>	<ul style="list-style-type: none"> <li>▶ Conducted a review of its complaint-feedback system. Potential improvements were identified and as a result the department will be introducing a new system and related policies/procedures.</li> <li>▶ A new designated complaints form will be made available on our website which will be printable allowing for postal complaints. Complaints will also be able to be lodged online, at our counters and via the telephone, including by a nominated person on behalf of the customer if requested.</li> </ul>
<p><b>Outcome 6:</b> <i>People with disability have the same opportunities as other people to participate in any public consultation by DMIRS.</i></p>	<ul style="list-style-type: none"> <li>▶ Good consultation and engagement strategies are considered by DMIRS as essential in encouraging and allowing people to be heard and to contribute to decision making processes. DMIRS is committed to being inclusive, relevant and responsive and aims to encourage and support our customers to participate in public consultation through a number of methods including, for example, consultation pages on our website, face to face consultation sessions and our feedback/complaints system. DMIRS is committed to continuous improvement in how we engage with our customers and improving opportunities for people with a disability.</li> </ul>
<p><b>Outcome 7:</b> <i>People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.</i></p>	<ul style="list-style-type: none"> <li>▶ Employees attended Disability Recruitment Confidence, a 3 hour training session hosted by Sophie Keay, Building the Talent pool Project Officer, NDS Western Australia. The aim of the training was to improve the department's representation of people with a disability, provide knowledge and understanding of reasonable adjustments in the recruitment process and workplace, and instil confidence in panel members when assessing candidates with disability for any recruitment process.</li> <li>▶ Continued our partnership with the NDS Western Australia assisting the department enhance and strengthen recruitment practices. They have provided valuable advice around the use of s 66R <a href="#">Equal Opportunity Act 1984</a> in recruiting staff. They also provided networking opportunities on a quarterly basis for other government departments to share best practice ideas.</li> <li>▶ Advertised four roles using s 66R <a href="#">Equal Opportunity Act 1984</a> and they were all successful in recruiting people with a disability for those positions.</li> <li>▶ Met our target number of staff with a disability of 2.61 per cent with 3 per cent of the department's workforce identifying as having a disability.</li> </ul>



## Diversity profile: Youth and young professionals

Throughout the year, the department worked towards attracting, supporting and retaining our youth and young professional employees through a variety of employment programs, events and activities. The department continues to strive to increase our youth representation (24 years and under) to 3.1 per cent and young professional (35 and under) representation to 20.22 per cent by June 2023.

The department participated in the Public Sector Commission’s School-Based Traineeship program; coordinated the Interagency Graduate Program with the Department of Jobs, Tourism, Science and Innovation (JTSI); the Government Sector Labour Relations Graduate Program; and funded attendance at youth and young professional networking events and conferences.



### Traineeships

In February 2021, the department welcomed a new school-based trainee who joined the program alongside the department’s current trainee. The current trainee will graduate from the program in August 2021 and will commence in a long-term employment opportunity within the Human Resources team.

### We are diverse:

- 24 years and under
- 45 to 54 years
- 25 to 34 years
- 55 years and over
- 35 to 44 years

### Graduate program

The 18-month interagency graduate program, which ranked in the Australian Association of Graduate Employers Australia’s 2021 Top 75 Graduate Employers, focuses on attracting talented university graduates to a career in the public sector.

In January 2021, the department welcomed five new graduate officers alongside six JTSI graduate officers. The graduates will undertake customised rotations throughout the departments and other state government agencies to gain experience, build networks and improve their understanding of Western Australian state government, before returning to a position in their home area.



Back row l-r: Dilshan Hafeel (DMIRS); Kyle Kerton (JTSI); Georgina Allan (JTSI); Hannah Mondy (JTSI); Paris Atkins (JTSI); Daniel Giorgi (JTSI); David Putra (DMIRS).  
 Front row l-r: Vicki Do (DMIRS); Kaili Matthews (DMIRS); and Grace Abbott (JTSI). Chetna Sharma (DMIRS) is not pictured.

## Diversity profile: Women in leadership

The department believes a gender-balanced leadership team has the ability to improve operational effectiveness and deliver better outcomes for the Western Australian community.

The department has had success in increasing workforce representation for women in leadership positions with 47.37 per cent of women appointed to senior executive service contracts, exceeding the target of 45.5 per cent and 51.61 per cent women substantive appointed to tier 2 and 3 positions exceeding the target of 46.88 per cent.

This has been achieved through a number of strategies including:

- ▶ encouraging equal numbers of women and men participating in internal leadership development programs and mentoring programs;
- ▶ promoting flexible working arrangements available for all departmental staff;
- ▶ providing women with opportunities to gain experience in senior-level positions;
- ▶ implementation of the Women's Career Development Program;
- ▶ ensuring corporate funding is made available for women to attend programs and conferences to develop their leadership capabilities and progress their careers;
- ▶ promoting women in leadership at International Women's Day events;
- ▶ launching the DMIRS Succession Planning Pilot program. One of the outcomes of the program is to create gender balance and increase the diversity profile of the department's leadership talent pipeline; and
- ▶ partnering with [Work180](#) to become the first Western Australian State Government 'Endorsed Employer'. Work180 is a global jobs network that advocates for working women and provides job applicants with a transparent directory of endorsed employers who support diversity, inclusion and equality.



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The department embraces multiculturalism and is committed to implementing and monitoring the plan's priorities as we strive to create a workforce with a range of skills, experiences and perspectives while ensuring our services meet our customers' needs and expectations.



David Smith  
Director General (to 30 May 2021)

## Multicultural Plan

In February 2020 the [Western Australian Multicultural Policy Framework](#) (the framework) was endorsed by Cabinet. It translates the principles and objectives of the Western Australian Charter of Multiculturalism into three multicultural policy priorities for WA public sector agencies.

Following the release of the framework DMIRS established its first Multicultural Plan, launching at Harmony Week in March 2021. The purpose of the plan is to continue to support the capacity and contribution of people from culturally and linguistically diverse (CaLD) backgrounds and enable effective services to be delivered. The DMIRS Multicultural Plan includes strategies through to 30 June 2022, with those that are workforce-focused implemented and monitored through our [Diversity and Inclusion Plan 2019–2021](#), and the external and community focussed through the development of key initiatives.

Under the first policy priority of harmonious and inclusive communities: DMIRS celebrated significant days such as Harmony Week, International Day of People with Disability and International Mother Language Day. During Harmony Week, DMIRS showcased a series of videos featuring our culturally and linguistically diverse staff. Staff were also encouraged to develop their understanding of cultural and linguistic diversity by completing the Diverse WA – cultural competence training to promote harmonious and inclusive communities.

For the second policy priority of culturally responsive policies, programs and services: DMIRS promoted the use of translator and interpreter services to staff via a number of newsflashes to create awareness and educate staff on obligations when dealing with members of the community so as to ensure staff are aware of the language assistance services that are available and are to be provided where requested.

To address the third policy priority of economic, social, cultural, civic and political participation: DMIRS will continue to establish partnerships with other Government agencies within the sector and multicultural groups to create opportunities to promote services and keep people from CaLD backgrounds informed of their rights. In December 2020 DMIRS and Department of Transport presented a joint seminar titled "Make learning to drive easy" coordinated by the City of Swan. The department provided the community group with information regarding their consumer rights associated with motor vehicles retailers and repairers, and of the department's WA ScamNet website.



## Strong focus on our values, health and wellness

In demonstrating its commitment to the health and wellbeing of staff, the department partnered with Curtin University's Future of Work Institute to participate in an audit and survey aligned to the Thrive at Work initiative. Thrive at Work is based upon an integrated, world leading evidence based framework and underpinned by decades of research on work design.

The aim of the audit was to review and understand existing well-being practices within DMIRS through a review of current strategies and initiatives. The survey was conducted to understand current employee well-being perceptions and effectiveness of those practices. The results found that the department is well placed to act strategically and lead the way with many strengths and leverage points. It also identified opportunities to embed existing health and wellbeing practices rather than adding, and better utilising informal practices to strengthen formal practice.

The results of the audit and survey were combined and presented to the department including details of where we are well placed in tackling mental health and wellbeing challenges, and areas for further attention. Following some further data analysis of other mental health and wellbeing indicators the department will soon be launching its Employee Wellbeing Strategy in mid to late 2021.

The department recognises that some employees, through the nature of their work, may be exposed to potentially traumatic events (PTEs), which can impact the psychological wellbeing of these individuals. In 2020–21, the department contracted the services of Phoenix Australia to review the support currently provided by the department, and to provide recommendations to implement a framework that aims to reduce the risk of short and long term psychological injury or impact of trauma for those employees who are exposed to PTEs. Implementation of these recommendations will commence in the 2021–22 financial year.

For further information on our values (refer page [34](#)), and our wellbeing program WOW (refer page [71](#)).

## Government policy requirements

### Providing a safe workplace

#### Commitment

Our focus on safety is illustrated in our purpose *supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector* and in our interim Strategic Plan with the response theme *supporting and managing a flexible and inclusive workforce, and providing a safe workplace with a strong focus on our values, health and wellness*. Additionally, in its annually reviewed [OSH Policy Statement](#), the department reconfirms this commitment that it will provide a safe and healthy work environment, maintaining the safety and health of its employees, contractors and visitors, as far as reasonably practicable.

This commitment begins at the highest level with the Corporate Executive and DMIRS leadership team in their support, resourcing and involvement with the department's safety management system, which also includes the working on wellness (WOW) program; mental health training; and the Occupational, Safety and Health Committee, which provides an avenue for consultation across the department. Employees across the department also reflect the same level of commitment with their enthusiastic response to the WOW program, their attendance at training sessions and the high number of Safety and Health Representatives (SHR), all of whom attend the OSH Committee meetings as well as other training and the annual SHR forum.

OSH is a standing agenda item for Corporate Executive meetings as well as divisional and branch level meetings. This facilitates and encourages discussion and resolution of safety issues, raises awareness of recent incidents and assists in circulating new or updated procedures. The Work Health and Safety (WHS) team produce a monthly 'Safety on the Agenda' notification which is sent to managers and SHRs, to communicate key safety messages. These notifications have included important COVID-19 messages and up-to-date information about restrictions or changes to health advice that may impact staff. Regular OSH inspections were also undertaken during the year.

The department was proactive in its response to the COVID-19 pandemic and appointed the Executive Director Corporate Services as the Critical Incident Commander. The WHS team were

identified as key in providing support and advice and the Manager WHS is a representative on the Critical Incident Management Team (CIMT). In this role, WHS supported the CIMT in facilitating safety measures, responding to staff enquiries, consulting with other agencies and ensuring that accurate and current advice was implemented and provided to staff. There was an ongoing whole-of-department approach to the pandemic and the resulting restrictions which included timely and informative communications and the continuous review of response processes and procedures.

As part of its response to the restrictions imposed by the pandemic, WHS have assisted with the process to enable staff to work at home safely which included assisting in the management of working at home applications, assessing OSH self-assessment checklists and arranging ergonomic assessments where required. An audit has been completed for current work at home arrangements and the results indicated that staff who work at home have accurately reported their working at home conditions and ergonomic equipment and managed their OSH at home well.

This year, the Director General and Corporate Executive recognised employees who showed outstanding commitment to the continuous improvement of OSH issues in the department through the [DMIRS Work Health and Safety Excellence Awards](#), which include three award categories. This was the second year the awards have been presented with nominations open to all staff or teams that made a significant contribution to OSH over the previous 12 months. The Corporate Executive showed their commitment and support by attending the award ceremony, with the Director General presenting the awards.



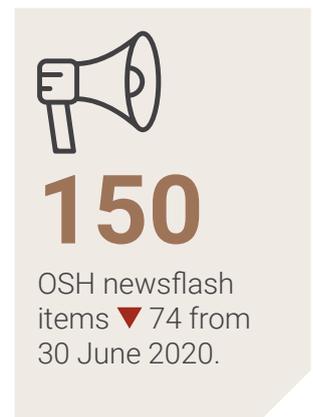
DMIRS Work Health and Safety Excellence Award winners with the (former) Director General David Smith (left to right): Negar Paige, David Smith, Marka Haasnoot, Judy Fletcher, Claire Hennigan and Erin James.

### Consultation

The OSH Committee provides an avenue for consultation across the department. The Committee meets quarterly to discuss and resolve issues raised by the SHRs, and where required make recommendations to Corporate Executive on safety and health strategies. The OSH Committee also reviews the department's OSH statistics and trend analysis, including hazards and incidents reported that quarter.

Employees are represented by their elected SHRs who are all members of the OSH Committee, chaired by an executive member and an employee representative on a rotational basis.

The OSH Committee is accountable to the Director General through the Corporate Executive. The OSH Committee minutes are tabled with the Corporate Executive and made available to staff through the department's intranet, via SHRs, departmental newsflashes,



noticeboards and the 'Safety on the Agenda' notifications. The Manager WHS presents OSH data including hazards, incidents and highlights any emerging trends to the Corporate Executive on a quarterly basis.

OSH Committee members are given the opportunity to provide feedback through an annual survey on the effectiveness of the OSH Committee throughout the department. Prior survey results indicate Committee members find the Committee effective in discussing and resolving OSH issues and providing advice and recommendations to the Corporate Executive. Committee members also agreed that meetings are productive and relevant and that they all have an opportunity to provide feedback on OSH matters and to raise OSH issues.

The Emergency Management Working Group (EMWG) currently reports to the OSH Committee on a quarterly basis. The purpose of the EMWG is to provide a forum for discussion on emergency management and response procedures, and to make recommendations to the OSH Committee on the department's emergency management procedures and/or processes. The EMWG also serves to facilitate effective consultation and problem solving on matters relating to emergency management; to consider and report to the OSH Committee any issues / matters referred to the EMWG by the Chief Fire Wardens in regards to evacuations and/or training; and to ensure consistency between the department's sites and locations with regards to compliance with OSH legislation.

In addition to the OSH Committee, the Wellness Committee is another example of an effective consultative mechanism within the department that aims to improve health outcomes for staff.

### Injury management

The department's commitment to injury management in accordance with the [Workers' Compensation and Injury Management Act 1981](#), is reinforced by the Director General's [OSH Policy Statement](#) with a commitment to injury management, including early intervention and the development of meaningful return to work programs for injured workers. The department meets its duty of care obligation to work and non-work related injured workers by the establishment and implementation of medically guided and meaningful return to work programs.

The department manages injuries in accordance with leading practice injury management by partnering with the manager to determine early return to work strategies, facilitating proactive medically guided return to work programs and ensuring the rehabilitation goal is appropriate and achievable.

We have continued to provide comprehensive OSH and injury management training for managers focusing on early intervention strategies and facilitating successful return to work for injured workers throughout the department. While there has been an increase in the lost time injury and/or disease incidence rate, and a reduction in the percentages of workers returned to work within 13 and 26 weeks, the department's workers' compensation claims remain low as benchmarked against industry. In the 2019–20 financial year the department had 12 workers' compensation claims and this year, there were 16 claims.

### Safety management system

The department's Internal Audit team were scheduled to review the DMIRS safety management system (SMS) against the WorkSafe plan in January this year. This was deferred due to pressures arising from COVID-19 and will now commence early in the next financial year.

The two safety management systems of the legacy departments were assessed against the WorkSafe plan audit and assessment (we received platinum certification in 2017, and gold in 2015) and all audit recommendations having been implemented. Additionally, the department was audited by the Industrial Foundation for Accident Prevention (IFAP) in 2017 and 2019, and received a Gold Safe Way Achiever Award for a best practice safety management system.

The department's SMS is integrated into all levels of planning and systems. The SMS aims to exceed the requirements of the OSH Act. During the past year, this commitment was communicated to staff via the annual publication of the department's reviewed OSH Policy and the OSH Policy Statement which is displayed in each of the department's office sites.

As part of a continual improvement program of the SMS this year, the department successfully developed and implemented MyWHS, the new online hazard and incident reporting and management system. MyWHS improves how safety and health events can be managed and



tracked across the department. It enables hazards to be quickly identified so that controls can be put in place in a timely and effective manner. MyWHS also encourages a more active reporting culture which can assist in reducing the harm that employees may be exposed to. MyWHS includes an investigation process within the system, leading to greater consultation that assists in identifying the root causes that led to the incident and implementing effective controls.



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incident reports ▲ 9 from 30 June 2020

## Report on performance

Measure	Actual results			Results against target	
	2018–19	2019–20	2020–21	Target	Comment on result
Number of fatalities	0	0	0	0	Target achieved
Lost time injury and/or disease incidence rate	0.35	0.50	0.62	0 or 10% reduction	This is a 24% increase but the number of claims remains low <sup>(1)</sup>
Lost time injury and/or disease severity rate	40.0	0	40.0	0 or 10% reduction	This is a 40% increase but is consistent with 2018–19 severity rate <sup>(2)</sup>
% of injured workers returned to work:					
i) within 13 weeks	i) 100%	i) 100%	i) 40%	Greater than or equal to 80%	Target not achieved <sup>(3)</sup>
ii) within 26 weeks	ii) 100%	ii) 100%	ii) 60%		
% of managers trained in OSH management responsibilities, including refresher training within three years	93%	92%	85%	Greater than or equal to 80%	Target achieved

### Note:

- (1) There were 10 lost time injury claims in 2020–21, compared with eight during 2019–20.
- (2) DMIRS had four severe claims in this reporting period; two psychological and two musculoskeletal.
- (3) The percentages of injured employees returned to work are reflective of the four severe claims reported this period and the resulting complexity of the return to work programs.

## Working on wellness

The department's Working on Wellness (WOW) program continues to be popular and well-received by its employees in looking after their health and wellness goals. In the last year, WOW adopted new and innovative practices to address the challenges presented by the COVID-19 pandemic.

Twenty-two virtual and interactive webinars were available to all employees on a range of health topics including self-care for mental and physical wellbeing, helping children regulate their heightened emotions, mental health and wellbeing during COVID-19, how to have conversations with others around mental health, burnout and fatigue, technology and children, office based stretching, maintaining health and wellbeing in winter, men and cancer, and healthy ageing and financial wellbeing. A 12 week healthy lifestyle program was also virtually rolled out to employees to assist them in achieving their health and fitness goals.

Additionally numerous face to face sessions were available to employees including the well-received "R U OK" day, flu vaccinations, skin cancer screening, health assessments and a wide variety of seminars on nutrition, men's health, mental health awareness, diet and cardiovascular health, the science of sleep, and breast cancer and bowel cancer awareness.

The WOW program also offered an assortment of 'come and try' physical and creative activities such as core strength and stretching classes and high intensity interval training sessions to promote mental wellbeing via supporting employee engagement.

In the past year the WOW program succeeded in increasing regional engagement by providing local flu vaccinations, skin checks, health checks, a WOW presentation at regional conferences and participation in the



44

Number of WOW events ▲ 11 from 30 June 2020.

six week virtual Ultimate Kimberley Walking Challenge. This virtual walking challenge saw 250 staff walk a total of 79,241kms.

Participation rates across the department have increased from the previous financial year by 13 per cent, with 3,121 instances of employees attending various events and initiatives.

Each year the effectiveness of the WOW is evaluated through a staff survey. The feedback received assists in building the calendar for the year ahead. The most recent survey found 97 per cent of respondents are aware of the WOW program, 75 per cent have participated in the program in the past year and 67 per cent are very satisfied or satisfied with their experience in the past 12 months.

## Training

The department is committed to furthering the education and knowledge of its elected safety volunteers and this year our SHRs participated in ergonomic assessment training, which gives them some basic information on ergonomic set up, and incident investigation training to enable them to effectively assist as part of an investigation team.

To help in the roll out and uptake of the MyWHS system, targeted training was run across the department and in particular for key stakeholders such as the elected SHRs, regional managers, and first aid officers. These information and demonstrations sessions continue to be offered to all employees and managers can request demonstrations at their team meetings.

The WOW survey results indicated a high level of interest in mental health. As a result a number of sessions were offered. Approximately 100 employees and managers attended the mental health training sessions. Employees were able to gain a better understanding of what mental health is, the types of mental illness, maintaining your own personal wellness and how to support friends and colleagues. The session for managers provided specific training to assist with managing mental health issues in the workplace. A range of mental health initiatives will be undertaken during the next financial year including raising awareness during Mental Health month in October.



3,316

WOW participation ▲ 1,490 from 30 June 2020.



# Governance disclosures

A number of actions to strengthen our governance have occurred throughout the year including self-assessments against the recommendations of the [Department of Communities: Housing Authority Review, EY Report](#) (Commissioned by the Public Sector Commission); and the Public Sector Commission Integrity in financial management: [Self-assessment checklist](#). The self-assessments assisted in identifying the department's strengths in these areas and also opportunities for improvement that are now being actioned. Action plans to address the gaps will be implemented during 2021–22, and will be monitored with quarterly progress reports provided to the Audit and Risk Committee.

## Corporate Executive Subcommittees

As part of the Corporate Executive's commitment to good governance practices, six Corporate Executive subcommittees have continued to meet during 2020–21. These subcommittees ensure the department's strategic objectives are achieved, risks are managed and resources are used responsibly. The subcommittees provide oversight and accountability in the areas of audit and risk, performance, finance, digital technology, reform, diversity and inclusion.

### Audit and Risk Committee

Met four times during the year to provide oversight of the department's governance, risk management and internal control practices to provide confidence in the integrity of these practices and enable achievement of government and organisational strategic objectives. In accordance with the Treasurer's Instruction 1201, the Audit and Risk Committee is fully independent - for further information refer to [page 95](#).

#### Key Achievements:

- ▶ Oversaw enhancements to risk management and business continuity measures in response to COVID-19.
- ▶ Monitored outstanding audit recommendations to ensure identified risks were mitigated.
- ▶ Reviewed the outcomes of the department's self-assessments against the [Housing Authority review, EY report recommendations](#) and the [PSC integrity in financial management checklist](#).

### Diversity and Inclusion Subcommittee

Met quarterly to monitor and progress the implementation of the department's [Diversity and Inclusion Plan 2019 – 2023](#). The subcommittee ensured strategic decision-making and accountability on diversity and inclusion matters, aligned to priorities of the department and the Public Sector.

#### Key Achievements:

- ▶ Developed and promoted an annual diversity and inclusion calendar to recognise and celebrate key events including International Women's Day, National Reconciliation Week, International Day of People with a Disability and International Youth Day.
- ▶ Launched [DMIRS Innovate Reconciliation Action Plan 2020 – 2022](#) and promoted the [Aboriginal Employment Strategy](#).
- ▶ Piloting and rolling out of Diversity and Inclusion, Cultural Awareness; Disability Awareness and Mental Health training to managers and staff.
- ▶ Continued progress towards increasing workforce representation for diversity priority groups and became an 'Endorsed Employer' with Work180.



## Reform Subcommittee

Met five times during the year to ensure accountability and strategic decision-making on regulatory reform matters, aligned to government and corporate priorities and strategic direction.

### Key Achievements:

- ▶ Worked with business Groups to recommend, coordinate, monitor and report on the delivery of agreed regulatory reform initiatives (e.g. Payment Card Industry Data Security Standard).
- ▶ Prepared a Licence Reform paper for Corporate Executive which outlined a 3–4 year program of work with impacts on all areas of the department.

## Finance Subcommittee

Met monthly to provide oversight of ongoing and strategic financial management and to ensure that DMIRS manages finances responsibly with a focus on whole-of-government objectives and delivering services in the most efficient way.

### Key Achievements:

- ▶ Monitored the department's revenues and expenditures in relation to forecasts.
- ▶ Established processes for the allocation of budgets within the department.
- ▶ Monitored the department's financial performance against departmental priorities and approved budgets.
- ▶ Formulated strategies for improving the department's financial position.

## Performance Subcommittee

Met four times during the year to assist leadership with their governance and oversight responsibilities and enhance/improve our performance reporting.

### Key Achievements:

- ▶ Reviewed quarterly reports for mining and petroleum approvals performance, licensing performance against targets, DMIRS Key Performance Indicators (KPIs) and Corporate Performance Indicators (CPIs).
- ▶ Endorsed improvements to enhance presentation of the Approvals Performance Report for mining and petroleum, KPI reporting by introducing a quarterly dashboard, and CPI with commentary and discussion points.
- ▶ Endorsed recommendations to increase the transparency of DMIRS Licensing Performance Reports and a new website page for publishing.

## Digital Technology Subcommittee

Met monthly to provide an opportunity for leadership to consider and discuss new and strategic approaches to DMIRS technology.

### Key Achievements:

- ▶ Introduced a Portfolio Project Prioritisation Process involving quarterly review of projects submitted and ranked, ensuring greater visibility of portfolio, improved resource management, better use of funding and improved alignment to Government and our strategic goals.
- ▶ Endorsed DMIRS Strategic information and communications technology (ICT) Roadmap.
- ▶ Oversaw financial ICT spend.



## Business continuity planning

2020–21 has been a time of learning, in particular navigating the pandemic. Declared a critical incident, the department's response highlights the value of flexibility, adaptation and continuous improvement. Prior to the pandemic, DMIRS had existing business continuity plans. What we learnt, however, was that these plans were not appropriate for responding to a continually evolving situation subject to rapid change.

As the situation progressed and community lock downs were imposed, staff adapted to working from home. To support them we enhanced our IT capability, by increasing the number of staff who were able to remotely access our systems and programs in a home environment, to continue the delivery of our vital business functions. Corporate email, intranet and other cloud-based systems enabled staff access from home while managing the associated cyber-security risks. A COVID-19 intranet page was established to provide up-to-date information about the pandemic, links to other information sources, and useful documents and templates for staff working at home.

As the pandemic progressed, the department reassessed how it could continue doing business and we were faced with a number of questions including:

- ▶ What are our vital business functions?
- ▶ What services should we suspend?
- ▶ How can we deliver these in a different way?

We reviewed our list of vital business functions using a process of business impact analysis; the outcome of which was formalised in a DMIRS Business Continuity Management Strategy. This strategy provided the Corporate Executive with a prioritised list of its most important functions and the minimum service levels that needed to be maintained.

The pandemic was the catalyst for a major review of the department's response to, and management of, critical incidents. A revised Critical Incident Management Plan and supporting procedures were established, and DMIRS inaugural Business Continuity Management Framework was approved by Corporate Executive. The work continues to ensure continuous improvement as we learn more about responding to and managing COVID-19 and other critical incidents.

## Risk Management

The department remains committed to ensuring that it operates within a 'risk aware' culture that encourages responsible and informed risk-based decision-making within its declared risk framework. During the year the department's Risk Policy and Risk Framework were reviewed and updated to ensure our risk management processes remain appropriate to minimise the department's exposure to risk and maintain stakeholder confidence. In response to feedback from the business, the departments risk tables were expanded to make them more relevant and meaningful and to reflect the updated Risk Management Standard. Our operational areas continued to develop their operational risk registers, attending risk workshops and assessing their risks. An increased number of procurement risk assessments were undertaken during the year for purchases of significant value or where there were other contract risks.

## Internal audit

The Director General has established an effective internal audit function as a key component of the governance framework within the department. In compliance with the [Financial Management Act 2006](#) and Treasurer's Instructions the internal audit function operates in accordance with the International Professional Practices Framework of the Institute of Internal Auditors and under an approved audit charter. It provides independent, objective assurance, and consulting services that are designed to add value and improve the department's operations.

The department's internal audit mission is to enhance and protect organisational value by providing risk-based and objective assurance, advice and insight. It also plays an active role in developing and maintaining a culture of accountability, integrity and adherence to high ethical standards.

The [annual audit plan](#) is risk-based and covers both financial and non-financial operations. The plan is continually reviewed and amended during the year to reflect current and emerging risks. As a response to COVID-19 internal audit conducted a number of agile insight audits during 2020–21 to provide Corporate Executive with additional assurance and insight.

## Public interest disclosures

There were no public interest disclosures received or managed during 2020–21.



# Other legal requirements

## Act of grace payments

In accordance with [Treasurer's Instruction 319: Act of Grace Payments](#), all act of grace payments are to be disclosed in the annual report. Requests for an act of grace payment arise from many and varied situations and each request is assessed on the circumstances associated with that particular request. Act of grace payments are linked to the services delivered by the department.

Section 80(1) and (2) of the [Financial Management Act 2006](#) and [Financial Management Regulation 8](#) provide that the Treasurer may approve an act of grace payment of up to \$250,000, and where the payment exceeds that amount prior approval of the Governor must be sought.

This year, the departments act of grace payments relate to royalty rebates as per the financial assistance agreement for the Koolyanobbing Iron Ore Mine, refunds of tenement rental monies paid and refunds on occupational licensing.

## Act of grace payments 2020–21

Administered funds		
Payment date (approved by the Governor)	Payment amount \$	Purpose of payment
August 2020	21,301,110.07	Royalty refund
December 2020	23,072,581.78	Royalty refund
March 2021	27,577,329.26	Royalty refund
June 2021	34,835,500.61	Royalty refund
	<b>106,786,521.72</b>	
Payment date (approved by the Minister)		
July 2020	1,350.00	Refunds of tenement rent
July 2020	270.00	Refunds of tenement rent
October 2020	540.00	Refunds of tenement rent
December 2020	270.00	Refunds of tenement rent
January 2021	207.30	Refunds of tenement rent
February 2021	6,156.00	Refunds of tenement rent
June 2021	972.00	Refunds of tenement rent
	<b>9,765.30</b>	
Total acts of grace - Administered	<b>106,796,287.02</b>	
Controlled funds		
Payment date (approved by the Minister)	Payment amount \$	Purpose of payment
November 2020	13,812.00	Annual tenement rent refund
January 2021	110.00	Annual tenement rent refund
May 2021	1,470.00	Annual tenement rent refund
December 2020	854.75	Employment Agents Fee Refunds
December 2020	2,171.20	Land Valuer Fee Refunds
December 2020	3,968.00	Motor Vehicle Fee Refunds
December 2020	3,000.00	Real Estate Agents Fee Refunds
Total acts of grace - Controlled	<b>25,385.95</b>	
Total acts of grace payments	<b>106,821,672.97</b>	



## Unauthorised use of credit cards

DMIRS adheres to [Treasurer's Instruction - 321 Credit Cards – Authorised Use](#) regarding card expenditure.

Despite all cardholders being aware of their obligations under the department's credit card policy, there were 63 instances of personal usage, by 50 individual cardholders (6 people had two or more occurrences).

One matter has been referred for disciplinary action. All other matters were not referred for disciplinary action because the Chief Finance Officer noted prompt advice and settlement of the personal use amount, and, that the nature of the expenditure was immaterial and characteristic of an honest mistake.

In accordance with [Treasurer's Instruction - 903 Agency Annual Reports](#), the table below discloses credit card use for personal expenditure.

Instances of unauthorised credit card use	2020–21
Number of instances the Western Australian Government Purchasing Cards have been used for personal purposes	63
Aggregate amount of personal use expenditure for the reporting period	\$2,597.97
Aggregate amount of personal use expenditure settled by the due date (within 5 working days)	\$2,519.88
Aggregate amount of personal use expenditure settled after the period (after 5 working days)	\$78.09
Aggregate amount of personal use expenditure remaining unpaid at the end of the reporting period	\$0.00
Number of referrals for disciplinary action by the notifiable authority during the reporting period	1

## Customer feedback

The department is committed to adapting its services to further improve the customer experience. Some examples of what we have achieved over the year include:

- ▶ developed and implemented an electronic system to provide all designated gas inspectors the ability while in the field to raise Inspectors Orders or Notice of Defects;
- ▶ reduced our titles spatial services survey backlog to 186 tenements as at 30 June 2021. By contrast, in January 2018, we had 1,080 tenements awaiting processing - this is a reduction of 82.8 per cent; and
- ▶ implemented new online government sector labour relations advice resource.

Our approach to customer feedback aligns with our Strategic Intent. We maximise our impact as a service provider by: delivering quality services at the lowest cost possible; reducing the complexity of the customer journey through Government; using digital technologies to improve the customer and staff experience and responding to customer feedback.

As reported earlier (refer [page 19](#)), the results in the annual stakeholder satisfaction survey revealed our people are:

- ▶ professional, courteous and respectful (72 per cent agree)
- ▶ ethical and genuinely try to help (69 per cent agree)
- ▶ responsive to queries (66 per cent agree)

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

The department has a robust approach in dealing with customer feedback facilitating feedback. We have multiple channels to make providing feedback easy, including an online form on the department's website, telephone numbers and contact email addresses.



Feedback received by DMIRS during 2020–21:

Compliments	Complaints	Suggestions	Total
33	162	54	249

The department can confirm that the complaints were responded to in a timely manner by appropriate officers of the department, and that there were no process improvements made as a result of these suggestions or complaints.

As part of a wider review to improve the experience of our customers, the department is developing a new online feedback system to be launched in the following year. Aligning with the department’s digital strategy by using digital technologies to improve the customer and staff experience, the new system will be user-friendly saving time and effort for the customer.

## Compliance with public sector standards and ethical codes

The department is committed to maintaining an ethical, transparent and accountable workforce and actively encourages employees to uphold the highest standard of conduct and integrity at all times, as well as in accordance with [Commissioner’s Instructions No. 7](#) and [8](#).

Accountable and Ethical Decision Making (AEDM) and Conflict of Interest (COI) form part of the department’s induction program for all new employees. In line with recommendations from the department’s internal assessment against the Ernst and Young Housing Authority Review, the AEDM and COI training were reviewed and updated in 2021. As at 30 June 2021, 97per cent of employees have completed the AEDM training and 94 per cent of employees have completed the COI training.

During the year staff were asked to complete an integrity survey which aimed to provide insight into the department’s integrity culture, perceptions of leadership and confidence to report matters where unethical behaviour has been observed. The survey also measured the perceived effectiveness of educating employees through training, available reporting options and policy documents.

Following analysis of the results, the department has implemented a range of ongoing actions to assist in embedding a culture of integrity including increased communication, a review of integrity themed training and enhanced integrity mechanisms in recruitment practices. Further work is planned to focus on the reporting of employee integrity concerns and processes to ensure expectations are effectively managed.

“

All six values are important to me and influence the way I work and approach others. If I have to make a choice it is being **ethical**; I have always felt very strongly about doing the right thing. In the public sector in particular where we are serving the community it is highly critical that we are accountable, open and transparent in what we deliver.



Marka Haasnoot  
Executive Director



## Expenditure on advertising, market research, polling and direct mail

In accordance with section 175ZE of the [Electoral Act 1907](#), the department incurred the following expenditure in advertising, market research, polling, direct mail and media advertising. Total expenditure for 2020–21 was \$839,837. Expenditure was incurred in the following areas (detailed below).

Expenditure	Organisation	Amount	Total	
Advertising agencies	Initiative	\$650,155		
	Mintox Media	\$23,100		
	The Islander	\$3,038		
	The Atoll	\$2,251		
	Mulga Mail	\$2,235		
	Twitter	\$128		
	<b>Advertising agencies total</b>			<b>\$680,907</b>
Market research organisations	Ipsos Pty Ltd	\$71,461		
	Initiative	\$20,168		
	Survey Monkey	\$4,810		
	<b>Market research organisations total</b>			<b>\$96,439</b>
Polling organisations	Facebook	\$1,260		
	<b>Polling organisations total</b>			<b>\$1,260</b>
Direct mail organisations	Quickmail	\$12,748		
	Createsend.com	\$11,263		
	Campaign monitor	\$8,795		
	Farmguide	\$3,060		
	Mailchimp	\$884		
	Australia Post	\$486		
	<b>Direct mail organisations total</b>			<b>\$37,236</b>
Media advertising organisations	Southern Cross Austereo	\$23,000		
	CFMEU Branch Digest	\$995		
	<b>Media advertising organisations total</b>			<b>\$23,995</b>
	<b>Total</b>			<b>\$839,837</b>

## Disability Access and Inclusion

Refer to the people with disability section on [page 61](#).

## Recordkeeping plans

The department continuously monitors and evaluates the performance of its electronic document and records management systems (EDRMS), ensuring compliance with both legislative standards and meeting operational business requirements. Information created by staff, in line of business systems and information from customers and stored in our EDRMS is regularly monitored, audited, verified and reviewed for both quality assurance and data integrity. This includes qualitative and quantitative system checks that analyse information, providing accountability and transparency.

In July 2020 the department commenced a project (referred to as the oneDMS program) to implement a single unified document management solution on the Objective EDRMS platform, retiring the OurDocs records management system, which will provide an enhanced user experience and promote best practice recordkeeping within the department.



## Training programs

All new departmental employees are required to complete mandatory information management and recordkeeping training.

We provide Total Recordkeeping Awareness Course (TRAC) online training, a self-paced learning and development course covering: government employee accountability and compliance standards; legislative requirements including the [State Records Act 2000](#) and the [Freedom of Information Act 1992](#); benefits of best practice recordkeeping; consequences of inadequate recordkeeping; and the creation, access, storage and disposal of government records. TRAC was reviewed and updated in 2021.

Training in the use of the EDRMS (OurDocs/ Records Manager and Objective) is provided to all employees through a face-to-face classroom environment or in a virtual format using Microsoft Teams. The training includes an overview of the application of foundational information management principles that guide system use and information management, document creation and storage.

Objective EDRMS online training was decommissioned and replaced with dedicated face-to-face (classroom or virtual) training in late 2020 in conjunction with the commencement of the oneDMS program and the deployment of the Objective system.

All departmental employees recordkeeping and EDRMS training information is recorded and saved within DMIRS' applications.

In addition to the mandatory training, other training options and resources include:

- ▶ one-on-one coaching sessions;
- ▶ direct support from recordkeeping consultants;
- ▶ training sessions created to meet the specific needs of individual operational areas (includes options for advanced EDRMS training modules); and
- ▶ online EDRMS help guides.

Staff responsible for recordkeeping regularly attend workshops and presentations offered by the State Records Office, Records and Information Management Professionals Australasia, IRIS Consulting and the Institute for Information Management to ensure their skills and knowledge remain current and relevant.

The table below outlines the number of employees who participated in recordkeeping and EDRMS training for 2020–2021.

Training Course	Number of employees trained
Total recordkeeping awareness course (online)	447
EDRMS basics (OurDocs) (Classroom inc MS Teams)	251
Objective (Online) <sup>(1)</sup>	60
Objective (Classroom inc MS Teams)	494
One-on-one (OurDocs) coaching	24
One-on-one (Objective) coaching	107
Business folder owner (OurDocs)	26
E-signatures	3
IMS Induction – welcome emails and briefings	407
Industry training attended by IMS branch	8

(1) From September 2020 this training course was no longer offered.

## International Labour Organization Convention 81: Labour inspections

Australia is a member nation of the International Labour Organization (ILO). The ILO is the peak international organisation responsible for setting international labour standards through the development and monitoring of international conventions and recommendations. The Australian Government ratified [International Labour Organization Convention 81](#) - Labour inspections on 24 June 1975. Article 21 of Convention 81 requires certain information to be published in annual reports for each of the central inspection authorities.

In Western Australia, the department is the central authority responsible for conducting inspections for wages and conditions of employment, and workplace safety.



## Relevant laws and regulations

The reporting in this section relates to inspection services delivered by the department during 2019–20 for: workplace safety under the [Occupational Safety and Health Act 1984](#) (OSH Act), [Mines Safety and Inspection Act 1994](#) (MS&I Act), [Petroleum \(Submerged Lands\) Act 1982](#), [Petroleum and Geothermal Energy Resources Act 1967](#), and [Petroleum Pipelines Act 1969](#) (Petroleum Acts); and wages and conditions of employment under the [Industrial Relations Act 1979](#) (IR Act).

## Inspection staff

During 2020–21, the department employed the full-time equivalent of 179 workplace safety inspectors and nine industrial relations inspectors.

## Workplaces liable for inspection in WA

At the beginning of the reporting period the total number of businesses operating in WA was 234,156.

During 2020–21, a total of 1.37 million people were employed in WA.

It should be noted that workplaces covered by the Comcare system for workers' compensation are subject to the Commonwealth's work health and safety legislation, and are therefore outside of the jurisdiction of the State system for occupational safety and health.

It should also be noted that the WA industrial relations system applies only to unincorporated businesses and the State public sector. It is estimated that between one third and one fifth of WA employees are covered by the State system.

## Inspections conducted

Inspections conducted during 2020–21 relating to workplace safety totalled 9,677. Also during the period, 292 employer activities were inspected under the *Industrial Relations Act 1979*.

Type of inspection	No. of inspections
Employers inspected under the IR Act	292
Sites inspected under the OSH Act	8,705
Sites audits under the Petroleum Acts	18
Site inspections and audits under the MS&I Act	9,954

## Inspection outcomes

During 2020–21, workplace safety enforcement proceedings resulted in 10 convictions. Fines imposed totalled \$836,000.

Of the 292 employer inspections conducted under the [Industrial Relations Act 1979](#), conducted, 2,021 separate breaches of awards, agreements or legislation were identified. Five enforcement proceedings were finalised during the period, resulting in the recovery of \$155,125.49 in employee entitlements and pecuniary penalties of \$1,500.

## Industrial accidents and occupational diseases

In WA, a lost time injury or disease (LTI/D) is defined as one day/shift lost or more. Unless specified otherwise, lost time injury and disease data are based on workers' compensation claims for work-related injuries and diseases supplied by WorkCover WA that involve one or more days off work as a result of the work-related incident.

The LTI/D frequency and incidence rate are the principal measure of safety performance in WA, and are used to monitor performance against national targets.

Frequency rate = number of LTI/Ds / number of hours worked x 1,000,000

Incidence rate = number of LTI/Ds / number of workers x 100

According to the most recent preliminary workers' compensation claims data, work-related LTI/Ds in Western Australia recorded a 1.2 per cent increase in frequency rate, from 6.94 LTI/Ds per one million hours worked in 2018–19 (revised data) to 7.02 in 2019–20 (preliminary data). The five-year trend (2015–16 to 2019–20) shows a reduction of 10.6 per cent.

There was a 0.9 per cent reduction in the incidence rate, from 1.17 LTI/Ds per one hundred employees in 2018–19 (revised data) to 1.16 in 2019–20 (preliminary data). The five-year trend (2015–16 to 2019–20) shows a 12 per cent reduction.

**Note:** The LTI/D figures have been rounded up to two decimal places.

Information on disease groups that are being monitored at a national level can be accessed on the Safe Work Australia website: [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)





<i>Debt Collectors Licensing Act 1964</i>	<i>Employment Agents Act 1976</i>	<i>Land Valuers Licensing Act 1978</i>
<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 2021, related to alleged unlicensed collection activities.	There was one matter outstanding as at 1 July 2021, relating to alleged unlicensed activities.	There was one matter outstanding as at 1 July 2021, which is currently subject to ongoing investigation in relation to valuation practices.
<b>c) any trends or special problems that may have emerged</b>		
There were no trends of special problems that emerged this financial year.	Complaints were reported by members of the public, and expiring employment agent licences were referred from the Department's Licensing Directorate, in relation to alleged unlicensed dealings as an employment agent. No trends were identified.	There were no trends or special problems that emerged.
<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, if not decrease, over the following year as more traders 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.	There were no recommendations for improving the performance of the Commissioner's functions.	There were no recommendations for improving the performance of the Commissioner's functions.



<i>Motor Vehicle Dealers Act 1973</i>		<i>Settlement Agents Act 1981</i>	
<b>a) The number, nature and outcomes of:</b>			
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 2020</b>	<b>168</b>	<b>Outstanding as at 1 July 2020</b>	<b>13</b>
Alleged unlicensed activities	19	Alleged unlicensed activities	12
General compliance issues	19	General compliance issues	1
Inquiries	130	Inquiries	0
<b>Commenced 2020–21</b>	<b>1,928</b>	<b>Commenced 2020–21</b>	<b>124</b>
Alleged unlicensed activities	65	Alleged unlicensed activities	73
General compliance issues	105	General compliance issues	51
Inquiries	1,758	Inquiries	0
<b>Concluded 2020–21</b>	<b>1,845</b>	<b>Concluded 2020–21</b>	<b>124</b>
Alleged unlicensed activities	49	Alleged unlicensed activities	74
General compliance issues	77	General compliance issues	50
Inquiries	1,719	Inquiries	0
<b>Investigation Outcomes</b>	<b>126</b>	<b>Outcomes</b>	<b>129</b>
Corrective Advice Accepted	39	Education, advice or information given	59
Education, advice or information given	29	No Offence Detected	17
Admin warning accepted	13	Fine Penalty	12
No offence detected	11	No Action Taken - Other Reason	11
No Action Taken - Insufficient/Conflicting evidence	10	Admin Warning Accepted	9
Referred for Investigation	4	Complaint lapsed or withdrawn	7
Prosecution action taken (including sat proceedings)	4	Infringement Notice Withdrawn	5
Other	16	CP policy reason	3
<b>Inquiry Outcomes</b>	<b>1,719</b>	Complaint referred to another body	2
Agreement reached to settle	692	Matter Clarified - Consumer agreed with no Conciliation Required	1
Education, advice or information given	229	No attempt to conciliate - referred to Magistrates Court	1
Sufficient evidence – consumer did not accept resolution	170	No Commerce Jurisdiction advice given/ Referred to other Agency	1
Complaint lapsed or withdrawn	141	Referred for Investigation	1
Conflicting evidence - Trader did not accept resolution	107		
Conflicting evidence - Both parties did not accept resolution	107		
Conflicting evidence - Consumer did not accept resolution	80		
Complaint referred to another body	72		
Other	121		
ii) matters that have been brought before the State Administrative Tribunal (SAT).			
One matter was brought before the SAT where the respondent was disqualified from holding or obtaining a motor vehicle dealers' licence in Western Australia and disqualified from being concerned in the management of a motor vehicle dealership until further order of the SAT.		No matters were brought before the SAT.	



<i>Motor Vehicle Dealers Act 1973</i>	<i>Settlement Agents Act 1981</i>	
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>		
<b>Investigation matters outstanding as at 1 July 2021</b>	<b>82</b>	<b>Outstanding at 1 July 2021</b>
		<b>13</b>
Unlicensed activity	47	Authority to Act - Failure to act in accordance with instructions
General breach of legislation of regulation	35	Failure to Act in best interest of principal - Acting for two parties
		General financial management - Lack of supervision
<b>Inquiry matters outstanding as at 1 July 2021</b>	<b>169</b>	General financial management - Management of financial records
Dispute cause unavailable at 1 July 2021	110	Obtaining and providing information - Failure to disclose pertinent facts
Poor communication between trader and consumer	20	Supervision and control of the business - Inadequate supervision
Dispute about the extent of the problem	15	Trust Account - Failure to deposit trust monies
Consumer did not understand the law	8	Trust Account - Misappropriation
On amount or type of redress	7	Trust Account - Unauthorised use of monies
Other	9	Unlicensed activity - Unlicensed
		<b>2</b>
<b>c) any trends or special problems that may have emerged</b>		
The COVID-19 restrictions impacted the ability for proactive compliance officers to undertake physical inspections during lockdown periods.		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>		
The workload should remain consistent for the 2021–22 financial year with the focus continuing on consignment selling and unlicensed motor vehicle dealing. It is expected that more proactive compliance visits will be able to be undertaken.		There are no changes anticipated.
<b>e) any proposals for improving the performance of the Commissioner's functions under this Act</b>		
The Department undertook an internal review of the proactive compliance program in 2019–20, which resulted in a recommendation to introduce a new risk-based proactive compliance program for the 2020–21 financial year. Due to competing priorities brought about by COVID-19, the implementation of this program will commence in 2021–22.		There were no recommendations for improving the performance of the Commissioner's functions.



<i>Electricity Act 1945</i>		<i>Gas Standards Act 1972</i>	
<b>a) the number, nature and outcomes of:</b>			
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 2020</b>	<b>1,990</b>	<b>Outstanding as at 1 July 2020</b>	<b>62</b>
Compliance Inspections	1,644	Audits	4
Investigations	346	Compliance Inspections	15
		Investigations	44
<b>Commenced 2020–21</b>	<b>3,310</b>	<b>Commenced 2020–21</b>	<b>613</b>
Audits	28	Audits	2
Compliance Inspections	2,503	Compliance Inspections	353
Investigations	779	Investigations	258
<b>Concluded 2020–21</b>	<b>2,413</b>	<b>Concluded 2020–21</b>	<b>571</b>
Audits (Network Operator)	15	Audits	1
Compliance Inspections	2,076	Compliance Inspections	322
Investigations	322	Investigations	248
<b>Outcomes</b>	<b>2,512</b>	<b>Outcomes</b>	<b>743</b>
Completed - no action required	1,225	Appeal - Rejected	1
Corrective Action Request	3	Appeal - Upheld	2
Dealt with by Prosecution - lapsed	2	Appeal - Withdrawn	1
Electrical Licensing Board - Referral	1	Completed - no action required	420
Further Investigation Required	10	Further Investigation Required	6
Inspector's Order - Cancel	1	Prosecution – Proceed with Legal	2
Inspector's Order - Issued	43	Incident Report/Hazard Alert - Issue	1
Not Inspected - attended site, not possible	155	Infringement - Issue	8
Not Inspected - site not attended	386	Project goal - Delivered	21
Provide Advice - RCDs	515	Inspector's Order - Issued	65
Provide Advice	48	Not Gas Related	5
Referred to Legal Services - Prosecution prospects advice	1	Not Inspected - attended site, not possible	12
Referred to Legal Services - prosecution action	1	Not Inspected - site not attended	3
Referred to Network Operator	4	Not Investigated	2
Warning - Verbal	12	Provide Advice	29
Warning - Written	105	Referred to Licensing	36
		Warning - Verbal and Written	129
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.	
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>			
<b>Matters outstanding as at 1 July 2021</b>	<b>2,887</b>	<b>Matters outstanding as at 1 July 2021</b>	<b>104</b>
Audits	13	Audits	5
Compliance Inspections	2,071	Compliance Inspections	46
Investigations	803	Investigations	53
<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 increased 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 electricity sector will continue to result in significantly increased demand for compliance activities undertaken by the department.		It is expected that emerging technologies within the gas sector will continue to result in significantly increased demand for compliance activities undertaken by the department.	
<b>e) any proposals for improving the performance of the Director's functions under this Act</b>			
There are no proposed changes at this stage.		There are no proposed changes at this stage.	



### 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 2020</b>	<b>6</b>	<b>Outstanding as at 1 July 2020</b>	<b>12</b>	<b>Concluded 2020–21</b>	<b>32</b>
Compliance	0	Fees	7	Education, advice or information given	11
Investigation	3	Property Management	3	CP policy reason	6
Conciliation	3	Other	2	Agreement reached to settle	4
				Complaint lapsed or withdrawn	3
<b>Commenced 2020–21</b>	<b>38</b>	<b>Concluded 2020–21</b>	<b>32</b>	<b>No Offence Detected</b>	<b>3</b>
Compliance	4	Property Management	9	Sufficient evidence - Consumer did not accept resolution	2
Investigation	6	Fees	7	Complaint referred to another body	1
Conciliation	28	Other	7	Conflicting evidence - Consumer did not accept resolution	1
		General Breach of Legislation	6	Information provided for record purposes only	1
<b>Concluded 2020–21</b>	<b>32</b>	Professional Conduct	2		
Compliance	4	Dispute - Workmanship and Contractual	1		
Investigation	2				
Conciliation	26				

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

No matters were 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**

There are no proposed changes at this stage, however, a review of the Act is being conducted and will propose a number of reforms following consultation with the community.



## 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 2020</b>	<b>36</b>
Investigation	36
<b>Commenced 2020–21</b>	<b>294</b>
Investigation	294
<b>Concluded 2020–21</b>	<b>254</b>
Investigation	254
<b>Outcomes</b>	<b>289</b>
Completed – no action required	141
Education Letter – education/advice	12
Further Investigation Required	9
Infringement – Issue	41
No further action – insufficient evidence	3
No further action – no offence detected	11
No further action – not in public interest	2
No further action – other	2
No further action - statute of limitations	3
Referred to Board - fine penalty	6
Referred to Board - no action taken	1
Warning – Verbal	14
Warning – Written	44

- ii) matters that have been brought before the State Administrative Tribunal (SAT).  
No matters were brought before the SAT.

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

<b>Matters outstanding as at 1 July 2021</b>	<b>76</b>
Investigation	76

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

Through its inspection regime, Plumbing Compliance Officers have identified a high rate of non-compliant sanitary drainage installations. A leaking drain may cause significant environmental issues and potential ill health of consumers. Plumbing Compliance Officers will continue to work with industry, and carry out education activities including RTO visits, calls to new Licensed Plumbing Contractors and focus articles to continue to achieve higher rates of compliance.

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

Automatic Mutual Recognition will require additional resources to manage compliance of interstate plumbers. An additional resource has been forecast.

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

The [Decision Regulatory Impact Statement](#) (DRIS) for plumbing reforms propose significant amendments to legislation to enhance the Board's licensing and disciplinary functions and to improve the functionality of the department as the technical regulator.



## 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 2020</b>	<b>194</b>
	General compliance	108
	Financial compliance	86
	<b>Commenced 2020–21</b>	<b>3,147</b>
	General compliance	2,771
	Financial compliance	376
	<b>Concluded 2020–21</b>	<b>3,137</b>
	General compliance	2,728
	Financial compliance	409
	<b>Investigations Outcomes</b>	<b>3,137</b>
	Fine Penalty	1,382
	Infringement Notice Withdrawn	608
	Education, advice or information given	557
	Admin Warning Accepted	220
	No Offence Detected	158
	Complaint lapsed or withdrawn	36
	CP policy reason	31
	No Action Taken - Other Reason	26
	Fidelity Claim Partially Allowed	19
	Referred for Investigation	18
	Fidelity Claim Approved	16
	Other Outcome	66
ii)	matters that have been brought before the State Administrative Tribunal (SAT).	
	<b>SAT Outcome</b>	<b>5</b>
	<b>Disqualified</b>	
	Failure to act fairly and honestly in dealings as a registered Sales Representative	
	<b>Reprimanded</b>	
	Failure to disclose the property the Interested Party was purchasing had encroachments listed from a neighbour	
	Failure to search, identify and/or disclose a main sewer easement	
	Carrying out the functions of a real estate and business sales representative without holding a valid certificate of registration	
	On two occasions, failed to exercise due care, diligence and skill in that the agent failed to pay the Bond Administrator the amounts of the bond received	
iii)	matters that have been dealt with through the conciliation process.	
	<b>Outstanding as at 1 July 2020</b>	<b>0</b>
	<b>Commenced 2020–21</b>	<b>131</b>
	Landlord enquiry	28
	Fees	11
	Civil Dispute	10
	Failure to act in the best interests of the principal	10
	Tenant enquiry	10
	Deposits/bonds	9
	Property Management	8
	Contracts non-adherence to terms of contract	6
	Contract pay out dispute, cancellation, interest rate	4
	Advertising and Marketing	3
	Conduct other NEC	3
	Strata Titles	3
	General Breach of Legislation	3
	Misleading/deceptive conduct (RE or SE - Unprofessional Conduct)	3
	Presentation of Offer and Other Documents	2



## Real Estate and Business Agents Act 1978

Rental bonds	2
Commercial Tenancy	2
Other	14
<b>Concluded 2020–21</b>	<b>126</b>
Landlord enquiry	28
Fees	11
Civil Dispute	10
Tenant enquiry	10
Deposits/bonds	9
Failure to act in the best interests of the principal	8
Property Management	7
Contracts non-adherence to terms of contract	5
Contract pay out dispute, cancellation, interest rate	4
Advertising and Marketing	3
Strata Titles	3
General Breach of Legislation	3
Conduct other NEC	3
Misleading/deceptive conduct (Unprofessional Conduct)	3
Rental bonds	2
Commercial Tenancy	2
Presentation of Offer and Other Documents	2
Other	13
<b>Conciliation outcomes</b>	<b>126</b>
CP policy reason	37
Education, advice or information given	27
Agreement reached to settle	23
Complaint referred to another body	14
Complaint lapsed or withdrawn	13
Trader not responding to CP	3
Sufficient evidence - Consumer did not accept resolution	2
Sufficient evidence - Trader did not accept resolution	2
Other	5
<b>b) the number and nature of matters referred to in paragraph (a) that are outstanding</b>	
<b>Investigation matters outstanding at 1 July 2021</b>	<b>204</b>
Trust Account - Misappropriation	18
Audit matters - Failure to cause annual audit	14
Property Management - Other	13
Continuing Professional Development requirements not met	12
General breach of legislation or regulation - General breach not specified	12
Advertising and marketing - Misleading	11
Other Dispute Cause	124
<b>Conciliation Matters outstanding at 1 July 2021</b>	<b>5</b>
Dispute cause unavailable at 1 July 2021	3
Failure to Act in best interest of principal	1
Obtaining and providing information	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.	



## Boards and committees remuneration

The department is required to report on the individual and aggregate costs of remunerating all positions on boards and committees as defined in [Premier's Circular 2019/07 – State Government Boards and Committees](#).

### Board of Examiners

#### Mine Manager's and Underground Supervisor's Certificate Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Chaplyn DMIRS representative	Ineligible	12 Months	\$0
Member	Mr Anil Atri DMIRS representative	Ineligible	12 Months	\$0
Member	Ms Sabina Shugg Principal of the WA School of Mines	Does not claim sitting fee	12 Months	\$0
Member	Mr Russell Cole Representing Chamber of Mines and Energy of WA	Does not claim sitting fee	12 Months	\$0
Member	Ms Holly Allday Representing Chamber of Mines and Energy of WA	Does not claim sitting fee	9 Months	\$0
<b>Total</b>				<b>\$0</b>

#### Quarry Manager's Certificate Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Chaplyn DMIRS	Ineligible	12 Months	\$0
Member	Mr Anil Atri DMIRS	Ineligible	12 Months	\$0
Member	Mr John Soubotian	Does not claim sitting fee	9 Months	\$0
Member	Mr Andrew Haslam	Does not claim sitting fee	12 Months	\$0
Member	Mr Robert Murdoch	Does not claim sitting fee	10 Months	\$0
<b>Total</b>				<b>\$0</b>

#### Winding Engine Driver's Certificate Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Chaplyn DMIRS	Ineligible	12 Months	\$0
Member	Mr Jose Sanchez DMIRS	Ineligible	12 Months	\$0
<b>Total</b>				<b>\$0</b>



## Building Services Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Ms Genevieve Cleary	Full/half day	1 month	\$758
Chair	Ms Venetia Bennett	Full/half day	7 months	\$3,270
Deputy Chair	Mr Helmut Schwanke <sup>(1)</sup>	Full/half day	12 months	\$7,883
Member	Mr Laurence Kruize	Full/half day	12 months	\$6,301
Member	Ms Joanne Motteram	Full/half day	12 months	\$6,301
Member	Ms Serena Giudice	Full/half day	12 months	\$3,313
Member	Ms Faye Stewart	Full/half day	12 months	\$5,457
Member	Mr Jack Mast	Full/half day	12 months	\$6,301
Member	Ms Deborah Smith	Full/half day	12 months	\$4,482
Member	Ms Angela Lefante	Full/half day	12 months	\$5,976
<b>Total</b>				<b>\$50,042</b>

(1) Mr Schwanke acted as Chair for meetings where the chairperson was absent, and therefore was remunerated at the chair rate for these meetings.

## Charitable Collections Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Ms Annette Frazer	Half Day	12 Months	\$4,810
Member	Ms Helen Grzyb	Half day	12 Months	\$3,250
Member	Mr Henry Thong	Half Day	12 Months	\$3,250
Member	Ms Jane Hutchison	Half Day	12 Months	\$3,250
Member	Ms Rachelle Spyker	Half Day	12 Months	\$3,250
<b>Total</b>				<b>\$17,810</b>

## Commission for Occupational Safety and Health

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Dr Patricia Todd	Annual	6 months	\$11,570.20
Deputy Chair	Mr Darren Kavanagh <sup>(1)</sup>	Ineligible	12 months	\$0
Member	Mr Andrew Chaplyn	Ineligible	12 months	\$0
Member	Dr Matthew Davies	Half Day	12 months	\$4,356
Member	Mr Paul Moss	Did not apply	12 months	\$0
Member	Ms Andrea Roelofs	Half Day	9 months	\$1,584
Member	Ms Jennifer Low	Half Day	3 months	\$1,188
Member	Ms Joy Barrett	Did not apply	9 months	\$0
Member	Mr Owen Whittle	Did not apply	12 months	\$0
Member	Mr Glenn McLaren	Did not apply	12 months	\$0
Member	Dr Lin Fritschi	Half Day	12 months	\$3,564
Member	Dr Julia Norris	Half Day	12 months	\$3,168
Member	Ms Erin Gisborne	Did not apply	3 months	\$0
Member	Ms Elysha Millard	Half Day	9 months	\$2,376
Member	Ms Adrienne LaBombard	Half Day	3 months	\$792
<b>Total</b>				<b>\$28,598.20</b>

(1) Mr Kavanagh was Chair July 2020 – December 2021.



## Agricultural Working Group

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Darren Kavanagh, DMIRS representative	Ineligible	12 months	\$0
Member	Mr Antony Pearson <sup>(1)</sup> , Unions WA	Did not apply	12 months	\$0
Member	Mr Doug Hall <sup>(1)</sup> , Pastoralists and Graziers Association of Western Australia	Half day	12 months	\$996
Member	Mr Darren Spencer <sup>(1)</sup> , WA Shearing Industry Association	Half day	12 months	\$747
Member	Ms Nicola Kelliher <sup>(1)</sup> , Country Women's Association of Western Australia	Half day	12 months	\$747
Member	Mr Trevor Naughton <sup>(1)</sup> , Chamber of Commerce and Industry of Western Australia	Did not apply	12 months	\$0
Member	Mr Peter Nunn, Chamber of Commerce and Industry of Western Australia	Half day	12 months	\$747
Member	Mr Trevor Whittington <sup>(1)</sup> , WA Farmers Federation	Half day	12 months	\$0
Member	Mr Nigel Martin, DMIRS representative	Ineligible	4 months	\$0
Member	Mr Brett Cooper, DMIRS representative	Ineligible	8 months	\$0
<b>Total</b>				<b>\$3,237</b>

(1) An amount of \$249 in remuneration was also paid to these members during 2020–21 (total \$1,494) which related to meetings held in 2019–20.

## Construction Industry Safety Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Darren Kavanagh, DMIRS representative	Ineligible	12 months	\$0
Member	Mr Bob Benkesser <sup>(1)</sup> , Construction, Forestry, Mining and Energy Union	Did not apply	12 months	\$0
Member	Ms Michelle DeGalt-Rohlf, Master Builders Association of Western Australia	Did not apply	12 months	\$0
Member	Mr Steve McCartney <sup>(2)</sup> , Australian Manufacturing Workers Union	Did not apply	12 months	\$0
Member	Mr Kim Drew Chamber of Commerce and Industry of Western Australia	Did not apply	12 months	\$0
Member	Ms Libby Pracilio, Housing Industry Australia	Did not apply	12 months	\$0
Member	Mr Tony Poulton, DMIRS representative	Ineligible	9 months	\$0
Member	Mr Owen Whittle <sup>(3)</sup> , Unions WA	Did not apply	3 months	\$0
Member	Mr Chris Kirwin, DMIRS representative	Ineligible	3 months	\$0
<b>Total</b>				<b>\$0</b>

(1) An amount of \$498 in remuneration was also paid to this member during 2020–21 which related to meetings held in 2019–20.

(2) Mr Glenn McLaren, Australian Manufacturer Workers Union attends meetings as the proxy for Mr Steve McCartney. Mr McLaren received \$498 in remuneration during 2020–21 which related to meetings held in 2019–20.

(3) An amount of \$249 in remuneration was also paid to this member during 2020–21 which related to meetings held in 2019–20.



## Mining Industry Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Chaplyn	Ineligible	12 months	\$0
Member	Ms Christina Folley	Ineligible	12 months	\$0
Member	Ms Elysha Millard	Half day	9 months	\$1,044
Member	Mr Glenn McLaren	Did not apply	12 months	\$0
Member	Mr Gregory Stagbouer	Did not apply	12 months	\$0
Member	Mr Robert Watson	Did not apply	12 months	\$0
Member	Dr Gary Bryant	Did not apply	12 months	\$0
Member	Ms Meagan Smart	Half day	12 months	\$1,566
Member	Ms Vanessa Colmer	Did not apply	8 months	\$0
Member	Ms Helen Anderson	Half day	12 months	\$1,566
Member	Ms Pearl Lim	Did not apply	12 months	\$0
Member	Mr Gregory Busson	Half day	12 months	\$0
Member	Ms Adrienne Labombard	Did not apply	3 months	\$0
Member	Mr Peter Burton	Did not apply	4 months	\$0
<b>Total</b>				<b>\$4,176</b>

## Consumer Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Scott Phillips	Half day	12 months	\$2,280
Member	Ms Linda Castle	Half day	12 months	\$1,500
Member	Dr Jennie Gray	Did not apply	12 months	\$0
Member	Ms Bronwyn Kitching	Half day	12 months	\$1,500
Member	Ms Kathryn Lawrence	Half day	12 months	\$1,250
Member	Ms Chrisandra Lukjanowski	Half day	12 months	\$1,500
Member	Ms Gemma Mitchell	Half day	3 months	\$500
Member	Ms Lanie Chopping	Ineligible	11 months	\$0
Member	Mr Gary Newcombe	Ineligible	1 months	\$0
<b>Total</b>				<b>\$8,530</b>

## Electrical Licensing Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Peter Beveridge	Full/half day	12 months	\$7,590
Member	Mr Momcilo Andric	Full/half day	12 months	\$3,240
Member	Mr Geoff Kelly	Full/half day	12 months	\$4,840
Member	Ms Melissa Mammone	Ineligible	12 months	\$0
Member	Ms Fiona McGaughey	Full/half day	10 months	\$3,140
Member	Mr Christopher Sweeting	Full/half day	12 months	\$4,720
Member	Mr Peter Carter	Full/half day	12 months	\$3,600
Member	Ms Natalia KostECKI-Baranski	Full/half day	12 months	\$4,160
<b>Total</b>				<b>\$31,290</b>



## Legislative Advisory Committee (Work Health and Safety)

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Darren Kavanagh	Ineligible	12 months	\$0
Member	Mr Anil Atri	Ineligible	12 months	\$0
Member	Dr Ivor Roberts	Ineligible	12 months	\$0
Member	Mr Owen Whittle <sup>(1)</sup> , Unions WA	Did not apply	12 months	\$0
Member	Ms Elysha Millard <sup>(1)</sup> , Chamber of Minerals and Energy of Western Australia	Half day	12 months	\$2,241
Member	Ms Paul Moss <sup>(2)</sup> , Chamber of Commerce and Industry of Western Australia	Did not apply	12 months	\$0
<b>Total</b>				<b>\$2,241</b>

(1) An additional amount of \$747 in remuneration was also paid to these members during 2020–21 (total \$1,494) which related to meetings held in 2019–20.

(2) An additional amount of \$498 in remuneration was also paid to member during 2020–21 which related to meetings held in 2019–20.

## Mine Survey Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Chaplyn DMIRS representative	Ineligible	12 Months	\$0
Member	Ms Dione Bilick, Surveyor General	Does not claim sitting fee	11 Months	\$0
Member	Mr Leith Coaker, Institution of Surveyors Australia	Does not claim sitting fee	12 Months	\$0
Member	Mr Martin Robinson, Curtin University and TAFE	Does not claim sitting fee	12 Months	\$0
Member	Mr Shane Watson, Institution of Engineering and Mining Surveyors Australia	Does not claim sitting fee	12 Months	\$0
Member	Ms Gemma Murphy, Institution of Engineering and Mining Surveyors Australia	Does not claim sitting fee	11 Months	\$0
<b>Total</b>				<b>\$0</b>

## Motor Vehicle Industry Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Ms Lanie Chopping	Ineligible	11 months	\$0
Chair	Mr Gary Newcombe	Ineligible	1 month	\$0
Member	Mr Stephen Moir	Did not apply	12 months	\$0
Member	Ms Julie Wadley	Did not apply	12 months	\$0
Member	Ms Robyn Cook	Did not apply	12 months	\$0
Member	Mr Patrick Browne	Did not apply	12 months	\$0
Member	Mr Phillip Lytton	Did not apply	12 months	\$0
Member	Ms Sarah Macaulay	Did not apply	12 months	\$0
Member	Ms Lesley Yates	Did not apply	12 months	\$0
<b>Total</b>				<b>\$0</b>



## Plumbers Licensing Board

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Ms Shona Zulsdorf	Full day	12 months	\$9,145
Deputy Chair	Ms Sonia McKeiver	Full day	12 months	\$7,378
Member	Ms Gladys Demissie	Full day	12 months	\$5,710
Member	Mr Michael Wynne	Full day	12 months	\$4,961
Member	Ms Tehani Mahony	Full day	12 months	\$3,302
Member	Mr Brian Bintley	Full day	12 months	\$4,808
Member	Mr Murray Thomas	Full day	12 months	\$6,902
<b>Total</b>				<b>\$42,206</b>

## Property Industry Advisory Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Ms Lanie Chopping	Ineligible	11 months	\$0
Chair	Mr Gary Newcombe	Ineligible	1 month	\$0
Member	Ms Fran Andrews	Did not apply	12 months	\$0
Member	Mr Dion Dosualdo	Did not apply	12 months	\$0
Member	Ms Andrea Constable	Did not apply	12 months	\$0
Member	Mr Patrick Lilburne	Did not apply	12 months	\$0
Member	Ms Lisa Joyce	Did not apply	12 months	\$0
Member	Mr Neville Pozzi	Did not apply	12 months	\$0
Member	Mr Rajeev Rajan	Did not apply	12 months	\$0
Member	Ms Rachel Cosentino	Did not apply	6 months	\$0
Member	Ms Catherine Lezer	Did not apply	5 months	\$0
<b>Total</b>				<b>\$0</b>

## Audit and Risk Committee

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2020–21 FY
Chair	Mr Andrew Cox	Per meeting	12 months	\$15,690
Independent Member	Ms Margaret Butcher	Ineligible	12 months	\$0
Independent Member	Ms Santa Cardenia	Ineligible	12 months	\$0
Independent Member	Mr Stuart Cowie	Ineligible	12 months	\$0
Independent Member	Ms Allison Fitzpatrick	Ineligible	12 months	\$0
<b>Total</b>				<b>\$15,690</b>

A woman with blonde hair, smiling, is the central focus of the image. She is wearing a light-colored, textured jacket. The background is a blurred office environment with shelves and papers. The entire image is framed by a decorative border of gold tinsel that follows the contours of the woman and the office background.

Disclosures and legal compliance

# Financial and non-financial performance



# Auditor General

## Independent Auditor's Opinion

2021

Department of Mines, Industry Regulation and Safety

To the Parliament of Western Australia

### Report on the audit of the financial statements

#### Opinion

I have audited the financial statements of the Department of Mines, Industry Regulation and Safety (Department) which comprise:

- ▶ the Statement of Financial Position at 30 June 2021, and the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities by Service and Summary of Consolidated Account Appropriations for the year then ended
- ▶ Notes comprising a summary of significant accounting policies and other explanatory information, including administered transactions and balances.

In my opinion, the financial statements are:

- ▶ based on proper accounts and present fairly, in all material respects, the operating results and cash flows of the Department of Mines, Industry Regulation and Safety for the year ended 30 June 2021 and the financial position at the end of that period
- ▶ in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions.

#### Basis for opinion

I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my report.

I am independent of the Department in accordance with the *Auditor General Act 2006* and the relevant ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (*including Independence Standards*) (the Code) that are relevant to my audit of the financial statements. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Responsibilities of the Director General for the financial statements

The Director General is responsible for:

- ▶ keeping proper accounts
- ▶ preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions
- ▶ such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Director General is responsible for:

- ▶ assessing the entity's ability to continue as a going concern
- ▶ disclosing, as applicable, matters related to going concern
- ▶ using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Department.

## Auditor's responsibilities for the audit of the financial statements

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website. This description forms part of my auditor's report and can be found at [www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf).

## Report on the audit of controls

### Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by the Department of Mines, Industry Regulation and Safety. The controls exercised by the Department are those policies and procedures established by the Director General to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions (the overall control objectives).

My opinion has been formed on the basis of the matters outlined in this report.

In my opinion, in all material respects, the controls exercised by the Department of Mines, Industry Regulation and Safety are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions during the year ended 30 June 2021.

### The Director General's responsibilities

The Director General is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

### Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3150 *Assurance Engagements on Controls* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and were implemented as designed.

An assurance engagement involves performing procedures to obtain evidence about the suitability of the controls design to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including an assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## Limitations of controls

Because of the inherent limitations of any internal control structure, it is possible that, even if the controls are suitably designed and implemented as designed, once in operation, the overall control objectives may not be achieved so that fraud, error or non-compliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

## Report on the audit of the key performance indicators

### Opinion

I have undertaken a reasonable assurance engagement on the key performance indicators of the Department of Mines, Industry Regulation and Safety for the year ended 30 June 2021. The key performance indicators are the Under Treasurer-approved key effectiveness indicators and key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators of the Department of Mines, Industry Regulation and Safety are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2021.

### The Director General's responsibilities for the key performance indicators

The Director General is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions and for such internal control as the Director General determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

In preparing the key performance indicators, the Director General is responsible for identifying key performance indicators that are relevant and appropriate, having regard to their purpose in accordance with Treasurer's Instruction 904 *Key Performance Indicators*.

### Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the entity's performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer's Instruction 904 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### My independence and quality control relating to the reports on controls and key performance indicators

I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, and Other Assurance Engagements*, the Office of the Auditor General maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Other information

The Director General is responsible for the other information. The other information is the information in the entity's annual report for the year ended 30 June 2021, but not the financial statements, key performance indicators and my auditor's report.

My opinions do not cover the other information and, accordingly, I do not express any form of assurance conclusion thereon.

### Matters relating to the electronic publication of the audited financial statements and key performance indicators

This auditor's report relates to the financial statements, controls and key performance indicators of the Department of Mines, Industry Regulation and Safety for the year ended 30 June 2021 included on the Department's website. The Department's management is responsible for the integrity of the Department's website. This audit does not provide assurance on the integrity of the Department's website. The auditor's report refers only to the financial statements, controls and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements, controls or key performance indicators. If users of the financial statements, controls and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to contact the entity to confirm the information contained in the website version of the financial statements, controls and key performance indicators.

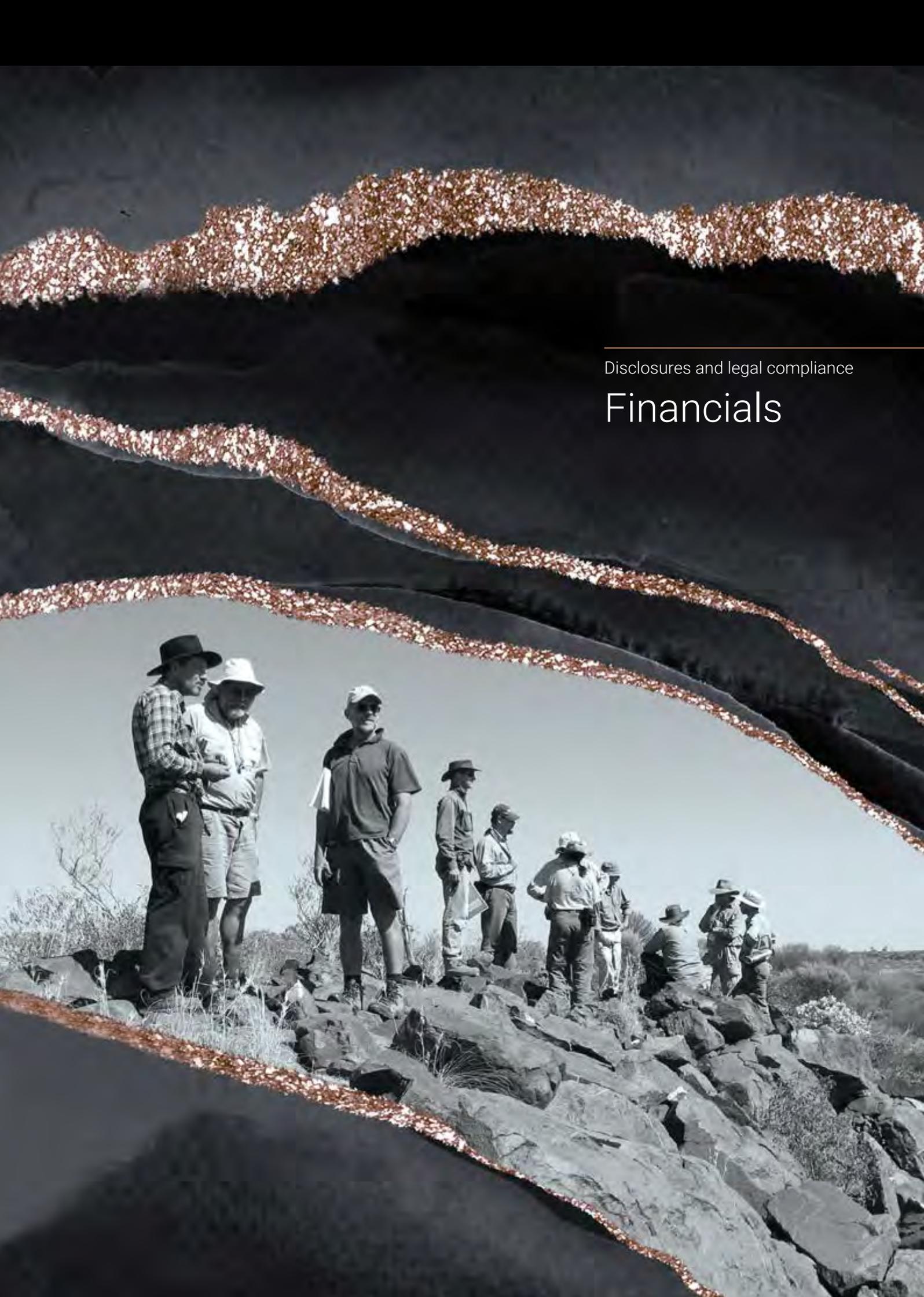


**Caroline Spencer**

Auditor General for Western Australia

Perth, Western Australia

1 September 2021

A group of approximately ten people, mostly men wearing hats and outdoor gear, are standing on a rocky ridge. The background shows a vast, open landscape under a clear sky. The entire image is framed by a thick, stylized border with a repeating pattern of orange and black. The text is overlaid on the right side of the image.

Disclosures and legal compliance

# Financials

# Financial Statements

## Certification of Financial Statements

For the reporting period ended 30 June 2021

### Department of Mines, Industry Regulation and Safety

The accompanying financial statements of the Department of Mines, Industry Regulation and Safety have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the reporting period ended 30 June 2021 and the financial position as at 30 June 2021.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



**Richard Sellers**  
Director General  
30 August 2021



**Ralph De Giorgio**  
Chief Finance Officer  
30 August 2021





# Statement of comprehensive income

For the year ended 30 June 2021

	Notes	2021 \$000	2020 \$000
<b>COST OF SERVICES</b>			
<b>Expenses</b>			
Employee benefits expense	<a href="#">2.1(a)</a>	189,405	187,744
Supplies and services	<a href="#">2.3</a>	60,619	57,005
Depreciation and amortisation expenses	<a href="#">4.1.1, 4.2, 4.3.1</a>	4,619	5,225
Finance costs	<a href="#">6.3</a>	105	91
Accommodation expenses	<a href="#">2.3</a>	16,217	17,320
Grants and subsidies	<a href="#">2.2</a>	18,001	14,864
Loss on disposal of non-current assets	<a href="#">3.6</a>	–	316
Other expenses	<a href="#">2.3</a>	5,658	3,840
<b>Total cost of services</b>		<b>294,624</b>	<b>286,405</b>
<b>Income</b>			
User charges and fees	<a href="#">3.2</a>	154,522	164,232
Sales	<a href="#">3.2</a>	43	69
Interest revenue	<a href="#">3.3</a>	1,150	3,075
Commonwealth grants and contributions	<a href="#">3.4</a>	–	83
Other revenue	<a href="#">3.5</a>	4,404	5,346
<b>Total Income</b>		<b>160,119</b>	<b>172,805</b>
<b>Gains</b>			
Gain on disposal of non-current assets	<a href="#">3.6</a>	3	–
<b>Total Gains</b>		<b>3</b>	
<b>Total income other than income from State Government</b>		<b>160,122</b>	<b>172,805</b>
<b>NET COST OF SERVICES</b>		<b>134,502</b>	<b>113,600</b>
<b>Income from State Government</b>			
Service appropriation	<a href="#">3.1</a>	160,719	136,410
Services received free of charge	<a href="#">3.1</a>	3,665	5,541
State grants and subsidies	<a href="#">3.1</a>	100	100
Royalties for Regions Fund	<a href="#">3.1</a>	505	209
<b>Total income from State Government</b>		<b>164,989</b>	<b>142,260</b>
<b>SURPLUS FOR THE PERIOD</b>		<b>30,487</b>	<b>28,660</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
<b>Items not reclassified subsequently to profit or loss</b>			
Changes in asset revaluation surplus	<a href="#">8.9</a>	944	(569)
<b>Total other comprehensive income</b>		<b>944</b>	<b>(569)</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>31,431</b>	<b>28,091</b>

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.



# Statement of Financial Position

As at 30 June 2021

	Notes	2021 \$000	2020 \$000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	<a href="#">6.4</a>	4,852	1,876
Restricted cash and cash equivalents	<a href="#">6.4</a>	424,212	390,132
Receivables	<a href="#">5.1</a>	15,066	17,473
Amounts receivable for services	<a href="#">5.2</a>	914	914
Other current assets	<a href="#">5.3</a>	3,319	2,402
<b>Total Current Assets</b>		<b>448,363</b>	<b>412,797</b>
<b>Non-Current Assets</b>			
Restricted cash and cash equivalents	<a href="#">6.4</a>	2,970	2,228
Amounts receivable for services	<a href="#">5.2</a>	37,306	36,022
Property, plant and equipment	<a href="#">4.1</a>	124,330	122,610
Right-of-use assets	<a href="#">4.2</a>	3,206	3,236
Intangible assets	<a href="#">4.3</a>	1,957	3,054
<b>Total Non-Current Assets</b>		<b>169,769</b>	<b>167,150</b>
<b>TOTAL ASSETS</b>		<b>618,132</b>	<b>579,947</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	<a href="#">5.4</a>	7,760	9,638
Amounts due to the Treasurer	<a href="#">5.5</a>	2,000	2,000
Revenue received in advance	<a href="#">5.6</a>	22,446	22,069
Provisions	<a href="#">2.1.b</a>	41,617	37,447
Lease liabilities	<a href="#">6.1</a>	1,326	1,213
Other current liabilities	<a href="#">5.7</a>	1,248	1,512
<b>Total Current Liabilities</b>		<b>76,397</b>	<b>73,879</b>
<b>Non-Current Liabilities</b>			
Payables	<a href="#">5.4</a>	601	538
Provisions	<a href="#">2.1.b</a>	8,475	7,820
Lease liabilities	<a href="#">6.1</a>	2,052	2,172
Other non-current liabilities	<a href="#">5.7</a>	5,452	5,344
<b>Total Non Current Liabilities</b>		<b>16,580</b>	<b>15,874</b>
<b>TOTAL LIABILITIES</b>		<b>92,977</b>	<b>89,753</b>
<b>NET ASSETS</b>		<b>525,155</b>	<b>490,194</b>
<b>EQUITY</b>			
Contributed equity	<a href="#">8.9</a>	239,166	235,636
Reserves		104,963	104,019
Accumulated surplus/(deficit)		181,026	150,539
<b>TOTAL EQUITY</b>		<b>525,155</b>	<b>490,194</b>

The Statement of Financial Position should be read in conjunction with the accompanying notes.



## Statement of Changes In Equity

For the year ended 30 June 2021

	Notes	Contributed equity \$000	Reserves \$000	Accumulated surplus/ (deficit) \$000	Total equity \$000
<b>Balance at 1 July 2019</b>	<a href="#">8.9</a>	234,145	104,588	121,879	460,612
Surplus/(deficit)		–	–	28,660	28,660
Other comprehensive income		–	(569)	–	(569)
<b>Total comprehensive income for the period</b>		–	(569)	28,660	28,091
Transactions with owners in their capacity as owners:					
Capital appropriations		1,491	–	–	1,491
<b>Total</b>		<b>1,491</b>	<b>–</b>	<b>–</b>	<b>1,491</b>
<b>Balance at 30 June 2020</b>		<b>235,636</b>	<b>104,019</b>	<b>150,539</b>	<b>490,194</b>
<b>Balance at 1 July 2020</b>	<a href="#">8.9</a>	235,636	104,019	150,539	490,194
Surplus/(deficit)		–	–	30,487	30,487
Other comprehensive income		–	944	–	944
<b>Total comprehensive income for the period</b>		–	944	30,487	31,431
Transactions with owners in their capacity as owners:					
Capital appropriations		3,530	–	–	3,530
Other contributions by owners		–	–	–	–
Distributions to owners		–	–	–	–
<b>Total</b>		<b>3,530</b>	<b>–</b>	<b>–</b>	<b>3,530</b>
<b>Balance at 30 June 2021</b>		<b>239,166</b>	<b>104,963</b>	<b>181,026</b>	<b>525,155</b>

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.



# Statement of Cash Flows

For the year ended 30 June 2021

Notes	2021 \$000	2020 \$000
<b>Cash flows from State Government</b>		
Service appropriation	158,521	132,016
Capital appropriations	3,530	1,491
Holding account drawdown	914	3,577
Royalties for Regions Fund	505	209
<b>Net cash provided by State Government</b>	<b>163,470</b>	<b>137,293</b>
Utilised as follows:		
<b>Cash flows from operating activities</b>		
<b>Payments</b>		
Employee benefits	(186,149)	(170,067)
Supplies and services	(56,018)	(47,569)
Accommodation	(17,912)	(18,974)
Grants and subsidies	(18,001)	(14,792)
Other payments	(6,209)	(10,893)
GST payments on purchases	(13,119)	(12,552)
<b>Receipts</b>		
Sale of goods and services	67	99
User charges and fees	152,059	160,277
Grants and contributions	100	184
GST receipts on user charges and fees	5,150	5,539
GST receipts from taxation authority	7,969	7,064
Other receipts	10,664	10,619
<b>Net cash (used in) operating activities</b>	<b>(121,399)</b>	<b>(91,065)</b>
<b>Cash flows from investing activities</b>		
<b>Payments</b>		
Purchase of non-current physical assets	(2,835)	(2,450)
<b>Receipts</b>		
Proceeds from sale of non-current assets	–	2
<b>Net cash (used in) investing activities</b>	<b>(2,835)</b>	<b>(2,448)</b>
<b>Cash flows from financing activities</b>		
<b>Payments</b>		
Right of use lease liability payment	(1,438)	–
Repayment of borrowings	–	(8,000)
<b>Net cash provided by/(used in) financing activities</b>	<b>(1,438)</b>	<b>(8,000)</b>
Net increase in cash and cash equivalents	37,798	35,780
Cash and cash equivalents at the beginning of the period	394,236	358,456
<b>CASH AND CASH EQUIVALENTS AT THE END THE PERIOD</b>	<b>432,034</b>	<b>394,236</b>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.



## Summary of consolidated account appropriations

For the year ended 30 June 2021

	2021 Budget \$000	2021 Supplementary Funding \$000	2021 Revised Budget \$000	2021 Actual \$000	2021 Variance \$000
<b>Delivery of Services</b>					
Item 86 Net amount appropriated to deliver services	127,058	16,257	143,315	143,315	–
Service appropriation - Service to industry component	15,910	–	15,910	15,910	–
Amount authorised by Other Statutes - <i>Salaries and Allowances Act 1975</i>	1,494	–	1,494	1,494	–
<b>Total appropriations provided to deliver services</b>	<b>144,462</b>	<b>16,257</b>	<b>160,719</b>	<b>160,719</b>	<b>–</b>
<b>Capital</b>					
Capital appropriations	1,930	1,600	3,530	3,530	–
<b>Administered Transactions</b>					
Item 87 Administered grants, subsidies and other transfer payments	112,672	21,820	134,492	134,458	(34)
Amount authorised by other statutes - <i>Petroleum (Submerged Lands) Act 1982</i>	351	(194)	157	351	194
<b>Total administered transactions</b>	<b>113,023</b>	<b>21,626</b>	<b>134,649</b>	<b>134,809</b>	<b>160</b>
<b>GRAND TOTAL</b>	<b>259,415</b>	<b>39,483</b>	<b>298,898</b>	<b>299,058</b>	<b>160</b>



# Notes to the Financial Statements

## 1. Basis of Preparation

The department is a WA Government entity and is controlled by the State of Western Australia, which is the ultimate parent. The department is a not-for-profit entity (as profit is not its principal objective).

A description of the nature of its operations and its principal activities have been included in the 'Overview' which does not form part of these financial statements.

These annual financial statements were authorised for issue by the Director General of the department on 30 August 2021.

### Statement of Compliance

These general purpose financial statements have been prepared in accordance with:

- 1) The *Financial Management Act 2006* (**FMA**)
- 2) The Treasurer's Instructions (**TI's**)
- 3) Australian Accounting Standards (**AASs**) - Reduced Disclosure Requirements
- 4) Where appropriate, those **AAS** paragraphs applicable for not-for-profit entities have been applied.

The *Financial Management Act 2006* and the Treasurer's Instructions take precedence over AASs. Several AASs are modified by TI's to vary application, disclosure format and wording. Where modification is required and has had a material or significant effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

### Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as the fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest thousand dollars (\$'000).

### Judgement and estimates

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances.

### Contributed Equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior, to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners made to Wholly-Owned Public Sector Entities* and have been credited directly to Contributed Equity.



## 2. Use of our funding

Expenses incurred in the delivery of services

This section provides additional information about how the department's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by the department in achieving its objectives and the relevant notes are:

	Notes	2021 \$000	2020 \$000
Employee benefits expenses	<a href="#">2.1(a)</a>	189,405	187,744
Employee benefits provisions	<a href="#">2.1(b)</a>	50,092	45,267
Grants and subsidies	<a href="#">2.2</a>	18,001	14,864
Other expenditure	<a href="#">2.3</a>	82,494	78,165

### 2.1 (a) Employee benefits expenses

Employee benefits	173,237	171,480
Termination benefits	52	902
Superannuation - defined contribution plans <sup>(a)</sup>	16,116	15,362
<b>Total employee benefits expenses</b>	<b>189,405</b>	<b>187,744</b>
Add: AASB 16 Non-monetary benefits	1,567	1,683
Less: Employee Contributions	(414)	(451)
<b>Net employee benefits</b>	<b>190,558</b>	<b>188,976</b>

(a) Defined contribution plans include West State Superannuation Scheme (WSS), Gold State Superannuation Scheme (GSS), Government Employees Superannuation Board Schemes (GESBs) and other eligible funds.

**Employee benefits:** Include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave, profit-sharing and bonuses; and non-monetary benefits (such as medical care, housing, cars and free or subsidised goods or services) for employees.

**Termination benefits:** Payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the department is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

**Superannuation:** The amount recognised in profit or loss of the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBs, or other superannuation funds. The employer contribution paid to the Government Employees Superannuation Board (GESB) in respect of the GSS is paid back into the Consolidated Account by the GESB.

**AASB 16 Non-monetary benefits:** Non-monetary employee benefits, that are employee benefits expenses, predominately relate to the provision of vehicle and housing benefits are measured at the cost incurred by the department.

**Employee Contributions:** contributions made to the department by employees towards employee benefits that have been provided by the department. This includes both AASB-16 and non-AASB 16 employee contributions.



## 2.1 (b) Employee related provisions

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

	2021 \$000	2020 \$000
<b>Current</b>		
<b>Employee benefits provisions</b>		
Annual leave <sup>(a)</sup>	19,729	17,026
Long service leave <sup>(b)</sup>	21,123	19,758
Deferred salary scheme <sup>(c)</sup>	226	236
Purchased leave <sup>(d)</sup>	228	197
	<b>41,306</b>	<b>37,217</b>
Other provisions		
Employment on-costs <sup>(e)</sup>	311	230
<b>Total current employee benefits provisions</b>	<b>41,617</b>	<b>37,447</b>
<b>Non-current</b>		
Employee benefits provisions		
Long service leave <sup>(b)</sup>	8,412	7,772
Other provisions		
Employment on-costs <sup>(e)</sup>	63	48
<b>Total non-current employee benefits provisions</b>	<b>8,475</b>	<b>7,820</b>
<b>Total employee benefits provisions</b>	<b>50,092</b>	<b>45,267</b>

(a) **Annual leave liabilities:** Classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

	2021 \$000	2020 \$000
Within 12 months of the end of the reporting period	12,876	11,745
More than 12 months after the end of the reporting period	6,853	5,281
	<b>19,729</b>	<b>17,026</b>

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

(b) **Long service leave liabilities:** Unconditional long service leave provisions are classified as **current** liabilities as the department does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

Pre-conditional and conditional long service leave provisions are classified as **non-current** liabilities because the department has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

	2021 \$000	2020 \$000
Within 12 months of the end of the reporting period	7,554	7,151
More than 12 months after the end of the reporting period	21,981	20,379
	<b>29,535</b>	<b>27,530</b>



The provision for the long service leave is calculated at present value as the department does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the remuneration rate expected to apply at the time of settlement, discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

- (c) **Deferred salary scheme liabilities:** Classified as current where there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period.

	2021 \$000	2020 \$000
More than 12 months after the end of the reporting period	226	236
	<b>226</b>	<b>236</b>

- (d) **Purchased leave liabilities** are classified as current where there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Actual settlement of the liabilities is expected to occur as follows:

	2021 \$000	2020 \$000
Within 12 months of the end of the reporting period	228	197
	<b>228</b>	<b>197</b>

- (e) **Employment on-costs:** The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments.

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of Other expenses, [Note 2.3](#) (*apart from the unwinding of the discount (finance cost)*) and are not included as part of the departments 'employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

	2021 \$000	2020 \$000
<b>Employment on-costs provision</b>		
Carrying amount at the start of period	278	174
Additional provisions recognised	200	294
Payments /other sacrifices of economic benefits	(104)	(190)
<b>Carrying amount at end of period</b>	<b>374</b>	<b>278</b>

#### Key sources of estimation uncertainty – long service leave

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Several estimates and assumptions are used in calculating the department's long service leave provision. These include:

- ▶ Expected future salary rates;
- ▶ Discount rates;
- ▶ Employee retention rates; and
- ▶ Expected future payments.

Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.



## 2.2 Grants and subsidies

	2021 \$000	2020 \$000
<b>Recurrent</b>		
Co-Funded Drilling Scheme (Exploration Incentive Scheme)	4,900	4,654
Mineral Research Institute of WA (MRIWA)	905	655
Farmsafe WA	70	70
Asbestos Diseases Society	50	100
Employment Law Centre Western Australia	330	330
Property Industry Grants	7,735	6,887
Australian Building Codes Board	649	649
Other Miscellaneous Grants - contributions to Commonwealth and others	3,362	1,519
<b>Total grants and subsidies</b>	<b>18,001</b>	<b>14,864</b>

Transactions in which the department provides goods, services, assets or labour to another party without receiving approximately equal value in return are categorised as 'Grant expenses'. Grants can either be operating or capital in nature.

Grants can be paid as general purpose grants which refer to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants which are paid for a particular purpose and/or have conditions attached regarding their use.

Grants and other transfers to third parties (other than contribution to owners) are recognised as an expense in the reporting period in which they are paid or payable. They include transactions such as: grants, subsidies, personal benefit payments made in cash to individuals, other transfer payments made to public sector agencies, local government, non-government schools, and community groups.



## 2.3 Other expenditure

	2021 \$000	2020 \$000
<b>Supplies and services</b>		
Consultants and contractors	42,543	38,660
Advertising and promotion	870	725
Travel	1,207	1,475
Communication	1,026	952
Consumables	2,368	1,974
Maintenance	812	849
Insurance	1,299	704
Lease rent and hire costs	1,093	2,302
Utilities	1,158	1,260
Other	8,243	8,104
<b>Total supplies and services expenses</b>	<b>60,619</b>	<b>57,005</b>
<b>Accommodation expenses</b>		
Rental <sup>(a)</sup>	12,744	14,149
Repairs and maintenance	2,415	2,221
Cleaning	1,058	950
<b>Total accommodation expenses</b>	<b>16,217</b>	<b>17,320</b>
<b>Other expenses</b>		
Audit Fees	526	414
Doubtful debts expense	2	847
Employment On Costs	96	103
Industry fidelity claims	506	1,325
Minor Plant and Equipment	2,220	1,442
Refunds of prior years revenues	1,970	52
Other expenses	338	(343)
<b>Total other expenses</b>	<b>5,658</b>	<b>3,840</b>
<b>Total other expenditure</b>	<b>82,494</b>	<b>78,165</b>

**Supplies and services expenses** are recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

**Accommodation expenses:**

(a) **Rental Expenses** include:

- i) Short-term leases with a lease term of 12 months or less;
- ii) Low-value leases with an underlying value of \$5,000 or less; and
- iii) Variable lease payments, recognised in the periods in which the event or condition that triggers those payments occurs.

**Repairs, maintenance and cleaning costs** are recognised as expenses as incurred.

**Other operating expenses** generally represent the day-to-day running costs incurred in normal operations.

**Audit Fees:** an expense is recognised for external audit services received during the 2020–21 reporting period.

**Doubtful debts expense** was recognised as the movement in the allowance for doubtful debts. From 2019–20, expected credit losses expense is recognised as the movement in the allowance for expected credit losses. The department has established a provision matrix that is based on its historical credit loss experience, adjusted for forward-looking factors specific to the debtors and the economic environment. Refer to note 5.1 Movement in the allowance for impairment of receivables.



**Employee on-cost** includes workers' compensation insurance and other employment on-costs. The on costs liability associated with the recognition of annual and long service leave liabilities is included at *Note 2.1(a) Employee benefit provision*. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

**Industry Fidelity Claims** are paid as a reimbursement to people who suffer pecuniary or property loss through defalcation by a licensee or employee of a real estate agent or settlement agent.

**Minor Plant and Equipment:** items identified as portable and attractable that do not meet the criteria of an asset are expensed in the year the item is acquired.

**Other Expenses:** this includes items recorded as prior period expenses and various other minor other miscellaneous expense items.

### 3. Our funding sources

How we obtain our funding

This section provides additional information about how the department obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by the department and the relevant notes are:

	Notes	2021 \$000	2020 \$000
Income from State Government	3.1	164,989	142,260
User charges and fees and sales	3.2	154,565	164,301
Interest revenue	3.3	1,150	3,075
Commonwealth grants and contributions	3.4	–	83
Other revenue	3.5	4,404	5,346
Gains/(Losses)	3.6	3	(316)

#### 3.1 Income from State Government

	2021 \$000	2020 \$000
Appropriation received during the period:		
Service appropriation <sup>(a)</sup>	160,719	136,410
<b>Total appropriation received</b>	<b>160,719</b>	<b>136,410</b>
Resources received free of charge from other public sector entities during the period:		
State Solicitors Office		
- legal services	2,498	2,770
Department of Treasury and Finance		
- procurement and accommodation services	605	640
Landgate		
- land dealings, land information, valuation services and products	519	2,104
Department of Primary Industries and Regional Development		
- to support the Accountable Authority of the Commission to fulfil its statutory obligations	35	27
Department of Water and Environmental Regulation		
- provision of spatial and water information data	8	–
<b>Total resources received</b>	<b>3,665</b>	<b>5,541</b>
State grants and subsidies - Specific Purpose	100	100
<b>Total grants and subsidies</b>	<b>100</b>	<b>100</b>
Royalties for Regions Fund:		
District allowance	205	209
Royalties for Regions funding agreement <sup>(b)</sup>	300	–
<b>Total Royalties for Regions Fund</b>	<b>505</b>	<b>209</b>
<b>Total Income from State Government</b>	<b>164,989</b>	<b>142,260</b>



- (a) **Service Appropriations** are recognised as income at the fair value of consideration received in the period in which the department gains control of the appropriated funds. The department gains control of appropriated funds at the time those funds are deposited in the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

Service appropriations fund the net cost of services delivered (as set out in note 3.1). Appropriation revenue comprises the following:

- ▶ Cash component; and
- ▶ A receivable (asset).

- (b) **The Regional Infrastructure and Headworks Account, funding agreement and, Regional Community Services Accounts** are sub-funds within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas and are recognised as revenue when the department gains control on receipt of the funds.

### 3.2 User fees and charges and sales

	2021 \$000	2020 \$000
<b>User fees and charges</b>		
Petroleum annual licenses	5,084	4,237
Mining, prospecting and exploration licenses	10,149	9,098
Explosives and dangerous goods licenses and fees	5,616	7,431
Mining Safety Levy	39,664	44,631
Petroleum Safety	4,258	4,299
Mining Rehabilitation Fund	34,669	33,371
WorkSafe	4,537	5,530
EnergySafety	11,615	14,375
Motor Vehicle Dealers and Repairers	2,534	2,238
Consumer Protection	2,690	8,560
Building Commission	26,296	24,192
Rental Accommodation Account	6,465	5,427
Other fees	945	843
<b>Total user fees and charges</b>	<b>154,522</b>	<b>164,232</b>
<b>Sales</b>		
General Sales	43	69
<b>Total sales</b>	<b>43</b>	<b>69</b>
<b>Total user fees and charges and sales</b>	<b>154,565</b>	<b>164,301</b>

#### User fees and charges

Revenue is recognised at the transaction price when the department transfers control of the services to customers. Revenue is recognised for the major activities as follows:

Revenue is recognised at a point in time for user fees and charges. The performance obligations for these user fees and charges are satisfied when services have been provided to the customer.

Revenue is recognised by reference to the stage of completion of the transaction for relevant services.

#### Sales

From July 1 2019, revenue is recognised at the transaction price when the department transfers control of the goods to customers.



### 3.3 Interest revenue

	2021 \$000	2020 \$000
Mining Rehabilitation Fund Interest	694	1,644
Other Interest Revenue	456	1,431
<b>Total interest revenue</b>	<b>1,150</b>	<b>3,075</b>

### 3.4 Commonwealth grants and contributions

	2021 \$000	2020 \$000
<b>Other funding contributions</b>	<b>–</b>	<b>83</b>

#### Until June 30 2019

Income from Commonwealth grants is recognised at fair value when the grant is receivable.

#### From July 1 2019

Current grants are recognised as income when the grants are receivable.

### 3.5 Other income

	2021 \$000	2020 \$000
Miscellaneous revenue	2,907	3,141
Other Revenue - Recoups	1,497	2,205
<b>Total other income</b>	<b>4,404</b>	<b>5,346</b>

### 3.6 Gains/(Losses) on Disposal

	2021 \$000	2020 \$000
<b>Net proceeds from disposal of non-current assets</b>	<b>3</b>	<b>(316)</b>

**Realised and unrealised gains** are usually recognised on a net basis. These include gains arising on the disposal of non-current assets.

Gains and losses on the disposal of non-current assets are presented by deducting from the proceeds on disposal of the carrying amount of the asset and related selling expenses. Gains and losses are recognised in the profit or loss in the statement of comprehensive income.

## 4. Key Assets

### Assets the Department utilises for economic benefit or service potential

This section includes information regarding the key assets the department utilises to gain economic benefits or provide service potential. This section sets out both the key accounting policies and financial information about the performance of these assets:

	Notes
Property, plant and equipment	<a href="#">4.1</a>
Right-of-use assets	<a href="#">4.2</a>
Intangible assets	<a href="#">4.3</a>
Total key assets	



## 4.1 Property, plant and equipment

Year ended 30 June 2021	Land \$000	Buildings \$000	Leasehold Improvements \$000	Furniture, plant, equipment and vehicles \$000	Computer hardware and software \$000	Scientific equipment \$000	Works in Progress \$000	Total \$000
<b>1 July 2020</b>								
Gross Carrying Amount	71,060	46,358	1,068	12,542	10,371	579	–	141,978
Accumulated Depreciation	–	(635)	(444)	(7,681)	(10,295)	(313)	–	(19,368)
<b>Carrying amount at start of period</b>	<b>71,060</b>	<b>45,723</b>	<b>624</b>	<b>4,861</b>	<b>76</b>	<b>266</b>	<b>–</b>	<b>122,610</b>
Additions	–	–	–	47	9	562	1,956	2,574
Revaluation increments/ (decrements) <sup>(a)</sup>	872	74	–	–	–	–	–	946
Transfers from work in progress	–	–	–	–	–	–	–	–
Other Disposals	–	–	–	–	–	–	–	–
Depreciation	–	(1,018)	(107)	(544)	(55)	(76)	–	(1,800)
<b>Carrying amount at 30 June 2021</b>	<b>71,932</b>	<b>44,779</b>	<b>517</b>	<b>4,364</b>	<b>30</b>	<b>752</b>	<b>1,956</b>	<b>124,330</b>
Gross carrying amount	71,932	46,010	1,068	12,537	9,566	1,141	1,958	144,212
Accumulated depreciation	–	(1,231)	(551)	(8,173)	(9,537)	(390)	–	(19,882)
Accumulated impairment loss	–	–	–	–	–	–	–	–

(a) Recognised in the Statement of Comprehensive Income. Where an asset measured at cost is written-down to recoverable amount, an impairment loss is recognised in profit or loss. Where a previously revalued asset is written down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income.

(b) The Department of Planning, Lands and Heritage (DPLH) is the only department with the power to sell Crown land. The land is transferred to DPLH for sale and the department accounts for the transfer as a distribution to owner.

### Initial recognition

Items of property, plant and equipment, costing \$5,000 or more are measured initially at cost. Where an asset is acquired for no cost or significantly less than fair value, the cost is valued at its fair value at the date of acquisition. Items of property, plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or the estimated useful life of the leasehold improvement.

### Subsequent measurement

Subsequent to initial recognition of an asset, the revaluation model is used for the measurement of:

- ▶ land; and
- ▶ buildings.

Land is carried at fair value.



Buildings are carried at fair value less accumulated depreciation and accumulated impairment losses.

All other property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

**Land and buildings** are independently valued annually by the Western Australian Land Information Authority (Landgate) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

Land and buildings were revalued as at 1 July 2020 by the Western Australian Land Information Authority (Landgate). The valuations were performed during the year ended 30 June 2021 and recognised at 30 June 2021. In undertaking the revaluation, fair value was determined by reference to market values for land: \$36,540,000 (2020: \$36,208,000) and buildings: \$27,793,000 (2020: \$27,785,000). For the remaining balance, fair value of buildings was determined on the basis of current replacement cost and fair value of land was determined on the basis of comparison with market evidence for land with low level utility (high restricted use land).

Revaluation model:

1) Fair Value where market-based evidence is available:

The fair value of land and buildings is determined on the basis of current market values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

2) Fair value in the absence of market-based evidence:

**Buildings are specialised or where land is restricted:** Fair value of land and buildings is determined on the basis of existing use.

**Existing use buildings:** Fair value is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the current replacement cost. Where the fair value of buildings is determined on the current replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately with the change in the carrying amount of the asset.

**Restricted use land:** Fair value is determined by comparison with market evidence for land with similar approximate utility (high restricted use land) or market value of comparable unrestricted land (low restricted use land).

**Significant assumptions and judgements:** The most significant assumptions and judgements in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated economic life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

#### 4.1.1 Depreciation and impairment

##### Charge for the period

	Notes	2021 \$000	2020 \$000
<b>Depreciation</b>			
Buildings	4.1	1,018	1,021
Leasehold Improvements	4.1	107	107
Furniture, plant, equipment and vehicles	4.1	544	632
Computer hardware and software	4.1	55	291
Scientific equipment	4.1	76	55
<b>Total depreciation for the period</b>		<b>1,800</b>	<b>2,106</b>

As at 30 June 2021 there were no indications of impairment to property, plant and equipment.

All surplus assets at 30 June 2021 have either been classified as assets held for sale or have been written-off.



## Finite useful lives

All property, plant and equipment having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits. The exceptions to this rule include assets held for sale, and land.

Depreciation is generally calculated on a straight line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Asset	Useful Life: years
Buildings	33 to 50 years
Lease Improvements	10 years
Furniture	5 to 10 years
Office Equipment	3 to 5 years
Computer Servers	3 years
Software <sup>(a)</sup>	3 to 5 years
Scientific Equipment	7 years
Motor Vehicles	3 to 5 years
Plant and Equipment	5 to 25 years

(a) Software that is integral to the operation of related hardware.

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments should be made where appropriate.

Leasehold improvements are depreciated over the shorter of the lease term and their useful lives.

Land, which is considered to have an indefinite life, is not depreciated. Depreciation is not recognised in respect of these assets because their service potential has not, in any material sense, been consumed during the reporting period.

## Impairment

Non-financial assets, including items of property, plant and equipment and intangibles are tested for impairment whenever there is an indication that the asset may be impaired. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income.

As the department is a not-for-profit entity, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of the asset's future economic benefits and to evaluate any impairment risk from declining replacement costs.



## 4.2 Right-of-use assets

	2021 \$000	2020 \$000
Vehicles	2,888	2,946
Government Regional Officers Housing	318	290
<b>Net carrying amount</b>	<b>3,206</b>	<b>3,236</b>

Additions to right-of-use assets during the 2021 financial year were \$1,145,459 (2020 \$877,221).

### Initial recognition

Right-of-use assets are measured at cost including the following:

- ▶ the amount of the initial measurement of lease liability;
- ▶ any lease payments made at or before the commencement date less any lease incentives received;
- ▶ any initial direct costs; and
- ▶ restoration costs, including dismantling and removing the underlying asset.

This includes all leased assets other than investment property ROU assets, which are measured in accordance with AASB 140 'Investment Property'.

The department has elected not to recognise right-of-use assets and lease liabilities for short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of \$5,000 or less). Lease payments associated with these leases are expensed over a straight-line basis over the lease term.

### Subsequent measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses and adjusted for any re-measurement of lease liability.

### Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to the department at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right-of-use assets are tested for impairment when an indication of impairment is identified. The policy in connection with testing for impairment is outlined in note 4.1.1.

The following amounts relating to leases have been recognised in the statement of comprehensive income:

	2021 \$000	2020 \$000
Vehicles	1,193	1,324
Government Regional Officers Housing	269	267
<b>Total right-of-use asset depreciation</b>	<b>1,462</b>	<b>1,592</b>
Lease interest expense	105	91

The total cash outflow for leases in 2021 was \$1,608,048 (2020 was \$1,591,111).

The department has leases for vehicles, office and residential accommodations.

The department has also entered into a Memorandum of Understanding Agreements (MOU) with the Department of Finance for the leasing of office accommodation which is considered out of scope under AASB 16. As such this is accounted for as an expense as incurred.

The Agency recognises leases as right-of-use assets and associated lease liabilities in the Statement of Financial Position.

The corresponding lease liabilities in relation to these right-of-use assets have been disclosed in [note 6.1](#).



### 4.3 Intangible assets

Year ended 30 June 2021	Computer Software \$000	Total \$000
<b>1 July 2020</b>		
Gross carrying amount	25,917	25,917
Accumulated amortisation	(22,863)	(22,863)
Accumulated impairment losses	–	–
<b>Carrying amount at start of period</b>	<b>3,054</b>	<b>3,054</b>
Balance transferred in	–	–
Additions	–	–
Transfer completed software	260	260
Reclassification	–	–
Impairment losses	–	–
Asset write down	–	–
Amortisation expense	(1,357)	(1,357)
<b>Carrying amount at 30 June 2021</b>	<b>1,957</b>	<b>1,957</b>

#### Initial recognition

Intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

An internally generated intangible asset arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

- (a) The technical feasibility of completing the intangible asset so that it will be available for use or sale;
- (b) An intention to complete the intangible asset and use or sell it;
- (c) The ability to use or sell the intangible asset;
- (d) The intangible asset will generate probable future economic benefit;
- (e) The availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and
- (f) The ability to measure reliably the expenditure attributable to the intangible asset during its development.

Acquisition of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$200,000 or more that comply with the recognition criteria as per AASB 138.57 (as noted below), are capitalised.

Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

Costs incurred in the research phase of a project are immediately expensed.

#### Subsequent measurement

The cost model is applied for subsequent measurement of intangible assets, requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.



### 4.3.1 Amortisation and impairment

#### Charge for the period

	2021 \$000	2020 \$000
Computer Software	1,357	1,527
<b>Total amortisation for the period</b>	<b>1,357</b>	<b>1,527</b>

As at 30 June 2021, there were no indications of impairment to intangible assets.

The department held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

Amortisation of finite life intangible assets is calculated on a straight line basis at rates that allocate the asset's value over its estimated useful life. All intangible assets controlled by the department have a finite useful life and zero residual value. Estimated useful lives are reviewed annually.

The estimated useful lives for each class of intangible asset are:

Asset	Useful Life: years
Computer Software <sup>(a)</sup>	3 years
Licences	3 years

(a) Software that is not integral to the operation of any related hardware.

#### Impairment of intangible assets

Intangible assets with finite useful lives are tested for impairment annually or when an indication of impairment is identified.

The policy in connection with testing for impairment is outlined in [note 4.1.1](#).

#### Licences

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

#### Development Costs

Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future economic benefits can be reasonably regarded as assured and the total project costs are likely to exceed \$200,000. Other development costs are expensed as incurred.

#### Computer Software

Software that is an integral part of the related hardware is recognised as part of the tangible asset. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.



## 5. Other assets and liabilities

This section sets out those assets and liabilities that arose from the department's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

	Notes
<b>Receivables</b>	5.1
Amounts receivable for service	5.2
Other assets	5.3
Payables	<a href="#">5.4</a>
Amounts due to the Treasurer	<a href="#">5.5</a>
Revenue received in advance	<a href="#">5.6</a>
<b>Other liabilities</b>	<a href="#">5.7</a>

### 5.1 Receivables

	2021 \$000	2020 \$000
<b>Current</b>		
Trade receivables	13,348	15,878
Allowance for impairment of trade receivables	(1,249)	(1,470)
Accrued interest revenue	291	434
GST receivable	812	934
Accrued Revenue	1,864	1,697
<b>Total current</b>	<b>15,066</b>	<b>17,473</b>

Receivables are recognised at original invoice amount less any allowances for uncollectible amounts (i.e. impairment). The carrying amount of net trade receivables is equivalent to fair value as it is due for settlement within 30 days.

### 5.2 Amounts receivable for services (Holding Account)

	2021 \$000	2020 \$000
Current	914	914
Non-current	37,306	36,022
<b>Balance at end of period</b>	<b>38,220</b>	<b>36,936</b>

**Amounts receivable for services** represent the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

Amounts receivable for services are not considered to be impaired (i.e. there is no expected credit loss of the holding accounts).

### 5.3 Other assets

	2021 \$000	2020 \$000
<b>Current</b>		
Prepayments	3,319	2,402
<b>Total current</b>	<b>3,319</b>	<b>2,402</b>
<b>Balance at end of period</b>	<b>3,319</b>	<b>2,402</b>

Other non-financial assets include prepayments which represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.



## 5.4 Payables

	2021 \$000	2020 \$000
<b>Current</b>		
Trade payables	1,764	4,224
Other payables	3,078	3,341
Accrued salaries	2,873	2,073
Accrued expenses	45	–
<b>Total current</b>	<b>7,760</b>	<b>9,638</b>
<b>Non-current</b>		
<b>Trust accounts</b>		
Consumer Credit Act (WA)	75	9
Real Estate and Business Agents Supervisory Board	526	529
<b>Total non-current</b>	<b>601</b>	<b>538</b>
<b>Balance at end of period</b>	<b>8,361</b>	<b>10,176</b>

**Payables** are recognised at the amounts payable when the department becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement is generally within 20 days.

**Accrued salaries** represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight of the reporting period end. The department considers the carrying amount of accrued salaries to be equivalent to its fair value.

The accrued salaries suspense account (See [Note 6.4](#) 'Restricted cash and cash equivalents') consists of amounts paid annually, from department appropriations for salaries expense, into a Treasury suspense account to meet the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.

## 5.5 Amounts due to the Treasurer

	2021 \$000	2020 \$000
<b>Current</b>		
Petroleum and Geothermal Safety Levy	2,000	2,000
<b>Balance at end of period</b>	<b>2,000</b>	<b>2,000</b>

The **amount due to the Treasurer** is in respect of a Treasurer's Advance. This amount is payable within 12 months after the reporting period. Although no interest is charged on the outstanding amount, the carrying amount is equivalent to fair value.

## 5.6 Revenue received in advance

	2021 \$000	2020 \$000
<b>Current</b>		
Licences and fees <sup>(a)</sup>	22,446	22,069
<b>Total Current</b>	<b>22,446</b>	<b>22,069</b>
<b>Balance at end of period</b>	<b>22,446</b>	<b>22,069</b>

(a) Revenue received in advance - Licence and fees are revenues received for multiple year licences. This balance represents the unearned revenue of the multiple year licence, that will be recognised incrementally over the remaining term of the licence.



## 5.7 Other liabilities

	2021 \$000	2020 \$000
<b>Current</b>		
Unclaimed monies	1,248	1,512
<b>Total Current</b>	<b>1,248</b>	<b>1,512</b>
<b>Non Current</b>		
Government Office Accommodation <sup>(a)</sup>	5,452	5,344
<b>Total Non Current</b>	<b>5,452</b>	<b>5,344</b>
<b>Balance at end of period</b>	<b>6,700</b>	<b>6,856</b>

(a) Balance arising from the straight lining of rental expense on government office accommodation (GOA) arrangements being out of scope for AASB 16.

## 6. Financing

This section sets out the material balances and disclosures associated with the financing and cashflows of the department.

	Notes
Lease liabilities	6.1
Assets pledged as security	<a href="#">6.2</a>
Finance costs	<a href="#">6.3</a>
Cash and cash equivalents	<a href="#">6.4</a>

### 6.1 Lease liabilities

	2021 \$000	2020 \$000
Current	1,326	1,213
Non-current	2,052	2,172
<b>Balance at end of period</b>	<b>3,378</b>	<b>3,385</b>

The department measures a lease liability, at the commencement date, at the present value of the lease payments that are not paid at that date. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, the department uses the incremental borrowing rate provided by Western Australia Treasury Corporation.

Lease payments included by the department as part of the present value calculation of lease liability include:

- ▶ Fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- ▶ Variable lease payments that depend on an index or a rate initially measured using the index rate or rate as at the commencement date;
- ▶ Amounts expected to be payable by the lessee under residual value guarantees;
- ▶ The exercise price of purchase options (where these are reasonably certain to be realised);
- ▶ Payments for penalties for terminating a lease, where the lease term reflects the agency exercising an option to terminate the lease.

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.



Periods covered by extension or termination options are only included in the lease term by the department if the lease is reasonably certain to be extended (or not terminated).

This section should be read in conjunction with note 4.2.

### Subsequent Measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

## 6.2 Assets pledged as security

	2021 \$000	2020 \$000
Assets pledged as security		
The carrying amounts of non-current assets pledged as security are:		
Right-of-use asset - vehicles	2,888	2,946
<b>Balance at end of period</b>	<b>2,888</b>	<b>2,946</b>

The department has secured the right-of-use assets against the related lease liabilities. In the event of default, the rights to the leased assets will revert to the lessor.

## 6.3 Finance Costs

	2021 \$000	2020 \$000
Finance Costs		
Lease interest expense	105	91
<b>Finance costs expensed</b>	<b>105</b>	<b>91</b>

'Finance cost' includes the interest component of lease liability repayments.

## 6.4 Cash and cash equivalents

	2021 \$000	2020 \$000
Cash and cash equivalents	4,852	1,876
Restricted cash and cash equivalents		
- Current Special Purpose Funds	424,212	390,132
- Accrued salaries suspense account <sup>(a)</sup>	2,970	2,228
<b>Balance at end of period</b>	<b>432,034</b>	<b>394,236</b>

(a) Funds held in the suspense account for the purpose of meeting the 27th pay in a reporting period that occurs every 11th year. This account is classified as non-current for 10 out of 11 years.



## Restricted cash and cash equivalents

Current	2021	2020
Special purpose accounts	\$000	\$000
Building Services Account	6,275	7,575
Consumer Credit Act	5	6
Co-operatives Companies Liquidation Account	–	–
EnergySafety Account	14,012	14,967
Mines Safety Levy <sup>(a)</sup>	43,472	27,916
Mining Rehabilitation Fund <sup>(b)</sup>	219,493	185,237
Motor Vehicle Repair (MVR) Industry Compensation Account	144	144
Motor Vehicle Repair (MVR) Industry Education and Research Account	157	152
Petroleum and Geothermal Energy Safety Levy <sup>(a)</sup>	4,617	4,207
Real Estate - Education and General Purpose Account	8,612	16,083
Real Estate - Fidelity Guarantee Account	45,988	46,276
Real Estate - Home Buyers Assistance Account	2,836	8,706
Real Estate and Business Agents Supervisory Board Trust Account	526	529
Settlement Agents - Education and General Purpose Account	28,924	29,097
Settlement Agents - Fidelity Guarantee Account	48,381	48,169
State Trading Concerns	665	969
Royalties for Regions	105	99
<b>Total Current restricted cash and cash equivalents</b>	<b>424,212</b>	<b>390,132</b>
Non current		
Accrued salaries suspense account	2,970	2,228
<b>Total non current restricted cash and cash equivalents</b>	<b>2,970</b>	<b>2,228</b>
<b>Balance at end of period</b>	<b>427,182</b>	<b>392,360</b>

(a) The recoup of the costs of administering the Safety reforms cannot be invoiced until after the end of the financial year. See [Note 8.7](#) for further information.

(b) These funds are applied for regulatory services under the *Mining Rehabilitation Fund Act 2012*. See Note 8.7 for further information.

For the purpose of the statement of cash flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

The accrued salaries suspense account consists of amounts paid annually, from department appropriations for salaries expense, into a Treasury suspense account to meet the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.



## 7. Financial instruments and contingencies

	Notes
Financial instruments	7.1
Contingent assets and liabilities	7.2
Contingent Litigation Assets and Liabilities	7.2.1
Contingent Fidelity Claims	<a href="#">7.2.2</a>

### 7.1 Financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2021 \$000	2020 \$000
<b>Financial assets</b>		
Cash and cash equivalents	4,852	1,876
Restricted cash and cash equivalents	427,182	392,360
Financial assets at amortised cost <sup>(a)</sup>	52,474	53,475
<b>Total financial assets</b>	<b>484,508</b>	<b>447,711</b>
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost <sup>(b)</sup>	11,609	13,688
<b>Total financial liability</b>	<b>11,609</b>	<b>13,688</b>

(a) The amount of Financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

(b) The amount of Financial liabilities at amortised cost excludes GST payable to the ATO (statutory payable)

### 7.2 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are disclosed and, if quantifiable, are measured at the best estimate.

Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

#### 7.2.1 Contingent Litigation Assets and Liabilities

The following contingent assets are excluded from the assets included in the financial statements:

##### Litigation in progress

The department's legal matters reported as having a contingent liability or benefit at the corresponding time in the previous financial year have been reviewed, and where appropriate, updated or removed from consideration. All legal matters commenced on or after July 1, 2020 have been reviewed, and where appropriate, have been included in the report. A materiality factor of **\$65,000** has been adopted.

The department currently has six legal matters in progress, three recognising a potential benefit, two recognising a potential liability and one that could recognise a potential benefit or liability. The contingent liability of the department amounts to \$360,000, with the contingent benefit amount being \$3,491,009.



### 7.2.2 Contingent Fidelity Guarantee Account (FGA) Claims

A total of 17 claims against the Fidelity Guarantee Accounts with a total value of \$1,458,813 consisting of:

- (a) 16 claims against the Real Estate Agents FGA yet to be decided and with a total value of \$1,098,813.
- (b) 1 claim against the Settlement Agents FGA yet to be decided and with a total value of \$360,000.

These figures do not include legal costs or any interest claims. Reasonable legal costs are claimable. Claims for interest are not allowable, as per proceedings in the Supreme Court after the State Administrative Tribunal decided that interest wasn't allowable.

#### Contaminated sites

Under the *Contaminated Sites Act 2003*, the department is required to report known and suspected contaminated sites to the Department of Water and Environmental Regulation (DWER). In accordance with the Act, DWER classifies these sites on the basis of the risk to human health, the environment and environmental values. Where sites are classified as contaminated – remediation required or possibly contaminated – investigation required, the department may have a liability in respect of investigation or remediation expenses.

Three sites are still identified as known or “suspected of being contaminated”. These three sites are still yet to be classified by the Department of Water and Environmental Regulation. The department is unable to assess the likely outcome of the classification process, and accordingly, it is not practicable to estimate the potential financial effect or to identify the uncertainties relating to the amount or timing of any outflows.

Whilst there is no possibility of reimbursement of any future expenses that may be incurred in the remediation of these sites, the department may apply for funding from the Contaminated Sites Management Account (2015) to undertake further investigative work or to meet remediation costs that may be required.

## 8. Other disclosures

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

	Notes
Events occurring after the end of the reporting period	8.1
Key management personnel	<a href="#">8.2</a>
Related party transactions	<a href="#">8.3</a>
Related bodies	<a href="#">8.4</a>
Affiliated bodies	<a href="#">8.5</a>
Special purpose accounts	<a href="#">8.6</a>
Remuneration of auditors	<a href="#">8.7</a>
Act of Grace (and ex-gratia) payments	<a href="#">8.8</a>
Equity	<a href="#">8.9</a>
Supplementary financial information	<a href="#">8.10</a>
Explanatory statement	<a href="#">8.11</a>

### 8.1 Events occurring after the end of the reporting period

The department has not recognised any significant events that have occurred after the end of the reporting period.



## 8.2 Key management personnel

The department has determined key management personnel to include cabinet ministers and senior officers of the department. The department does not incur expenditures to compensate Ministers and those disclosures may be found in the *Annual Report on State Finances*.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of the Department for the reporting period are presented within the following bands:

	2021	2020
30,001 to 40,000	1	–
60,001 to 70,000	1	–
100,001 to 110,000	–	1
140,001 to 150,000	1	2
150,001 to 160,000	–	1
160,001 to 170,000	–	1
170,001 to 180,000	3	1
180,001 to 190,000	5	4
190,001 to 200,000	8	5
210,001 to 220,000	1	–
220,001 to 230,000	–	1
240,001 to 250,000	–	2
250,001 to 260,000	3	3
260,001 to 270,000	1	–
270,001 to 280,000	1	1
340,001 to 350,000	–	1
400,001 to 410,000	1	1
	<b>2021</b>	<b>2020</b>
	<b>\$000</b>	<b>\$000</b>
Short-term employee benefits	5,016	4,648
Other long-term benefits	140	273
Termination benefits	–	202
<b>Total compensation of senior officers</b>	<b>5,156</b>	<b>5,123</b>

Total compensation includes the superannuation expense incurred by the department in respect of senior officers.



### 8.3 Related party transactions

The department is a wholly owned public sector entity that is controlled by the State of Western Australia.

Related parties of the department include:

- ▶ all Cabinet ministers and their close family members, and their controlled or jointly controlled entities;
- ▶ all senior officers and their close family members, and their controlled or jointly controlled entities;
- ▶ other agencies and statutory authorities, including related bodies that are included in the whole of government consolidated financial statements (i.e. wholly-owned public sector entities);
- ▶ associates and joint ventures of a wholly-owned public sector entity; and
- ▶ the Government Employees Superannuation Board (GESB).

#### Significant transactions with Government-related entities

In conducting its activities, the department is required to transact with the State and entities related to the State. These transactions are generally based on the standard terms and conditions that apply to all agencies. Such transactions include:

- ▶ Income from State Government ([Note 3.1](#));
- ▶ Services received free of charge (Note 3.1);
- ▶ Equity contributions ([Note 8.9](#));
- ▶ Royalties for Regions Fund (Note 3.1);
- ▶ Superannuation payments to GESB ([Note 2.1\(a\)](#));
- ▶ Lease rental payments to the Department of Finance (Government Office Accommodation and State Fleet) and the Housing Authority (Government Regional Officer Housing) ([Note 2.3](#)) and related outstanding balances;
- ▶ Amounts due to the Treasurer ([Note 5.5](#));
- ▶ Insurance payments to the Insurance Commission and Riskcover fund (Note 2.3);
- ▶ Remuneration for services provided by the Auditor General ([Note 8.7](#)).

#### Material transactions with other related parties

Outside of normal citizen type transactions with the department, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

### 8.4 Related bodies

The department had no related bodies as defined in the 'Financial Management Act 2006' and Treasurer's Instruction 951.

### 8.5 Affiliated bodies

The department has no affiliated bodies.



## 8.6 Special Purpose Accounts

<b>Controlled</b>	<b>2021</b>	<b>2020</b>
<b>Special Purpose Accounts S.16 of <i>Financial Management Act 2006</i></b>	<b>\$000</b>	<b>\$000</b>
Building Services Account	6,275	7,575
Consumer Credit Act (WA)	5	6
EnergySafety Account	14,012	14,967
Mines Safety Levy	43,472	27,916
Mining Rehabilitation Fund Levy	219,493	185,237
Motor Vehicle Repair (MVR) Industry Compensation Account	144	144
Motor Vehicle Repair (MVR) Industry Education and Research Account	157	152
Petroleum and Geothermal Energy Safety Levy	4,617	4,207
Real Estate - Education and General Purpose Account	8,612	16,083
Real Estate - Fidelity Guarantee Account	45,988	46,276
Real Estate - Home Buyers Assistance Account	2,836	8,706
Real Estate and Business Agents Supervisory Board Trust Account	526	529
Settlement Agents - Education and General Purpose Account	28,924	29,097
Settlement Agents - Fidelity Guarantee Account	48,381	48,169
Royalties for Regions	105	99
State Trading Concerns	665	969
<b>Total controlled special purpose accounts</b>	<b>424,212</b>	<b>390,132</b>

<b>Administered</b>	<b>2021</b>	<b>2020</b>
	<b>\$000</b>	<b>\$000</b>
Environmental Called-In Performance Bond Money Fund	5,116	5,061
Special Projects Fund	979	3,848
<b>Total administered special purpose accounts</b>	<b>6,095</b>	<b>8,909</b>

### Building Services Account

Holds funds used for the provision of functions and services in accordance with building services acts.

	<b>2021</b>	<b>2020</b>
	<b>\$000</b>	<b>\$000</b>
Balance at start of period	7,575	12,253
Add Receipts	28,012	23,319
Less Payments	(29,312)	(27,997)
<b>Balance at end of period</b>	<b>6,275</b>	<b>7,575</b>

### Consumer Credit Act (WA)

Holds funds pending distribution in accordance with the *Consumer Credit (WA) Act 1996* or court direction.

	<b>2021</b>	<b>2020</b>
	<b>\$000</b>	<b>\$000</b>
Balance at start of period	6	54
Add Receipts	–	–
Less Payments	(1)	(48)
<b>Balance at end of period</b>	<b>5</b>	<b>6</b>



### Co-operatives Companies Liquidation Account

Holds unclaimed funds pending redistribution in accordance with the *Companies (Co-operative) Act 1943* section 290(1).

	2021 \$000	2020 \$000
Balance at start of period	–	11
Add Receipts	–	–
Less Payments	–	(11)
<b>Balance at end of period</b>	<b>–</b>	<b>–</b>

### EnergySafety Account

Holds funds used for the provision of functions and services in accordance with the *Energy Safety Act 2006*.

	2021 \$000	2020 \$000
Balance at start of period	14,967	15,489
Add Receipts	14,391	14,734
Less Payments	(15,346)	(15,256)
<b>Balance at end of period</b>	<b>14,012</b>	<b>14,967</b>

### Environmental Called-In Performance Bond Money Fund

The account is to hold called-in performance bond monies received in respect to section 126 of the *Mining Act (1978)*. Funds are to be used to provide for the rehabilitation of mining sites.

	2021 \$000	2020 \$000
Balance at start of period	5,061	5,061
Add Receipts	61	–
Less Payments	(6)	–
<b>Balance at end of period</b>	<b>5,116</b>	<b>5,061</b>

### Mines Safety Levy

This fund is to hold all levies received from mining companies and is to be applied to the cost of administering the *Mines Safety and Inspection Act 1994*.

	2021 \$000	2020 \$000
Balance at start of period	27,916	16,520
Add Receipts	41,870	37,234
Less Payments	(26,314)	(25,838)
<b>Balance at end of period</b>	<b>43,472</b>	<b>27,916</b>

### Mining Rehabilitation Fund Levy

This fund is to hold all levies which are applied to the cost of administering the Mining Rehabilitation Fund Levies for regulatory services under the *Mining Rehabilitation Fund Act 2012*.

	2021 \$000	2020 \$000
Balance at start of period	185,237	150,473
Add Receipts	36,313	35,546
Less Payments	(2,057)	(782)
<b>Balance at end of period</b>	<b>219,493</b>	<b>185,237</b>



### Motor Vehicle Repair (MVR) Industry Compensation Account

Holds funds used for the Motor Vehicle Repairers Industry in accordance with the *Motor Vehicle Repairers Act 2003*.

	2021 \$000	2020 \$000
Balance at start of period	144	144
Add Receipts	–	–
Less Payments	–	–
<b>Balance at end of period</b>	<b>144</b>	<b>144</b>

### Motor Vehicle Repair (MVR) Industry Education and Research Account

Holds funds used for the Motor Vehicle Repairers Industry in accordance with the *Motor Vehicle Repairers Act 2003*.

	2021 \$000	2020 \$000
Balance at start of period	152	157
Add Receipts	5	–
Less Payments	–	(5)
<b>Balance at end of period</b>	<b>157</b>	<b>152</b>

### Petroleum and Geothermal Energy Safety Levy

This fund is to hold all levies which are applied to the cost of administering the Petroleum and Geothermal Energy Safety Levies for regulatory services under the *Petroleum and Geothermal Energy Resource Act 1967* (PGERA67) and the *Petroleum Pipelines Act 1969* (PPA69).

	2021 \$000	2020 \$000
Balance at start of period	4,207	3,327
Add Receipts	4,233	4,305
Less Payments	(3,823)	(3,425)
<b>Balance at end of period</b>	<b>4,617</b>	<b>4,207</b>

### Real Estate - Education and General Purpose Account

Holds funds used for the operation of the Education and General Purpose Account in accordance with the *Real Estate and Business Agents Act 1978*.

	2021 \$000	2020 \$000
Balance at start of period	16,083	20,560
Add Receipts	2,111	4,813
Less Payments	(9,582)	(9,290)
<b>Balance at end of period</b>	<b>8,612</b>	<b>16,083</b>

### Real Estate - Fidelity Guarantee Account

Holds funds used for the operation of the Fidelity Guarantee Account in accordance with the *Real Estate and Business Agents Act 1978*.

	2021 \$000	2020 \$000
Balance at start of period	46,276	46,743
Add Receipts	231	483
Less Payments	(519)	(950)
<b>Balance at end of period</b>	<b>45,988</b>	<b>46,276</b>



### Real Estate - Home Buyers Assistance Account

Holds funds used for the operation of the Home Buyers Assistance Account in accordance with the *Real Estate and Business Agents Act 1978*.

	2021 \$000	2020 \$000
Balance at start of period	8,706	12,174
Add Receipts	164	2,059
Less Payments	(6,034)	(5,527)
<b>Balance at end of period</b>	<b>2,836</b>	<b>8,706</b>

### Real Estate and Business Agents Supervisory Board Trust Account

Holds funds as a result of legal proceedings and liquidations of agencies in accordance with the Trust Statement.

	2021 \$000	2020 \$000
Balance at start of period	529	488
Add Receipts	–	42
Less Payments	(3)	(1)
<b>Balance at end of period</b>	<b>526</b>	<b>529</b>

### Royalties for Regions

This is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas.

	2021 \$000	2020 \$000
Balance at start of period	99	–
Add Receipts	109	205
Less Payments	(103)	(106)
<b>Balance at end of period</b>	<b>105</b>	<b>99</b>

### Settlement Agents - Education and General Purpose Account

Holds funds used for the operation of the Education and General Purpose Account in accordance with the *Settlement Agents Act 1981*.

	2021 \$000	2020 \$000
Balance at start of period	29,097	28,661
Add Receipts	285	875
Less Payments	(458)	(439)
<b>Balance at end of period</b>	<b>28,924</b>	<b>29,097</b>

### Settlement Agents - Fidelity Guarantee Account

Holds funds used for the operation of the Fidelity Guarantee Account in accordance with the *Settlement Agents Act 1981*.

	2021 \$000	2020 \$000
Balance at start of period	48,169	47,314
Add Receipts	227	1,231
Less Payments	(15)	(376)
<b>Balance at end of period</b>	<b>48,381</b>	<b>48,169</b>



### Special Projects Fund

The account was created to hold funds for the purpose of participating in significant projects with other countries, the Commonwealth and the private sector to the mutual benefit of the other participants and the State of Western Australia.

This account includes an agreement between the Commonwealth and the department to carry out inspection services at Christmas Island. With an opening balance of \$223,669, receipts of \$269,102 and payments of \$276,799, the closing balance is \$215,972.

	2021 \$000	2020 \$000
Balance at start of period	744	3,848
Add Receipts	829	4,407
Less Payments	(594)	(7,511)
<b>Balance at end of period</b>	<b>979</b>	<b>744</b>

### State Trading Concerns

The fund was created under the *State Trading Concerns Act 1916* and controls income received in respect of the provisions of copyright materials and relevant trade mark advertising opportunities or similar arrangements.

	2021 \$000	2020 \$000
Balance at start of period	969	1,176
Add Receipts	3	32
Less Payments	(307)	(239)
<b>Balance at end of period</b>	<b>665</b>	<b>969</b>

## 8.7 Remuneration of auditors

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2021 \$000	2020 \$000
Auditing the accounts, financial statements controls, and key performance indicators	281	277

## 8.8 Act of grace

Act of Grace payments are those payments that are not payable in pursuance of the law or are not payable under a legal liability, approved by the relevant accountable authority.

	2021 \$000	2020 \$000
The Minister	25	-



## 8.9 Equity

	2021 \$000	2020 \$000
<b>Contributed Equity</b>		
Balance at start of period	235,636	234,145
Contributions by owners		
Capital appropriation	3,530	1,491
<b>Total contributions by owners</b>	<b>3,530</b>	<b>1,491</b>
<b>Balance at end of period</b>	<b>239,166</b>	<b>235,636</b>
<b>Asset revaluation surplus</b>		
Balance at start of period	104,019	104,588
Net revaluation increments/(decrements)		
Land	872	(429)
Buildings	72	(140)
<b>Balance at end of period</b>	<b>104,963</b>	<b>104,019</b>
<b>Accumulated Surplus</b>		
Balance at start of period	150,539	121,879
Result for the period	30,487	28,660
<b>Balance at the end of period</b>	<b>181,026</b>	<b>150,539</b>
<b>Total equity at end of period</b>	<b>525,155</b>	<b>490,194</b>

## 8.10 Supplementary financial information

### (a) Write-offs

During the financial year, \$160,881 (2020: \$21,890) was written off the department's asset register under the authority of:

	2021 \$000	2020 \$000
The Director General	161	22
	<b>161</b>	<b>22</b>

## 8.11 Explanatory statement (Controlled Operations)

All variances between annual estimates (original budget) and actual results for 2021, and between the actual results for 2021 and 2020 are shown below. Narratives are provided for key major variances which are greater than 10% and 1% of Total Cost of Services for the Statements of Comprehensive Income and Statement of Cash Flows (i.e. 1% of \$294.62m), and are greater than 10% and 1% of Total Assets for the Statement of Financial Position (i.e. 1% of \$618.13m).



### 8.11.1 Statement of Comprehensive Income Variances

	Variance Note	Estimate 2021 \$000	Actual 2021 \$000	Actual 2020 \$000	Variance between estimate and actual \$000	Variance between actual results for 2021 and 2020 \$000
<b>Expenses</b>						
Employee benefits expenses		183,100	189,405	187,744	(6,305)	1,661
Supplies and services	1	46,322	60,619	57,005	(14,297)	3,614
Depreciation and amortisation expense		5,909	4,619	5,225	1,290	(606)
Finance costs		232	105	91	127	14
Accommodation expenses	2	19,270	16,217	17,320	3,053	(1,103)
Grants and subsidies	A	17,536	18,001	14,864	(465)	3,137
Other expenses	3	15,124	5,658	3,840	9,466	1,818
Loss on disposal of other assets		–	–	316	–	(316)
<b>Total cost of services</b>		<b>287,493</b>	<b>294,624</b>	<b>286,405</b>	<b>(7,131)</b>	<b>8,219</b>
<b>Income</b>						
<i>Revenue</i>						
User charges and fees		147,738	154,522	164,232	(6,784)	(9,710)
Sales		855	43	69	812	(26)
Commonwealth Grants received		479	–	83	479	(83)
Interest revenue	4	6 508	1,150	3,075	5,358	(1,925)
Other revenue	5	7,708	4,404	5,346	3,304	(942)
<b>Total Income</b>		<b>163,288</b>	<b>160,119</b>	<b>172,805</b>	<b>3,169</b>	<b>(12,686)</b>
<b>Total Gains</b>		<b>–</b>	<b>3</b>	<b>–</b>	<b>(3)</b>	<b>3</b>
<b>Total income other than income from State Government</b>		<b>163,288</b>	<b>160,122</b>	<b>172,805</b>	<b>3,166</b>	<b>(12,683)</b>
<b>NET COST OF SERVICES</b>		<b>(124,205)</b>	<b>(134,502)</b>	<b>(113,600)</b>	<b>(10,297)</b>	<b>20,902</b>
<b>Income from State Government</b>						
Service appropriation	6 B	144,462	160,719	136,410	(16,257)	24,309
Services received free of charge		2,846	3,665	5,541	(819)	(1,876)
State Grant and Subsidies		–	100	100	(100)	–
Royalties for Regions Fund		513	505	209	8	296
<b>Total income from State Government</b>		<b>147,821</b>	<b>164,989</b>	<b>142,260</b>	<b>(17,168)</b>	<b>22,729</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>		<b>23,616</b>	<b>30,487</b>	<b>28,660</b>	<b>(6,871)</b>	<b>1,827</b>
<b>OTHER COMPREHENSIVE INCOME</b>						
<b>Items not reclassified subsequently to profit or loss</b>						
Changes in asset revaluation surplus		–	944	(569)	(944)	1,513
<b>Total other comprehensive income</b>		<b>–</b>	<b>944</b>	<b>(569)</b>	<b>(944)</b>	<b>1,513</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>23,616</b>	<b>31,431</b>	<b>28,091</b>	<b>(7,815)</b>	<b>3,340</b>



### Major estimate and actual (2021) variance narratives

- 1) Supplies and services are over the budget amount by \$14.3 million (24%) due to a classification difference between actuals and budgets. Budget items align to Other Expenses. Refer to point (3) below.
- 2) Accommodation expense is under budget by \$3.0m (19%) due to reduced costs associated with COVID-19 lockdowns, where employees were required to work from home, and saw a reduction in variable accommodation expenses, as well as a consolidation of the departments accommodation seeing a reduction of leased accommodation expense.
- 3) Other Expenses is under by \$9.5 million (70%) due to a classification difference between actuals and budgets. Budget amounts aligned to Supplies and Services. Refer to point (1) above.
- 4) Interest Revenue is under by \$5.4 million (83%) due to the record low interest rates set during the COVID-19 pandemic.
- 5) Other revenue is under by \$3.3 million (43%) due to the COVID-19 affected economy contracting.
- 6) Service Appropriations are over budget by \$16.3 million (11%) due to additional supplementary funding. This was for increases in the cost of Residential Rent Relief Grants Scheme administration; the Kalgoorlie Core Library Expansion project being ahead of time, unfunded projects that have been progressed and a revenue shortfall reflecting that the department revenue is volatile and affected by upturns and downturns in the economy.

### Major actual (2021) and comparative data (2020) variance narratives

- A) Grants and subsidies are higher than last year by \$3.1 million (21%) mainly due to increased Grants provided for the Exploration Incentive Scheme as a part of Government investment initiative.
- B) Service Appropriations are higher than last year \$24.3 million (18%) mainly due to the Government providing additional funding to cover the waiving of license fees for one year in response to the COVID-19 pandemic and additional supplementary funding. Refer to point (6) above.



## 8.11.2 Statement of Comprehensive Income Variances

	Variance Note	Estimate 2021 \$000	Actual 2021 \$000	Actual 2020 \$000	Variance between estimate and actual \$000	Variance between actual results for 2021 and 2020 \$000
<b>ASSETS</b>						
<b>Current Assets</b>						
Cash and cash equivalents		2,342	4,852	1,876	(2,510)	2,976
Restricted cash and cash equivalents		414,436	424,212	390,132	(9,776)	34,080
Receivables		16,332	15,066	17,473	1,266	(2,407)
Amount receivable for services		910	914	914	(4)	–
Other current assets		2,929	3,319	2,402	(390)	917
<b>Total Current Assets</b>		<b>436,949</b>	<b>448,363</b>	<b>412,797</b>	<b>(11,414)</b>	<b>35,566</b>
<b>Non current Assets</b>						
Restricted cash and cash equivalents		2,228	2,970	2,228	(742)	742
Right of use asset		–	3,206	3,236	(3,206)	(30)
Amounts receivable for services		37,310	37,306	36,022	4	1,284
Property, plant and equipment		124,723	124,330	122,610	393	1,720
Intangible assets		2,536	1,957	3,054	579	(1,097)
<b>Total Non-Current Assets</b>		<b>166,797</b>	<b>169,769</b>	<b>167,150</b>	<b>(2,972)</b>	<b>2,619</b>
<b>TOTAL ASSETS</b>		<b>603,746</b>	<b>618,132</b>	<b>579,947</b>	<b>(14,386)</b>	<b>38,185</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables		6,675	7,760	9,638	(1,085)	(1,878)
Other current liabilities	7	24,512	1,248	1,512	23,264	(264)
Revenue received in advance	8	–	22,446	22,069	(22,446)	377
Amount due to Treasurer		2,000	2,000	2,000	–	–
Employee provisions		40,086	41,617	37,447	(1,531)	4,170
Lease liabilities		1,230	1,326	1,213	(96)	113
<b>Total Current Liabilities</b>		<b>74,503</b>	<b>76,397</b>	<b>73,879</b>	<b>(1,894)</b>	<b>2,518</b>
<b>Non-Current Liabilities</b>						
Payables		–	601	538	(601)	63
Employee provisions		7,970	8,475	7,820	(505)	655
Lease liabilities		1,865	2,052	2,172	(187)	(120)
Other non-current liabilities		5,344	5,452	5,344	(108)	108
<b>Total Non-Current Liabilities</b>		<b>15,179</b>	<b>16,580</b>	<b>15,874</b>	<b>(1,401)</b>	<b>706</b>
<b>TOTAL LIABILITIES</b>		<b>89,682</b>	<b>92,977</b>	<b>89,753</b>	<b>(3,295)</b>	<b>3,224</b>
<b>NET ASSETS</b>		<b>514,064</b>	<b>525,155</b>	<b>490,194</b>	<b>(11,091)</b>	<b>34,961</b>
<b>EQUITY</b>						
Contributed equity		231,263	239,166	235,636	(7,903)	3,530
Reserves		112,992	104,963	104,019	8,029	944
Accumulated surplus/(deficit)	C	169,809	181,026	150,539	(11,217)	30,487
<b>TOTAL EQUITY</b>		<b>514,064</b>	<b>525,155</b>	<b>490,194</b>	<b>(11,091)</b>	<b>34,961</b>



#### Major estimate and actual (2021) variance narratives

- 7) Current Liabilities are under budget by \$23.3 million (95%) due to classification difference between Actuals and Budget of Revenue Received in Advance. Refer to point (8) below.
- 8) Revenue Received in Advance is over budget by \$22.5 million (100%) due to a classification difference between Actuals and Budget of Revenue Received in Advance. Refer to point (7) above.

#### Major actual (2021) and comparative data (2020) variance narratives

- C) Accumulated surplus/(deficit) is higher in 2021 when compared to 2020 by \$30.5 million (21%) due to increases in the Mining Rehabilitation Fund and Mines Safety and Inspection Levy and Property Industry accounts.



### 8.11.3 Statement of Cash Flows Variance

	Variance Note	Estimate 2021 \$000	Actual 2021 \$000	Actual 2020 \$000	Variance between estimate and actual \$000	Variance between actual results for 2021 and 2020 \$000
<b>CASH FLOWS FROM STATE GOVERNMENT</b>						
Service appropriation	9 D	142,264	158,521	132,016	(16,257)	26,505
Capital appropriations		1,930	3,530	1,491	(1,600)	2,039
Holding account drawdown		914	914	3,577	–	(2,663)
Royalties for Regions Fund		513	505	209	8	296
<b>Net cash provided by State Government</b>		<b>145,621</b>	<b>163,470</b>	<b>137,293</b>	<b>(17,849)</b>	<b>26,177</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee benefits	E	(183,348)	(186,149)	(170,067)	2,801	(16,082)
Supplies and services	10 E	(42,686)	(56,018)	(47,569)	13,332	(8,449)
Accommodation		(19,200)	(17,912)	(18,974)	(1,288)	1,062
Grants and subsidies	G	(17,536)	(18,001)	(14,792)	465	(3,209)
Other payments	11 H	(16,079)	(6,209)	(10,893)	(9,870)	4,684
GST payments on purchases	12	(7,507)	(13,119)	(12,552)	5,612	(567)
Finance costs		(232)	–	–	(232)	–
Sale of goods and services	13	3,929	67	99	3,862	(32)
User charges and fees		147,738	152,059	160,277	(4,321)	(8,218)
Grants and contributions		479	100	184	379	(84)
GST receipts on sales		7,507	5,150	5,539	2,357	(389)
GST receipts from ATO	14	–	7,969	7,064	(7,969)	905
Other receipts		10,630	10,664	10,619	(34)	45
<b>Net cash provided by/(used in) operating activities</b>		<b>(116,305)</b>	<b>(121,399)</b>	<b>(91,065)</b>	<b>5,094</b>	<b>(30,334)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
<b>Payments</b>						
Proceeds from sale of non-current assets		–	–	2	–	(2)
<b>Receipts</b>						
Purchase of non-current physical assets		(3,208)	(2,835)	(2,450)	(373)	(385)
<b>Net cash provided by/(used in) investing activities</b>		<b>(3,208)</b>	<b>(2,835)</b>	<b>(2,448)</b>	<b>(373)</b>	<b>(387)</b>



	Variance Note	Estimate 2021 \$000	Actual 2021 \$000	Actual 2020 \$000	Variance between estimate and actual \$000	Variance between actual results for 2021 and 2020 \$000
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>						
<b>Payments</b>						
Right of use lease liability payment		–	(1,438)	–	1,438	(1,438)
Repayment of borrowings	I	(1,530)	–	(8,000)	(1,530)	8,000
<b>Net cash provided by/(used in) financing activities</b>		<b>(1,530)</b>	<b>(1,438)</b>	<b>(8,000)</b>	<b>(92)</b>	<b>6,562</b>
Net increase/(decrease) in cash and cash equivalents	15	24,578	37,798	35,780	(13,220)	2,018
Cash balances transferred in		–	–	–	–	–
Cash balances transferred out		–	–	–	–	–
Cash and cash equivalents at the beginning of the period	J	394,248	394,236	358,456	12	35,780
<b>Cash and cash equivalents at the end of the period</b>		<b>418,826</b>	<b>432,034</b>	<b>394,236</b>	<b>(13,208)</b>	<b>37,798</b>

#### Major estimate and actual (2021) variance narratives

- 9) Service Appropriations are higher than the estimate by \$16.3 million (20%) due to additional supplementary funding. This was for increases in the cost of Residential Rent Relief Grants Scheme administration; the Kalgoorlie Core Library Expansion project being ahead of time, unfunded projects that have been progressed and a revenue shortfall reflecting that the department revenue is volatile and affected by upturns and downturns in the economy. Refer to point (6) above.
- 10) Supplies and services are over the budget amount by \$13.3 million (18%) due to a classification difference between actuals and budgets. Budget items align to Other Expenses. Refer to points (1) and (3) above.
- 11) Other payments is under budget by \$10.9 million (160%) as a result of reduced claims against the Real Estate and Settlement industry fidelity claims accounts, and reduced Refunds of Prior year. This is as a result of upswing in industry due to Government stimulus provided as a result of COVID-19, resulting in fewer claims against the Fidelity accounts, and fewer requests for refunds of prior years revenue.
- 12) GST payments on purchases are over the budget amount by \$5.6 million (43%) due to a classification difference between actuals and budgets. Budget items align to GST receipts from ATO. Refer to point (14) below.
- 13) Sale of goods and services is under budget by \$3.9 million (5,764%) due to reduced purchases of the Departments books and publications.
- 14) GST receipts from ATO are over the budget amount by \$7.9 million (100%) due to a classification difference between actuals and budgets. Budget items align to GST payments on purchases. Refer to point (12) above.
- 15) Overall cash held by the department has increased due to the accumulation of funds in special purpose accounts, like the Mining Rehabilitation Fund and Mines Safety and Inspection Levy, over a number of years.



### Major actual (2021) and comparative data (2020) variance narratives

- D) Service appropriations have increased in 2021 by \$26.5 million (20%) in comparison to 2020 due to the Government providing additional funding to cover the wavering of license fees for one year in response to the COVID-19 pandemic and additional supplementary funding. Refer to points (6) (9) and (B) above.
- E) Employee benefits expenses are higher in 2021 in comparison to 2020 by \$16.0 million (10%) as a result of increases in the number of Worksafe inspectors and support staff, administration of the Residential Rent Relief Grants Scheme, the conversion of contracted staff to permanent employees, and their associated on-costs for the financial year.
- F) Supplies and services have increased in 2021 by \$8.4 million (18%) in comparison to 2020 mainly due to increased spending with regards to contractors and consultants. This increase is due to a premium having to be paid to acquire the relevant contractors or consultants with industry experience.
- G) Grants and subsidies are higher than last year by \$3.2 million (22%) mainly due to increased Grants provided for the Exploration Incentive Scheme as a part of Government investment initiative. Refer to point (A) above.
- H) Other payments has decreased in 2021 by \$4.7 million (43%) when compared to 2020 as a result of the number claims against the Real Estate and Settlement industry fidelity claims accounts, and reduced Refunds of Prior year in 2021 when compared to 2020. This is as a result of upswing in industry due to Government stimulus provided as a result of COVID-19, resulting in fewer claims against the Fidelity accounts, and fewer requests for refunds of prior years revenue. Refer to point (11) above.
- I) Repayment of borrowings has decreased by \$8.0 million (100%) in 2021 when compared to 2020 as a result of the repayment of the Treasurers Advance for the Mine Safety levy account in the 2020 financial year.
- J) Cash and cash equivalents at the beginning of the period for 2021 has increased by \$35.8 million (10%) when compared to 2020 as a result of higher balance of funds in special purpose accounts, like the Mining Rehabilitation Fund and Mines Safety and Inspection Levy, over a number of years. Refer to point (15) above.



## 9. Administered disclosures

This section sets out all of the statutory disclosures regarding the financial performance of the department.

	Notes
Administered income and expenses	9.1
Explanatory statement for administered items	<a href="#">9.2</a>
Administered assets and liabilities	<a href="#">9.3</a>
Supplementary financial Information	<a href="#">9.4</a>

### 9.1 Administered income and expenses

	2021 \$000	2020 \$000
<b>Income</b>		
For transfer:		
Royalties and Rentals <sup>(a)</sup>	12,312,935	8,564,700
Regulatory fees and fines	160	175
Commonwealth Grants	261	4,374
Appropriations	134,809	87,613
Other revenue	31,077	28,108
<b>Total administered income</b>	<b>12,479,242</b>	<b>8,684,970</b>
<b>Expenses</b>		
Refunds of previous years' revenue	22,269	34,679
<i>Services and contracts</i>	27,880	34,487
Receipts paid into Consolidated Account <sup>(b)</sup>	10,752,882	8,721,261
Grants and subsidies	104,582	62,205
<b>Total administered expenses</b>	<b>10,907,613</b>	<b>8,852,632</b>

(b) Receipts paid into the Consolidated Account represent the transfer of non-retainable regulatory fees, fines and penalties and royalties to the Consolidated Account.

	2021 \$000	2020 \$000
<sup>(a)</sup> Royalties		
Petroleum - State	2,670	6,648
Iron Ore	11,354,765	7,632,428
Alumina	90,850	104,659
Lithium	49,717	58,913
Copper	70,448	59,140
Nickel	85,748	77,624
Gold	406,909	388,487
Other	119,577	121,913
Lease rentals	132,251	114,888
<b>Total</b>	<b>12,312,935</b>	<b>8,564,700</b>



## 9.2 Explanatory statement for administered items

All variances between annual estimates and actual results for 2021, and between the actual results for 2021 and 2020 are shown below. Narratives are provided for key major variances which are greater than 10% and 1% of Total Administered Income (i.e. 1% of \$12.48 billion).

	Variance Note	Estimate 2021 \$000	Actual 2021 \$000	Actual 2020 \$000	Variance between estimate and actual \$000	Variance between actual results for 2021 and 2020 \$000
<b>INCOME FROM ADMINISTERED ITEMS</b>						
<b>Income</b>						
For transfer:						
Royalties and Rentals	1 A	8,402,405	12,312,935	8,564,700	(3,910,530)	3,748,235
Regulatory fees		254	160	175	94	(15)
Commonwealth Grants		4,032	261	4,374	3,771	(4,113)
Appropriations		113,023	134,809	87,613	(21,786)	47,196
Other revenue		27,938	31,077	28,108	(3,139)	2,969
<b>Total administered income</b>		<b>8,547,652</b>	<b>12,479,242</b>	<b>8,684,970</b>	<b>(3,931,590)</b>	<b>3,794,272</b>
<b>Expenses</b>						
<i>Petroleum (Submerged Lands) Act 1982</i>		351	–	–	351	–
Refunds of previous years' revenue		1,960	22,269	34,679	(20,309)	(12,410)
Services and contracts		31,392	27,880	34,487	3,512	(6,607)
Receipts paid into Consolidated Account	2 B	9,061,749	10,752,882	8,721,261	(1,691,133)	2,031,621
Grants and subsidies		109,899	104,582	62,205	5,317	42,377
<b>Total administered expenses</b>		<b>9,205,351</b>	<b>10,907,613</b>	<b>8,852,632</b>	<b>(1,702,262)</b>	<b>2,054,981</b>

### Major estimate and actual (2021) variance narratives

- 1) Royalties and Rentals were over the original budget by \$3.9 billion (47%) as a result of increased iron ore prices, a lower exchange rate and slightly higher iron ore volumes.
- 2) Receipts paid into Consolidated Account were over the original budget by \$1.7 billion (19%) as a result of increased iron ore prices, a lower exchange rate and slightly higher iron ore volumes. Also refer to point (1) above.

### Major actual (2021) and comparative data (2020) variance narratives

- A) Royalties and Rentals has increased by \$3.7 billion (44%) in 2021 when compared to 2020 as a result of increased iron ore prices, a lower exchange rate and slightly higher iron ore volumes. Refer to point (1) above.
- B) Receipts paid into consolidated has increased in 2021 by \$2.0 billion (23%) when compared to 2020 as a result of higher royalties paid which is a result of higher iron or prices and slight iron ore volumes in the 2021 financial year. Refer to points (1), (2) and (A) above.



### 9.3 Administered assets and liabilities

	2021 \$000	2020 \$000
<b>Current Assets</b>		
Cash and cash equivalents	9,258	7,975
Restricted cash and cash equivalents	461,772	430,880
Receivables <sup>(a)</sup>	3,811,897	2,251,518
Finance Lease Receivable	779	735
<b>Total Administered Current Assets</b>	<b>4,283,706</b>	<b>2,691,108</b>
<b>Non-Current Assets</b>		
Finance Lease Receivables	5,361	3,406
<b>Total Administered Non-Current Assets</b>	<b>5,361</b>	<b>3,406</b>
<b>TOTAL ADMINISTERED ASSETS</b>	<b>4,289,067</b>	<b>2,694,514</b>
<b>Current Liabilities</b>		
Payables	4,296	3,933
Other liabilities	850	853
Other current liabilities	434,876	412,312
<b>Total Current Liabilities</b>	<b>440,022</b>	<b>417,098</b>
<b>TOTAL ADMINISTERED LIABILITIES</b>	<b>440,022</b>	<b>417,098</b>

(a) This mainly represents royalties not collected as at 30 June 2021 on production which occurred prior to balance date.

#### Other matters of uncertainty

Mining companies owing royalties of approximately \$865,000 (2020: \$5.4 million) are currently under administration and action is being taken to recover the funds that were due in the quarter that they went into administration. In the event that these funds are not collected, a bad debt may arise.

#### Home Indemnity Insurance

The contingent liability for Home Indemnity Insurance (HII) has been assessed to be the future claims liability (FCL) as at 30 June 2021. The FCL is an estimation of the future claims costs which will arise as a result of events which will occur in the future for currently in-force HII policies. In accordance with the PricewaterhouseCoopers actuarial report, the future claims liability has been assessed at an approximate value of \$28,100,000 (2020: \$18,700,000).

### 9.4 Supplementary financial information

#### (a) Write-offs

During the financial year, \$328,752 (2020: \$586,883) was written off the department's asset register under the authority of:

	2021 \$000	2020 \$000
Director General	329	165
The Minister	–	422
	<b>329</b>	<b>587</b>

63 individually recognised debts which were written-off during the period related to lease rentals and licences recognised under The Mining Act.



### (b) Act of grace payments

During the financial year, 4 payments totalling \$106.8 million (2020 \$44.7 million from four payments) were paid out as act of grace payments for circumstances relating to and returned royalties under the authority of:

	2021 \$000	2020 \$000
The Minister	10	–
The Governor	106,787	44,737
	<b>106,797</b>	<b>44,737</b>

Approval from the Governor was granted for payment of a royalty rebate on Iron Ore royalty revenue relating to the Koolyanobbing Mine.



responsible



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