



Department of Energy, Mines,  
Industry Regulation and Safety

Quarter 2 | 2024

# DEMIRS Occupational Licensing Performance Report

## June Quarter 2024

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

DEMIRS administers more than 100 diverse and complex licence types. These cover the majority of Western Australia's occupational licensing and include building, painting, plumbing, electrical, gas, WorkSafe, dangerous goods, motor vehicle, property and other Consumer Protection licensing.

To improve transparency in reporting and in response to feedback from the Building Services Board, this quarter's report differentiates Building Surveyor and Owner Builder applications, which had previously been reported on jointly.

During this quarter DEMIRS introduced the ability for Registered Training Organisations to upload bulk applications via the online system, streamlining the application process. Expansion of the Online Licence Renewal (OLR) system to additional licence categories was scheduled to occur this quarter but has been delayed to the September 2024 quarter to allow for final testing to be undertaken.

**David Hughes**  
Director Licensing Services

## Performance summary

The DEMIRS licensing performance target is to finalise at least 80 per cent of applications within the target timeline. Target timelines are shown in the centre of each 'speedo' figure. Also shown are the average business day targets to complete applications and Licensing Services' performance against these.

In this quarter DEMIRS finalised 35,492 applications and across the whole of 2023–24 a total of 145,346 applications were finalised, an increase of 9.3 per cent from 2022–23.

Performance overall was strong, with only one category either not meeting the 80 per cent target or improving from the first quarter of 2023–24.

Building contractor and practitioner on time performance rose substantially, predominately due to record volumes of renewal applications processed in the quarter. Notably there was a 25 per cent per cent increase in licences finalised in this quarter compared to last, and an increase of 85 per cent over the past two quarters. Further decreasing the backlog of new applications will be Licensing's focus for 2024–25.

On time performance in painting contractor and practitioner improved for the third successive quarter, with 94 per cent of applications determined within target timeframes. Building surveying performance was excellent with 96 per cent of applications determined within target timeframes and 100 per cent of Owner Builder applications determined within target timeframes.

Plumbing performance declined this quarter with 49 per cent of applications determined within the 10 day target timeframe, although the average processing time of 11 business days, was only just outside the target timeframe.

Electrical performance remained stable and there was a slight improvement in average processing times.

Gas performance improved slightly with 69 per cent of applications determined within target timeframes.

Dangerous goods driver and shotfiring performance declined slightly, but on time performance remained above the 80 per cent target.

High risk work licence performance improved for the second consecutive quarter with 49 per cent of applications determined within target timeframes, an increase of seven per cent from the first quarter of 2023–24. Increases in incoming application volumes continue to challenge achievement of service delivery targets despite a seven per cent increase in the volume of applications finalised in 2023–24 compared to 2022–23. Additional resources continue to be allocated to this priority licence category.

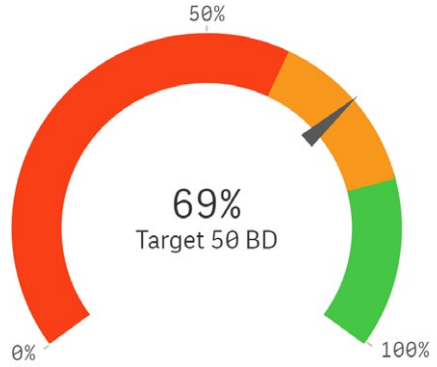
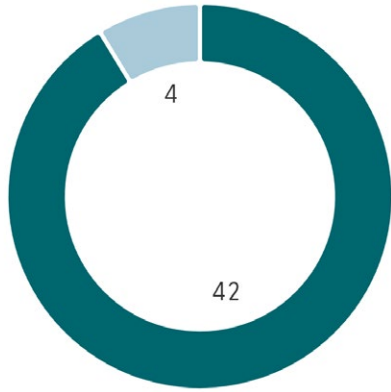
Motor vehicle industries performance improved substantially, with 93 per cent of applications determined within target timeframes and a 42 per cent reduction in average processing times.

Property industries performance also improved substantially, with their 74 per cent achievement almost reaching the 80 per cent target and a 25 per cent reduction in average processing times.

# Registered Building Contractor and Practitioner

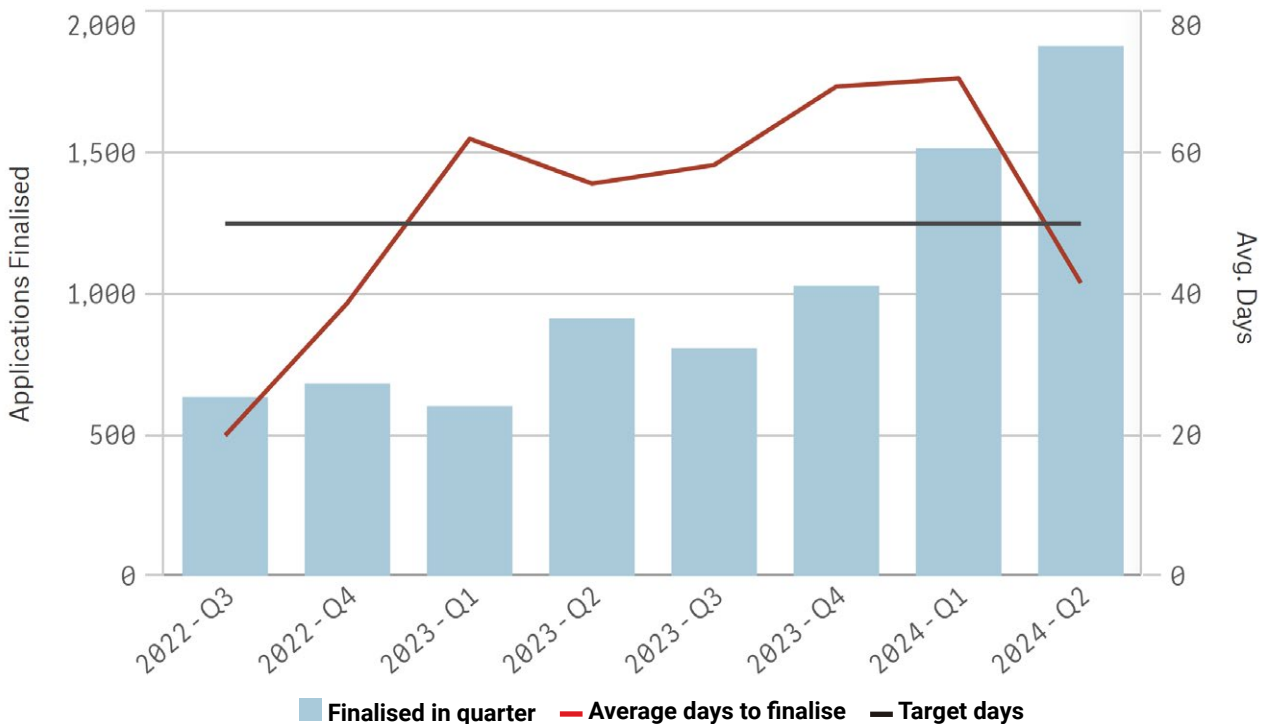
Average **47** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

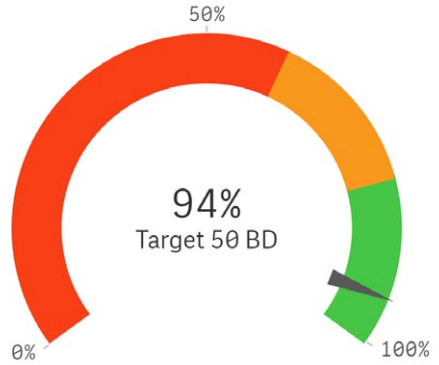
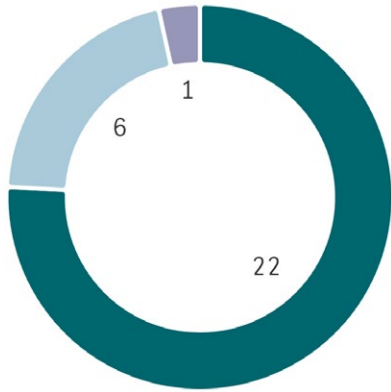
Trends for finalised applications and average business days to finalise



## Registered Painting Contractor and Practitioner

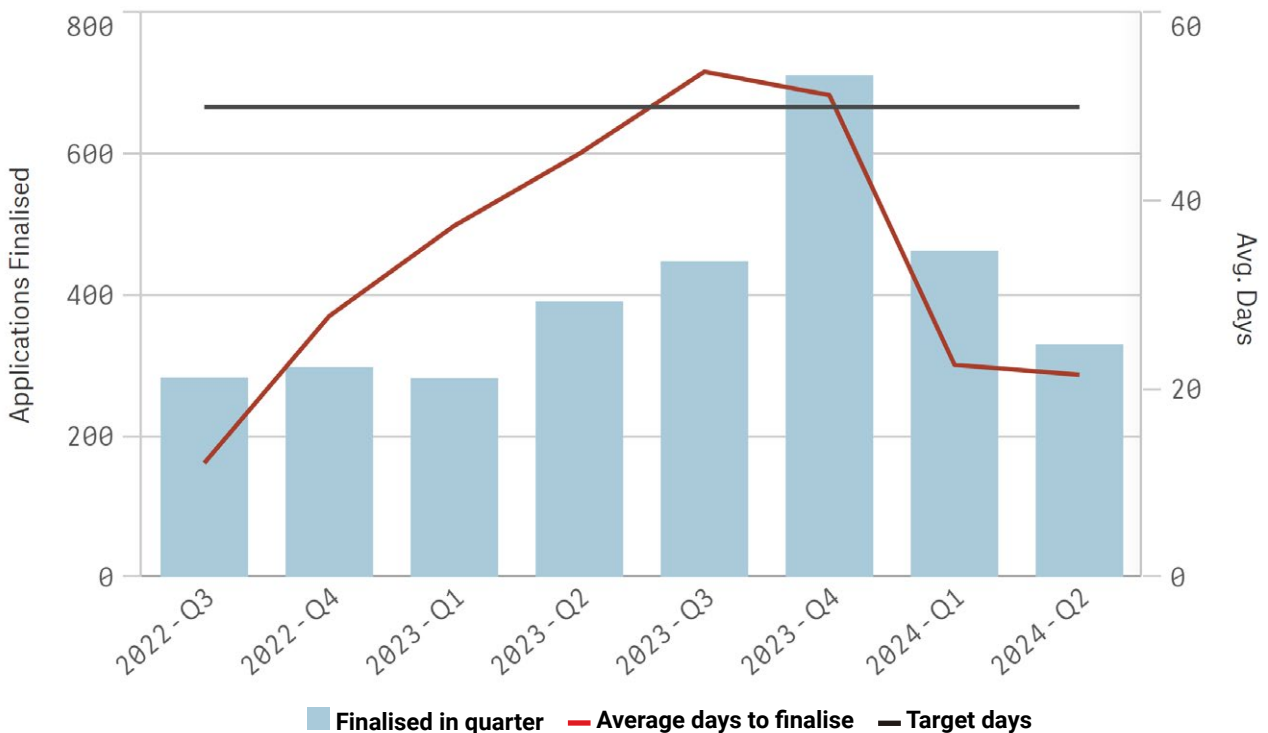
Average **29** business days total

% Finalised within target timeline



■ DEMIRS Licensing 
 ■ Applicant 
 ■ External Party

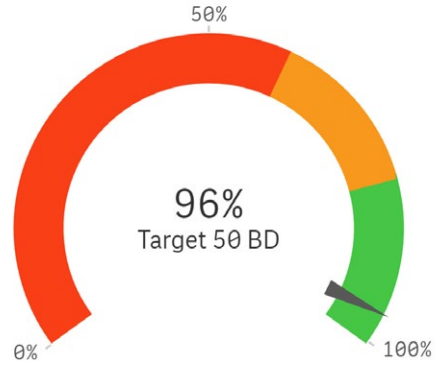
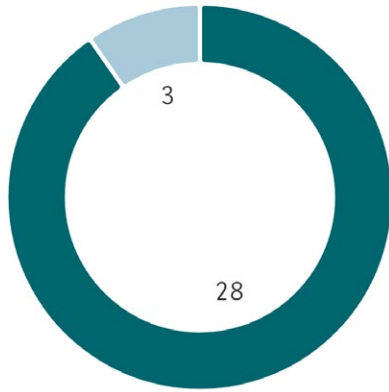
### Trends for finalised applications and average business days to finalise



## Building Surveying Contractor and Practitioner

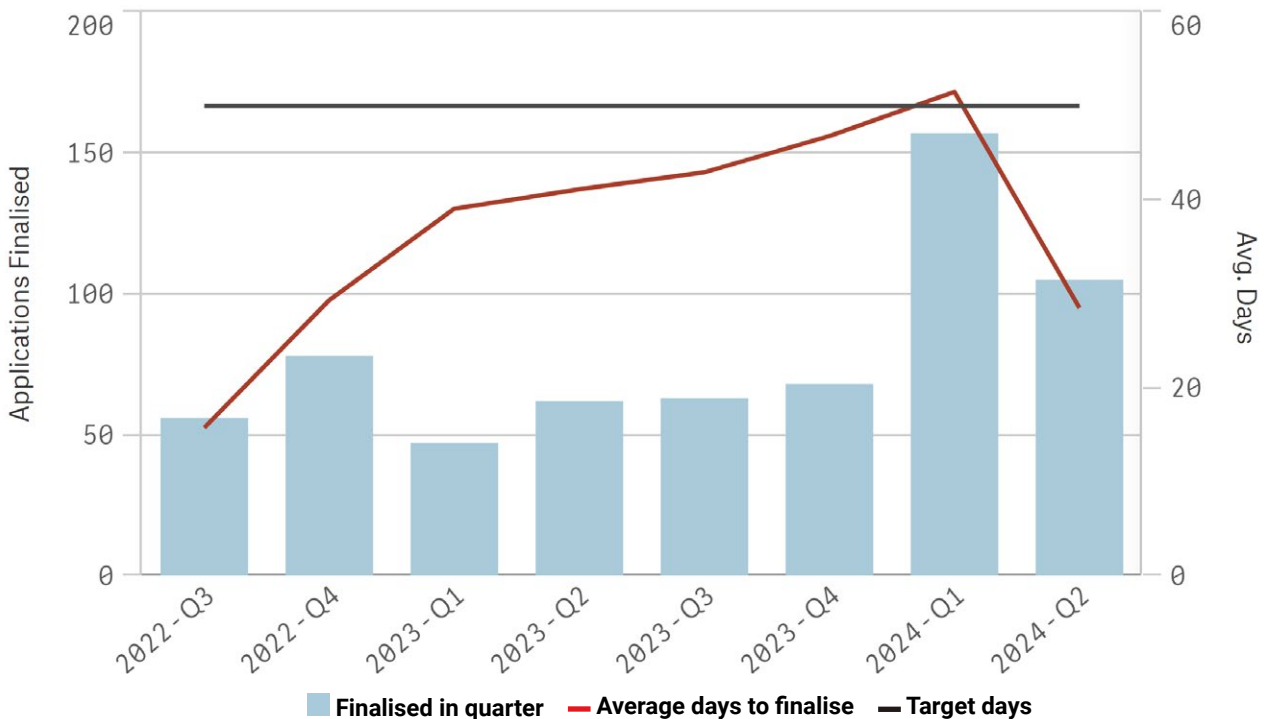
Average **31** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

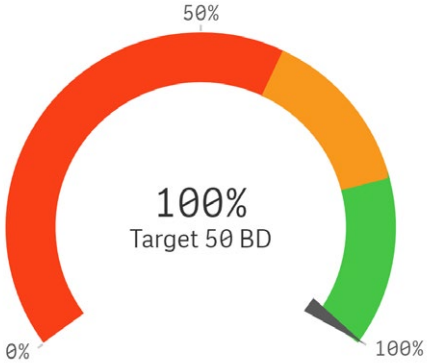
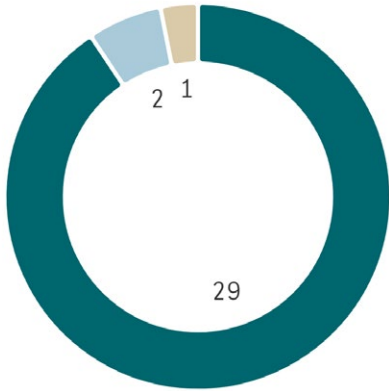
### Trends for finalised applications and average business days to finalise



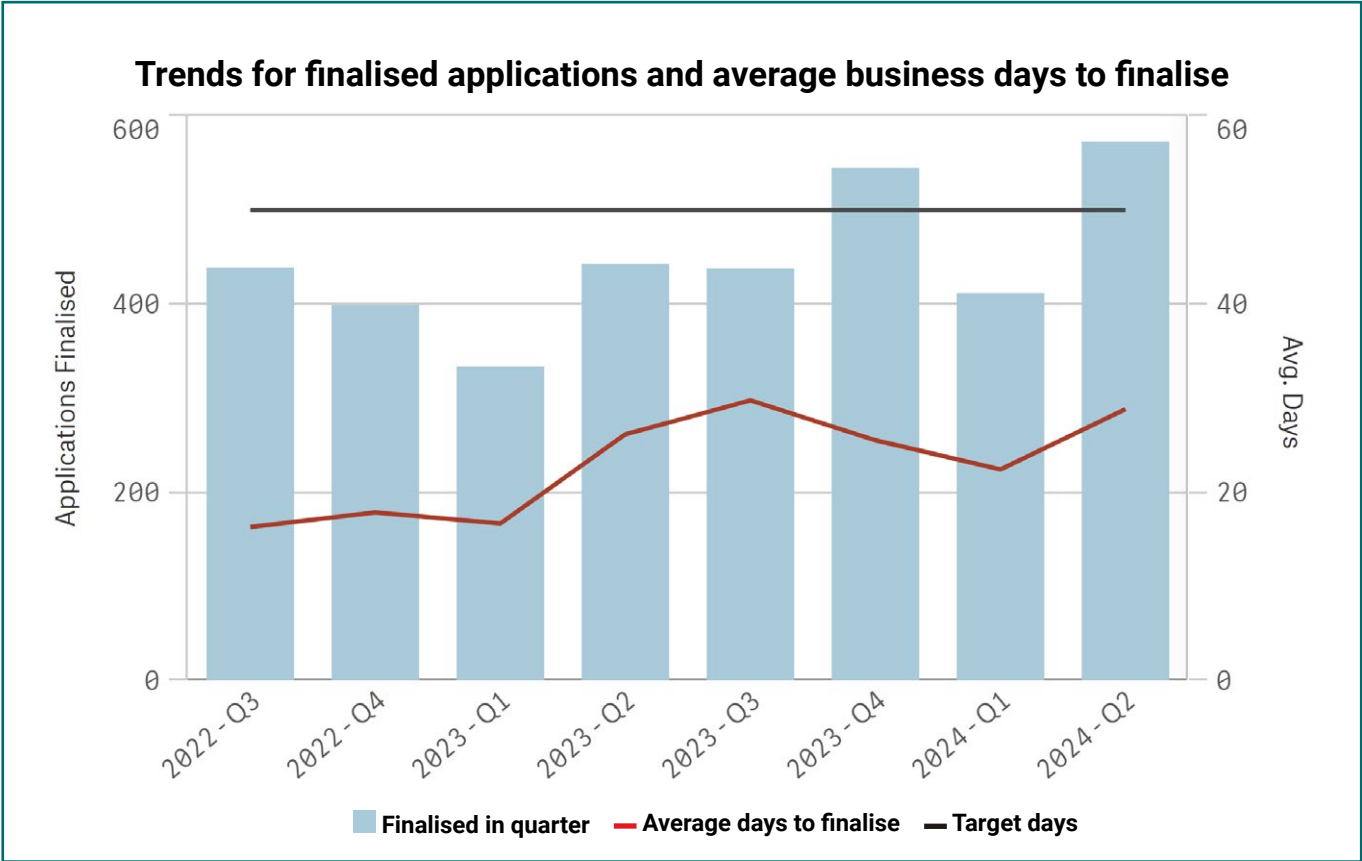
# Owner Builder

Average **32** business days total

% Finalised within target timeline



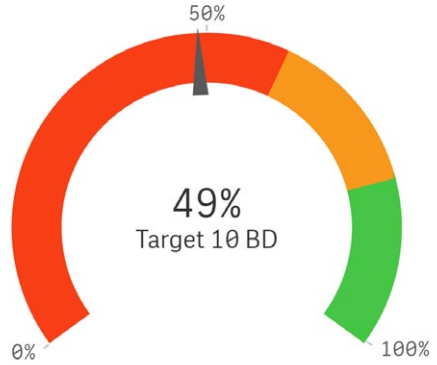
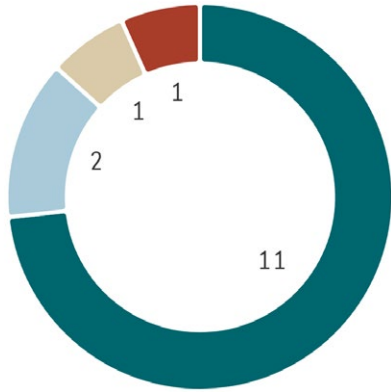
■ DEMIRS Licensing 
 ■ Applicant 
 ■ DEMIRS Legal / Compliance / Other



# Plumbing

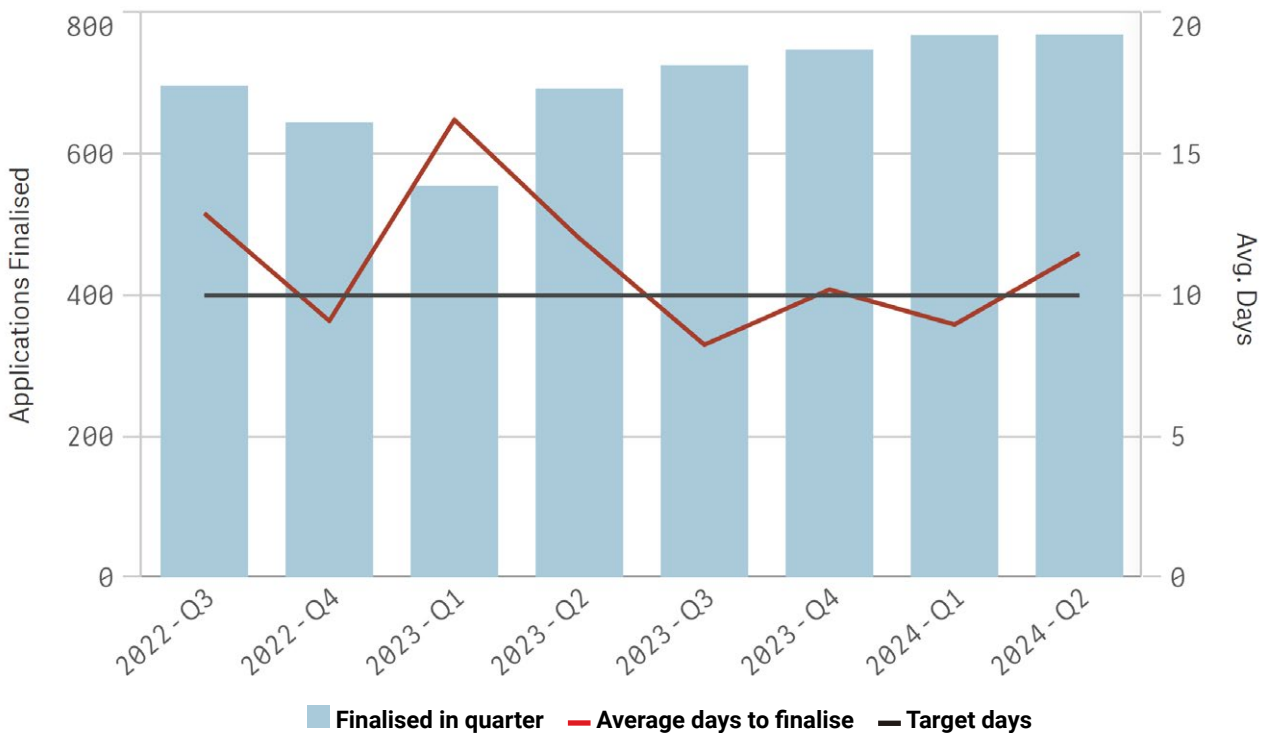
Average **15** business days total

% Finalised within target timeline



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

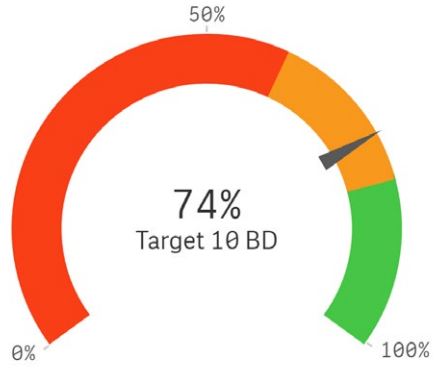
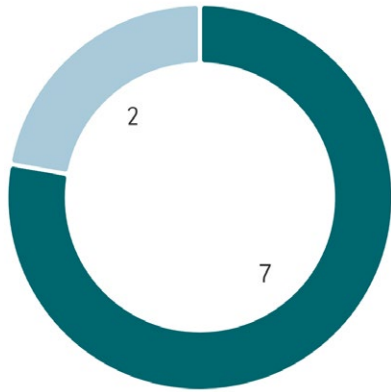
Trends for finalised applications and average business days to finalise



# Electrical

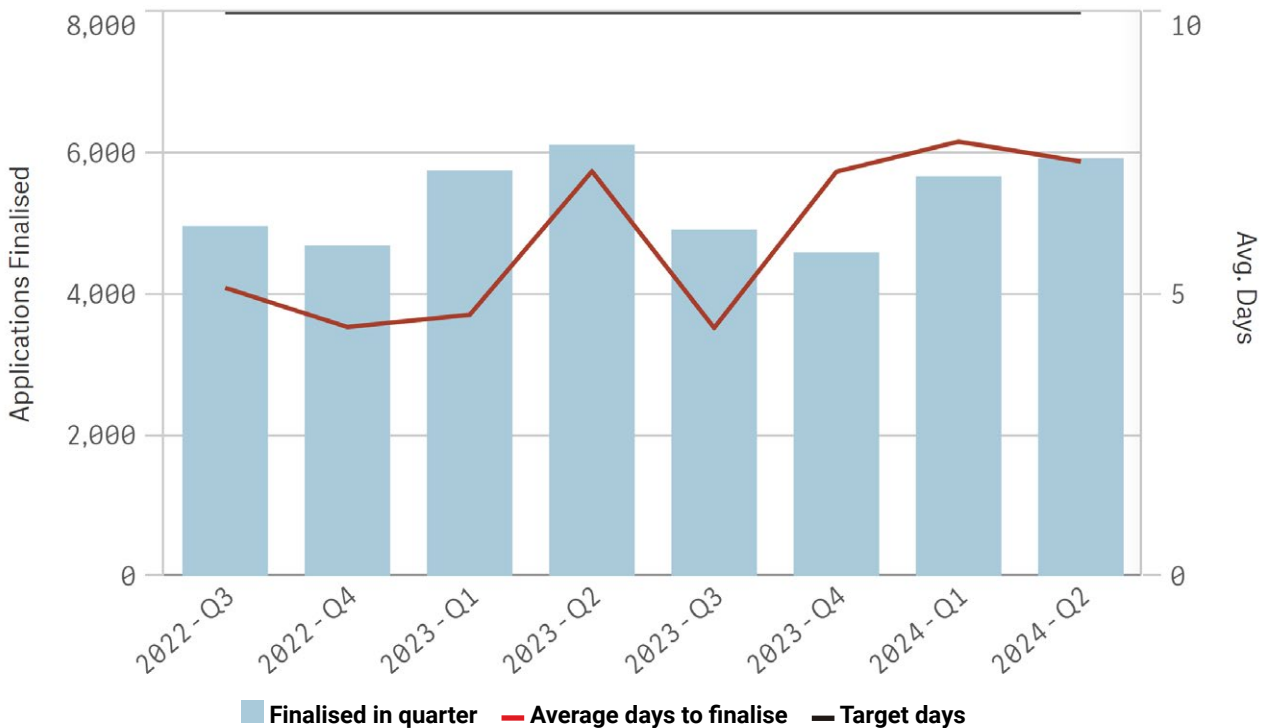
Average 10 business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

Trends for finalised applications and average business days to finalise

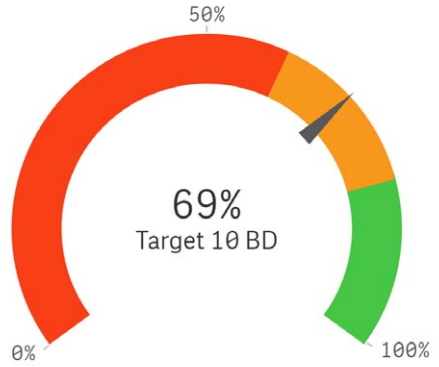
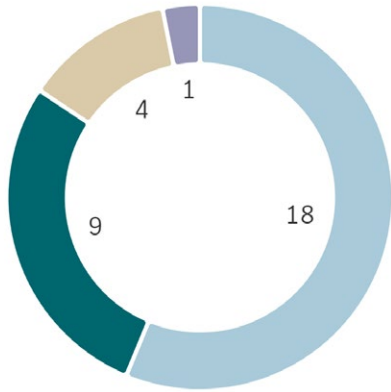




# Gas

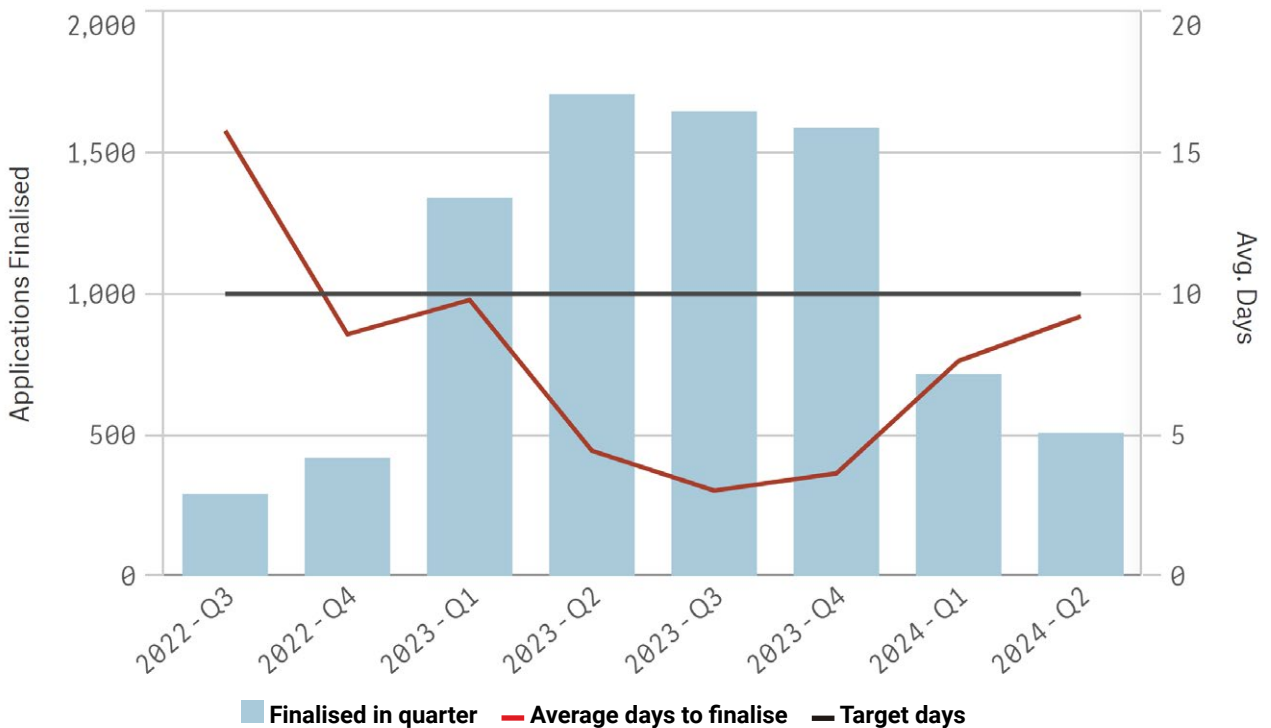
Average **32** business days total

% Finalised within target timeline



■ DEMIRS Licensing 
 ■ Applicant 
 ■ External Party

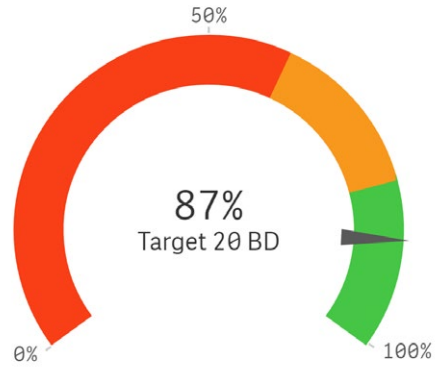
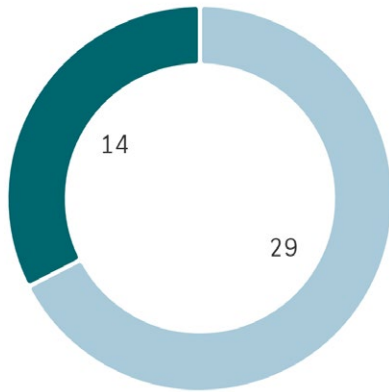
Trends for finalised applications and average business days to finalise



## Dangerous Goods Driver and Shotfiring Licences

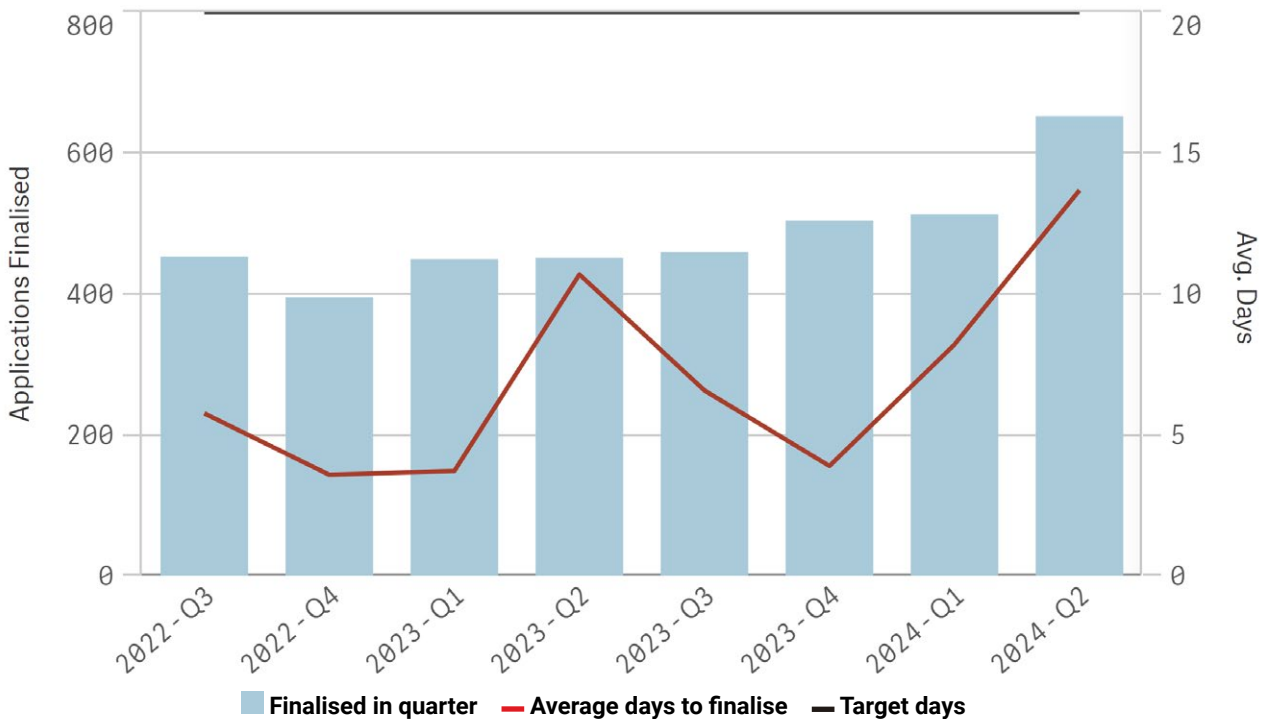
Average **42** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

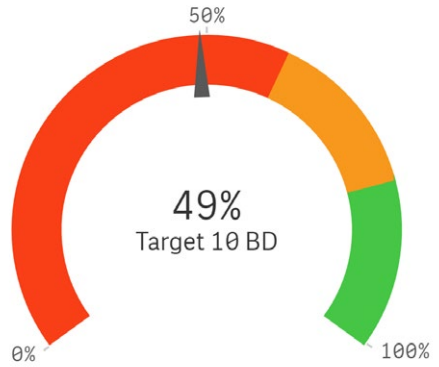
### Trends for finalised applications and average business days to finalise



# High Risk Work Licence

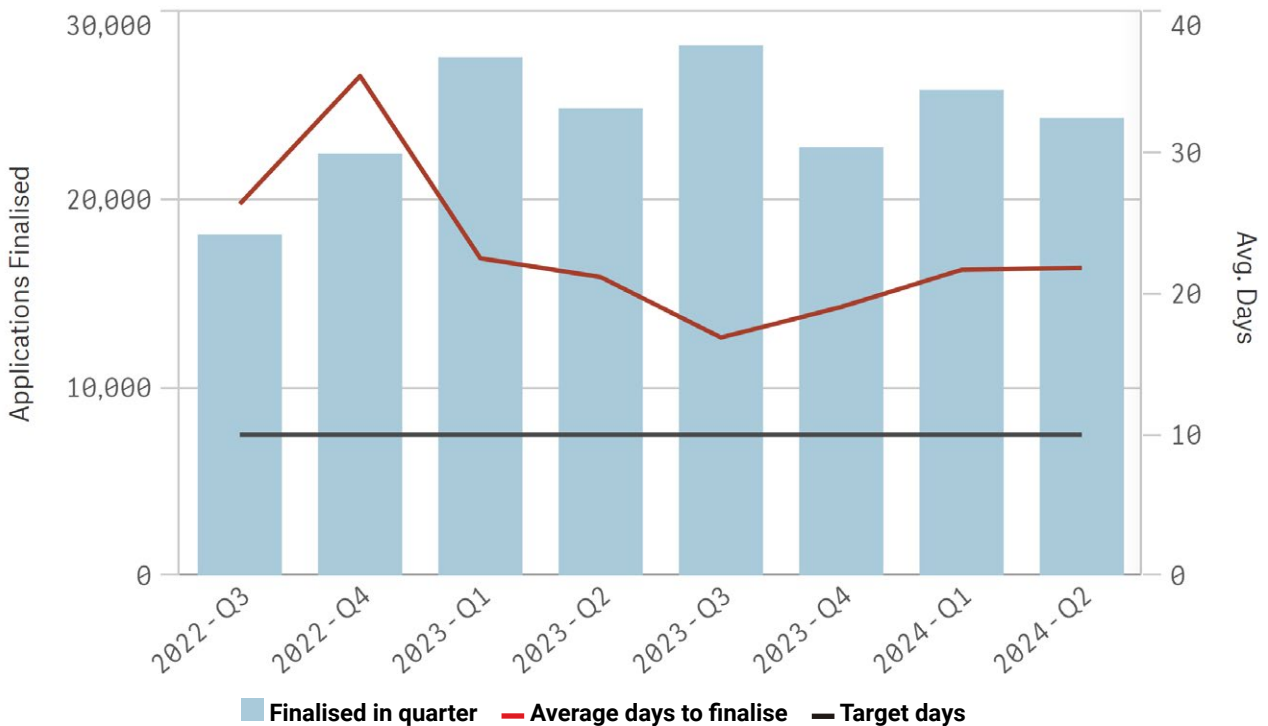
Average **22** business days total

% Finalised within target timeline



■ DEMIRS Licensing

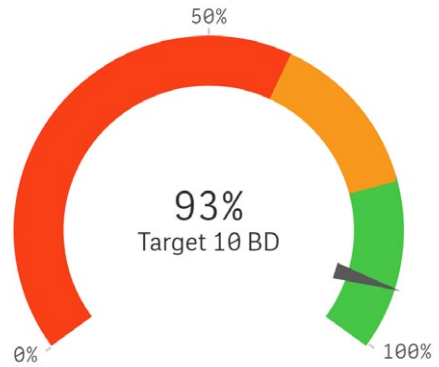
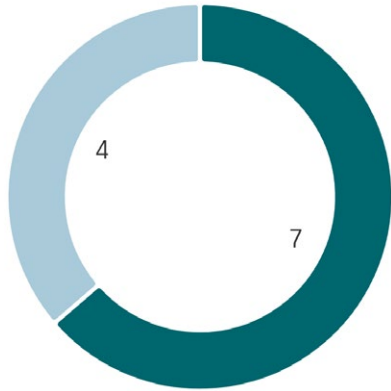
Trends for finalised applications and average business days to finalise



## Motor Vehicle Industries

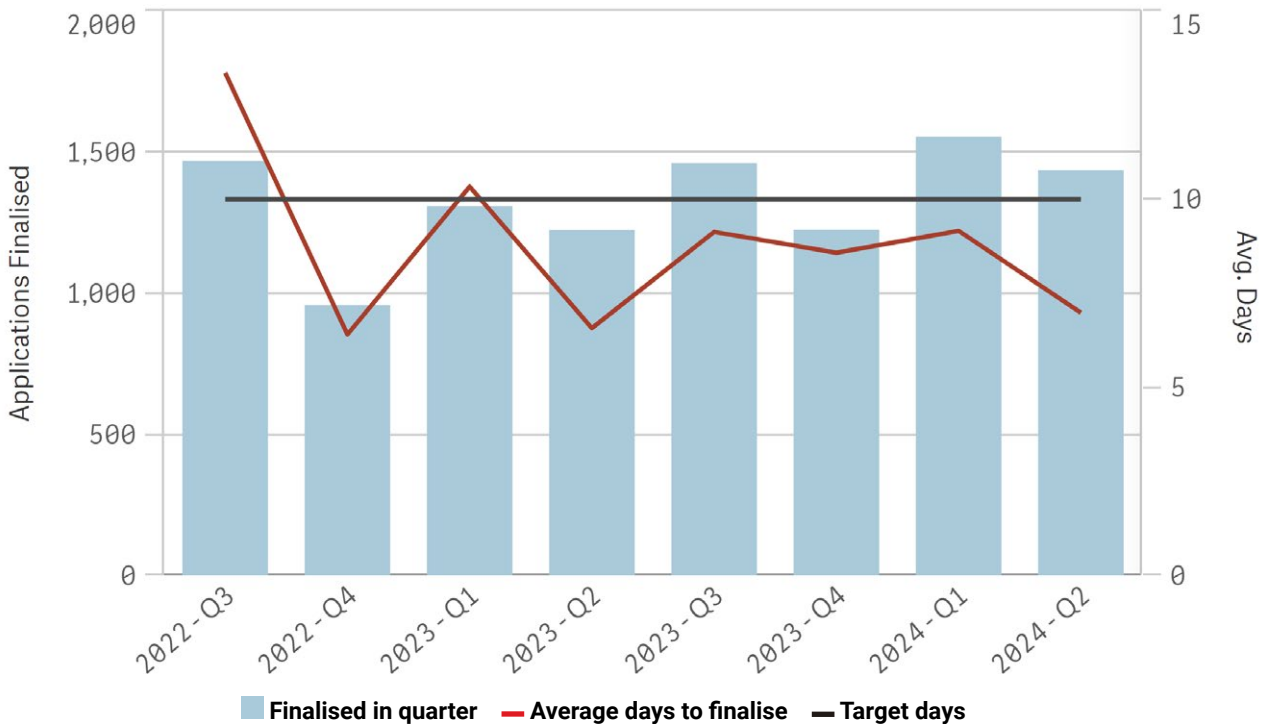
Average **11** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

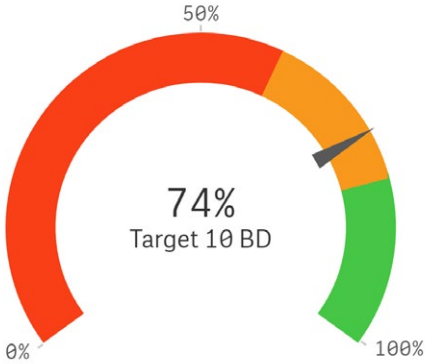
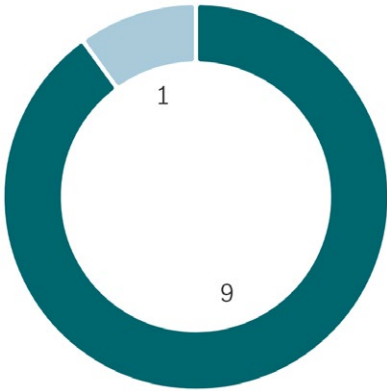
### Trends for finalised applications and average business days to finalise



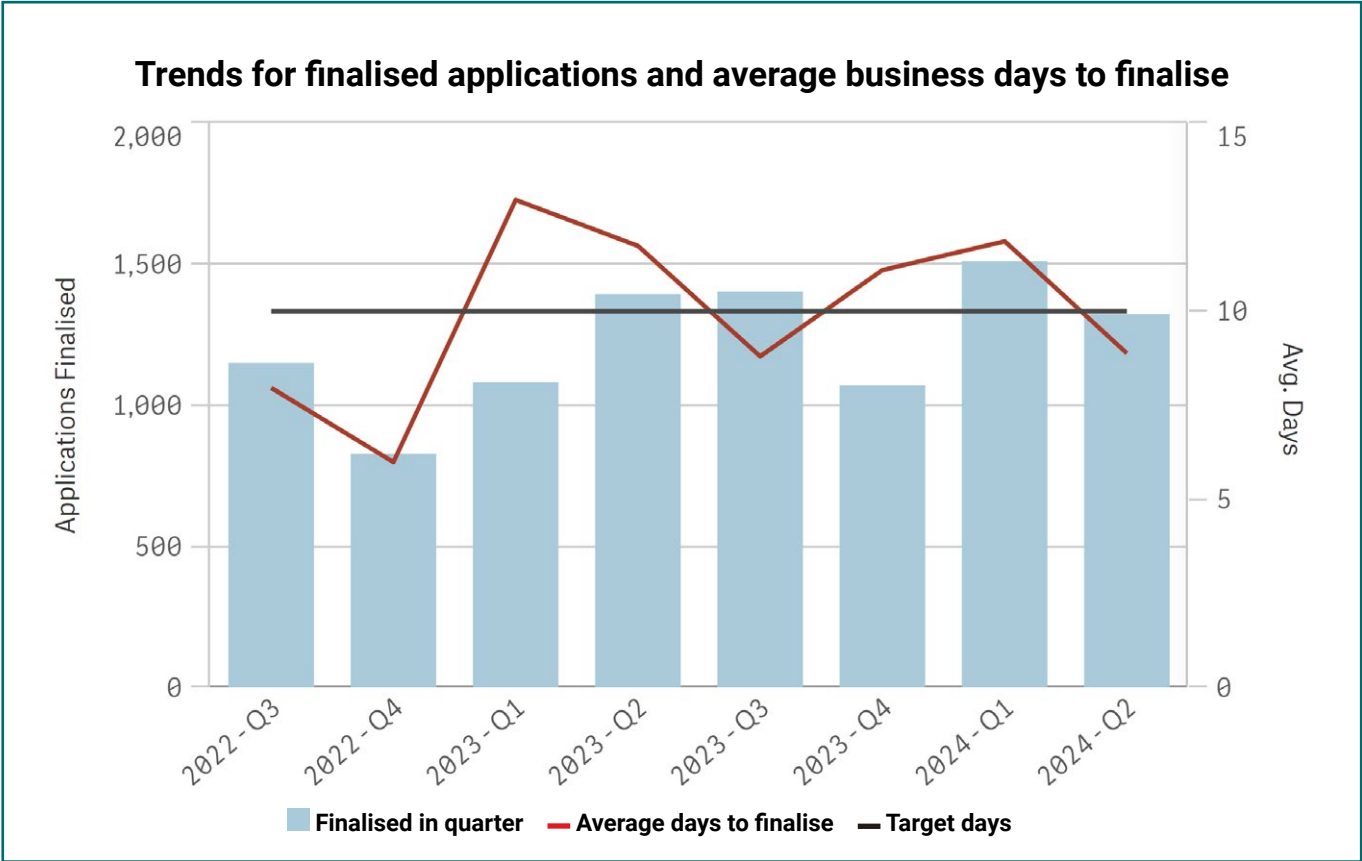
# Property Industries

Average 11 business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant



## Licence holders as at 31 March 2024

### Registered Building Contractor and Practitioner

• Registered Building Contractor	5,014
• Registered Building Practitioner	5,674

### Registered Painting Contractor and Practitioner

• Registered Painting Contractor	2,242
• Registered Painting Practitioner	2,277

### Building Surveying Contractor and Practitioner

• Building Surveying Contractor	78
• Building Surveying Practitioner	653

### Owner Builder

• Owner Builder Approval	8,583
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### Plumbing

• Plumbing Contractor	3,855
• Provisional Tradesperson's Licence	28
• Restricted Plumbers Permit	80
• Tradesperson Plumber	3,595

### Electrical

• Electrical Contractor	6,285
• Electrical Worker's Permit	267
• Electrician	37,491
• Electrician's Training Licence	6,163
• In-House Electrical Installing Work Licence	287
• Provisional Electrician's Licence	255
• Restricted Electrical Licence	4,329
• Restricted Logbook Request	89

### Gas

• Authorisation - Gasfitting	167
• Certificate of Competency - Gasfitting	220
• Gasfitting Permit	7,154
• Gasfitting Training Permit	1,230

### Dangerous Goods

• Dangerous Goods Driver Licence	5,733
• Shotfiring Licence	3,223

### High Risk Work Licence

• WS High Risk Work Licence	301, 311
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### Motor Vehicle Industries

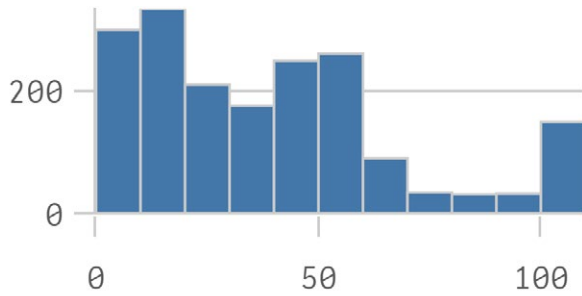
• Motor Vehicle Auctioneer Exemption	1
• Motor Vehicle Car Hire Exemption	102
• Motor Vehicle Dealer	1,359
• Motor Vehicle Financier Exemption	9
• Motor Vehicle Repair Business	4,802
• Motor Vehicle Repairer	19,404
• Motor Vehicle Salesperson	1,446
• Motor Vehicle Yard Manager	1,386

### Property Industries

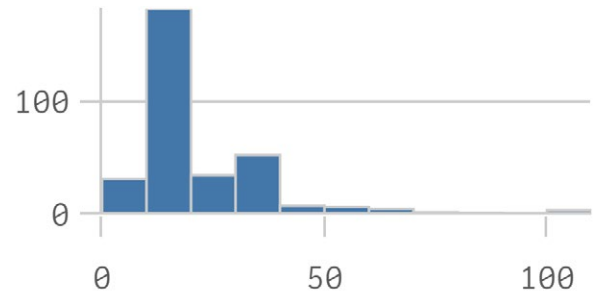
• Business Settlement Agent Licence	24
• Land Valuer	871
• Real Estate and Business Agent Licence	4,867
• Real Estate Developer Registration	731
• Real Estate Sales Representative Registration	7,254
• Real Estate Settlement Agent Licence	684

## Distribution of business days to finalise application – 2024 Q1

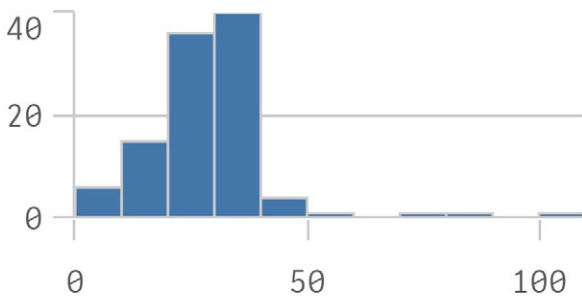
**Registered Building Contractor and Practitioner**



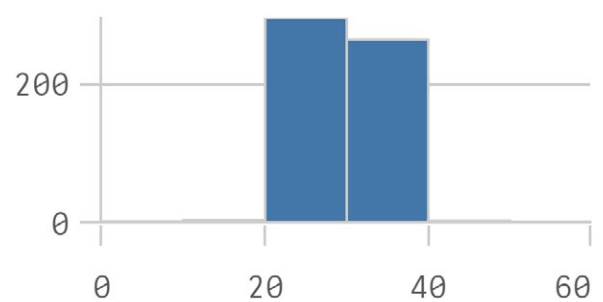
**Registered Painting Contractor and Practitioner**



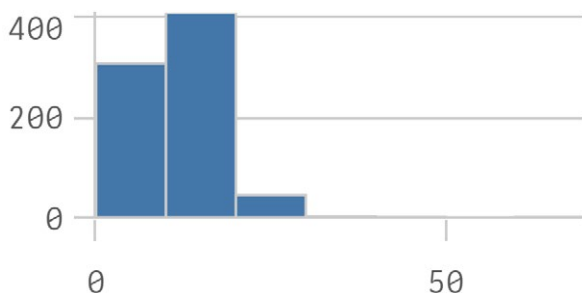
**Registered Building Surveying Contractor and Practitioner**



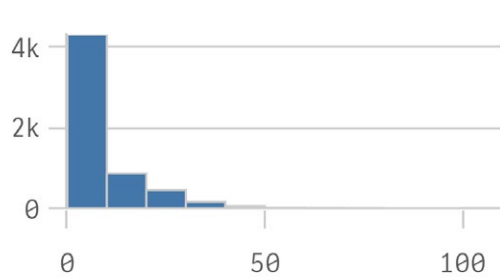
**Owner Builder**



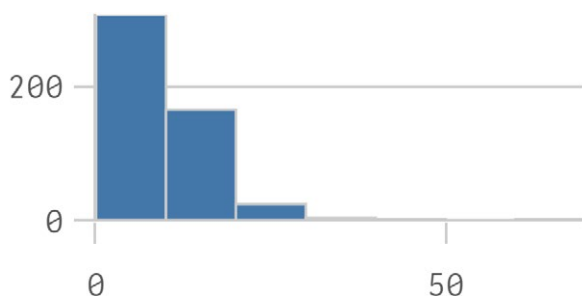
**Plumbing**



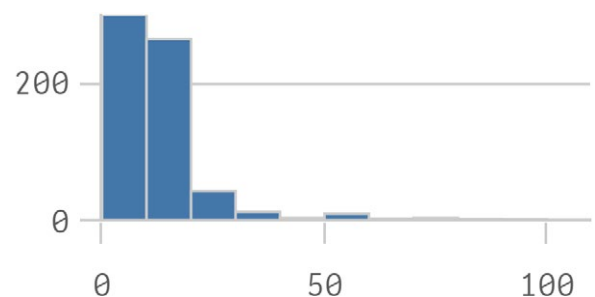
**Electrical**



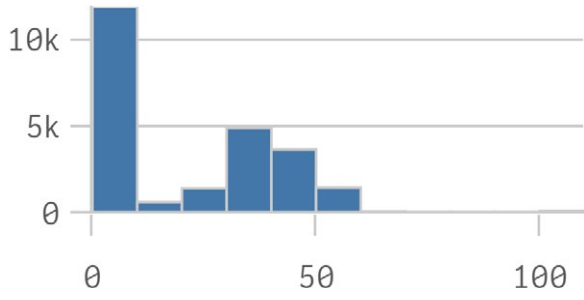
**Gas**



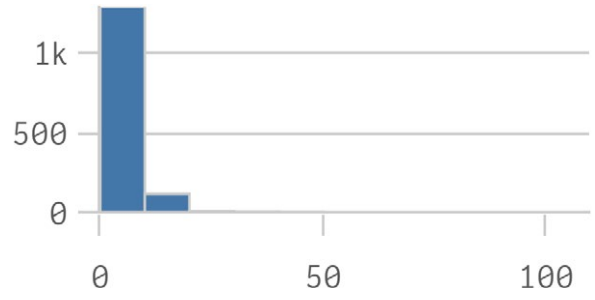
**Dangerous Goods**



### High Risk Work Licence



### Motor Vehicle Industries



### Property Industries

