



## DMIRS Occupational Licensing Performance Report – March Quarter 2022

The Department of Mines, Industry Regulation and Safety (DMIRS) administers over one hundred diverse and complex licence types. These cover the majority of Western Australia's occupational licensing and involve a large number of differing legislative requirements, interpretations and administrative requirements.

Maintaining public confidence and safety in regulated industries is critical and it is important that DMIRS makes high quality decisions consistently and in accordance with legislated requirements. However DMIRS also understands that occupational licences enable and support the State's economy and the people within it. Whether a decision is for a large company or project or someone just starting out in a new industry or profession, timeliness and transparency is critical.

DMIRS commenced publication of licensing performance reports in 2021 and until now these have provided only the average number of days taken to finalise new applications and renewals. However as part of our commitment to transparency and being open and accountable in what we do, DMIRS has developed a new dashboard format for 2022 that provides more detailed information. The report now features:

- Performance against targets within the quarter.
- Performance over time which provides more context to quarterly performance.
- A breakdown of the total timeline which shows the parties involved in each decision.

For this report we have kept it simple by grouping multiple licence types into licence categories that share similar characteristics, taking into consideration the various levels of application complexity. The final page of the quarterly report provides a list of licence types and groupings.

The DMIRS performance target is to finalise 80 per cent of applications within the target timeline. The timeline targets are administrative and are intended to reflect the complexity of each application and our understanding of individual and industry need.

Factors influencing assessment timelines can include whether:

- All of the required information is provided by an applicant. If it isn't, this requires follow-up with applicants which adds time and can be confronting for applicants where the additional information required is focused on their professional experience.
- Advice or review from other agencies, statutory boards or Commissioners is required.

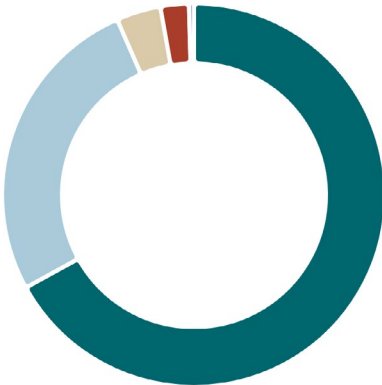
DMIRS is continuing to work on strategies to improve licensing performance and the customer experience through a range of initiatives across 2022.

These include:

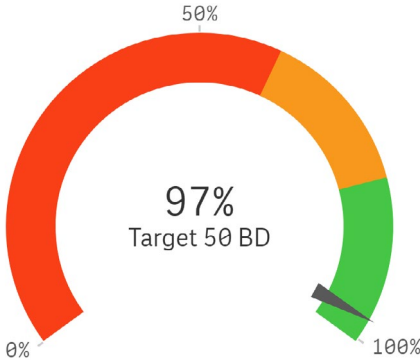
- Expanding online lodgement and fee payment across the remaining paper-based applications.
- Improving the guidance available to applicants to provide greater clarity on the licence determination process and statutory application requirements.
- Partnerships with other agencies to explore streamlined arrangements.

# Registered Building Contractor and Practitioner

Average 18 days total

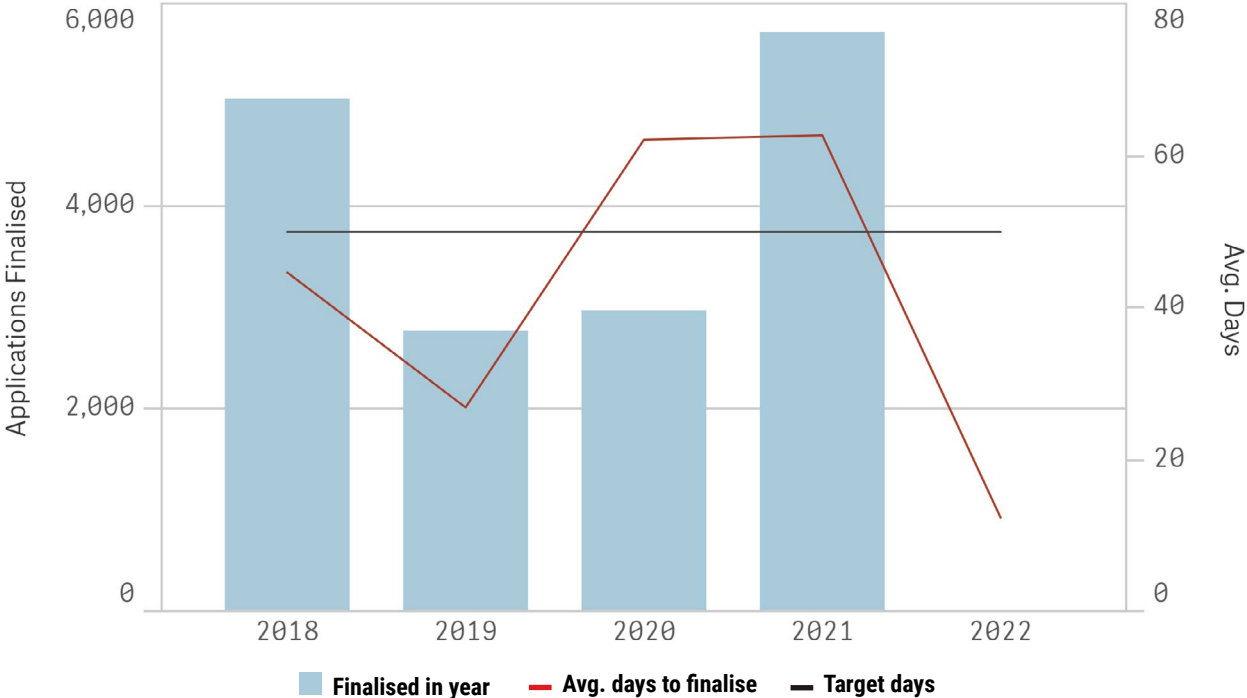


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

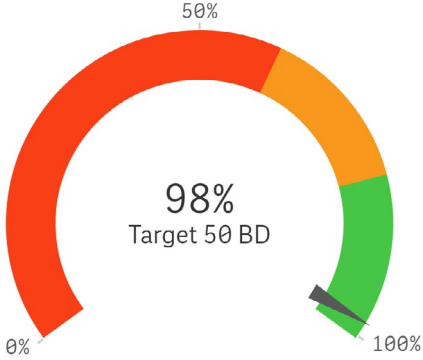


# Registered Painting Contractor and Practitioner

Average 16 days total

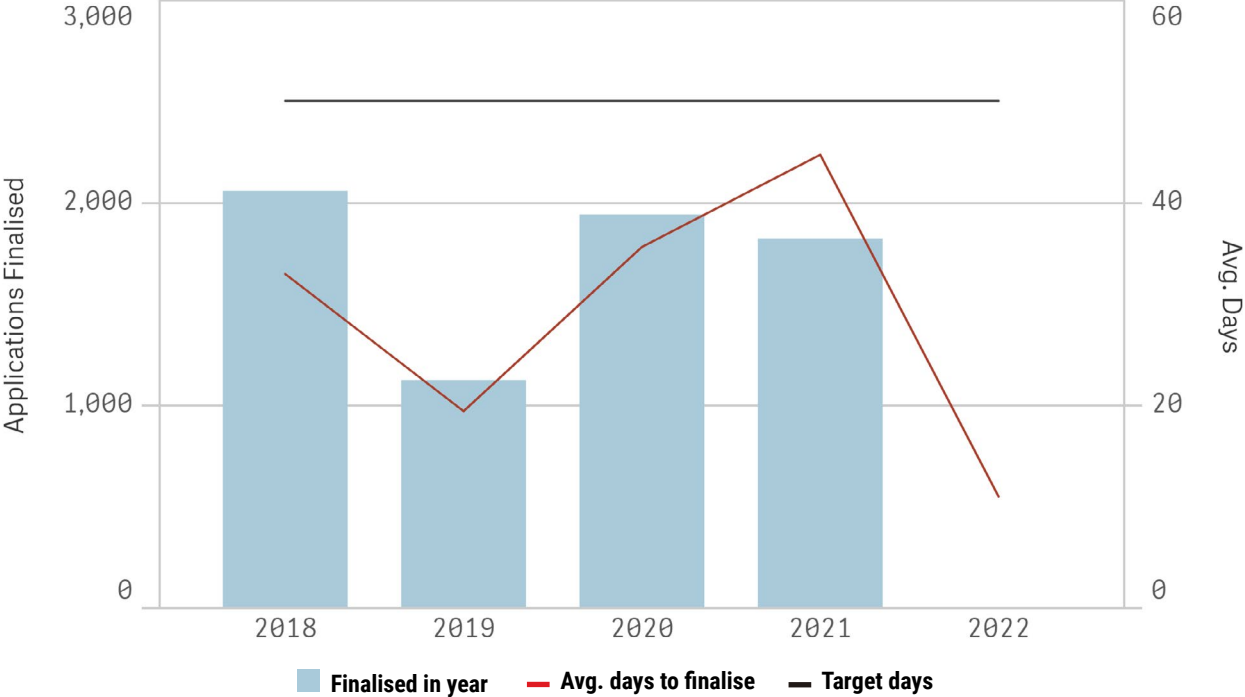


% Finalised within target timeline



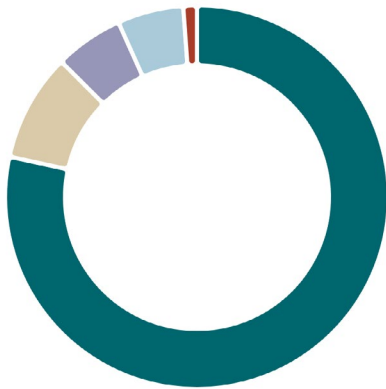
- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

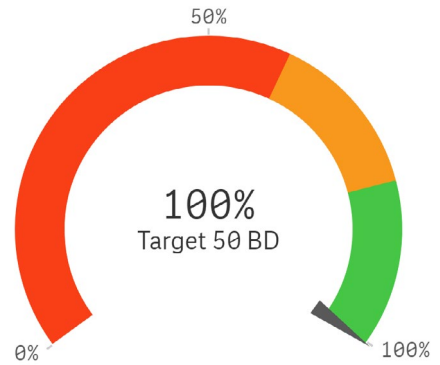


## Registered Building Surveyor and Owner Builder

Average 17 days total

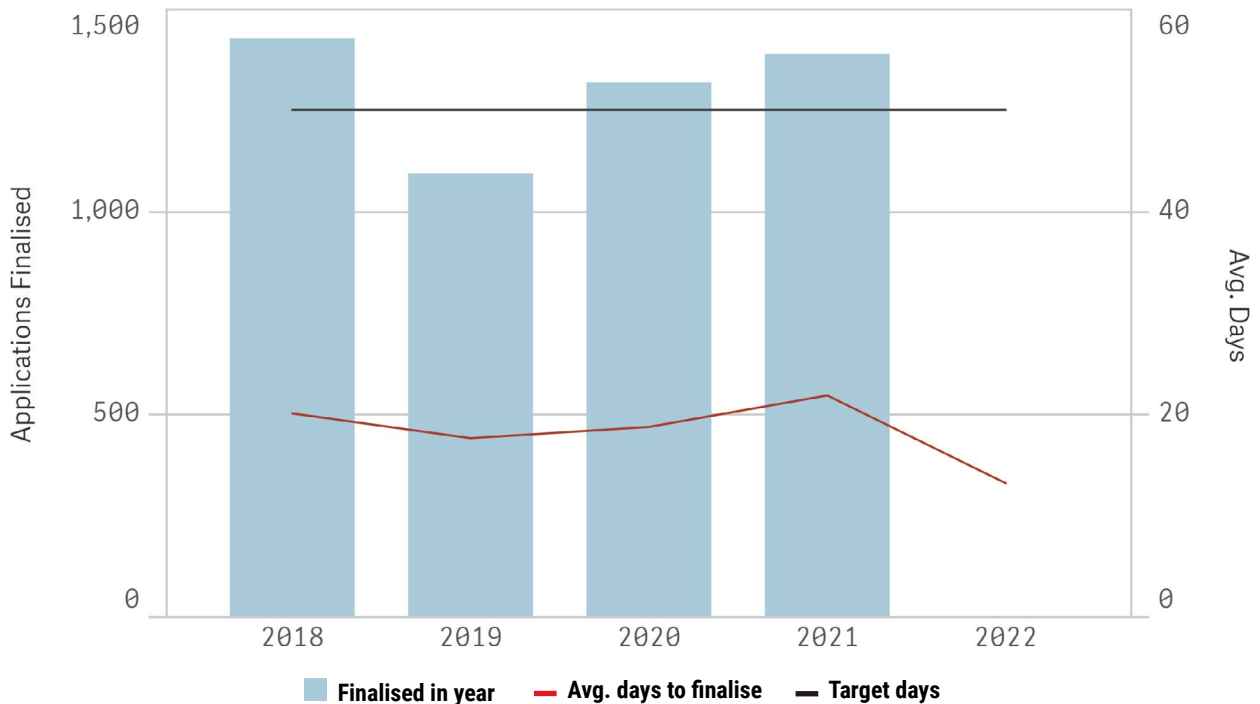


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

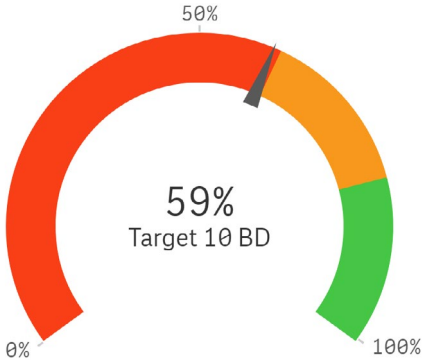


# Plumbing Licensing

Average 15 days total

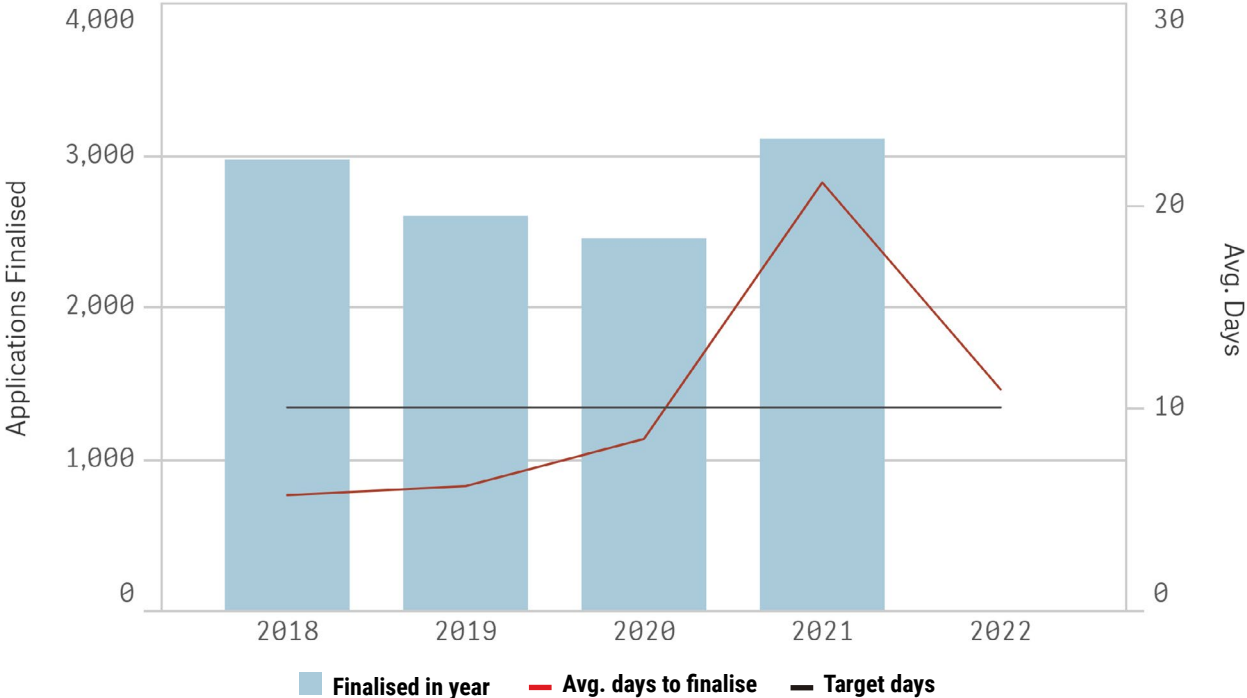


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

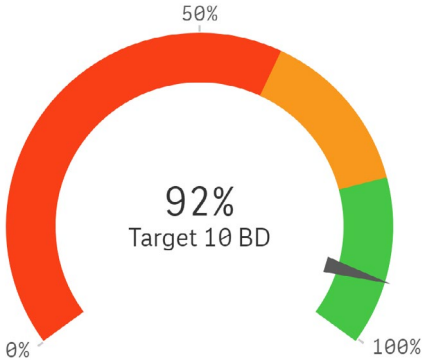


# Electrical Licensing

Average 5 days total

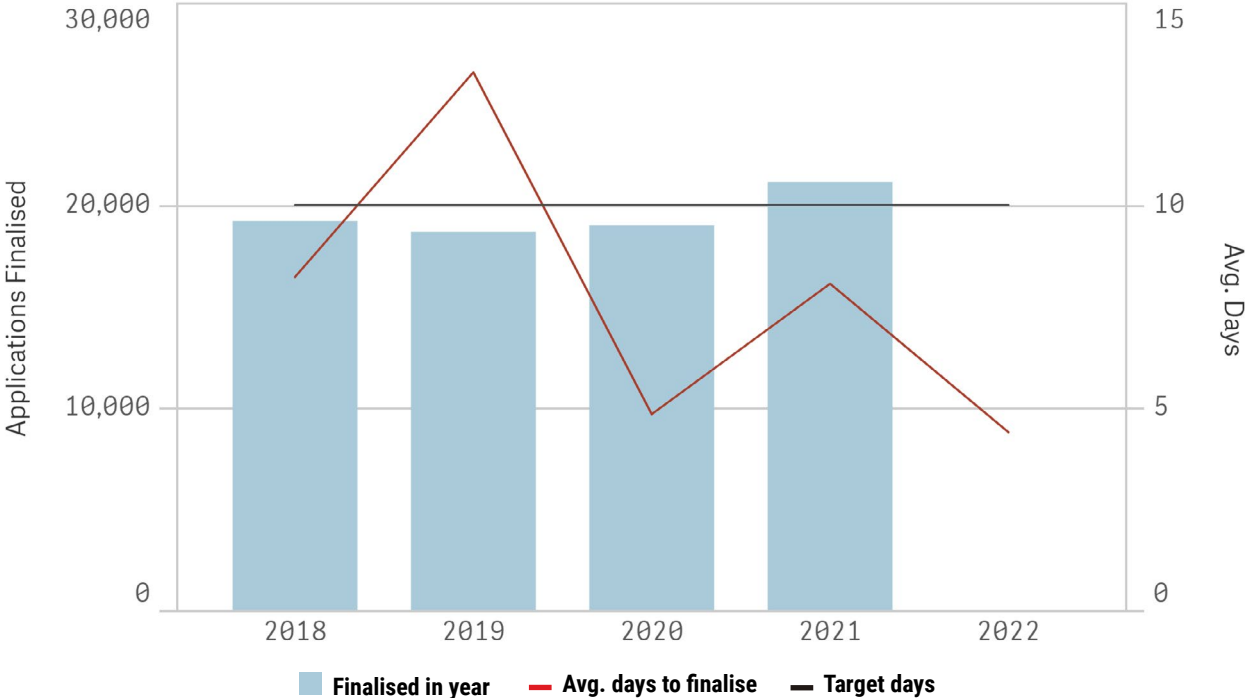


% Finalised within target timeline



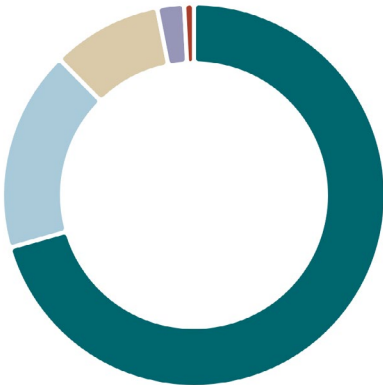
- DMIRS Licensing
- Applicant
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

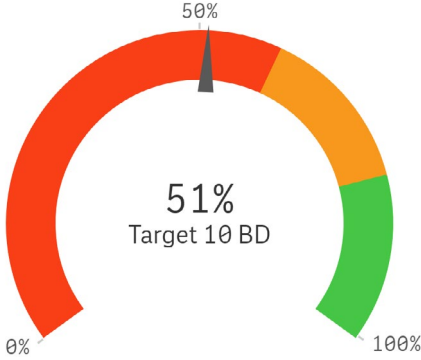


# Gas Licensing

Average 12 days total

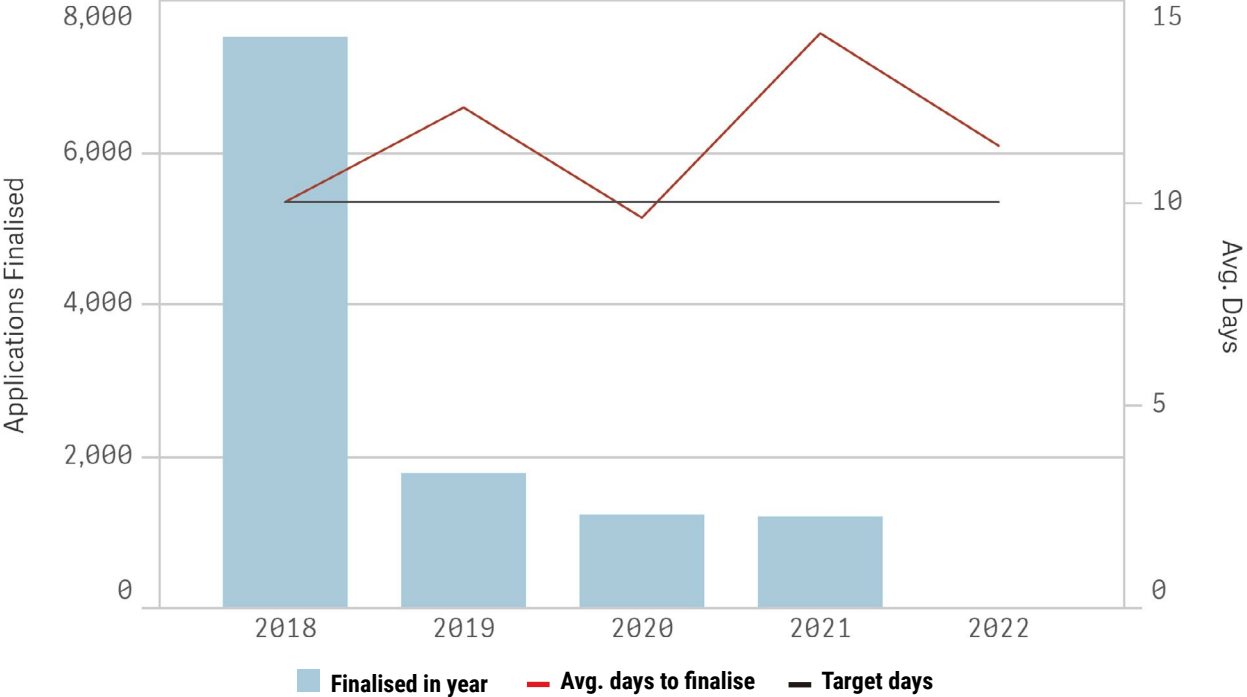


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party
- Board / Statutory Decision Maker

Trends for Finalised Applications and Average Business Days to Finalise

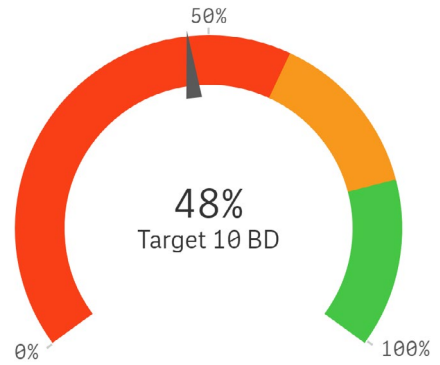


## High Risk Work Licensing

Average **12** days total

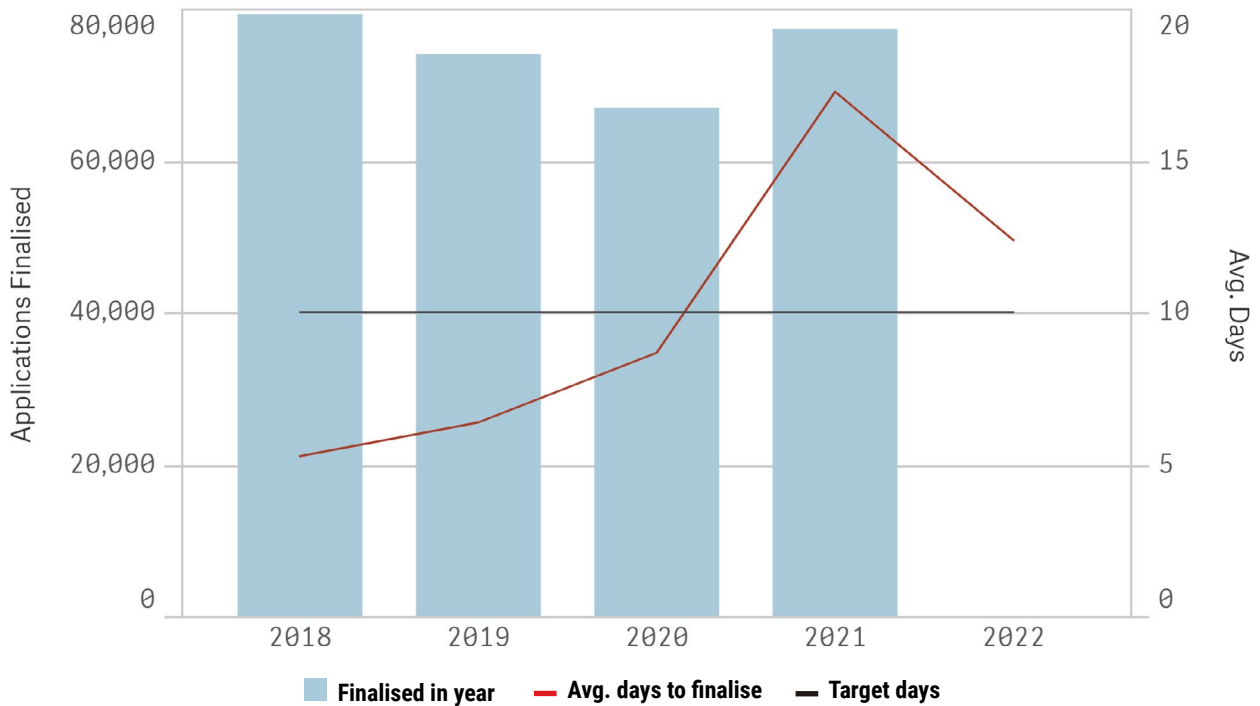


% Finalised within target timeline



■ DMIRS Licensing ■ Applicant

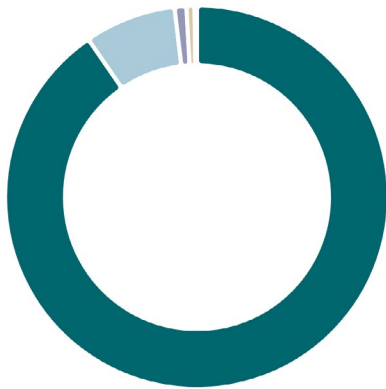
Trends for Finalised Applications and Average Business Days to Finalise



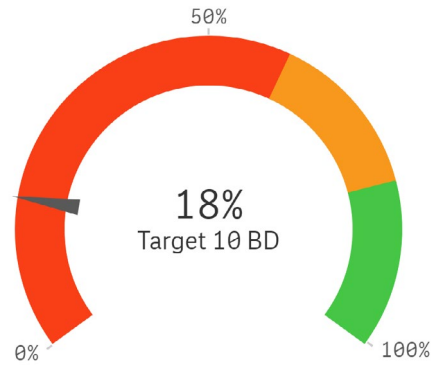


## Motor Vehicle Industries

Average 28 days total

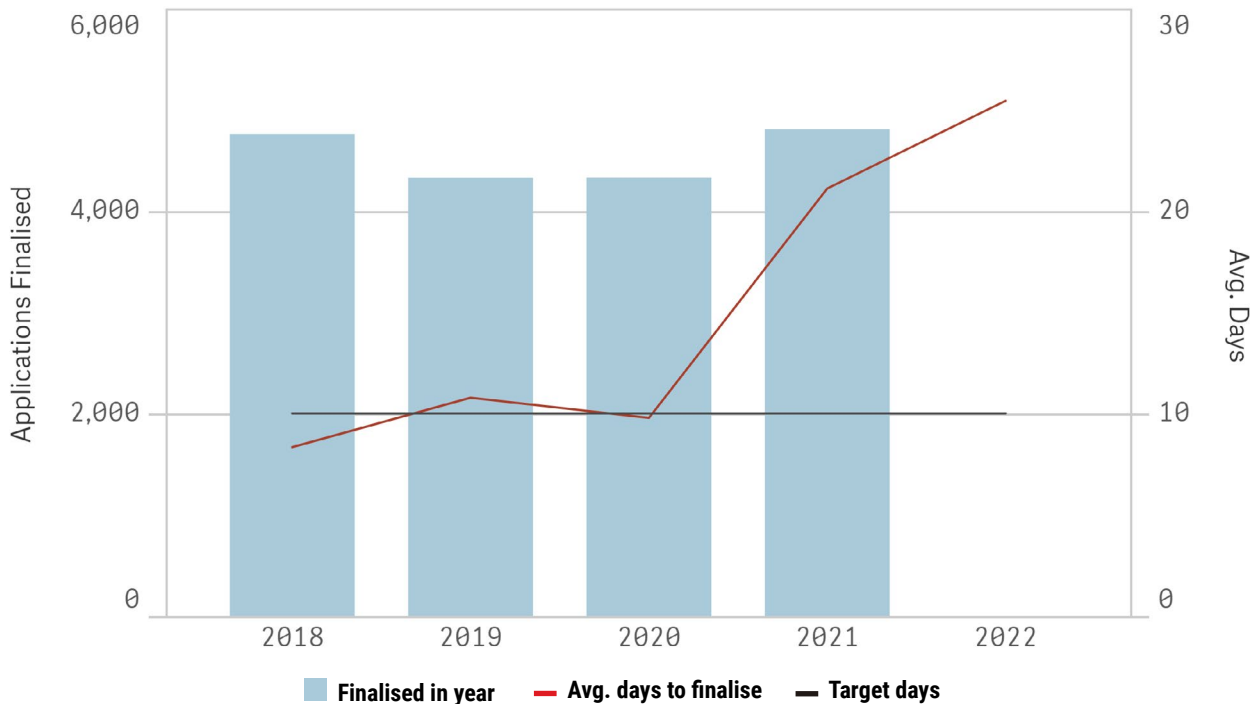


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party

Trends for Finalised Applications and Average Business Days to Finalise

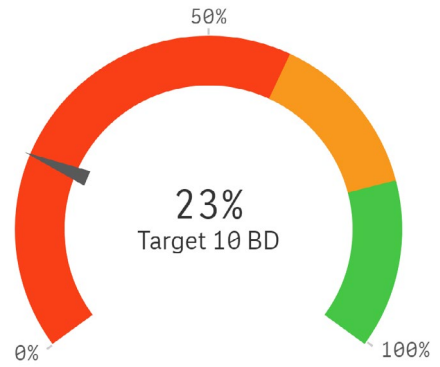


## Property Industries

Average 20 days total

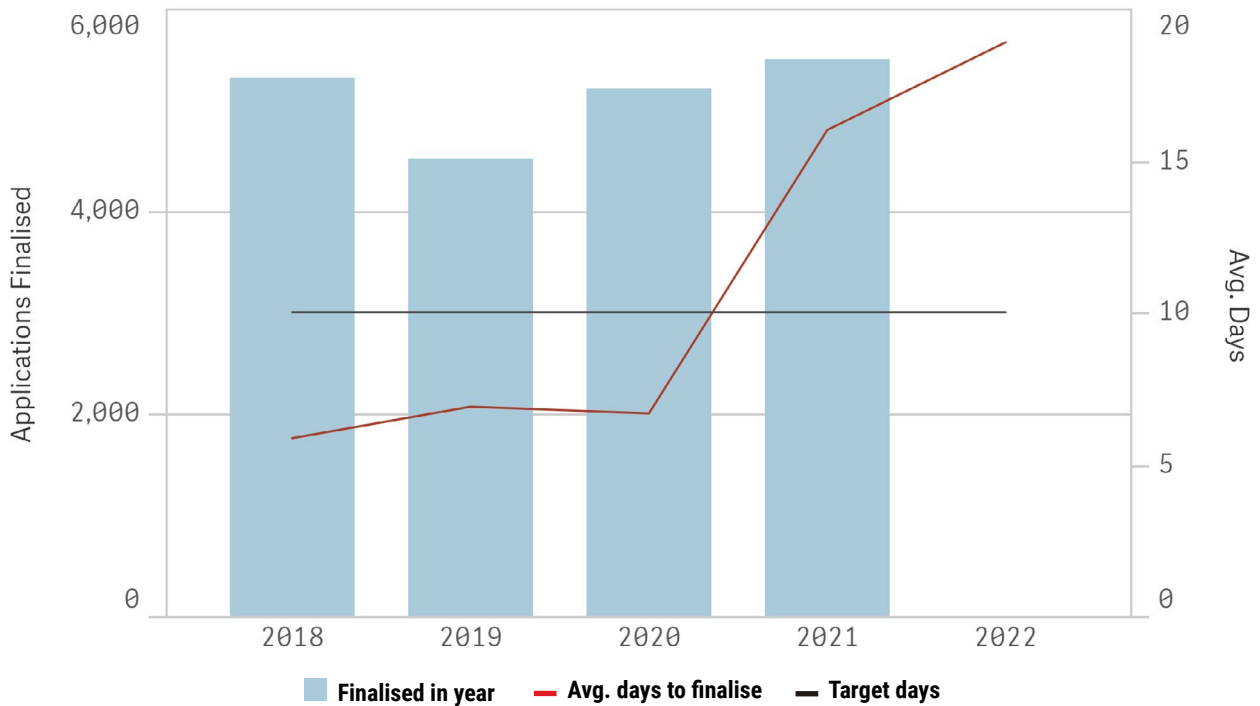


% Finalised within target timeline



- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party

Trends for Finalised Applications and Average Business Days to Finalise



### **Registered Building Contractor and Practitioner**

- Registered Building Contractor
- Registered Building Practitioner

### **Registered Painting Contractor and Practitioner**

- Registered Painting Contractor
- Registered Painting Practitioner

### **Registered Building Surveying and Owner Builder**

- Building Surveying Contractor
- Building Surveying Practitioner
- Owner Builder Approval

### **Plumbing**

- Plumbing Contractor
- Provisional Tradesperson's Licence
- Restricted Plumbers Permit
- Tradesperson Plumber

### **Electrical**

- Electrical Contractor
- Electrical Worker's Permit
- Electrician
- Electrician's Training Licence
- In-House Electrical Installing Work Licence
- Provisional Electrician's Licence
- Restricted Electrical Licence - NR
- Restricted Electrical Licence - RE
- Restricted Logbook Request

### **Gas**

- Authorisation - Gasfitting
- Gasfitting Permit
- Gasfitting Training Permit

### **High Risk Work Licence**

- WS High Risk Work Licence

### **Motor Vehicle Industries**

- Motor Vehicle Auctioneer Exemption
- Motor Vehicle Car Hire Exemption
- Motor Vehicle Dealer
- Motor Vehicle Financier Exemption
- Motor Vehicle Repair Business
- Motor Vehicle Repairer
- Motor Vehicle Salesperson
- Motor Vehicle Yard Manager

### **Property Industries**

- Business Settlement Agent Licence
- Land Valuer
- Real Estate & Business Agent Licence
- Real Estate Developer Registration
- Real Estate Sales Representative Registration
- Real Estate Settlement Agent Licence