



## DMIRS Occupational Licensing Performance Report September Quarter 2023

The Department of Mines, Industry Regulation and Safety (DMIRS) administers more than 100 diverse and complex licence types. These cover the majority of Western Australia's occupational licensing and include building, painting, plumbing, electrical, gas, WorkSafe, motor vehicle, property industry and other Consumer Protection licensing. These licences all involve a large number of differing legislative, assessment and administrative requirements.

The DMIRS licensing performance target is to finalise at least 80 per cent of applications within the target timeline. For example, DMIRS aims to finalise 80 per cent of Electrician Licence applications within 10 business days. Target timelines are shown in the centre of each 'speedo' figure.

For the September 2023 quarter the department finalised 38,307 applications, an increase of 6.6 per cent over the previous quarter and 18.6 per cent higher than the 2022/23 completion rate.

The increase in applications finalised, and a continuing focus on timeliness of processing, resulted in improved performance in a number of licence categories. Notably gas licensing performance improved once again this quarter with 94 per cent of applications determined within target timeframes and an average processing time of only four business days. Similarly, plumbing licensing achieved significant improvement for the second quarter in a row with 79 per cent of applications determined within target timeframes, an increase of 26 per cent from the previous quarter. Electrical performance remained high with 87 per cent of applications determined within target timeframes and an average processing time of only six business days.

Registered building surveying and owner/builder application performance remained excellent with 94 per cent determined within target timeframes. Registered building contractor and practitioner performance declined with 23 per cent of applications finalised in the quarter being determined within target timeframes. Similarly, painting applications declined with 29 per cent of applications being finalised within target timeframes. Remediation activities are underway and performance in these categories is expected to improve in the December quarter.

High risk work licence performance fell slightly from 42 to 39 per cent, although the average overall timeframe decreased from 21 to 17 business days. Initiatives to improve high risk work licensing performance are underway, although the growing demand for these licences is making improvements challenging.

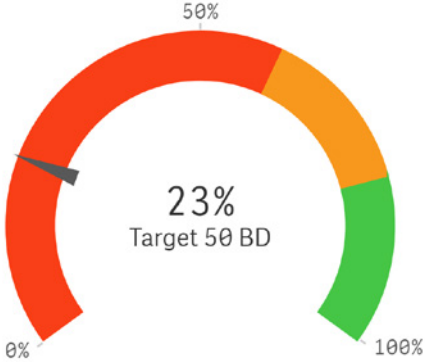
Property licensing performance remained strong with property application performance increasing once more this quarter with 82 per cent of applications determined within target timeframes and the ten-day processing target being met. Motor vehicle licensing performance declined slightly, although 73 per cent of applications were determined within target timeframes.

The department is continuing to progress initiatives to improve online application and renewal processes.

# Registered Building Contractor and Practitioner

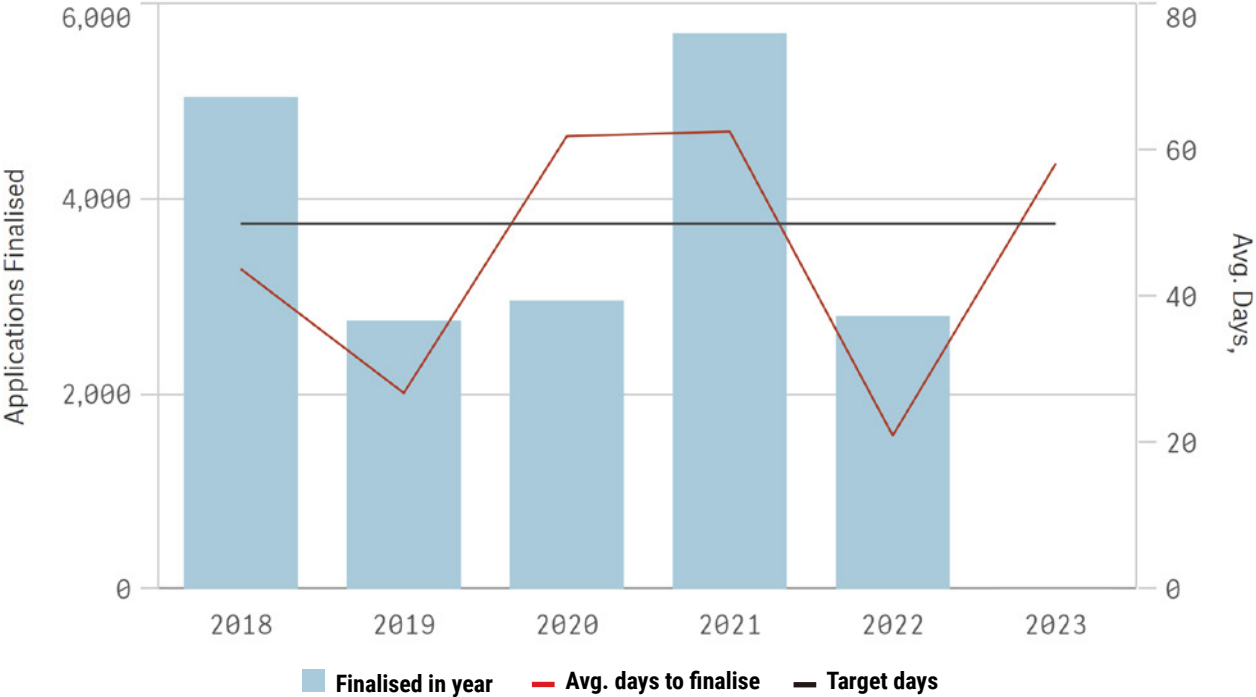
Average **67** business days total

% 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

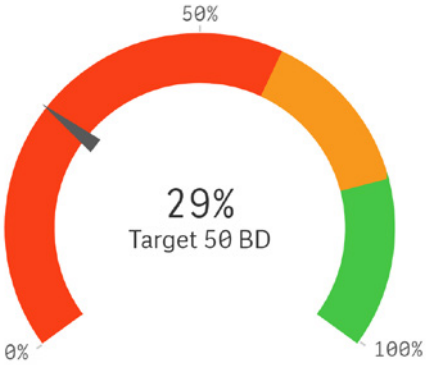


# Registered Painting Contractor and Practitioner

Average **57** business days total

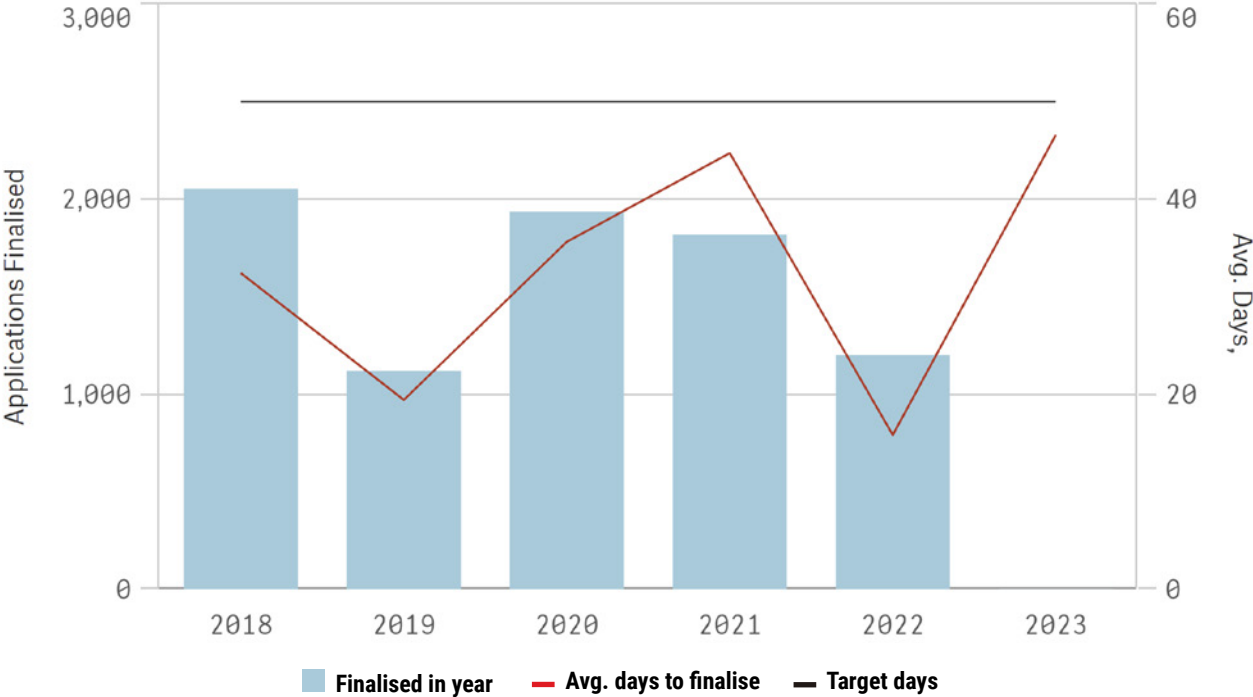


% Finalised within target timeline



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

Trends for finalised applications and average business days to finalise

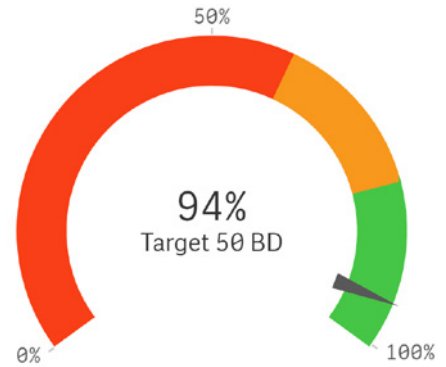


## Registered Building Surveyor and Owner Builder

Average **34** business days total

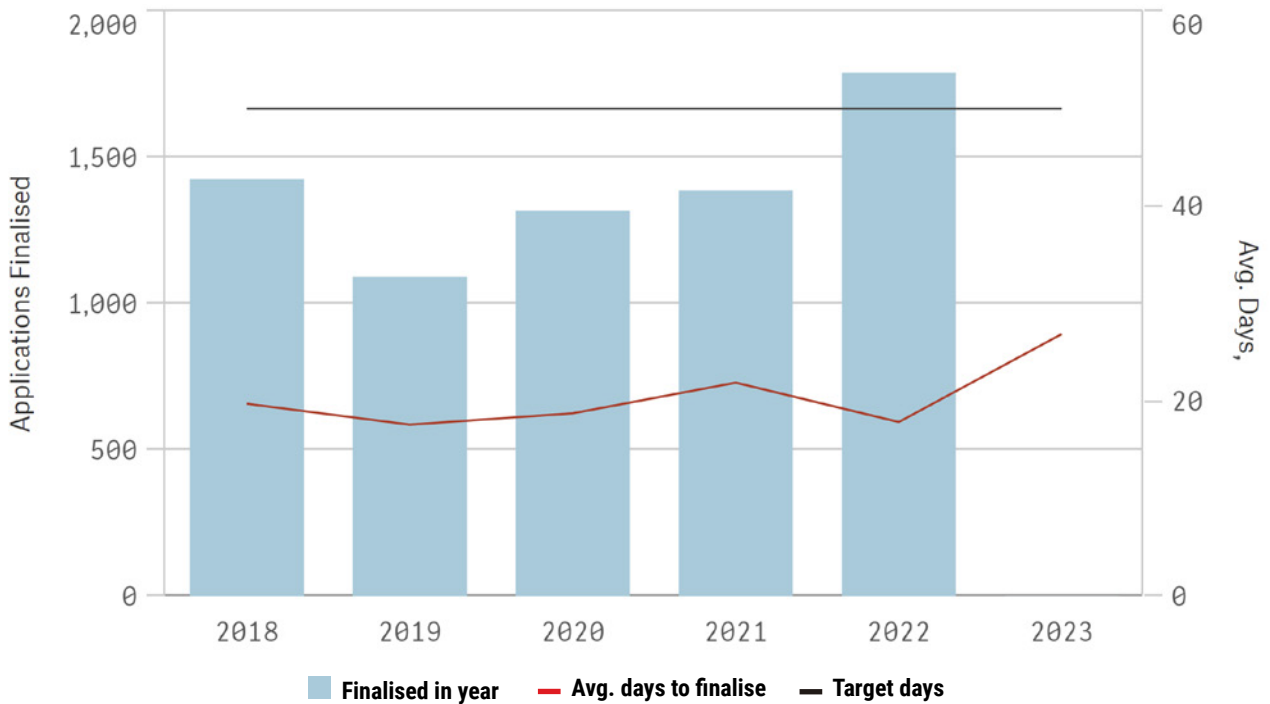


% Finalised within target timeline



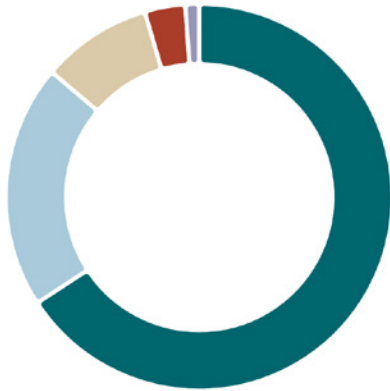
- DMIRS Licensing
- Applicant
- DMIRS Legal / Compliance / Other
- External Party

### Trends for finalised applications and average business days to finalise

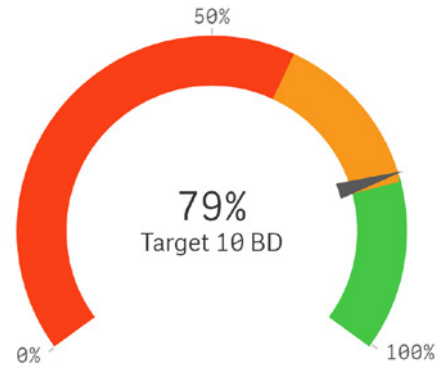


# Plumbing

Average 12 business days total

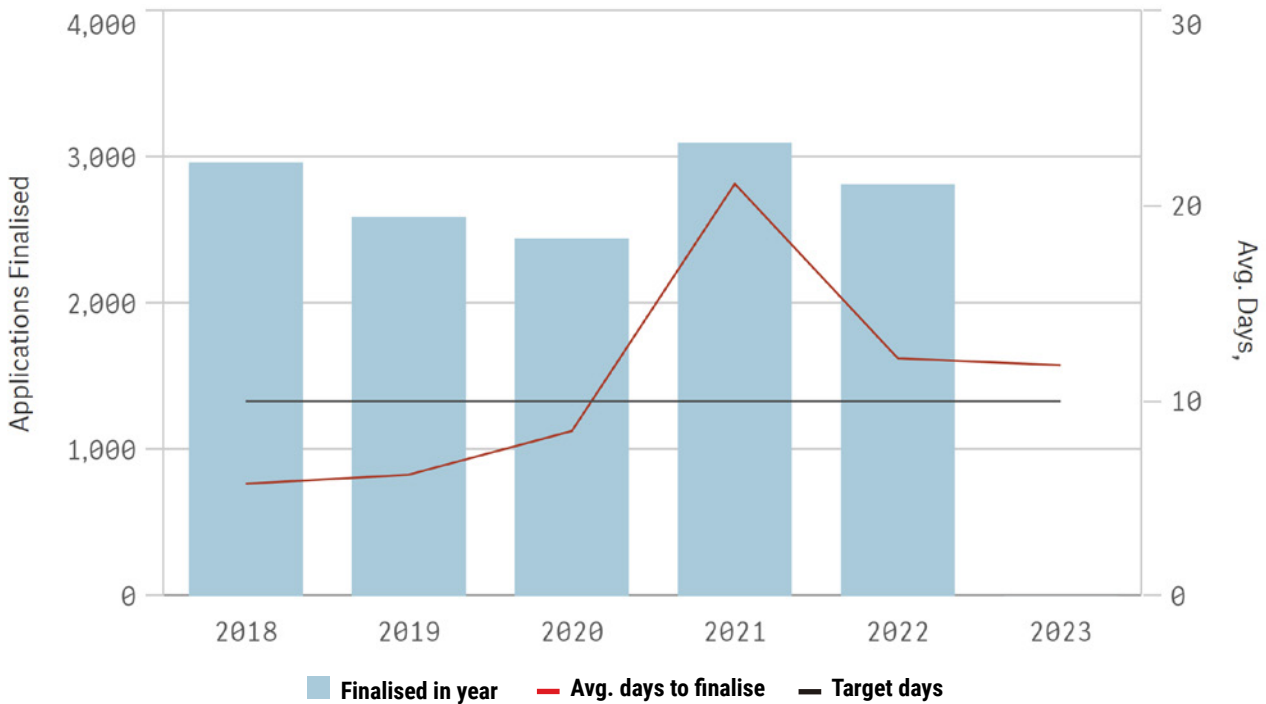


% Finalised within target timeline



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

Trends for finalised applications and average business days to finalise

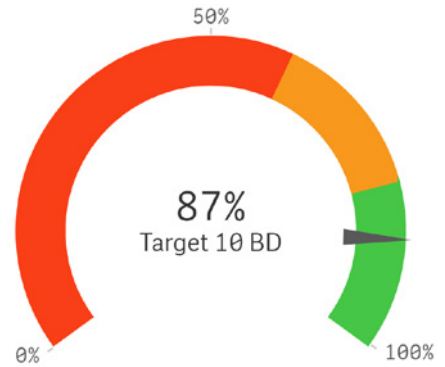


## Electrical

Average 6 business days total

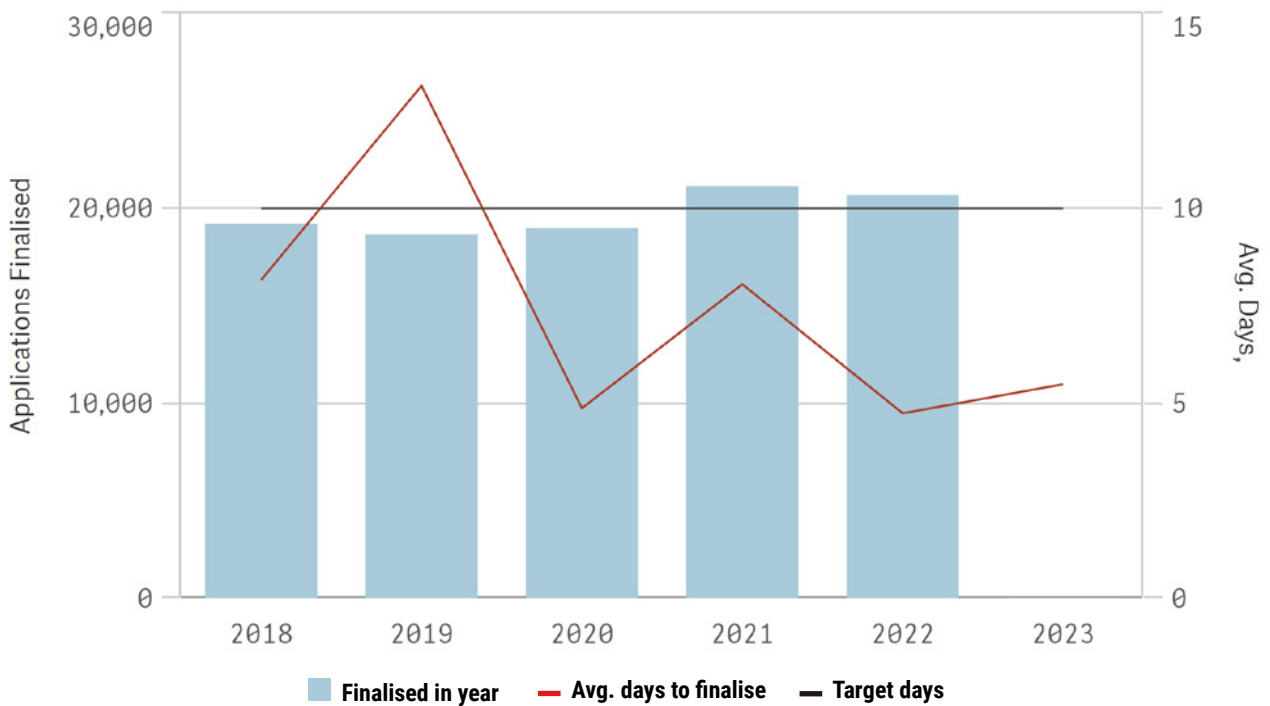


% Finalised within target timeline



■ DMIRS Licensing    ■ Applicant  
■ Board / Statutory Decision Maker

Trends for finalised applications and average business days to finalise

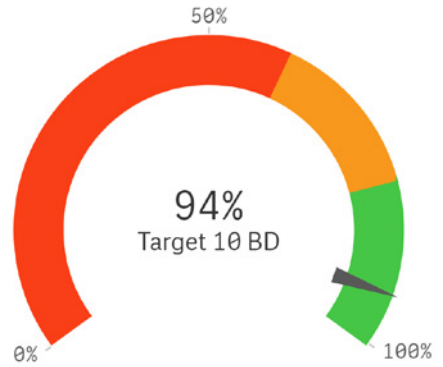


## Gas

**Average 4 business days total**

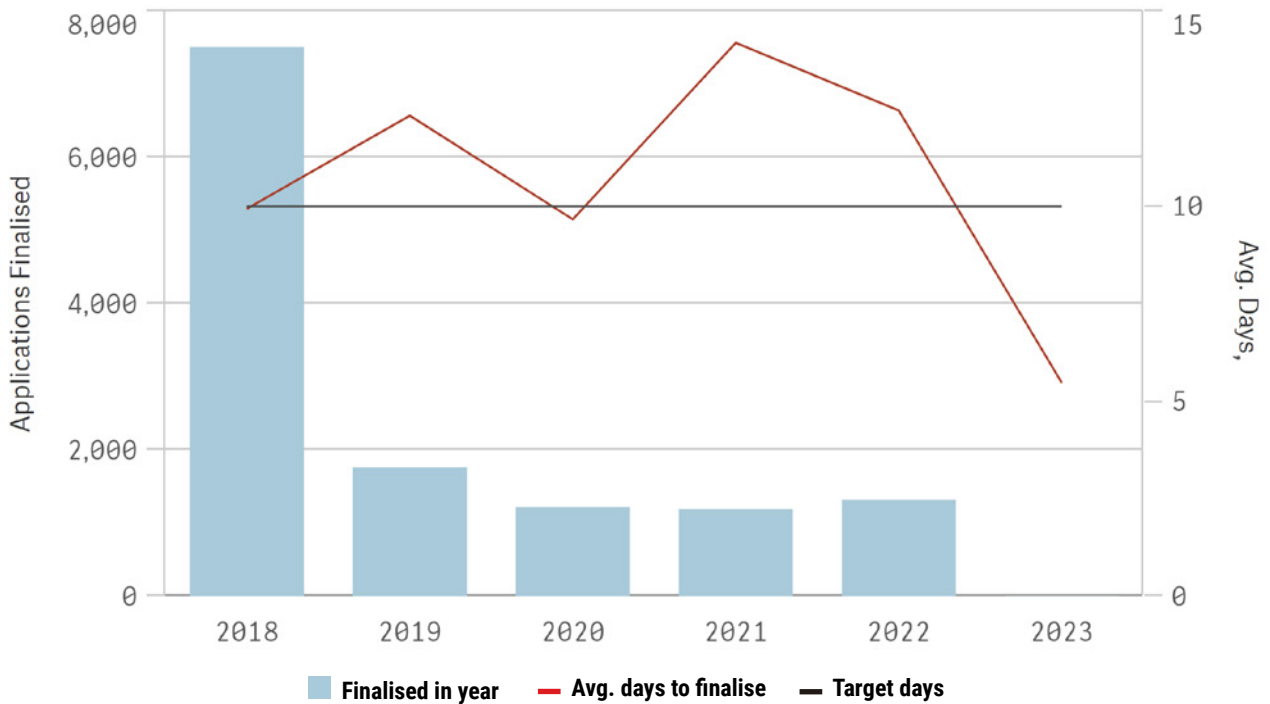


**% Finalised within target timeline**



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

**Trends for finalised applications and average business days to finalise**

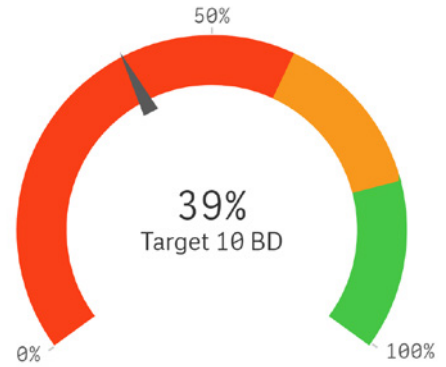


## High Risk Work Licence

Average **17** business days total

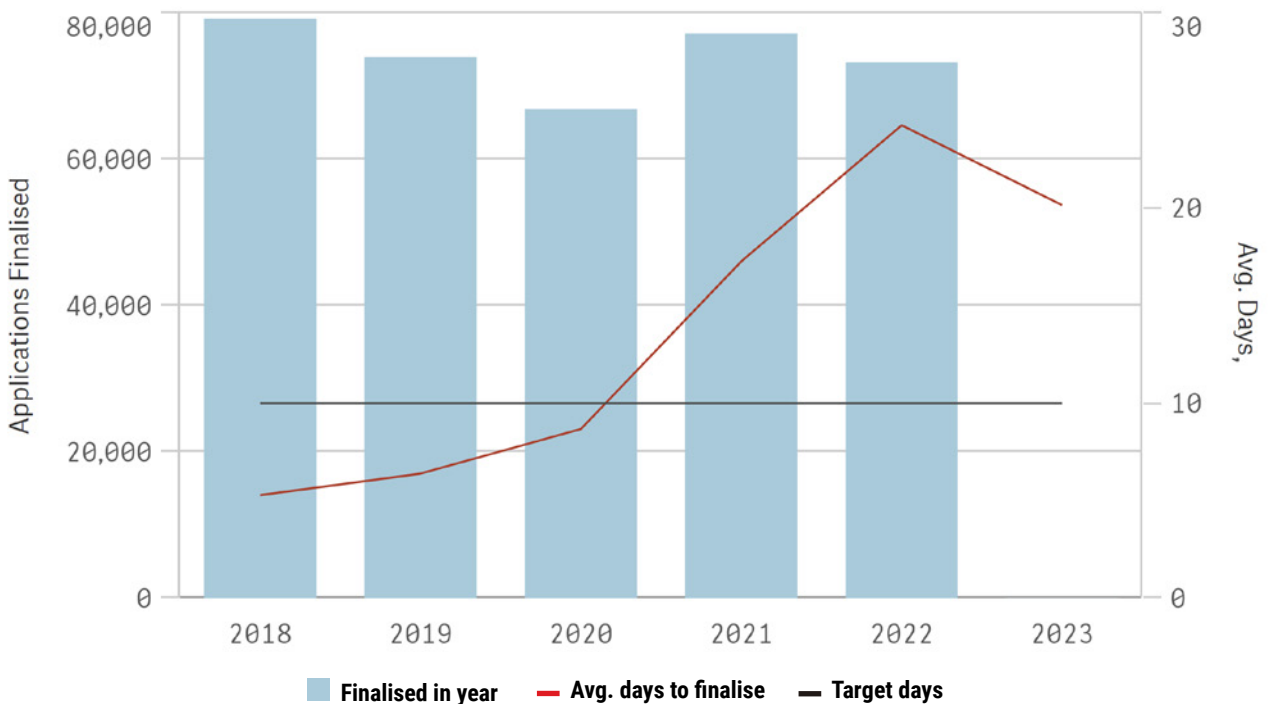


% Finalised within target timeline



■ DMIRS Licensing ■ Applicant

Trends for finalised applications and average business days to finalise



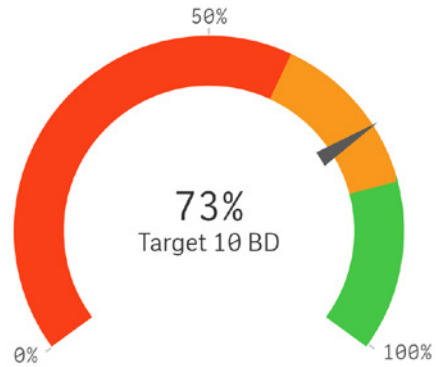


## Motor Vehicle Industries

Average **13** business days total

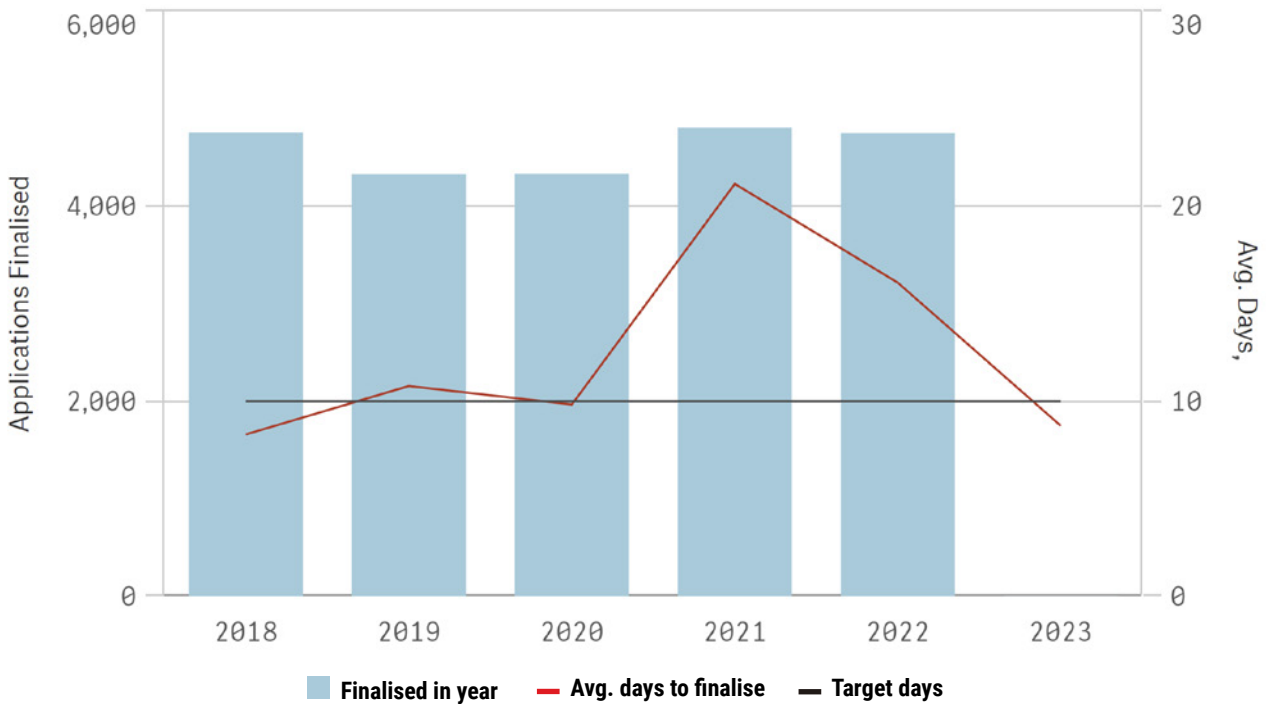


% Finalised within target timeline



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

Trends for finalised applications and average business days to finalise

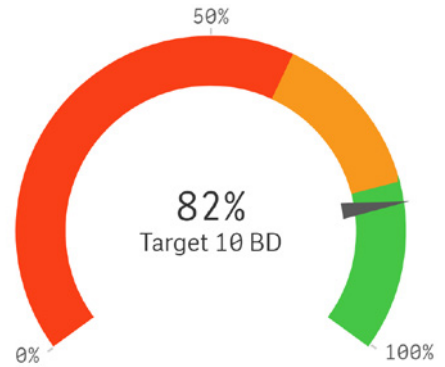


## Property Industries

Average **10** business days total

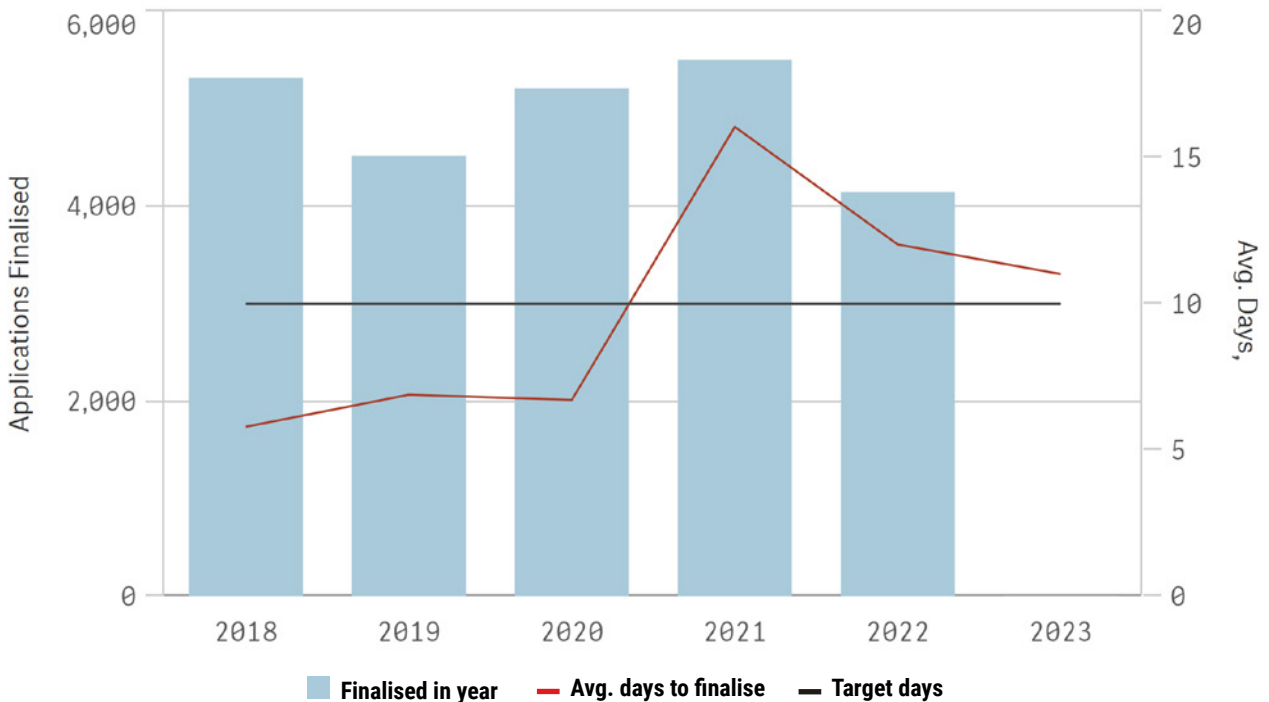


% Finalised within target timeline



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

Trends for finalised applications and average business days to finalise



## WA licence holders as at 30 September 2023

### Registered Building Contractor and Practitioner

- Registered Building Contractor (4,724)
- Registered Building Practitioner (5,332)

### Registered Painting Contractor and Practitioner

- Registered Painting Contractor (2,144)
- Registered Painting Practitioner (2,160)

### Registered Building Surveying and Owner Builder

- Building Surveying Contractor (73)
- Building Surveying Practitioner (539)
- Owner Builder Approval (8,167)

### Plumbing

- Plumbing Contractor (3,836)
- Provisional Tradesperson's Licence (17)
- Plumbing Tradesperson (87)
- Tradesperson Permit (3,500)

### Electrical

- Electrical Contractor (6,132)
- Electrical Worker's Permit (265)
- Electrician (36,632)
- Electrician's Training Licence (5,792)
- In-House Electrical Installing Work Licence (289)
- Provisional Electrician's Licence (164)
- Restricted Electrical Licence - NR (370)
- Restricted Electrical Licence - RE (3,860)
- Restricted Logbook Request (106)

### Gas

- Authorisation - Gasfitting (167)
- Certificate of Competency - Gasfitting (217)
- Gasfitting Permit (7,322)
- Gasfitting Training Permit (1,147)

### High Risk Work Licence

- WS High Risk Work Licence (295,177)

### Motor Vehicle Industries

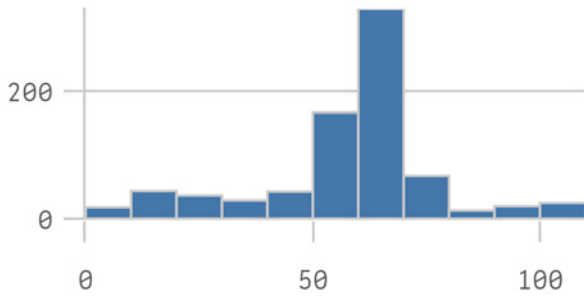
- Motor Vehicle Auctioneer Exemption (1)
- Motor Vehicle Car Hire Exemption (89)
- Motor Vehicle Dealer (1,319)
- Motor Vehicle Financier Exemption (10)
- Motor Vehicle Repair Business (4,786)
- Motor Vehicle Repairer (18,656)
- Motor Vehicle Salesperson (1,377)
- Motor Vehicle Yard Manager (1,354)

### Property Industries

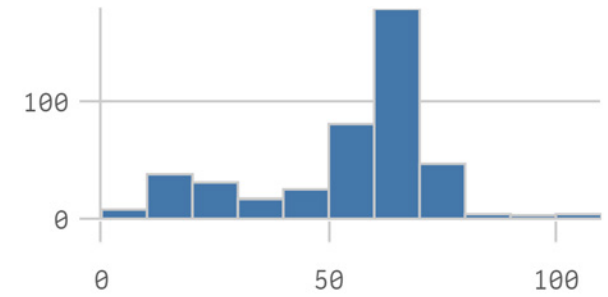
- Business Settlement Agent Licence (22)
- Land Valuer (845)
- Real Estate and Business Agent Licence (4,847)
- Real Estate Developer Registration (739)
- Real Estate Sales Representative Registration (7,422)
- Real Estate Settlement Agent Licence (695)

# Distribution of business days to finalise applications – 2023 Q3

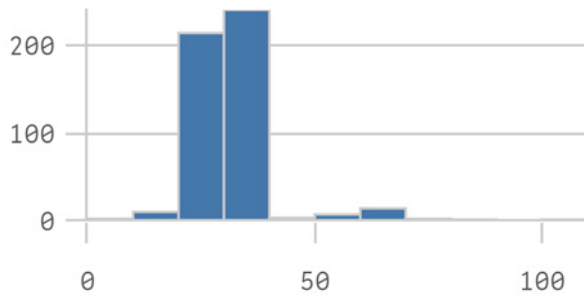
**Registered Building Contractor and Practitioner**



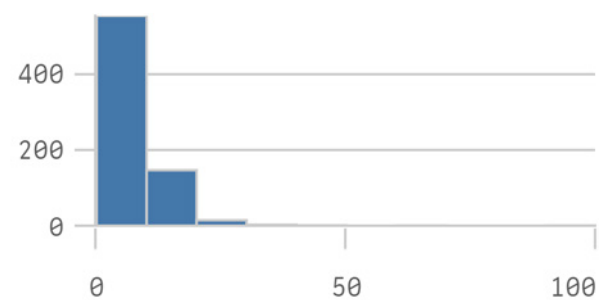
**Registered Painting Contractor and Practitioner**



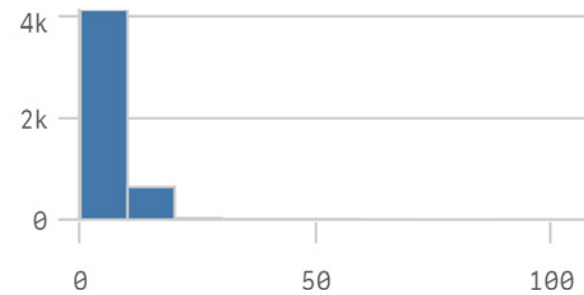
**Registered Building Surveying and Owner Builder**



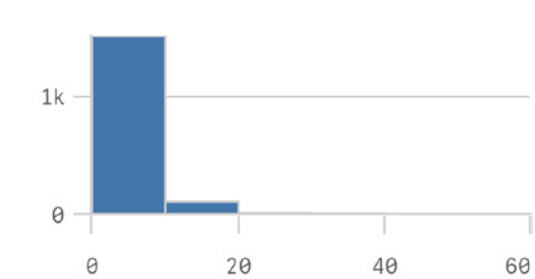
**Plumbing**



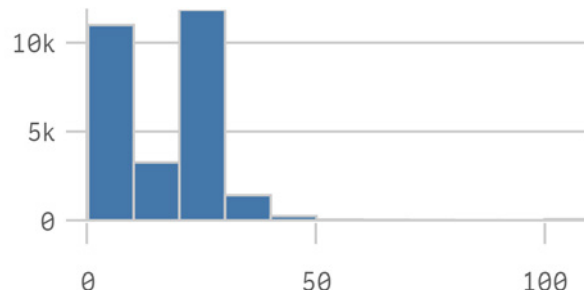
**Electrical**



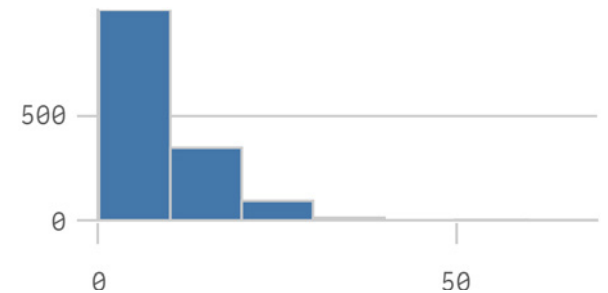
**Gas**



**High Risk Work Licence**



**Motor Vehicle Industries**



**Property Industries**

