



# DEMIRS Occupational Licensing Performance Report

## December Quarter 2023

The Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) is committed to transparency in its licensing performance, which helps drive continuous improvement and assists industry planning.

The Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) administers more than 100 diverse and complex licence types. These cover the majority of Western Australia's occupational licensing and includes building, painting, plumbing, electrical, gas, dangerous goods, motor vehicle, property and other WorkSafe and Consumer Protection licensing.

This quarter's report format has been updated to include several enhancements - the addition of dangerous goods licensing performance, quarter by quarter historic results for better trend analysis and numerical information in each donut graph.

During the quarter several improvements were made to systems and processes to improve licensing performance and customer service. These include introducing the ability for licence applicants to save an application part way through and return to it later.

2024 promises to be an exciting year for Licensing Services with several initiatives scheduled for completion to improve customer service and the timely processing of occupational licences. Expansion of the Online Licence Renewal (OLR) system to additional licence categories will make renewal simpler for licence holders, whilst the ability for Registered Training Organisations to upload bulk applications via the online system for new applications will streamline the application process. Licensing Services looks forward to continuing to support a safe, fair and responsible future for Western Australian in 2024.

**David Hughes**  
Director Licensing Services

## Performance summary

For the December 2023 quarter DEMIRS finalised 32,760 applications, a decrease of 14.5 per cent from the September 2023 quarter and approximately on par with the average finalised from 2022-23. Notwithstanding this decrease performance remained strong in many licence categories.

The DEMIRS licensing performance target is to finalise at least 80 per cent of applications within the target timeline. For example, DEMIRS 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.

Painting contractor and practitioner performance improved, with on time completion increasing from 29 to 43 per cent. Motor vehicle industry performance improved slightly from 73 to 76 per cent on time completion and averaging finalisation below the 10 business day (BD) target.

High risk work licence performance remained stable (38 per cent), although significantly less than the 80 per cent target. In terms of trends, processing times have consistently fallen since Quarter 4 2022 and this quarter's 19 business day performance is a 47 per cent improvement from that quarter. Additional resources continue to be allocated to this priority licence category.

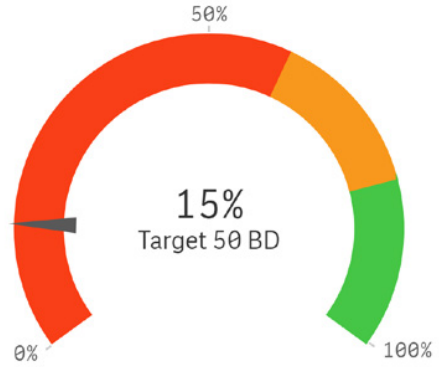
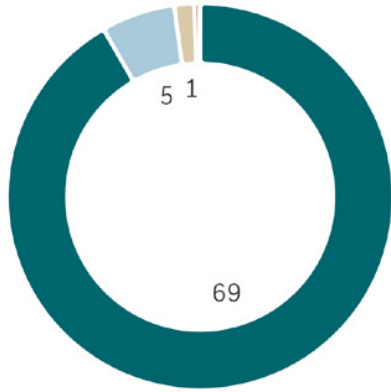
Notably the quarter saw some decreases in performance in several key licence categories. On time completions of building contractor and practitioner applications decreased from 23 to 15 per cent, with an average completion timeframe of 69 business days, 19 days higher than targeted. During 2023 performance was adversely impacted by a significant increase in application volumes for this category, which peaked in this quarter. As a result, backlogs increased despite the number of applications finalised in this quarter being the highest recorded in the past eight quarters. Additional resources allocated to this licence category resulted in performance improvements in December 2023, and it is expected on time completion rates and average business days to finalise will improve in the March 2024 quarter.

On time performance for property industry licensing decreased from 82 to 52 per cent, although the average time to finalise applications during the quarter was 11 days, only one day higher than targeted, meaning overall performance remained high.

# Registered Building Contractor and Practitioner

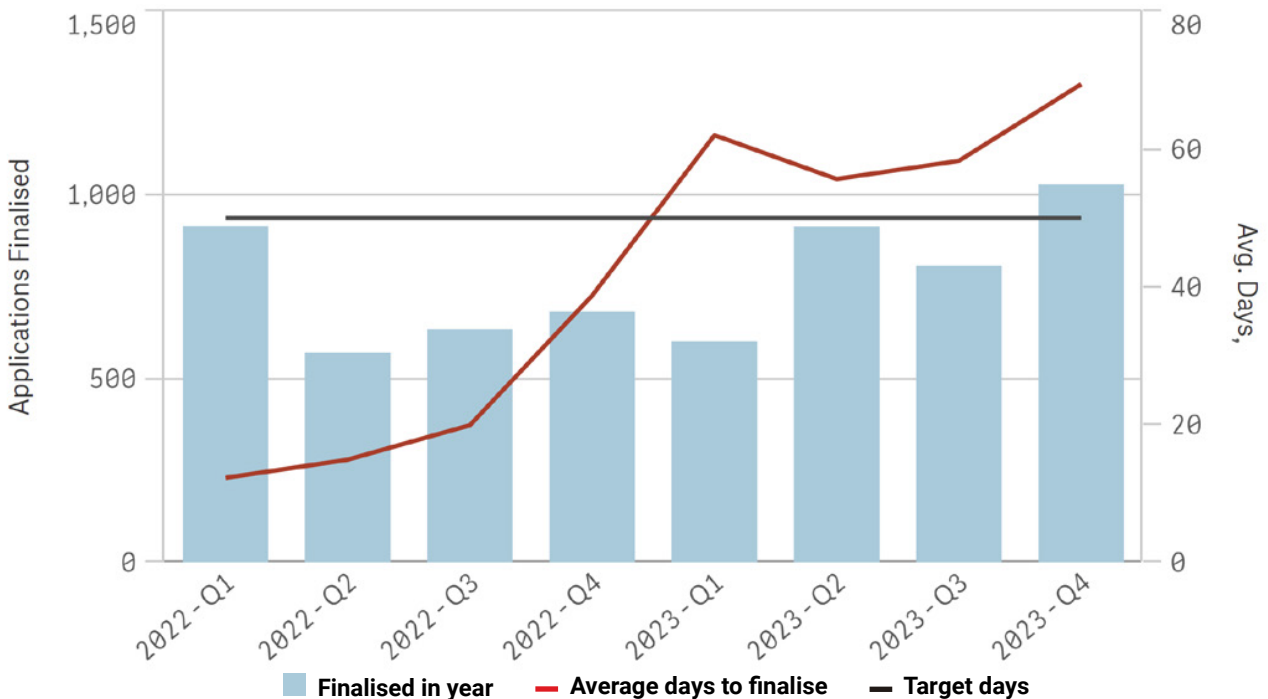
Average **76** business days total

% Finalised within target timeline



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

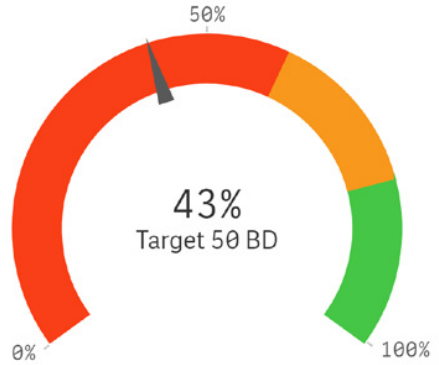
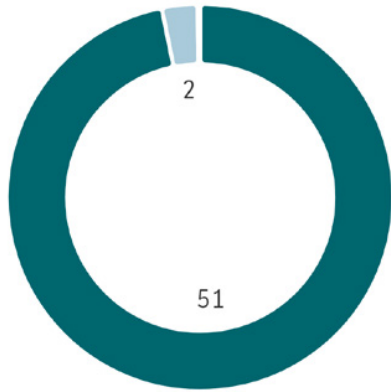
## Trends for finalised applications and average business days to finalise



## Registered Painting Contractor and Practitioner

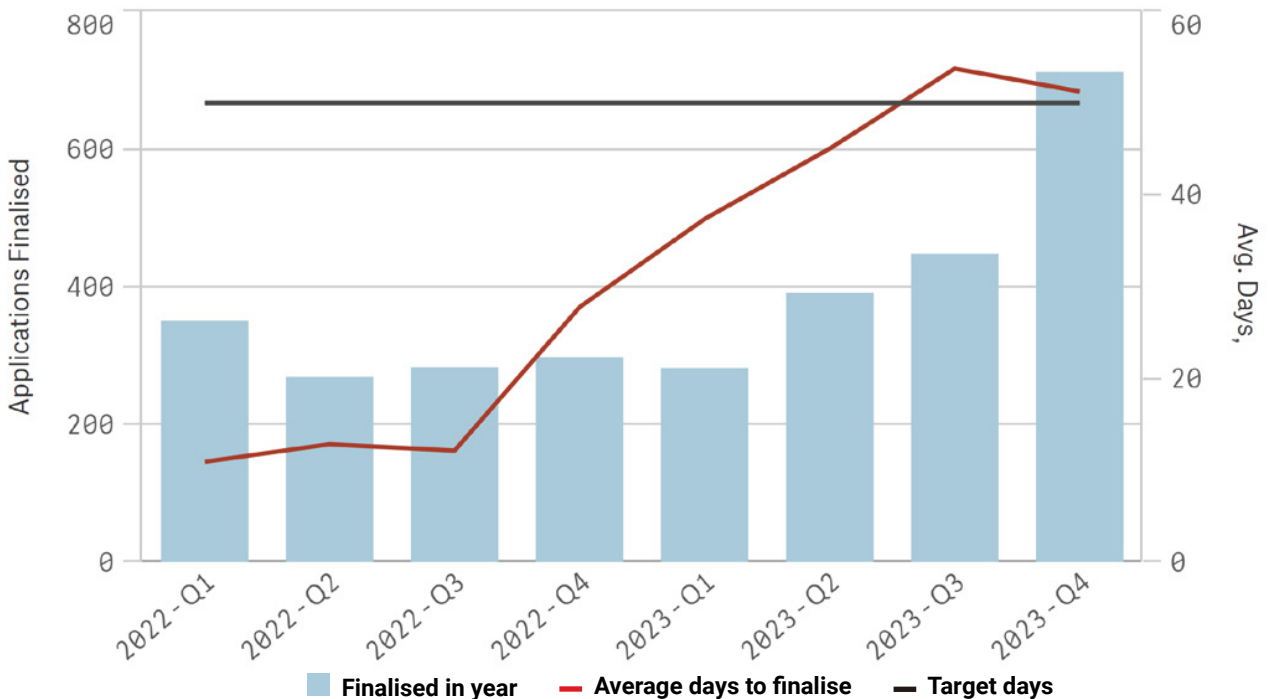
Average **53** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

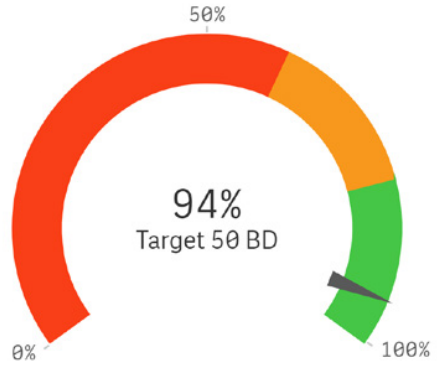
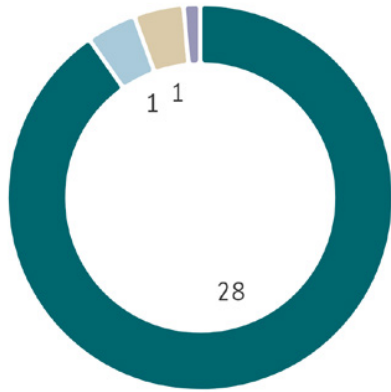
### Trends for finalised applications and average business days to finalise



## Registered Building Surveyor and Owner Builder

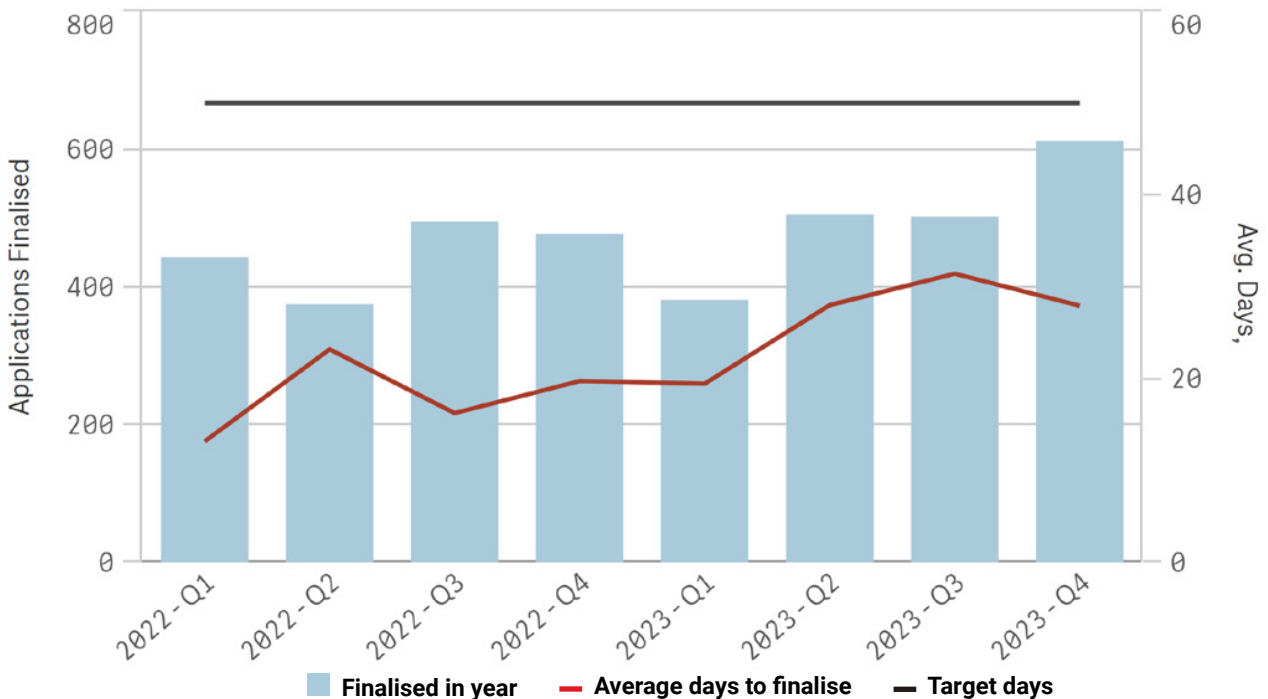
Average **31** business days total

% Finalised within target timeline



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

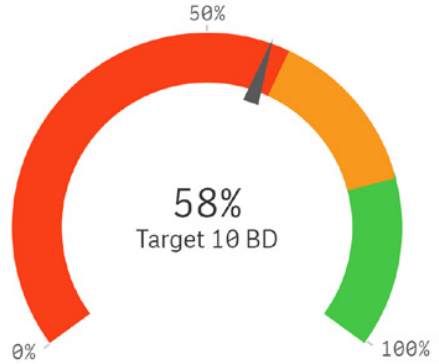
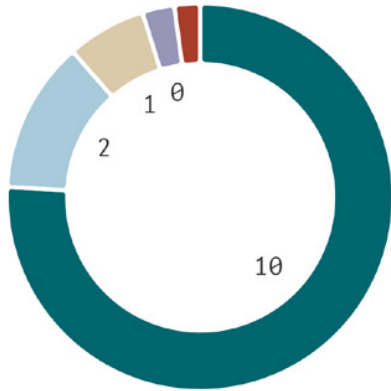
### Trends for finalised applications and average business days to finalise



# Plumbing

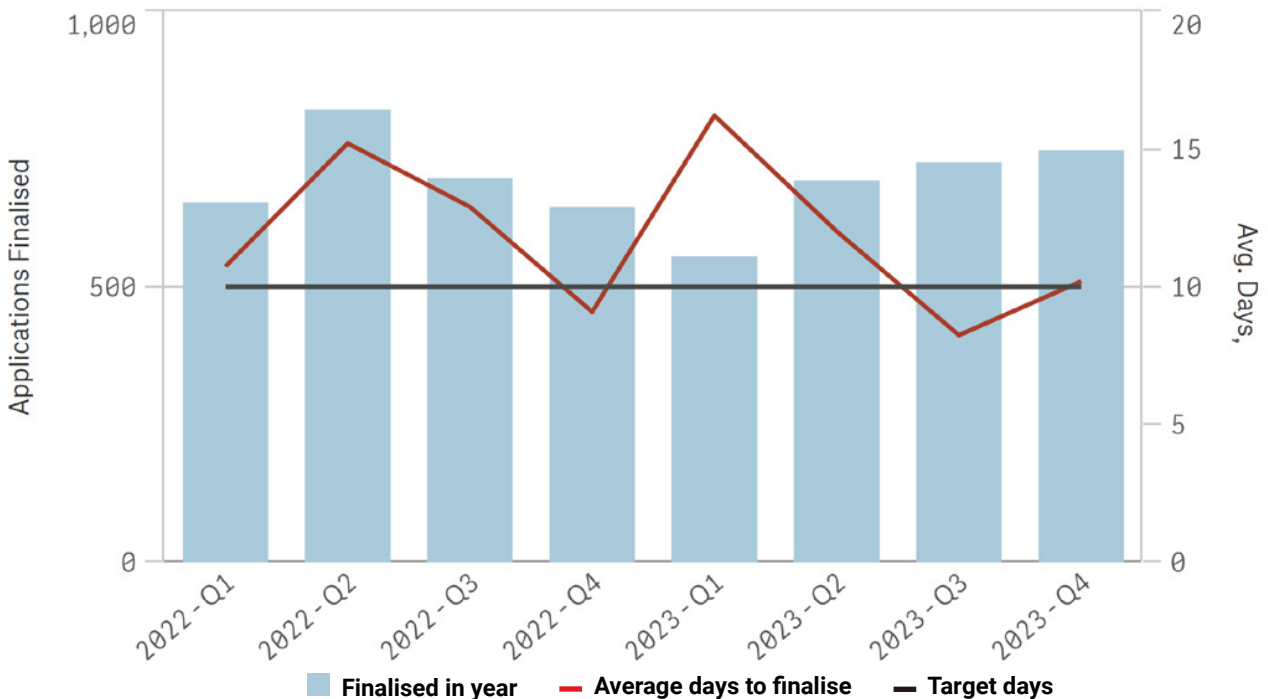
Average **13** business days total

% Finalised within target timeline



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

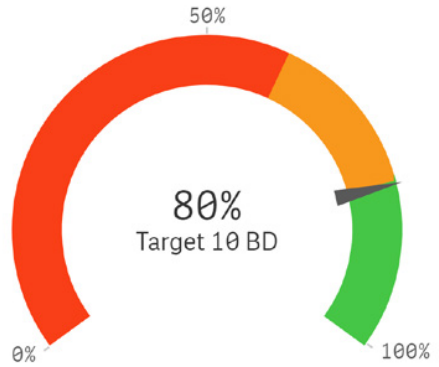
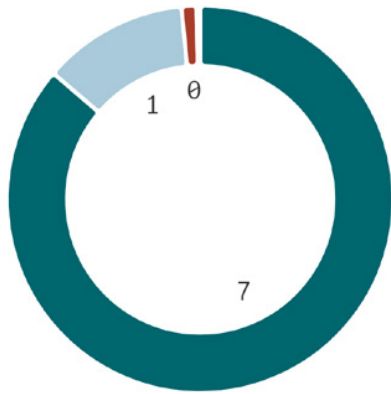
Trends for finalised applications and average business days to finalise



# Electrical

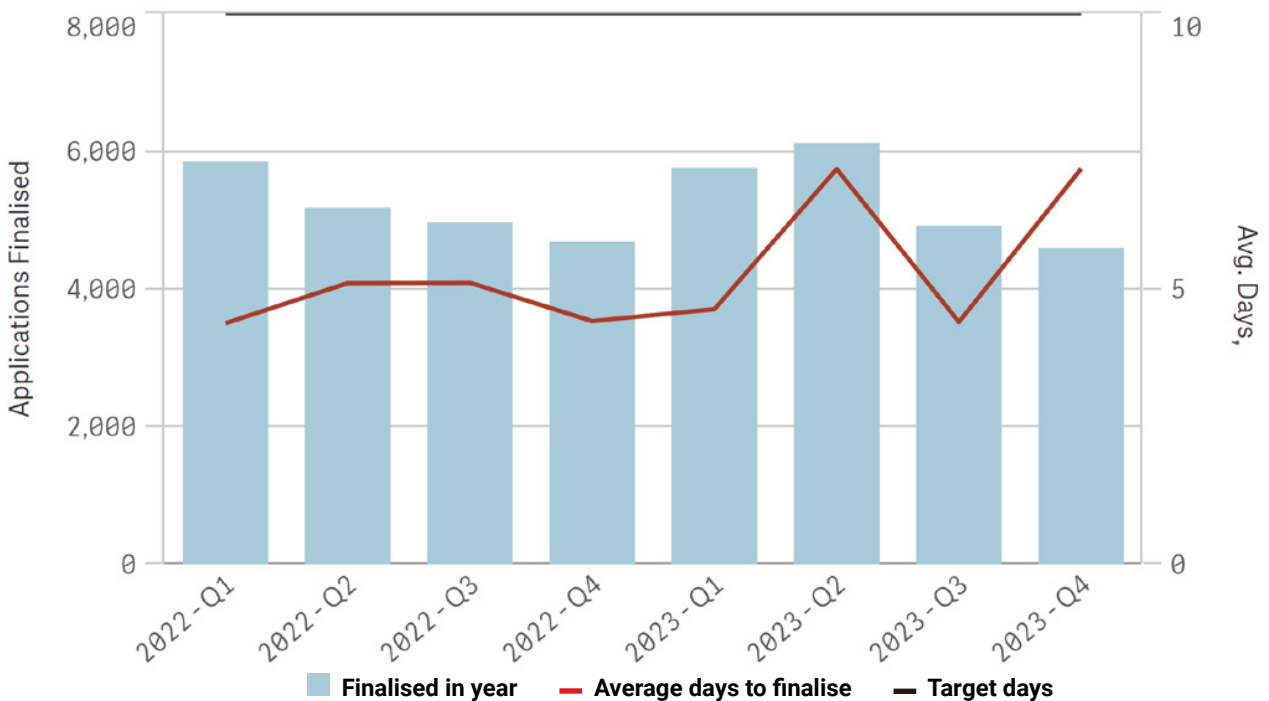
Average 8 business days total

% Finalised within target timeline



- DEMIRS Licensing
- Applicant
- Board / Statutory Decision Maker

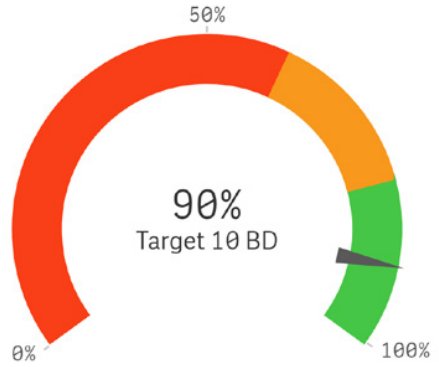
Trends for finalised applications and average business days to finalise



# Gas

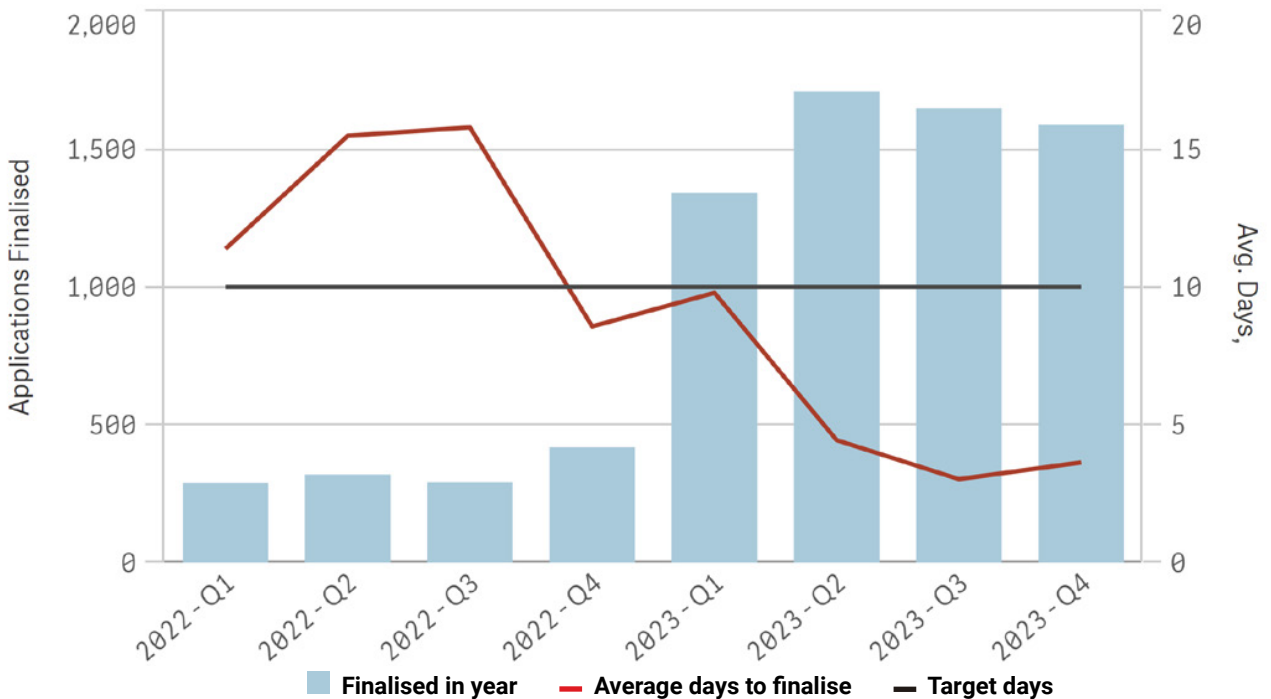
Average 6 business days total

% Finalised within target timeline



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

Trends for finalised applications and average business days to finalise

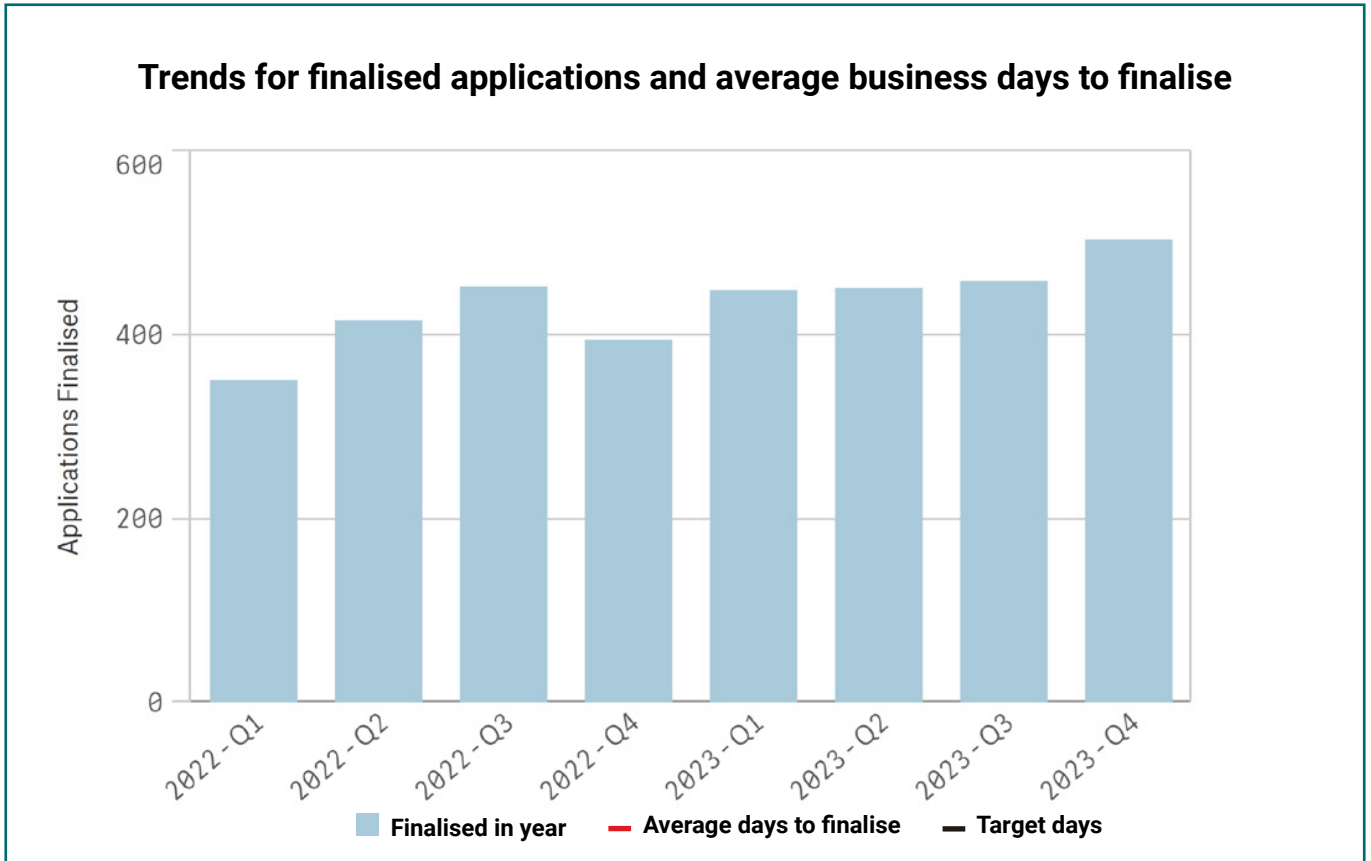




## Dangerous Goods

Due to record keeping upgrades, the number of applications finalised (below) is the only graph available for dangerous goods this quarter.

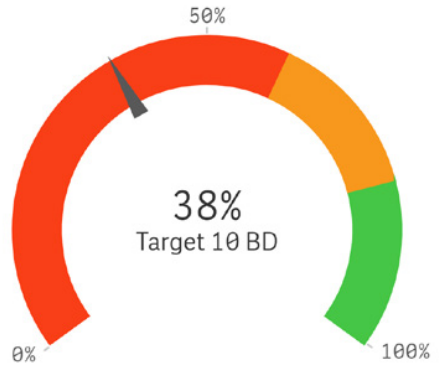
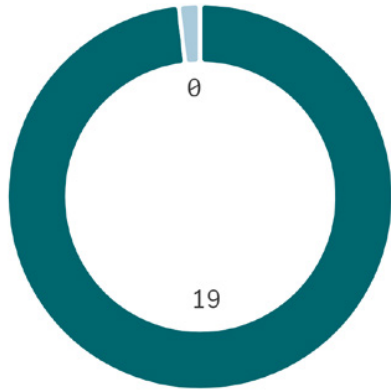
The March 2024 quarter report will include additional data.



## High Risk Work Licence

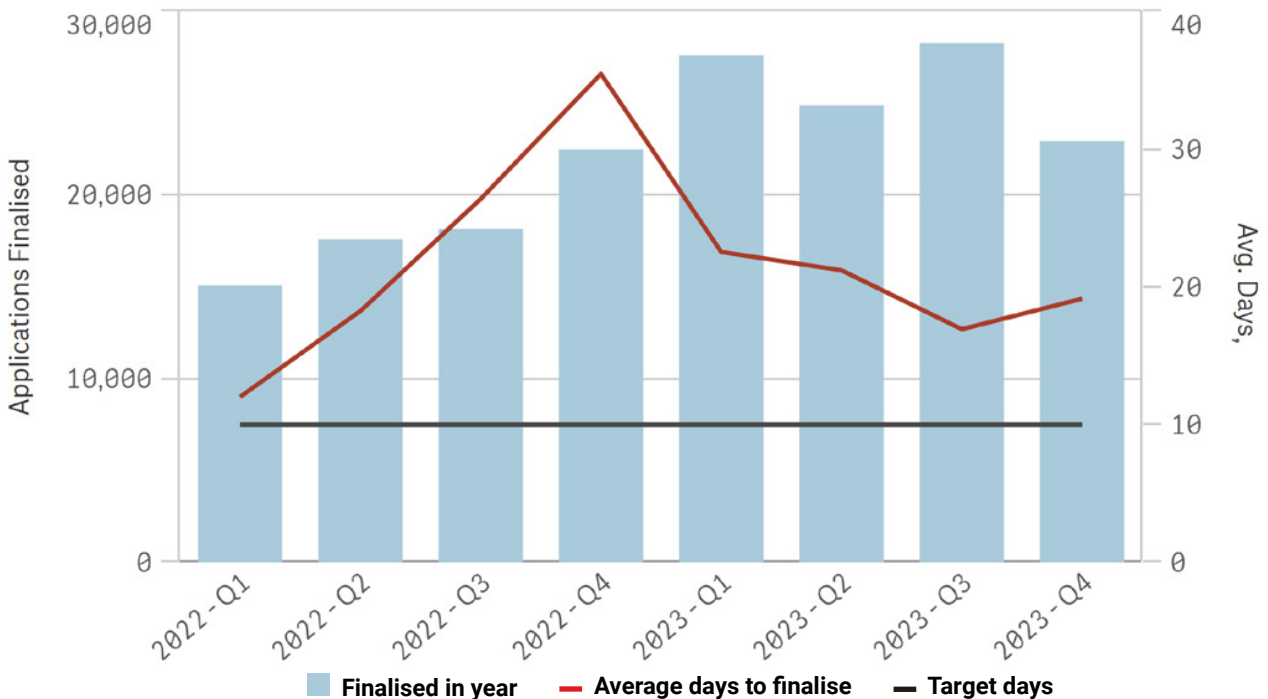
Average **19** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

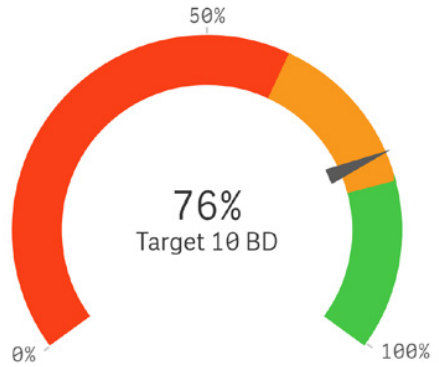
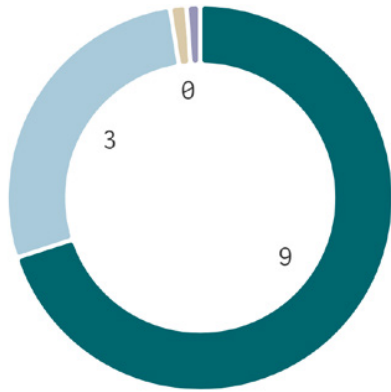
### Trends for finalised applications and average business days to finalise



## Motor Vehicle Industries

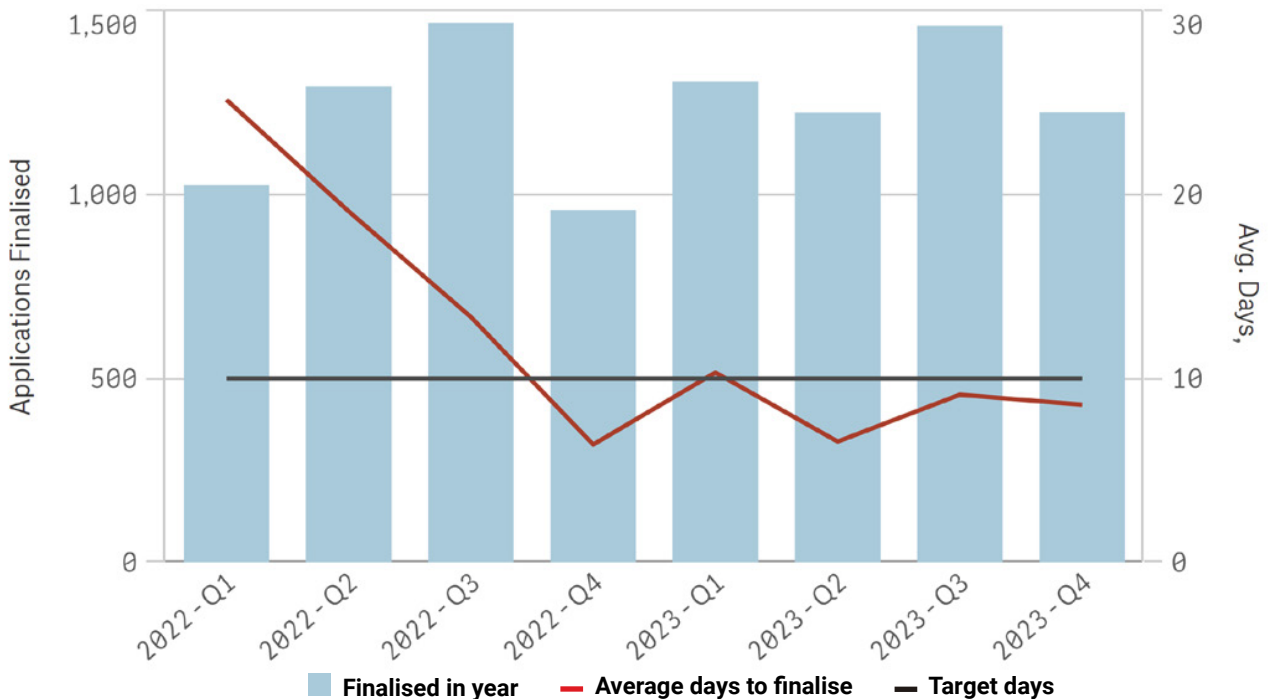
Average **12** business days total

% Finalised within target timeline



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

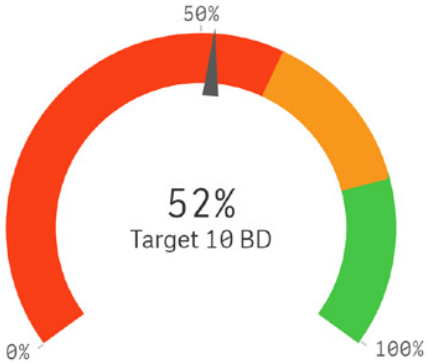
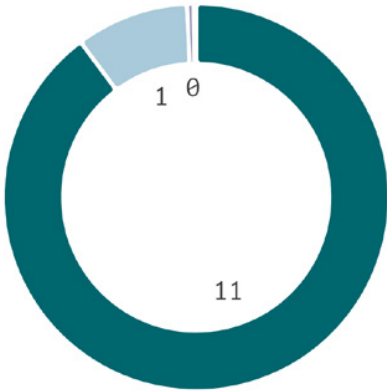
### Trends for finalised applications and average business days to finalise



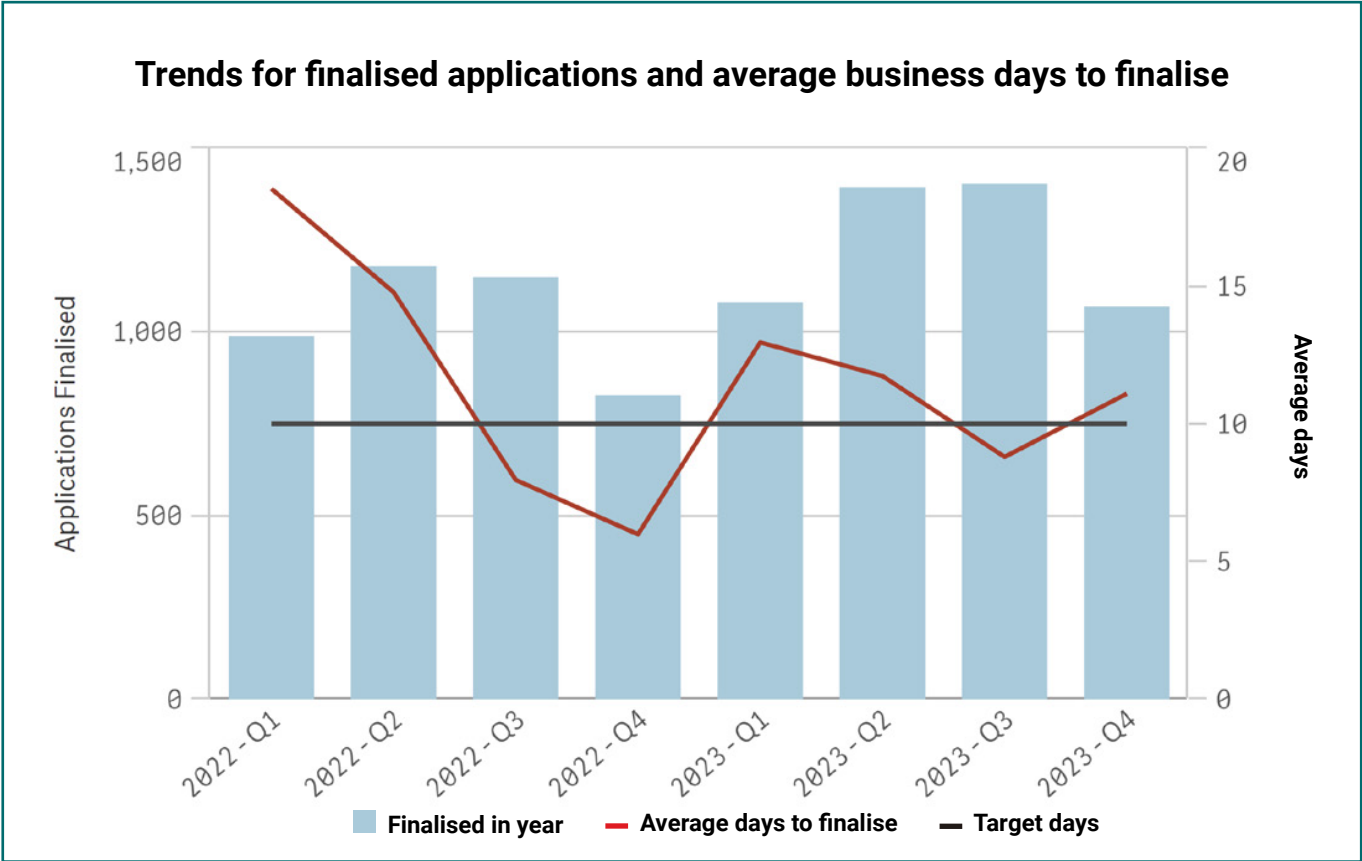
# Property Industries

Average 12 business days total

% Finalised within target timeline



■ DEMIRS Licensing 
 ■ Applicant 
 ■ External Party



## Licence Holders as at 31 December 2023

### Registered Building Contractor and Practitioner

• Registered Building Contractor	4,553
• Registered Building Practitioner	5,118

### Registered Painting Contractor and Practitioner

• Registered Painting Contractor	2,247
• Registered Painting Practitioner	2,287

### Registered Building Surveying and Owner Builder

• Building Surveying Contractor	75
• Building Surveying Practitioner	537
• Owner Builder Approval	8,327

### Plumbing

• Plumbing Contractor	3,864
• Provisional Tradesperson's Licence	20
• Restricted Plumbers Permit	84
• Tradesperson Plumber	3,535

### Electrical

• Electrical Contractor	6,106
• Electrical Worker's Permit	264
• Electrician	36,794
• Electrician's Training Licence	5,607
• In-House Electrical Installing Work Licence	294
• Provisional Electrician's Licence	170
• Restricted Electrical Licence - NR	362
• Restricted Electrical Licence - RE	3,876
• Restricted Logbook Request	103

### Gas

• Authorisation - Gasfitting	171
• Certificate of Competency - Gasfitting	218
• Gasfitting Permit	7,125
• Gasfitting Training Permit	1,211

### High Risk Work Licence

• WorkSafe High Risk Work Licence	297,164
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### Motor Vehicle Industries

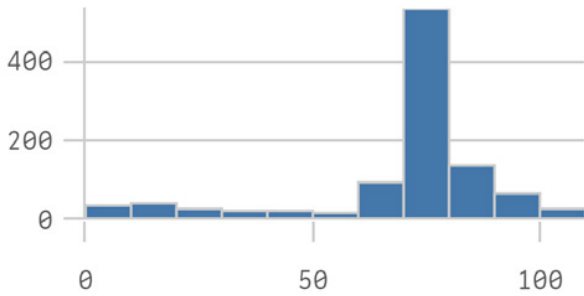
• Motor Vehicle Auctioneer Exemption	1
• Motor Vehicle Car Hire Exemption	92
• Motor Vehicle Dealer	1,324
• Motor Vehicle Financier Exemption	10
• Motor Vehicle Repair Business	4,808
• Motor Vehicle Repairer	18,870
• Motor Vehicle Salesperson	1,381
• Motor Vehicle Yard Manager	1,358

### Property Industries

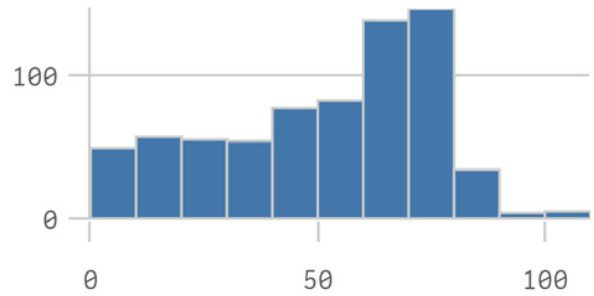
• Business Settlement Agent Licence	23
• Land Valuer	853
• Real Estate & Business Agent Licence	4,838
• Real Estate Developer Registration	738
• Real Estate Sales Representative Registration	7,258
• Real Estate Settlement Agent Licence	698

## Distribution of business days to finalise applications – 2023 December quarter and back again

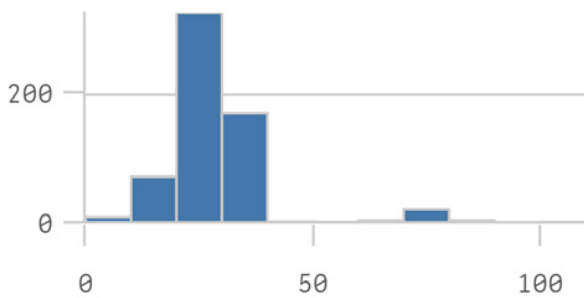
**Registered Building Contractor and Practitioner**



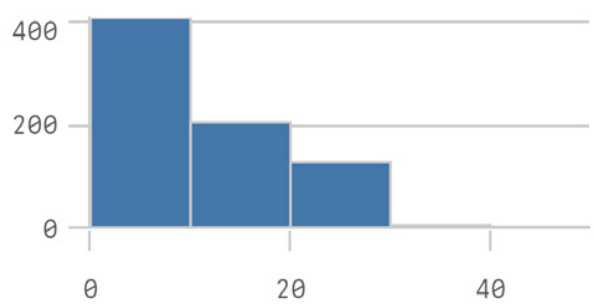
**Registered Painting Contractor and Practitioner**



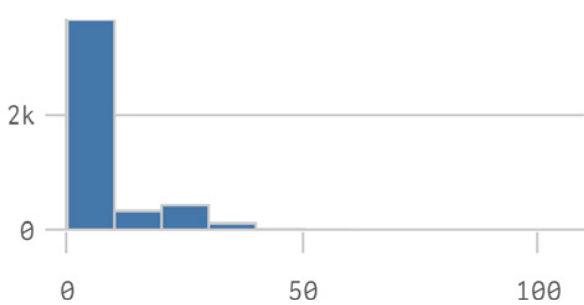
**Registered Building Surveying and Owner Builder**



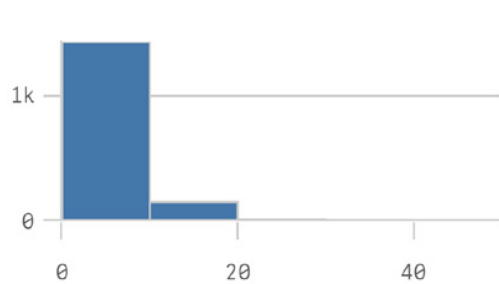
**Plumbing**



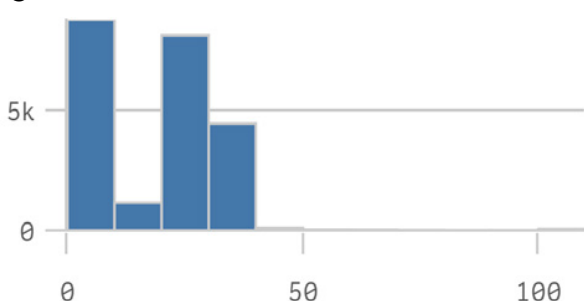
**Electrical**



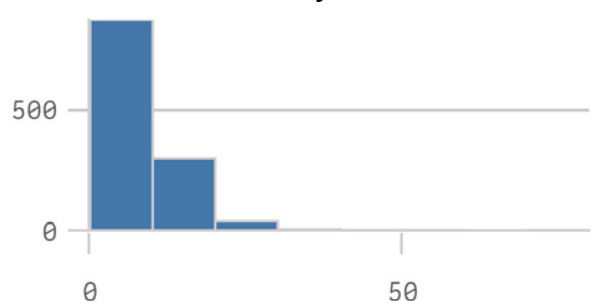
**Gas**



**High Risk Work Licence**



**Motor Vehicle Industry**



**Property Industries**

