




Industry Regulation and Consumer Protection Strategic Deliverables

Towards 2029





The **Industry Regulation and Consumer Protection Group (IRCP)** protects the WA community and facilitates growth through balanced regulation. IRCP works towards ensuring there is a fair trading environment for consumers and traders and regulates the building, plumbing and energy industries. It offers dispute resolution services, conducts compliance and enforcement activities; occupational licensing; and provides information, education and advice to empower and safeguard the community.




A/Deputy Director General: Saj Abdoolakhan

Our priorities:

-  Sustain responsible industries
-  Protect the community
-  Drive energy transition

Our approach:

-  Empower people
-  Advance effective regulation
-  Cultivate trust and collaboration
-  Lead through change

Strategic deliverable	12 month focus (2024–25)	Measure/s of success (Towards 2029)
<p>Progress priority policy reforms¹</p> <p>Timeframe: 1 to 5 years</p> 	<ol style="list-style-type: none"> 1. Continue implementation of Building Confidence Report. 2. Progress legislative reforms including legal support: Architects Act; Tenancy (residential and commercial); Retirement Villages; Plumbing; and Energy Safety. 3. Short-term rental accommodation implementation. 4. Legal support for development of, or updates to legislation. 	<ol style="list-style-type: none"> a. Building Confidence Report recommendations implemented. b. Government priority policy reforms progressed through Parliament. c. Implementation of reforms once Bill passed through Parliament. d. Timely legal advice and support on policy reforms.
<p>Advance service delivery focussed ICT projects</p> <ul style="list-style-type: none"> • Complaints and Licensing System¹ • Online licensing renewal • Online licence search <p>Timeframe: 1 to 5 years</p> 	<ol style="list-style-type: none"> 1. Complaints and Licensing System: Proof of Concept document approved. 2. Online licensing renewal: option delivered for each in scope licence. 3. Online licence search: user guides and communication products produced; user acceptance testing completed. 	<ol style="list-style-type: none"> a. Significant projects progress through the support of IRCP subject matter experts. b. Renewals for all DEMIRS administered occupational licenses have the option to be completed online. c. Licence search available via ServiceWA app.
<p>Raise community and industry awareness¹</p> <p>Timeframe: 1–2 years</p> 	<ol style="list-style-type: none"> 1. Develop and deliver awareness and educational campaigns. 2. Investigate the second-hand motor vehicle market. 3. Tenants with a disability project. 	<ol style="list-style-type: none"> a. Reduction in faulty second-hand vehicles entering the market and complaints to Consumer Protection. b. People with a disability have increased confidence in knowing and applying their tenancy rights. c. Better targeted educational materials and methods for people with a disability. d. Educational campaigns designed and delivered that increase awareness of issues and reforms to relevant target audiences.

¹ CEO Performance Agreement.