

Photographer: B Striewski. Used with expressed permission for this publication only.

A photograph of a narrow canyon with layered red rock walls and a river at the bottom. The text "Our performance" is overlaid in the center.

Our performance



Artist in-situ at Mineral House – Staff were given the opportunity to interact with Bradley Kickett (artist) and the commissioned artwork used in last year’s annual report.

Energy Policy WA joins DMIRS as part of the Energy Policy Group.

Released a series of translated information on WHS laws, based on the WHS interpretative guidelines.



Consumer Protection turns 50



Online licensing forms launched.

Unveiling of the commissioned artwork that represents DMIRS commitment to work collaboratively, build stronger partnerships and ensure Aboriginal voices are represented, along with updating the Mineral House foyer to be a more culturally appropriate space.



Hybrid power purchase agreement Guide and Template launched with two masterclass sessions that were well received.



Annual Resources Sector Awards: Iluka Resources received the Golden Gecko for environmental excellence and Ngurra Kujungka together with Newcrest Telfer received the Community Partnership Resources Sector awards.



Successful Work Safe Month – think physical, think psychological.

Hosted: Common Understanding webinar for the mining environment.



Hosted: the 2022 GSWA open day, that was attended by over 300 delegates.

Australian consumer laws synchronised across Australia.



Birak
December - January
2023

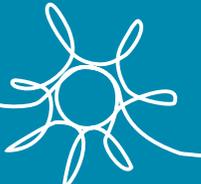
Graduation of the 2022 Manager Excellence Development Program cohort.



Welcomed the new Minister for Commerce, Ms Ellery MLC.

Action plan launched for Consumers living with disability.

Introduced climate change legislation into Parliament.



Bunuru
February - March

Exploration Incentive Scheme round 27 opened.

Presented the Dust Strategy 2023-24 to the Australian Institute of Occupational Hygienists.

W.S Lonnie Silver Award (Agency with more than 1,000 FTE) and, for the third year in a row, the PSC Award for Good Governance Reporting. Congratulations to all staff who participated or provided input into the report.

GSWA Big day out in Kalgoorlie.

DMIRS is in its 2nd year of a 3 year rolling strategy. The successful strategic planning refresh workshop was attended by 60 of our leaders with 3 external speakers presenting on the challenges and opportunities facing their industry.




Djerin
April - May

Hosted: the Electrical Gas and Plumbing Inspectors conference with a special presentation from Magistrate Zempilas on the type of information that judiciary expect and appreciate when related cases are presented in Court.

Celebrating experience and collaboration with Ms Brooks, who received recognition as a member of Petroleum Exploration Society of Australia for more than 40 continuous years. Congratulations.

Fair Trading (Funeral Pricing Code of Practice) Regulations 2022 came into effect to ensure funeral directors comply with pricing and contract rules when offering funeral services in WA.

Hosted: the Major Hazard Facilities and the Dangerous Good Consultants forums. These forums provide the opportunity to bring together industry operators and consultants to share lessons learnt and ensure consistent management of related activities.



Performance snapshot



217,204



calls managed by our frontline customer service teams.

239,109

transactions processed related to tenancy bonds.

65



stakeholder engagements conducted on the South West Interconnected System Demand Assessment.

27,867

dealings affecting

40,462

mining tenements.

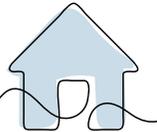


24 prosecutions for breaches of health and safety laws resulting in

\$4,943,000

in awarded penalties.

1,249



regional visits related to building and energy services.

16,778

visits related to Consumer Protection activities.

1,645

regional visits related to work health and safety.

Approved **80**

Charge Up Workplace Grants Program round one applications.

4,394

mineral exploration reports submitted by industry.

11 editions of Wageline News

With over **4,900** subscribers.



Settled **38** industrial agreements covering over

131,000

public sector employees.



\$669,728

recovered in unpaid wages and other entitlements for workers.



7,212

WHS workplace inspections.



667

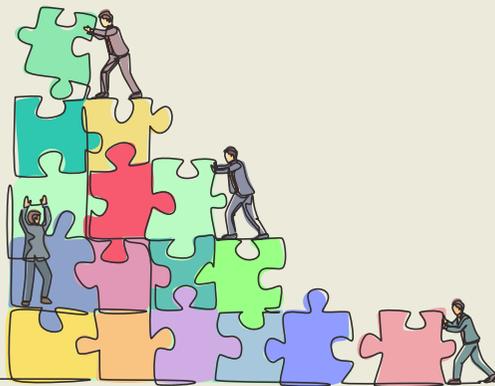
clients provided with written responses to pay or employment queries.

Budget versus Actuals

Financial targets	Target \$000	Actual \$000	Variation \$000
Total cost of services (expense limit)	371,952	358,863	13,089
Net cost of services ^(a)	192,015	138,196	53,819
Total equity ^(b)	591,798	674,463	(82,665)
Approved salary expense level	201,785	184,582	(17,203)
Approved Executive salary expense limit	6,602	6,202	(400)
Working cash targets	Agreed Limit \$000	Target/Actual \$000	Variation \$000
Agreed working cash limit (at Budget)	18,115	18,332	(217)
Agreed working cash limit (at Actuals)	18,333	17,903	(430)

See also Note 9.1 'Explanatory Statements' for further explanation of the variances.

- (a) Expenditure was down against Budget, whilst Income was up considerably, driven mainly by an increase in User Fees and Charges and a rebound in Interest Revenue on the back of multiple increases in the federal cash rate. This led to a more favourable net cost of services outcome for government.
- (b) Equity increased due to the better than expected annual performance, where a significant surplus was recognised.



Feedback on our customer service



198 compliments, complaints and suggestions received

▼ 29% from last year

Feedback received by DMIRS during 2022–23:

Compliments: 48

Complaints: 107

Suggestions: 43

DMIRS can confirm that the complaints were responded to in a timely manner by appropriate officers of the department.



50 years of Consumer Protection



The Consumer Protection division celebrated 50 years of championing consumer rights in Western Australia in August 2022.

Consumer Protection history

The Consumer Affairs Bureau was established on 11 August, 1972 following an election commitment by the Hon. John Tonkin MLA.

The way people live and shop has changed over half a century, and Consumer Protection has been there to make sure that people understand how law changes affected and protected them.

Community education, public notices, use of media, complaints management and prosecutions remain a consistent way Consumer Protection alerts consumers to issues while simultaneously holding to account those who do the wrong thing.

Over the last 50 years, Consumer Protection has handled 250,000 consumer and tenancy complaints and achieved \$69 million in redress for those impacted.

Celebration of 50 years

As part of the birthday celebrations, Consumer Protection organised a variety of events and presentations to celebrate their 50 years. Current and former staff were recognised at several morning teas and had the opportunity review old photos and memorabilia, joined by former Commissioners David Hillyard PSM and Anne Driscoll.

The 2022 Consumer Protection awards included the inaugural David Hillyard Award, to recognise an individual who has made an outstanding contribution to the protection of consumers in WA. This award is made by the Commissioner for Consumer Protection. Fittingly, former Commissioner David Hillyard PSM, was the first winner of this award.

Throughout the year, various Consumer Protection presentations, events, columns, articles and social media posts highlighted how much has been achieved over 50 years.

Consumer Protection staff attended an engaging presentation by Alan Kirkland, CHOICE Chief Executive Officer, in August 2022. Mr Kirkland spoke on issues affecting consumers across Australia, and outlined current areas of concern for CHOICE and other consumer groups.





...our advice to the consumer remains unchanged. Shop around, shop wisely, deal with reputable firms, take up any complaints direct with the firm as early as possible, and request the help of the Bureau when other means of obtaining satisfaction fail.

Consumer Affairs Bureau Chairman, 1977 Annual Report



Empowering consumers with disability

Part of the 50th celebrations included hosting an Empowering Consumer with Disability forum where people shared their lived experiences, knowledge and challenges.

The Consumer Justice Strategy 2021–25 includes a focus on improvements to the way Consumer Protection supports people with disability. The Empowering Consumers with Disability forum aimed to improve understanding of the needs of people with disability and explore opportunities for Consumer Protection to increase their awareness and access to consumer rights.

Attendees included people living with disability, as well as disability advocates and representatives of stakeholder groups such as Shelter WA, Consumers of Mental Health WA and People with disabilities WA.

Coordinator of Ceremonies Danielle Loizou-Lake, a human services, health and disability advocate, set the scene for an engaging day. Speakers included Paralympian and deputy chair of the Disability Services Commission Priya Cooper; CHOICE Chief Executive Officer Alan Kirkland; and the WA Commissioner for Equal Opportunity Dr John Byrne AM.

Discussion on the day helped to set a framework for Consumer Protection to improve accessibility of consumer-related communication and led to the development of a workshop series to build community organisations understanding of support available to their clients.



Consumer Protection has had many name changes, Ministers and Commissioners, and its staff have worked from different metro and regional offices. One thing has remained constant – providing a valuable service to WA consumers.



The Strategic Business Innovation payment card industry data security standards journey.

Improving payment card industry data security standards at DMIRS



The Payment Card Industry Data Security Standards (PCI DSS) is a world-wide standard, which governs the safe storage of credit card details, and acts as a means to limit fraud. The standard emerged globally in 2006 just as the Internet emerged as a necessary and valuable tool for businesses of all sizes. As the internet use for businesses matured, payments processing systems began moving online. The credit card industry acknowledged the need for a global standard and through the Payment Card Industry Security Standards Council have released multiple versions of the standard as technological improvements have been made. The latest version 4.0 was released in March 2022 however, version 3.2.1 released in May 2018 is valid until March 2024.

The department is dedicated to safeguarding customer payment card privacy and following a gap assessment report in 2020, DMIRS has been on a two-year journey to increase compliance to these standards. With new versions of the standard released, and the amalgamation of departments as a result of the Machinery of Government in 2017, compliance with the PCI DSS was not as high as previously thought for an agency of this size and the number of transactions completed every year.

The assessment checked compliance against the latest PCI DSS version (at the time) across 12 main requirements and 342 sub-requirements. As a result of the findings, the Strategic Business Innovation division and other impacted business areas took immediate action and coordinated a whole of agency management response to increase compliance and better protect stakeholder information.

A working group was established with representatives from across the department that had responsibility for addressing the endorsed compliance plan for the remediation project with regular updates being provided to the Executive Leadership Group. PCI Consulting Australia was brought on-board to provide consultancy advice to the department and conducted a thorough evaluation of all business areas involved directly with processing payment cards to map out end-to-end payment card processes and identify remedial actions required to meet PCI-DSS compliance. This was a significant piece of work and it was important to ensure no processes or business areas were left out. The pragmatic and sustainable remediation approach was based on risk profiles – with risk assessments informing decisions. Collaboration across the department was a critical success factor and

provided an avenue to effectively implement policy, procedural and change management strategies in a timely manner. PCI DSS compliance assessments are completed yearly, and as at DMIRS last assessment in late 2022, the department had achieved a 92.6 per cent compliance rating (against version 3.2.1). The remediation program is due to be completed by the end of 2023 with the aim to achieve 100 per cent compliance in the near future.

Throughout the course of the program DMIRS has received numerous accolades from both the Insurance Commission of WA and the Commonwealth Bank of Australia commending DMIRS for a thorough and robust framework, reiterating that the department is significantly ahead of other businesses when it comes to tackling this complex issue of secure cardholder information. DMIRS was invited to showcase the project at the recent State Chief Finance Officer's forum and was used as a case study in London by the Insurance Commission of WA. DMIRS was also asked to provide guidance and information to the Australian Capital Territory Government on the framework and remedial actions involving the recordkeeping system as they have similar challenges to overcome in their journey towards compliance.

Esperance energy supply transition: Demonstrating responsive collaboration



The department supported the State Government's Esperance Energy Supply Transition Plan with a two pronged approach targeting the safe decommissioning of the gas distribution network and the transition of customers to energy efficient electric alternatives. The government committed \$10.5 million to transition 379 Esperance customers from reticulated gas in advance of the closure of the area's privately-owned gas network.

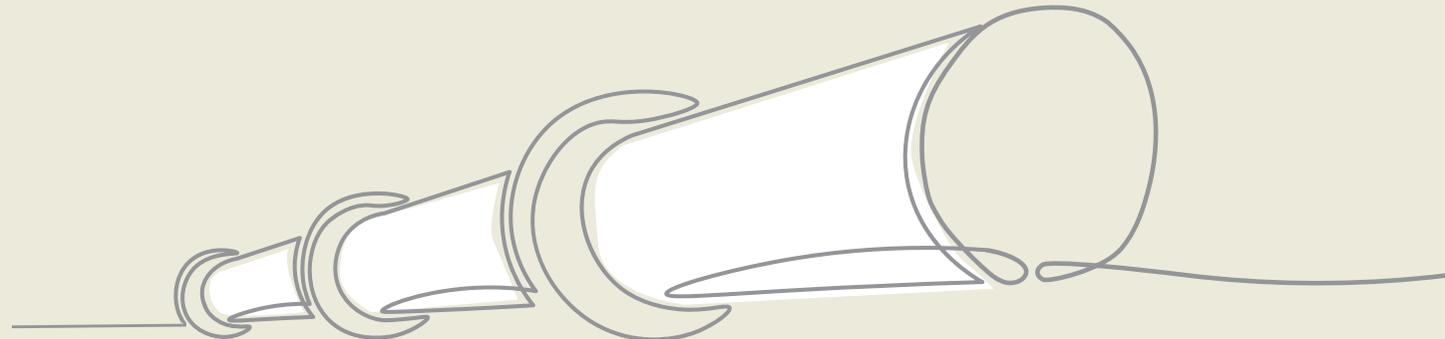
The department's Building and Energy division worked closely with Esperance Gas Distribution Company to ensure the safe decommissioning of the gas infrastructure in Esperance. The Company was requested to provide a decommissioning plan to the Director of Energy Safety and Building and Energy technical staff monitored its progress against the plan. Given it was the first time a gas distribution system was ever abandoned in WA, the Gas Standards (Gas Supply and System Safety) Regulations 2000 did not previously adequately cater for such situations. Regulations were promptly amended to cater for such scenarios and to ensure that the community was not exposed to safety risks posed by inadequately purged and decommissioned pipelines. The regulations also impose a positive obligation on network operators to immediately decommission gas distribution systems they cease to operate.

At the same time Energy Policy WA (part of the department's Energy Policy Group) collaborated with Horizon Power on the transition of around 400 residential, business and government customers from the use of a reticulated gas network to alternative energy sources, with a preference for electrification. While Horizon Power was responsible for overall program management and delivery, Energy Policy WA maintained responsibility for the governance arrangements and oversight of the transition plan for managing transition activities conducted by the Department of Communities, Department of Education and WA Country Health Service. There was an extremely positive customer satisfaction rate, zero safety incidents, and a high uptake of energy efficient electric alternatives.

Learning from experience

The Gas Standards (Gas Supply and System Safety) Regulations 2000 Amendment Regulations 2023, defines the requirements for notifications, activities, standards and reporting to safely decommission a gas distribution system. At the same time, it expanded the effect of the safety case and improved prescribed and major activities definitions to include decommissioning works.

Thanks to the Esperance transition, the program design and outcomes will serve as a blueprint for cessation of reticulated gas networks, and establish valuable learnings for customer electrification which forms an integral part of the global climate action agenda. Therefore, the department is in a good position to provide advice on similar activities in the future and ensure consumer and worker safety during such a transition.



Collaborating with other agencies and organisations



Kimberley floods

Assisted DPC and DFES with the distribution of information and warning posters in Walmajarri, Kriol and plain English to caution local Aboriginal residents of scam activity that was taking advantage of people impacted by the floods.



Building cyber resilience

Partnered with IDCARE to deliver cyber resilience outreach clinics across WA to share information on scams, cybercrime and identity theft, and how to protect against these crimes.

Abandoned mines

Worked with the DBCA to address risks associated with shafts adjacent to access tracks in state forests near Donnybrook. Earthworks completed for 11 shafts have been fully remediated and ongoing Geotechnical monitoring is occurring.

Focus on agriculture safety

Held regular Women in Farming online safety talks throughout the year, active participation in the new agricultural safety advisory committee and delivered safety presentations to the grain growers group.

Growing the economy

Engaged with business owners and incorporated businesses to provide precompetitive geoscience data to stimulate economic activity in the State.

Faster turnarounds

MOU signed with the WA Police Force to support faster processing of security checks as part of the dangerous goods licensing process.

Increasing ServiceWA use

Continued working with DGov to expand the services and functions of the ServiceWA app with a recently approved new program of works to be delivered in the future.

Renewable energy storage

Worked with MRIWA and JTSI to provide input on energy storage technologies and considerations for deployment in WA, to the CSIRO's Renewable Energy Storage Roadmap project.

Economic Regulation Authority

Participation in the review of compendiums and codes of practice for the supply of electricity and gas to ensure that consumers are protected in accordance with the requirements of Australian Consumer Law.



Engagement in the Pilbara

Assisted the Pilbara modelling for the sectoral emissions reductions strategies and the Pilbara Industry Roundtable through significant consultation and engagement with existing and potential electricity consumers and producers.



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.

Improving state-based awards

The department has represented the Minister for Industrial Relations in a range of award review matters before the Western Australian Industrial Relations Commission to modernise and improve the usability of state-based (private sector) awards and assist employers and employees understand their rights and obligations. This has involved extensive collaboration with unions, employer associations and other key stakeholders, as well as significant drafting and technical research to assist the Western Australian Industrial Relations Commission with the process.

A big year for bargaining

The Government Sector Labour Relations (GSLR) division's role in coordinating public sector industrial agreement negotiations looked extremely challenging at the start of 2022–23. The previous round of bargaining had aligned the expiry dates of agreements covering the majority of the sector. Negotiations for 36 diverse working groups commenced during year, including the agreement covering the majority of the public sector. Some of these processes have been complex, involving industrial action and appearances in the Western Australian Industrial Relations Commission. The department supports agencies in these circumstances in accordance with government policy. At the end of June 2023 the GSLR team had worked to achieve 33 settled agreements covering over 131,000 government employees.

National Day of Mourning

At the request of the Prime Minister, all States and Territories agreed to proclaim a one-off public holiday in honour of the life and service of Her Majesty The Queen, Elizabeth the Second. DMIRS moved quickly to ensure that the WA Governor was able to proclaim a special public holiday for the National Day of Mourning on 22 September 2022 under the *Public and Bank Holidays Act 1972*.

Better protection for homeowners

The State's home indemnity insurance (HII) scheme is a consumer protection measure that insures a homeowner against financial losses in the form of loss of deposit, non-completion of a home or any defects that may be discovered within six years of practical completion of their home, in the event that their residential builder dies, disappears or becomes insolvent. Residential builders in WA are required by law to take out a policy of HII on behalf of their clients before commencing work or accepting a deposit. Following a spate of high-profile residential builder insolvencies during 2021 and 2022, the State Government committed to better protecting affected homeowners by doubling the maximum HII insurance coverage for completion of construction and rectification of defects, to \$40,000 and \$200,000 respectively. As a result, DMIRS worked swiftly to implement relevant changes to regulations, and worked closely with insurance provider QBE and the State Solicitors Office to ensure homeowner's affected by insolvencies from July 2020 received the benefit of the doubling of maximum payouts. The changes better ensure that if a residential builder becomes insolvent, families are better protected and can finish their home.



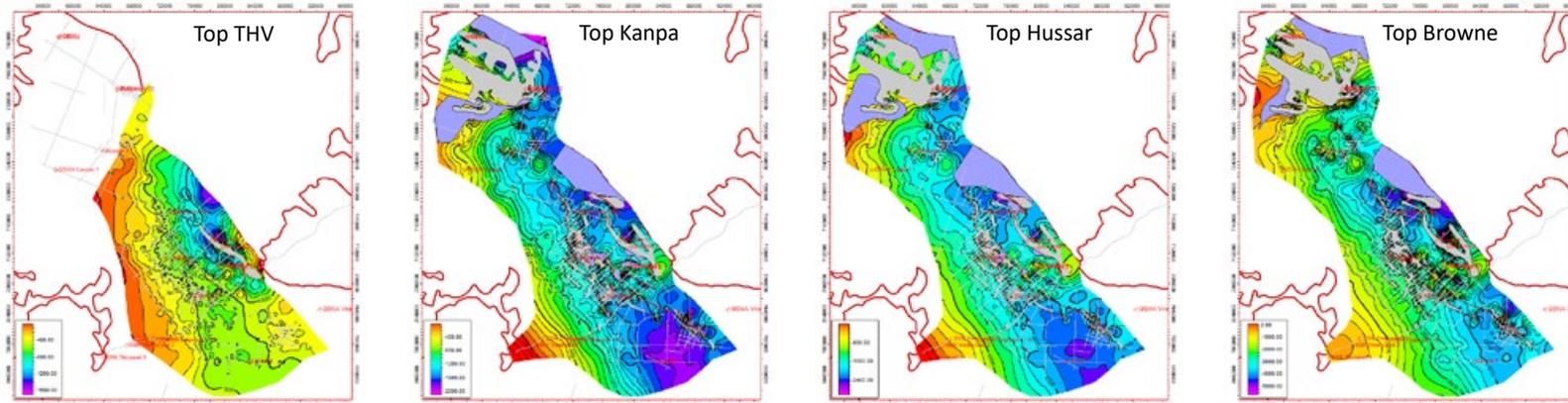
Western Australia CO₂ geological storage atlas

The department has started a two year program to update and expand the WA carbon dioxide (CO₂) geological storage atlas. The trapping of CO₂ gas in rock formations deep underground is known as geosequestration and contributes to reducing climate change. This process also occurs naturally however, when converting CO₂ from a gas into a supercritical fluid, its volume is reduced by about 400 times. CO₂ in this liquefied state exhibits the properties of both a liquid and gas, and can be permanently stored in sedimentary formations of porous rock, such as sandstone.

DMIRS has completed the following aspects of the program:

- Thermal modelling of the Perth Basin petroleum wells;
- Compilation of all temperature data across WA;
- Creation of regional depth and isopach maps for Perth, Carnarvon and Officer Basins;
- Continuing revision of well formation tops and well correlations for the offshore (state waters) Northern Carnarvon Basin; and
- Planning for Canning Basin mapping and well log analysis to be undertaken later in 2023.

Python Scripting (a process of writing computer code to automate tasks) has been successfully used to clean up the raw well log data to enable future reservoir quality analysis. The Python scripts created for this project will form part of the released products. Once completed, the program will provide a complete and updated CO₂ geological storage atlas that can be used to inform government and industry on climate change actions.



New Officer Depth Maps – derived from new seismic interpretation



SWIS demand assessment

The South West Interconnected System (SWIS) Demand Assessment is a fast-tracked assessment of future low-emissions electricity demand and an analysis of the network, generation and storage infrastructure required to support it.



The SWIS Demand Assessment results were publicly released in May 2023 and has provided a vision of a possible future for the State’s main electricity grid. It identified least cost network extensions, generation and storage expansions required for increased demand, especially as industry and business seek to decarbonise their operations by 2030 through electrification. The assessment found that the SWIS may need around 4,000km of new transmission lines and around 50GW of new renewable electricity and storage infrastructure to support increased demand over the next 20 years.

Project Symphony

Project Symphony is the State Government’s flagship ‘virtual power plant’ pilot. It reached major milestones in 2022–23 and successfully completed customer recruitment and testing. Overseen by DMIRS as part of the Distributed Energy Resources Roadmap, Project Symphony was delivered in partnership with Western Power, Synergy, and the Australian Energy Market Operator.

The pilot demonstrated that customer devices such as rooftop solar, battery storage, water heaters, and air-conditioners can be orchestrated remotely to provide valuable services to the power system and support the network.

The successful completion of end-to-end technical tests involved 350 customers and nearly 700 devices, delivering important lessons on the role customer devices will play in the future of the power system. This will maximise benefits to customers and help WA achieve its decarbonisation objectives.

Evolving the wholesale electricity market

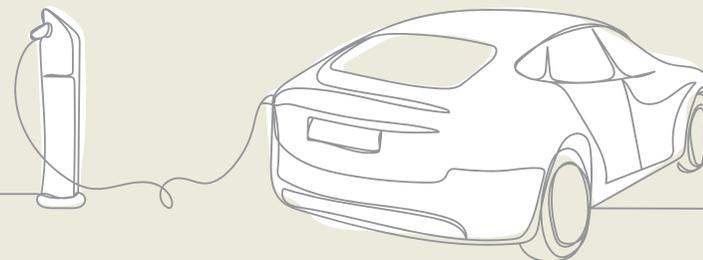
The department has conducted a number of wholesale electricity market evolution reviews, the most significant is the reserve capacity mechanism. Stage 1 outcomes released in May 2023 will result in more incentives for investment in the type of capacity needed by the wholesale electricity market. The proposed flexibility product, which will top up capacity revenues such as storage, is one example of the kind of incentives proposed in the review. The review also recommended the implementation of emission thresholds for the reserve capacity mechanism to create further opportunity for low emission technologies to enter the market.

Charge Up grant

The department has launched a \$15 million Charge Up grant program on behalf of the State Government. Charge Up co-funds small and medium enterprises, not-for-profits, and local government authorities up to 50 per cent of the cost to install electric vehicle chargers at workplaces and destinations. These grants aim to:

- increase availability of electric vehicle chargers in WA;
- maximise opportunities for daytime charging; and
- support eligible organisations converting their vehicle fleets to electric.

Round 1 of Charge Up opened on 16 February 2023 and closed on 31 July 2023. In Round 1, applicants could apply for up to four AC chargers (7 to 22 kilowatt) at up to five sites. A second funding round will open later this year, providing funding for both AC and the faster DC chargers.





Service Provider

The following are key indicators of our success as a service provider:

- We know and monitor our costs and keep them lean.
- Customers have fewer touchpoints when doing business with us.
- Customers and staff find it easier to do business.
- Customers are satisfied with their treatment.



Finding the correct files and folders for some matters can take time, so having them all located in the one spot is a major improvement.

Labour Relations Advisor

The rollout was done very professionally and I think the team is to be congratulated on the resources and support they provided.

General Manager



Coming together with records

Since the creation of the department in 2017, staff were using two electronic document and recordkeeping management systems to store the department’s records. In 2020, the department endorsed a strategy to move to one system called oneDMS, recognising that this would increase efficiencies foster collaboration among staff and assist in timely decision making, leading to greater customer satisfaction.

The program has been a significant strategic information technology undertaking with 9.5 million electronic records needing to be migrated to the new system, with a further 460,000 documents and 21,000 files imported from Energy Policy WA with its inclusion into DMIRS in July 2022. Extensive work was also required to integrate 18 business applications with oneDMS. In 2022–23, the oneDMS program was deployed to all staff, with the department receiving positive feedback about the process.

Customer service charter review

The department reviewed the critical elements of its customer service charter to deliver a reimagined charter that places the customer at the centre of our service design and commitments.

1.2 terabytes

of new data stored, including

777,000

new documents compared to last year.

The updated customer service charter reflects a focus on consistently exceptional service delivery outcomes and a progressive approach to customer service, and represents a commitment to best practice and customer-centric service. Implementation of the service charter will be supported by a targeted communications and training framework to ensure it remains a current document, experienced as a meaningful resource by the Western Australian community.

Expanding online education

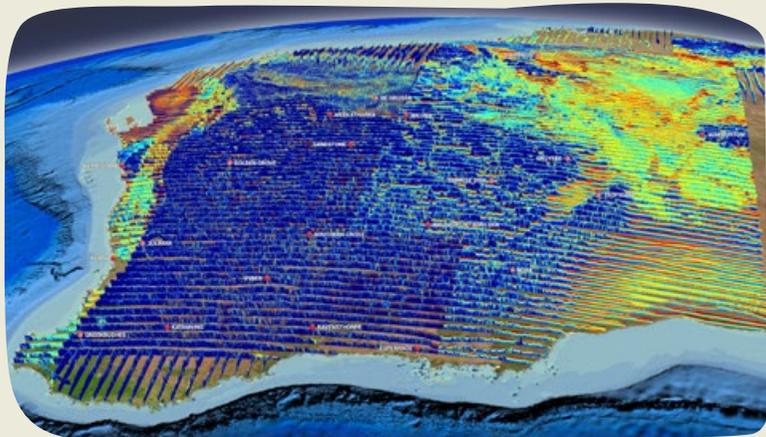
Geological Survey of Western Australia, has continued its webinar series to support Western Australia’s explorers, the economy and stimulate the exploration industry. Staff present their world-class research to a live audience, who are then invited to ask any questions of the presenter. This year six webinars have been produced on a range of geoscience, mining and exploration industry, and collaborative research topics.



Airborne electromagnetic survey

In March 2023, Geological Survey of Western Australia (GSWA) in collaboration with Geoscience Australia, released the final package of the Aus Airborne Electromagnetic (AusAEM) WA data, completing coverage across Western Australia at a 20 km line spacing within four years. The AusAEM – WA program was funded by the Government’s Exploration Incentive Scheme and Geoscience Australia’s Exploring for the Future program.

The AusAEM data records the conductivity of the ground from the surface to a depth of approximately 500m and assists in the search for conductive rock layers that may comprise nickel sulphides and graphite which are important in the production of batteries, to groundwater resources such as fresh or saline aquifers.



The release of data across completed blocks has resulted in multiple resource companies undertaking exploration on basement anomalies identified in the data that may host nickel sulphide deposits.

Streamline WA

Streamline WA is a whole-of-government initiative to make it easier to do business in WA by improving regulation and regulatory practice. It aims to deliver better services and outcomes for Western Australians. The Streamline WA cross-agency steering committee has worked closely with regulatory and economic development government agencies through the Council of Regulators.

The department hosted a cross government common understanding webinar regarding the mining sector stream in October 2022. An outcome of the webinar was the discussion of a roadmap for further improvements which is now in development. DMIRS has several programs that come under the banner of Streamline WA, including:

- The Fast Tracking mining approvals (stream 1) reform initiative aims to transform the regulation of resources projects under the *Mining Act 1978* by reducing assessment timeframes, is now in the final stage of delivery.

- The Fast Tracking mining approvals (stream 2) digital transformation is currently in the second stage.
- The GSWA data transformation strategy, where project initiation has commenced.

The GSWA data transformation project work over the last year has included developing an initial test case to show functionality of a knowledge graph model incorporating ontology and vocabularies, integration and search capabilities and database design for integration with the GSWA database.

The amendments to legislation related to mining, that passed through Parliament this year also contribute to streamlining government regulation for the mining industry. A new feature is the Mining Development and Closure Proposals and Approvals Statements framework. Under this framework, a Mining Development and Closure Proposal will be a single approval document that replaces the existing requirement for a mining proposal and mine closure plan at the mining approval state. This removes the duplicated information required under the existing process. The introduction of an approvals statement will further reduce duplication by combining approved activities and conditions of a mining operation in one document.

See page 43 for more detail on the *Mining Amendments Act 2022*.



Online licensing applications

The department administers over 100 diverse and complex occupational licence types, with the majority received on paper submitted in person or through a postal service. In an effort to modernise services and streamline the process for applications, the Service Delivery and Business Innovation divisions worked collaboratively to implement an online lodgement option for each new licence application form.

The online lodgement system was created to cater for a wide range of applications for new occupational licences, registrations, permits and other authorisations (referred to as 'licences'). The system allows new industry participants to lodge their application and pay the associated fees online via the department's website. Furthermore, Payment Card Industry Data Security Standard compliance has been applied and separates out credit card and payment details, refer to page 29. All online forms are PDF enabled with digital signature capability for useability.

The system was launched in August 2022 for building related applications and has been rolled out to other types of occupational licences throughout the financial year.

Currently the project has converted:

- 21 building forms;
- 6 plumbing forms;
- 9 gas fitting forms;
- 26 electrical forms;
- 16 Consumer Protection forms; and
- 8 WorkSafe forms.

Forms that can be submitted in person or via mail have also been reviewed to ensure consistency when compared with the online form.

By the end of 2022–23, 34 per cent of new applications had been lodged via the online option for 36 different types of occupational licences. With the ease and efficiency of using the new service, the proportion of applications received online is expected to grow as industry become more familiar with the option.

Online lodgement has improved efficiency for both industry and the department.

BondsOnline expanded

Since its launch in 2015, BondsOnline has shown its potential to provide a better customer journey through simplifying tenancy bond transactions and improving timeliness in releasing bonds. Real estate agents have been required to lodge bond payments with the department using the system and now this function is available to private landlords to manage their bonds electronically.

During 2022–23 new video content was published to assist private landlords on the use of BondsOnline. The successful completion of the latest improvement project marks an important milestone in BondsOnline enhancements. These features provide the foundation for prospective system developments, including integration with online services that have the potential to improve customer experience.





Regulator

The following are key indicators of our success as a regulator:

- Regulated entities know and play by the rules.
- Individuals and businesses have the confidence to operate in Western Australia.
- Better regulatory outcomes at a lower cost to the community.
- Public confidence is high in our area of responsibility.

Safe management of high voltage installations

The department's Building and Energy division and WorkSafe Group worked together throughout 2023 to update the guidelines for the safe management of high voltage installations, which are issued under Section 33AA of the *Electricity Act 1945* by the Director of Energy Safety and endorsed by the WorkSafe Commissioner.

The revised guidelines reflect Western Australia's current regulatory framework, including electrical safety and work, health and safety legislation and accompanying regulations. The divisions collaborated to ensure compliance with the laws, which specify responsibility for workplace safety and that persons conducting a business undertaking are held accountable and must exercise due diligence at premises with high voltage electrical installations.

High voltage is defined as 1,000 volts AC or more and as a result, the risks and potential consequences of an electrical incident are significantly higher than low voltage incidents. Consequently, stringent safety designs and operating procedures are needed to prevent injuries and major damage to electrical installations and buildings. This is particularly important for keeping both workers and consumers safe, as facilities such as large shopping centres, industrial complexes, apartment buildings and mine sites are likely to have this type of infrastructure.

Button batteries standards

Button batteries are a hidden hazard in a number of everyday household items. If swallowed, button batteries can become stuck in a child's throat, potentially causing catastrophic injuries or death.

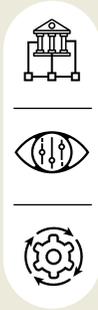
In the first year of mandatory safety and information standards for button batteries being in force, 104 instances of suspected non-compliance were identified for action by DMIRS, with 20 infringement notices issued.

Of these 20 notices, 12 were from inspections at the 2022 Perth Royal Show. Four of these notices were withdrawn in line with the department's compliance and enforcement policy with the remaining eight infringement notices resulting in \$84,480 in penalties.

Cool in a crisis

The department responded quickly to the 5 January 2023 gas supply shortfall caused by the Wheatstone gas plant outage. This outage was then exacerbated by production shortfalls from other gas plant outages, and had the potential to cause severe effects across Western Australia, including threats to electricity generation.

The rapid degradation of the situation resulted in an urgent request for government coordination within hours of the Wheatstone outage. In the days following the outage, the Coordinator of Energy initiated collaborative industry discussions on options to stabilise and recover the gas supply. The government coordination and information sharing process validated arrangements under the State Hazard Plan for energy supply disruption, and was greatly appreciated by industry participants for preventing the situation escalating to an emergency.



Supplier wage audit unit established

An election commitment was announced to create a small specialist employment conditions audit and compliance unit, as part of the governments wage theft strategy. The Supplier Wage Audit unit was established in November 2022 to monitor and audit the compliance of government suppliers to ensure they meet their employment obligations. The intent of the branch is to proactively monitor and audit the compliance of government suppliers, particularly in high risk industries, with employment obligations under applicable industrial laws and instruments. Since its establishment, the unit has commenced auditing suppliers.

Working with other Regulators

The department has continued to work collaboratively with the Clean Energy Regulator to ensure that solar installers comply with both State and Commonwealth laws. A number of joint investigations are underway in relation to the Commonwealth's small-scale renewable energy scheme and the use of unlicensed persons.

Other collaborations have included State and Territory electricity regulators to ensure a nationally consistent approach to manage emerging trends and issues across the electrical and gas sectors.

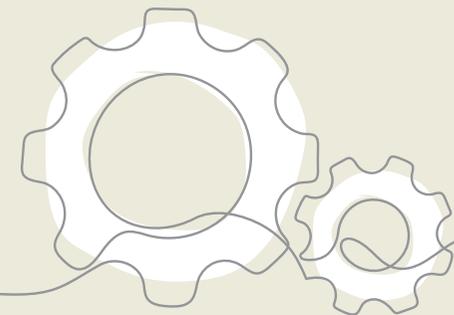
New building engineers registration

DMIRS has developed and implemented new regulations to introduce a registration scheme for building engineers in Western Australia. DMIRS consulted extensively with the local industry to ensure the new regulations will enhance consumer confidence in the building environment. This will be the first time building engineers are required to be registered in WA.

The new registration scheme is the first stage of the State Government's response to the 2018 *National Building Confidence – Improving the effectiveness of compliance and enforcement systems for the building and construction industry across Australia* report. The new regulations apply in stages, with structural and fire safety building engineers the first to require registration from 1 July 2024, followed by building engineers in the classes of civil and mechanical from 1 July 2025. DMIRS has worked closely with industry to ensure the new regulations are fit for purpose, facilitate mutual recognition with similar schemes in other Australian states, and promote consumer confidence in building engineering work. Significant work is now underway to ensure the department can receive and process applications for registration and enforce the new requirements.

Automatic deemed registration

Automatic deemed registration offers a streamlined process for those wanting to apply mutual recognition to their registration to also carry on their occupation here in WA, where occupational licences are deemed equivalent and recognised as part of the scheme. The purpose of mutual recognition schemes is to promote freedom of movement of goods and service providers in a national market in Australia. During 2022–23, 240 notifications were received from people registered to carry on activities in other States and Territories and seeking automatic deemed registration for those activities in WA. In Western Australia, electrical related licences are currently exempt from the automatic mutual recognition scheme.





Ellendale mine site deconstruction and rehabilitation

The Abandoned Mines Program awarded its biggest contract to date to Buru Rehab Pty Ltd, worth \$54 million for rehabilitation works on the abandoned Ellendale mine site in the West Kimberley.

The contract includes performance measures and deliverables to provide training and work opportunities for First Nations Australians in compliance with government procurement policies. The Buru Rehab business model is to work with local Aboriginal people to rehabilitate the land after mining is complete. The extensive earthworks program is staged for the next three dry seasons to construct bunds to prevent inadvertent access to the pit voids and to stabilise constructed landforms, minimising severe landform erosion and stop sediment movement from landforms across the two mine site areas.

During 2022 the first phase of significant safety works involving the removal and clean-up of all redundant and obsolete infrastructure and equipment across the former diamond mining lease was completed.

The Ellendale deconstruction project delivered its key value drivers within the one season timeframe as required:

- Safety – no reportable incidents and the Ellendale site no longer has the significant risks relating to obsolete or redundant infrastructure.
- Compliance – the project is executed in line with the intent of the *Mining Rehabilitation Fund Act 2012* and Abandoned Mines Policy.
- Deliver – all waste materials totalling 7,184 tonnes were removed from the site during 2022 and disposed of at appropriately licensed facilities. 55 per cent of materials were recycled.

As the remaining diamond resource at Ellendale is of significant value to the State, it is the department’s objective to ensure the site remains viable for future responsible resource development.



Before



After



The Ellendale work program continues during the 2023 dry season with the award of a three season earthworks contract to address risk across the site. This contract will not only focus on making the site safe but will enable skill development and future work opportunities in the Kimberley with engagement of Aboriginal trainees throughout the execution of the contract.

Royalty collection transfer

In June 2021, the State Government approved the transfer of the mining and petroleum royalty collection and associated administration functions from DMIRS to Revenue WA. This move was in keeping with other Australian states. In 2021 the department's Finance directorate worked with Revenue WA to transfer staff responsibilities while the information communication and technology, and legislative components were progressed.

A key issue identified early on was that royalties function activities are imbedded into the department's systems which means a new stand-alone system needed to be developed. During 2022–23 DMIRS staff brought their expertise, experience, and skills collaborating with business areas and the Department of Finance to integrate with Revenue WA's specialised information technology systems and networks.

A working group was established and is coordinating the move to enhance the State's revenue collection functions and make it a seamless transition for all staff involved and the industry's royalty payers. An essential part of this work was to develop a data exchange platform so that essential royalties data can be shared and for DMIRS to continue royalties responsibilities other than royalty collection after the transfer.

Over the coming year, work will continue to set up infrastructure for data exchange, commence the application programming interface development, and progress legislative changes required for royalty collection.



Mining inspections

In early 2023 the department's Resource and Environmental Compliance officers undertook site inspections and training in the Goldfields. While undertaking this routine compliance program, a team of environmental officers responsible for assessing and regulating mining projects in the Goldfields used the inspections as a learning experience to further their understanding of the environmental management and rehabilitation of sites within the region.

The team visited five diverse greenfield and established gold and rare earth processing sites that ranged from a small scale operation to a large-scale ones. The visits enabled them to see first-hand the different aspects of mine operations including the traditional gold Carbon in Pulp processing compared to heap leach processing.





'How tough are we now?' workshops

In May 2023, DMIRS engaged Dr Dean Laplonge, an internationally renowned expert on gender-based violence, workplace safety, organisational and workplace cultures, to conduct a series of workshops titled *How tough are we now? The psychosocial wellbeing of mine site workers*. The workshops focused on industry input on the progress that has been made in understanding and managing psychosocial hazards in the mining industry, and to consider how to move ahead with addressing risks relating to harassment and violence on mine sites. Workshop findings will provide the department and the mining industry a comparison between 2010, when Dr Laplonge first conducted the roadshows in WA to 2023 on gender violence and mental health. Workshops were held throughout the state with a total of 177 attendees in Newman, Karratha, Perth, Bunbury and Kalgoorlie. Further workshops are planned for Perth later in the year.

These workshops have been just one of the initiatives put in place in response to the *Enough is Enough* report. Ongoing training of staff and a review of internal procedures has strengthened the response that is provided by the mines inspectors to allow a streamlined and minimal touch reporting structure for industry. The aim is to reduce any further trauma of victims

or witnesses, and the renewed focus has led to an increase in sexual assault and sexual harassment reported cases by the mining industry compared to the 2022 financial year.

Codes of practice approved

Following the implementation of new work health and safety laws in 2022 the Minister for Industrial Relations approved a series of 23 work health and safety codes of practice which came into effect on Friday 15 July 2022. These codes were adapted for the Western Australian work health and safety environment from the model codes of practice published by Safe Work Australia, and were developed through consultation with unions and employer organisations. Codes of practice are practical guides to achieving the standards of health and safety required under the *Work Health and Safety Act 2020* and associated regulations to help with understanding what is known about a hazard, risk or control.

Human factors thinking

Human factors are an integral component of safe and efficient operations within major hazard facility, petroleum and geothermal energy operations. These types of operations have major accident potential and many safety critical tasks to prevent and mitigate major accident events are human-dependent.

The department is building capability in integrating human factors in process safety, design of work, and systems both internally and across industry. This effort has lifted the knowledge of human factors on an industry wide scale, and have assisted operators to identify gaps in their safety management systems and implement strategies that also align to the new legislative requirements of the *Work Health and Safety Act 2020*. During the year, WorkSafe inspectors have noticed a positive shift by operators examining their safety systems through a human factors lens.





Regulatory reform

The department continues to implement various regulatory reforms, improve supporting processes and raising awareness to impacted parties and stakeholders. During 2022–23, a number of amendments to existing regulations and Acts were made.

Mining Act amendments

Throughout the year the department has worked on developing and implementing frameworks and other changes introduced by the *Mining Amendment Act 2022*. The Act modernises the mining approval process, removes duplication of information required and allows for easier administration of compliance with conditions of approval.

A key feature is the introduction of an eligible mining activity framework, which is a new automated authorisation pathway for eligible mining activities that pose a low risk to the environment and do not occur in sensitive environments. Further work on implementing the amendments is required and the department is committed to creating efficiencies and promoting transparency as a part of modernising legislation.

Fair Trading Amendment

In October 2022, the Western Australian Parliament passed the *Fair Trading Amendment Act 2022*, introducing a way for changes to the national Australian Consumer Law (ACL) to be adopted into WA law in a timelier manner.

Changes to the ACL are now automatically incorporated into the Australian Consumer Law (WA), subject to a period of consideration by Parliament which, if it has concerns with the amendments, has the power to disallow them. Prior to this change there could be a significant time lag between amendments being made to the ACL at the national level and their commencement in WA, often resulting in confusion and misunderstanding for WA consumers and small business about their rights and obligations under consumer law.

The new process removes delay, meaning that WA consumers and small businesses benefit from up-to-date consumer laws and much greater consistency with the rights and protections in place in other states and territories. This new mechanism was used for the first time to adopt changes that will strengthen unfair contract term protections for consumers and small businesses and increase the maximum penalties that are available to

deter non-compliant conduct. Changes were tabled in Parliament in February 2023 and commenced in WA on 30 June 2023.

Working with electricity

A broader program to improve energy service standards in remote Aboriginal communities has progressed with amendments to the Electricity Corporations (Area of Operation) Regulations 2015 that allows Horizon Power to distribute electricity supplies to three Aboriginal communities within the South West Interconnected System (SWIS). In addition, amendments to the Electricity Industry Exemption Order 2005 allowing a time limited exemption for Horizon Power to take over electricity supply obligations for 117 Aboriginal communities outside of the SWIS took effect from 20 June 2023.

Other amendments to Energy Coordination (Customer Contracts) Regulations 2004 and Electricity Industry (Customer Contracts) Regulations 2005 were also passed by the Western Australian Parliament to remove overlap between regulatory instruments; minimise inconsistency with customer protection arrangements for gas and electricity and provide up to date customer protections effective from 1 January 2023.

Training and awareness – keeping industry informed

The department regularly participates in the delivery of industry focused training, working collaboratively with Registered Training Organisations and industry associations. As well as directly providing training, educational and awareness sessions and briefings across the state.

Security of payment roadshows

The department led a major industry education campaign to assist businesses understand and adapt to the State’s new security of payment laws, including a state-wide roadshow. *The Building and Construction Industry (Security of Payment) Act 2021* has introduced better payment protections for all participants in the construction sector. It is one of the most significant legislative changes for the local industry since the introduction of the *Construction Contracts Act 2004*, and applies to the vast majority of construction contracts entered into within the industry on or after 1 August 2022.

Key staff travelled across the State in late 2022 to deliver free information sessions on the first stage of the new legislation aimed at ensuring sub-contractors and suppliers receive timely payments for their work. Five free metropolitan sessions were held in early 2023 in partnership with local law firm Jackson McDonald. The department also supported businesses to adjust to the reforms by publishing a suite of other education initiatives including online seminars, videos, fact sheets and guides.

Building laws update

Raising industry awareness on key changes to building standards and laws is high on the agenda for the department as the building regulator. Delivering information sessions in regional and metropolitan areas has provided an opportunity for face-to-face learning and discussion about significant issues affecting industry and local government permit authorities. Information covered a range of topics including on the National Construction Code (the Code) Volumes One and Two (Building Code of Australia) and information and updates relevant to the *Building Act 2011* and Building Regulations 2012.

Training sessions were delivered in 13 regional locations to provide information on a new State variation in the 2022 edition of the Code regarding the design of buildings in cyclonic areas of WA. The variation is intended to improve the resilience of buildings in high wind events. The variation for wind Region B resulted from an investigation, instigated by the department, into extensive building damage caused by Tropical Cyclone Seroja. Industry consultation showed overwhelming support for the variation to the Code.

105 industry presentations for electricity, gas and plumbing.



86 industry and consumer e-alerts issued.

2 WAPIMS and WAMEX training sessions delivered.



Launch of MyACL training

The Consumer Protection conciliation service experienced an increase of over 40 per cent in demand during the COVID-19 pandemic, creating a need to recruit and train additional staff quickly on the broad aspects of Australian Consumer Law (ACL).



It was identified that an easily accessible, engaging, relevant and on-demand training that could be rolled-out in a self-assisted format would help empower staff to confidently apply the law. The department produced a series of 16 videos plus job aids that break down the ACL into simple topics. All of these resources were carefully constructed with input from the department's legal team, executive management, and subject matter experts along with collaboration with the Australian Competition and Consumer Commission. Since the rollout, the department has shared this resource with state and national consumer protection regulators and is working towards providing access to consumer organisations and advocacy groups across Australia.

Continuous professional development

Consumer Protection requires real estate industry professionals to attend regular mandatory continuous professional development training.

Training courses are usually provided collaboratively with Registered Training Organisations. This year 8,255 attendees participated in continuous professional development training.

Settlement agents are also required to undergo regular professional development. This year 887 attendees completed mandatory continuous professional development training courses delivered in collaboration with the Australian Institute of Conveyances WA Division.

Registered medical practitioners forum

The department's annual Registered Medical Practitioners forum in March was well attended, and engagement throughout was significant. The forum included discussions on:

- Requirements for workplace health monitoring.
- Responsibilities of a registered medical practitioner.
- Health monitoring guidelines for registered medical practitioners.
- Work health and safety 2023 update.
- Case studies in lead, arsenic, asbestos and silica.

Administrative decision making training

Industry Regulation and Consumer Protection Legal branch provides an annual program of training sessions for clients about a wide range of requested topics relevant to their regulatory responsibilities. This year General Counsel specifically provided training on the topic of administrative decision making, with a focus on applying the fit and proper person test to the members of the Government boards that fall under the Minister for Commerce's portfolio. This was a timely reminder of the roles and responsibilities for the various DMIRS board and committee members.

Staff frequently attend expos, forums, open days and exhibitions to promote awareness on various topics under the DMIRS banner. This year we had:

367

interactions at the Perth 4WD and Adventure Show.

280

interactions at the Edith Cowan University and University of Western Australia orientation days.

369

interactions at the Perth Pregnancy, Babies and Children's Expo.



Mines statutory positions portal

Implementation planning for Western Australia’s new work health and safety regime identified the need for a new approach to administer examination and certification processes for mining statutory positions. Previously, paper-based and manual processes were used to manage examinations, certificates of competency, preparation of results, recording of committee assessments and issuing of hardcopy certificates. Mining exams were held twice a year in Perth, Collie, Kalgoorlie and Karratha on the same day for all locations with exams for surveyors held only in Perth twice a year.

The Work Health and Safety (Mines) Regulations 2022 contain an increased number of new mandatory certifications including additional risk management and statutory supervisor training applying to thousands of industry personnel.

The new Mines statutory positions portal is a learning management system configured with learning pathways to manage certification processes and examination enrolments for 14 statutory positions on mining operations. The learning pathways allow users to enrol for examinations and access the application process to obtain a statutory certificate. The portal also meets regulation requirements as the register for statutory certificates granted, suspended or cancelled and persons who pass applicable legislation examinations for a statutory position or statutory certificate.

High risk work licence training

DMIRS and the Training Accreditation Council (TAC) Western Australia have signed a Memorandum of Understanding (MOU) allowing the sharing of information about high risk work licence training. As a regulator, the department has a responsibility to ensure that licensed individuals are trained to the required standard. The TAC is WA’s vocational education and training regulator.

In the role of regulator, the department audits the assessors who carry out high risk work licence assessments. Previously, this process has led to the discovery of assessors awarding licences to workers who have not demonstrated that they can do the work in a safe and proper manner. The new MOU expands the opportunity for identification of assessors that do not conduct assessments properly. The potential repercussions of inadequate assessments are serious as people could be granted licences when they have not demonstrated that they can safely do the work, which can endanger lives. Assessors engaging in inadequate assessment can have their accreditation suspended or cancelled.

This MOU provides opportunities for the two regulators to work together to improve the quality of training and assessment outcomes in WA and contribute to safe workplace practices.



TAC and WorkSafe have not previously been able to share specific information, so this MOU will potentially help both agencies identify anyone who is not properly assessing licence applicants.

Sally North, Deputy WorkSafe Commissioner



14
presentations to Registered Training Organisations on work health safety.

26
presentations to educational facilities on work health safety.

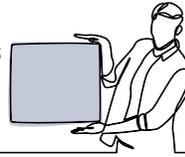
44
webinars delivered on the role of WorkSafe.

Occupational health conference

WorkSafe occupational physicians, Dr Sim and Dr Lee, presented their work on silica health monitoring at the 107th American Occupational Health Conference in Philadelphia in April 2022. The Conference is the premier professional meeting for the American College of Occupational and Environmental Medicine, attended by physicians and health professionals with an interest in the fields of occupational and environmental medicine.

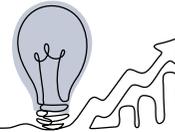
Dr Sim and Dr Lee's paper *Silica Health Surveillance: A new Approach* outlined the department's initiative in January 2021 to legislate the use of low dose high-resolution computed tomography (HRCT) chest scans in screening workers for silicosis. Work undertaken by the department showed that low dose HRCT scans are a much more sensitive test than chest x-rays, enabling early detection of disease in stone workers.

5 cross-sector industrial relations presentations, attended by over



140 human resources and payroll leaders.

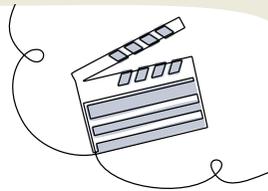
50



engagements with stakeholder on the wholesale energy market changes.

14

animated videos on employment rights and obligations produced.



Safe Work Month

The 2022 Safe Work Month theme was 'WHS – think physical, think psychological' as a reminder that under the work health and safety laws, psychological safety is as important as physical safety. The department hosted a variety of events to promote Safe Work Month and produced videos, podcasts and webinars on health and safety in a range of work environments.

With over 3,000 registrations to Safe Work Month, we delivered:

11 on-demand videos with **8,941** views;



9 podcasts with **805** listeners; and



3 webinars with **2,326** views.



Behind the scenes at DMIRS

Introducing business areas that help us function and deliver outcomes

In every agency some business areas work behind the scenes to help the agency, and at DMIRS, assist the State to function effectively and efficiently. This year we present the Government Sector Labour Relations division.

Government Sector Labour Relations

The Minister for Industrial Relations and the Executive Director Government Sector Labour Relations (GSLR) are responsible for the coordination, governance and consistent management of public sector labour relations. In achieving this objective, GSLR advises and represents public sector employers on industrial relations matters, including:

- Overseeing negotiations for industrial agreements with a specific focus on securing outcomes under Public Sector Wages Policy.
- Providing strategic advice on cross sector matters.
- Developing and issuing policy statements, instructions, and circulars to public sector bodies.
- Leading and collaborating with central agencies on strategic public sector and workforce reform initiatives.

Challenges during 2022–23 have included cost of living increases and a constrained labour market, which have increased pressure on industrial relations. In this environment, GSLR has seen an increase in challenges to employment arrangements raised by unions on behalf of members. GSLR is adaptive, works collaboratively and transparently, provides evidence-based advice and support to work with employers to navigate these challenges.

Recognition best practice agency

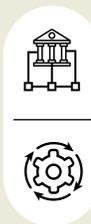
For the fifth consecutive year, the department's Finance directorate received recognition as a best practice agency from the Office of the Auditor General (OAG), reflected within the OAG annual report to Parliament on the financial audit results across the sector. Best practice recognition is awarded to agencies who meet the following criteria:

- Clear opinion on financial statements.
- The number and significance of control weaknesses raised in management letters.
- Audit ready early, ideally no later than 20 days after financial year end.
- Good quality financial statements and key performance indicators, supported by reliable working papers and submitted for audit within the agreed timeframe.
- Management resolution of accounting standards and presentation issues.
- Key staff are available during the audit process.

Congratulations for a job well done team!

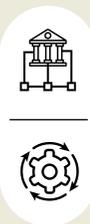


Climate change actions

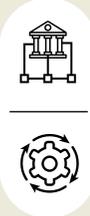


The department recognises that everyone has a part of play in reducing climate change impacts on the state of Western Australia and globally. Throughout 2022–23 DMIRS has contributed to the Western Australian climate policy in the following areas.

Initiative	2022–23 Results
<p>State Government net zero transition</p> <p>The State Governments commitment to a whole-of-government 2030 greenhouse gas emissions reduction target of 80 per cent below 2020 levels.</p>	<p>The department has been working with Synergy on its coal replacement program, seeking to ensure the \$3.8 billion wind and energy storage investment program is delivered in a timely manner.</p>
<p>Energy Transformation Strategy</p> <p>The Energy Transformation Strategy is the State Government’s work program to ensure the delivery of secure, reliable, sustainable and affordable electricity to Western Australians for years to come. There are many projects contained within the Energy Transformation Strategy.</p> <p>South West Interconnected System – refer to page 34.</p>	<p>The Energy and governance legislative reform project (Project Eagle) will address limitations of the current governance arrangements and enhance the flexibility of the power system in response to a changing energy system. Project Eagle is on track for introduction to Parliament in August 2023. Creation of the new Alternative Electricity Services regulatory framework to extend customer protections to new and emerging electricity services is also well progressed, with legislative amendments also on track for introduction to Parliament in August 2023.</p> <p>Energy Policy WA is leading the electricity component of the Sectoral Emissions Reduction Strategies which will provide robust and credible emissions reduction pathways for WA.</p> <p>The department is undertaking electricity modelling to inform the development of possible new policy and initiatives that support decarbonisation as part of the Sectoral Emissions Reduction Strategy. Consultation with peak industry groups, research and other non-government organisations started in mid-2022. Further targeted consultation was undertaken during the first half of 2023.</p> <p>The South-West Interconnected System Demand Assessment provides a vision for the future of the electricity network and firmed renewable energy needs in the South West over the next 20 years.</p>



Initiative	2022–23 Results
<p>Trial innovative technologies</p> <p>Project Symphony is a \$40 million pilot project, part funded by the Australian Renewable Energy Agency (ARENA) and is a major deliverable of the Distributed Energy Resources Roadmap. The roadmap is a five year plan to transform WA's electricity system for the future.</p>	<p>The project is testing coordination of household and small business rooftop photovoltaics batteries and other controllable energy assets as part of a virtual power plant to deliver a range of services across energy markets, system and network support.</p> <p>Significant testing occurred in the first half of 2023 with many reports available through the ARENA knowledge sharing portal. The project is scheduled for completion by December 2023.</p>
<p>Clean Energy Future Fund</p> <p>DMIRS assists the Department of Water and Environmental Regulation to administer the Clean Energy Future Fund.</p>	<p>The fund supports innovative clean energy projects in Western Australia that offer high public value through contributing to one or more of the following outcomes:</p> <ul style="list-style-type: none"> • Significant, cost-effective reduction in greenhouse gas emissions as a direct result of the clean energy project. • Design, deployment, testing or demonstration of innovative clean energy projects likely to deliver community benefits or lead to broad adoption and significant reductions in greenhouse gas emissions. <p>During 2022–23 DMIRS continued to provide assistance with funding support for projects that were successful in Round one (announced on 19 January 2021) and Round two announced on 8 April 2022.</p>
<p>Electric Vehicle Strategy – Government fleet targets and fast charging infrastructure</p> <p>The Electric Vehicle action plan, under the Distributed Energy Resources Roadmap, supports the State Electric Vehicle Strategy by delivering actions to ensure the power system can support the transition to electric vehicles as the default form of transport.</p>	<p>The WA Electric Vehicle Network will provide charging infrastructure to facilitate travel by zero emissions vehicles to remote and regional parts of the State.</p> <p>At the end of the 2022–23 there were six operational charging locations and more are expected to be commissioned over the coming year.</p>
<p>Whole-of-system planning for net zero emissions</p> <p>The next Whole of System Plan will be delivered by 30 September 2025 in accordance with the Wholesale Electricity Market Rules.</p> <p>When developing the scenarios to be modelled, all policy requirements for emissions reductions (including any specific targets) will be considered for inclusion.</p>	<p>South West Interconnected System (SWIS) – refer to page 34.</p> <p>A report outlining the potential future network of the SWIS was released in May 2023 and further work was funded as part of the 2023–24 Budget.</p> <p>Energy Policy WA is progressing SWIS demand assessment implementation in consultation with Western Power, industry and across government.</p>



Initiative	2022–23 Results
<p>Household Energy Efficiency Scheme</p> <p>Household energy efficiency scheme is a \$13 million program designed to support Western Australian households in financial hardship to reduce their energy use and bills by providing them with the knowledge and tools to use energy more efficiently.</p> <p>The program will assist 10,000 vulnerable Synergy and Horizon Power customers in metropolitan and regional locations over the period to June 2025.</p>	<p>Small-scale pilots in the Perth, Peel and Pilbara regions assisted more than 170 households and concluded in March 2023. Independent evaluation of the pilots found that the program is shaping up to be an important tool for the Government to assist vulnerable energy customers to manage their energy consumption and achieve bill savings.</p> <p>Grant funding has been made available to Anglicare WA and Financial Wellbeing Collective, so that the program is available to all eligible Synergy customers in the SWIS (see page 34).</p> <p>The Kimberley region has been prioritised as the first expanded program site for vulnerable Horizon Power customers. Drawing on learnings from the pilots, design of a culturally appropriate service model for the region is underway.</p>
<p>Distributed Energy Buyback Scheme</p> <p>Provides buyback payments for eligible solar photovoltaics, home batteries and electric vehicles to support the uptake of these new technologies.</p>	<p>There were 132,346 Distributed Energy Buyback Scheme customers, and 244,441 customers on the grandfathered Renewable Energy Buyback Scheme as at 30 April 2023.</p> <p>Emergency Solar Management commenced in February 2022 to manage the solar export of Distributed Energy Buyback Scheme customers during a power system low load event.</p> <p>Since June 2023, 122 megawatts of rooftop solar are manageable under the Emergency Solar Management system, to be called upon in the event of a power system low load emergency.</p>
<p>The department recognises that being a good corporate citizen also plays its part in reducing climate change impacts.</p>	
<p>Electrifying our fleet</p> <p>DMIRS contribution to Government fleet targets.</p>	<p>DMIRS moves closer towards realising its goal of being a leading government agency in electrifying its fleet. This year, five electric vehicles were added to the fleet, with planning underway to greatly expand the initiative.</p> <p>On premise charging infrastructure increases day time charging and reduces the load on the network at peak hours.</p>
<p>Building a sustainable department</p> <p>DMIRS prefers sustainable disposal options to keep material circulating in the economy for as long as possible.</p>	<p>Surplus office furniture was donated during 2022–23 to charitable organisations Wanneroo Community Men’s Shed and Fostering Hope. The selection of charities was conducted in compliance with WA procurement rules. The ambition is to embrace the principles of the circular economy to reduce landfill waste.</p>



Assets team with the new electric vehicle fleet.