



Department of Energy, Mines,
Industry Regulation and Safety

Quarter 3 | 2024

DEMIRS Occupational Licensing Performance Report

September 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.

DEMIRS aims to finalise at least 80 per cent of applications within each target timeline. In this report, 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.

Performance summary

In this quarter, DEMIRS finalised 42,149 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.

Overall performance remained strong, with building service provider licences showing positive trends in most categories. The Building Practitioner and Building Contractor categories experienced improvements with 77 per cent of applications finalised within the target timeframe, almost reaching the 80 per cent target. Average processing times for these categories improved from 47 days in June to 37 days in September.

Painting licensing maintained a strong performance, with 92 per cent of applications completed within target while there was a small decline in performance for Building Surveyors, dropping from 96 per cent to 87 per cent completed within target. Performance for Owner Builders continued to be strong with 99 per cent of applications complete within target despite average processing times rising from 32 to 40 days.

Licensing for Plumbing experienced a drop, with only 32 per cent of applications finalised on time, down from 49 per cent, while processing times increased from 15 to 19 days. Gas also experienced a decline in performance, with applications completed within the target timeframe dropping from 69 per cent to 43 per cent, although processing times improved from 32 to 24 days. HRWL performance decreasing to 38 per cent (down from 49 per cent), with processing times increasing from 22 to 31 days.

Performance in the Electrical licence category remained stable with 75 per cent of applications finalised on time, a slight improvement from the previous quarter. The average processing time also reduced from 10 to eight days.

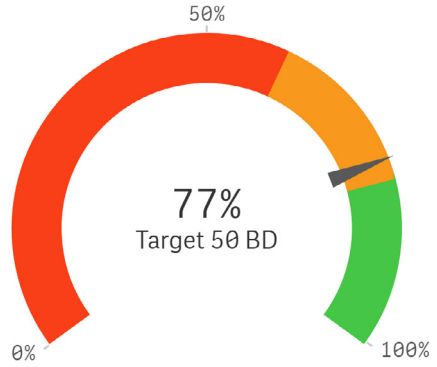
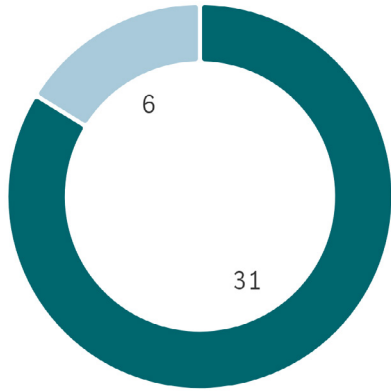
Motor Vehicle industries experienced a decline in performance from 93 per cent to 78 per cent, although average processing times remained steady at 10 days. Property Industries had a solid performance improvement, with 81 per cent of applications finalised within the target, up from 74 per cent, and stable processing times at 10 days.

Linda Sperring
Executive Director Service Delivery

Registered Building Contractor and Practitioner

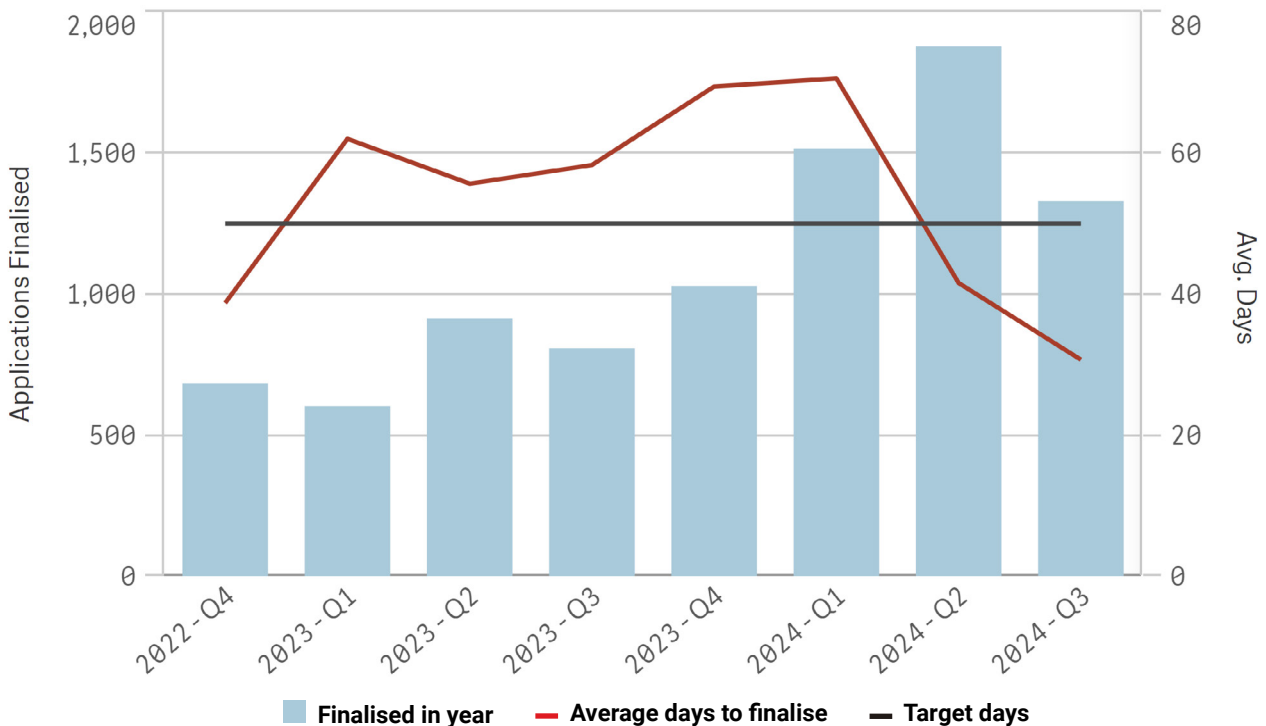
Average **37** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

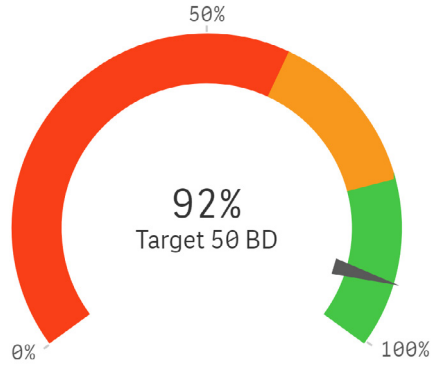
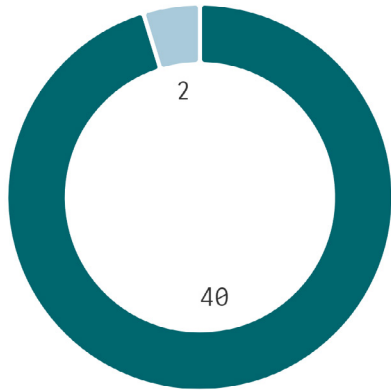
Trends for finalised applications and average business days to finalise



Registered Painting Contractor and Practitioner

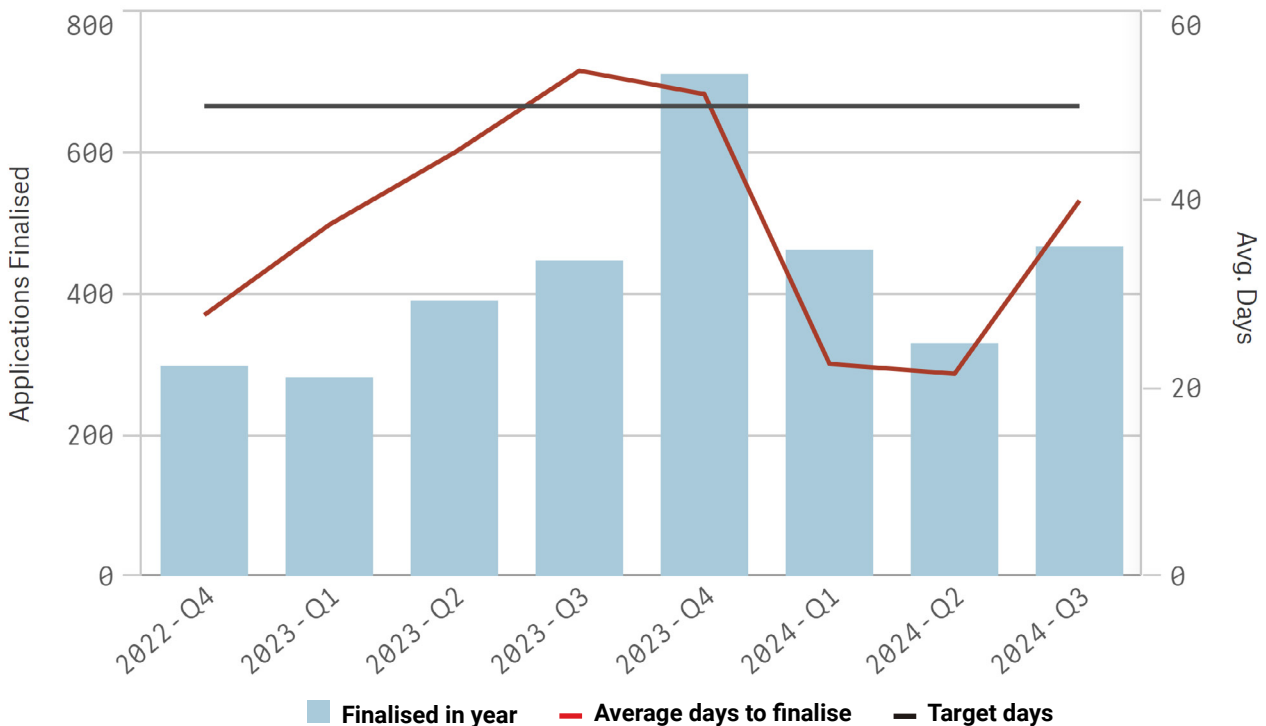
Average **42** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

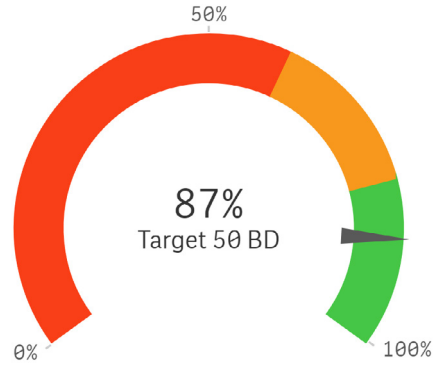
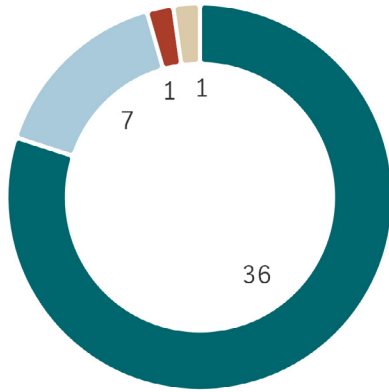
Trends for finalised applications and average business days to finalise



Building Surveying Contractor and Practitioner

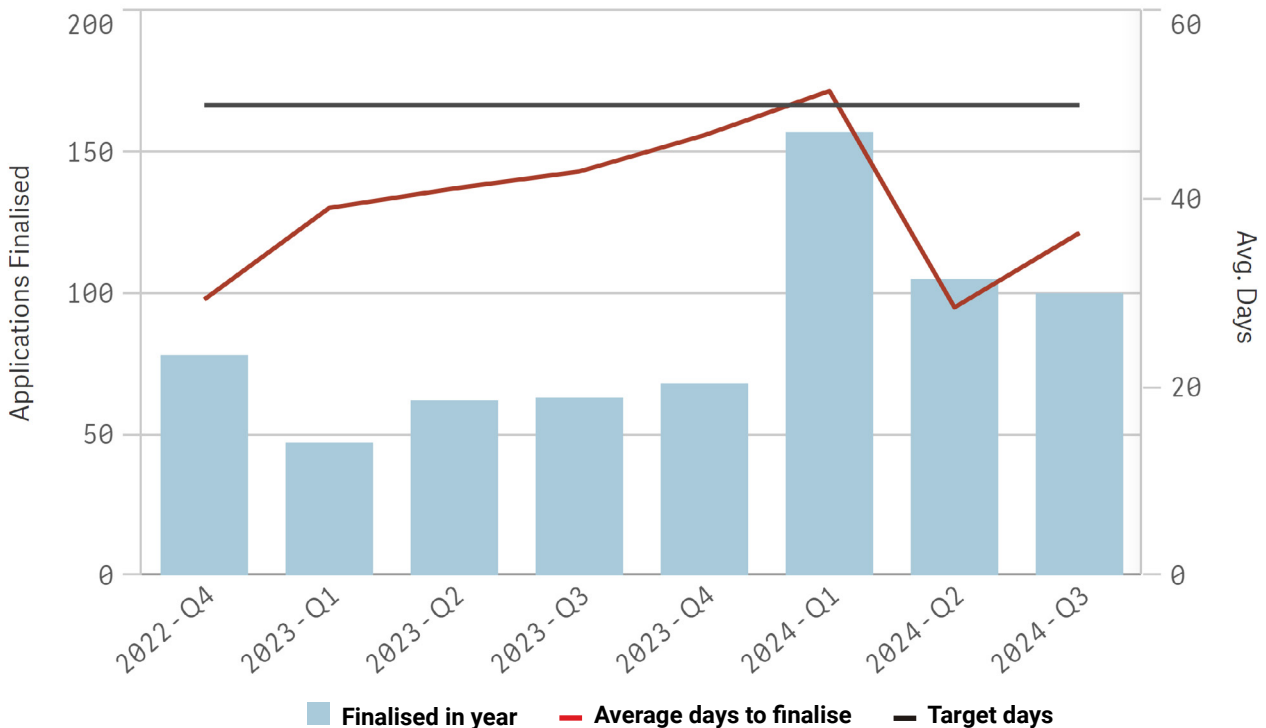
Average **44** business days total

% Finalised within target timeline



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

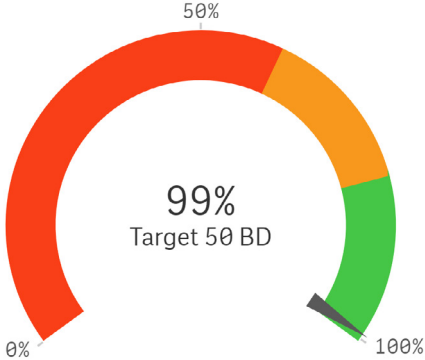
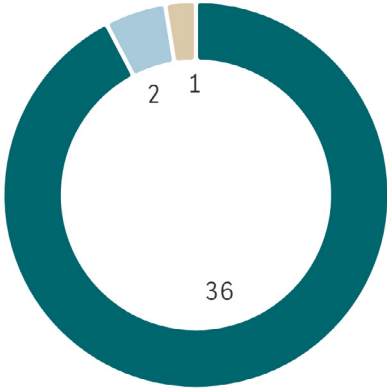
Trends for finalised applications and average business days to finalise



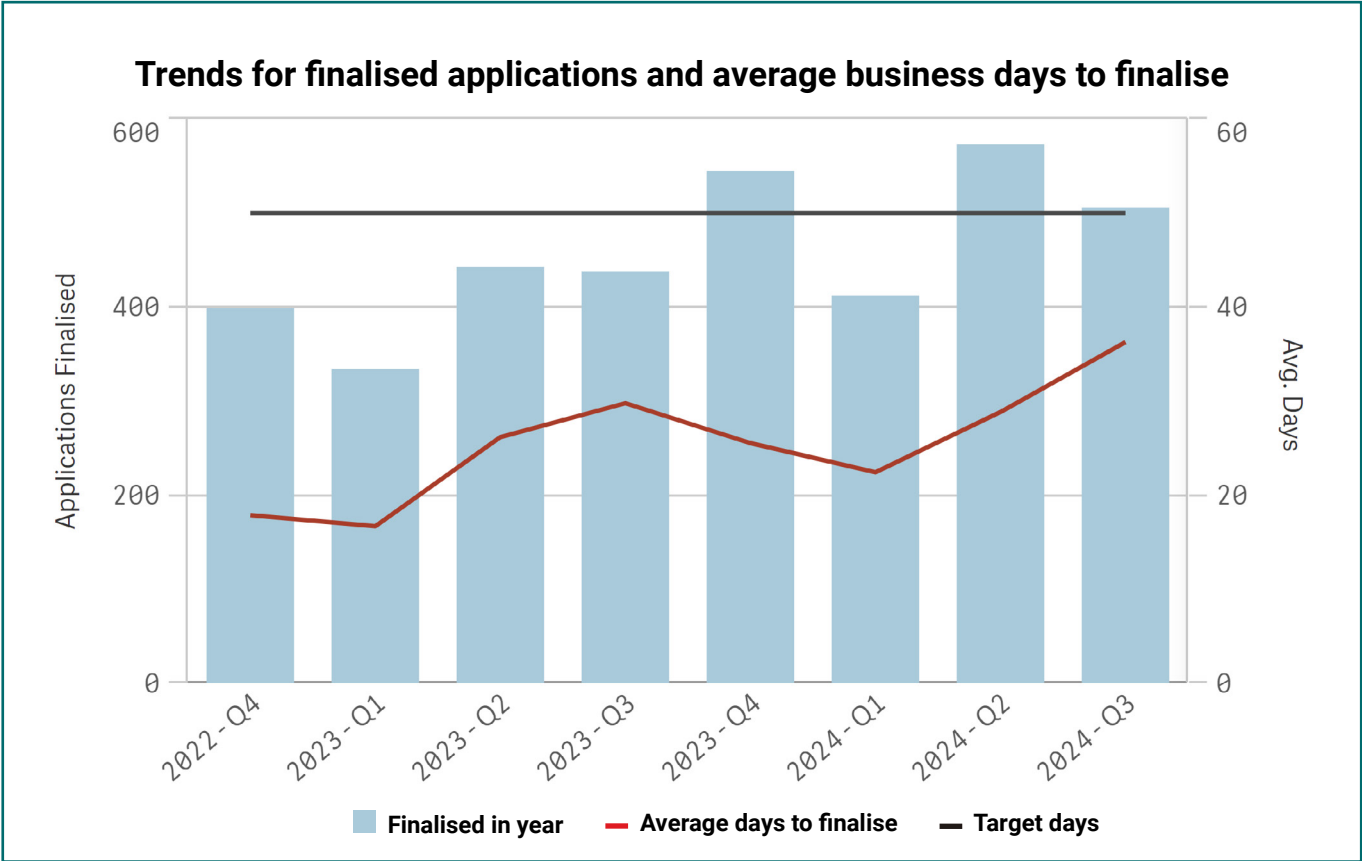
Owner Builder

Average **38** business days total

% Finalised within target timeline



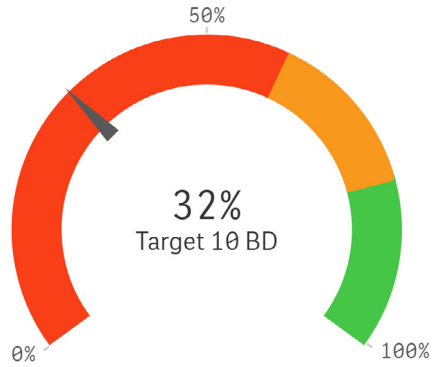
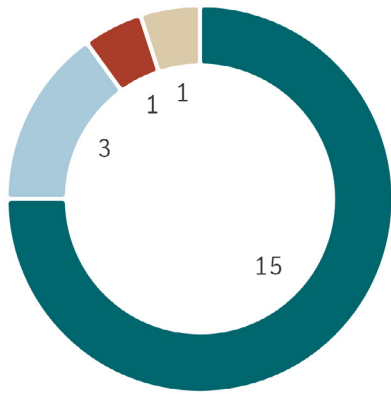
■ DEMIRS Licensing ■ Applicant
■ DEMIRS Legal / Compliance / Other



Plumbing

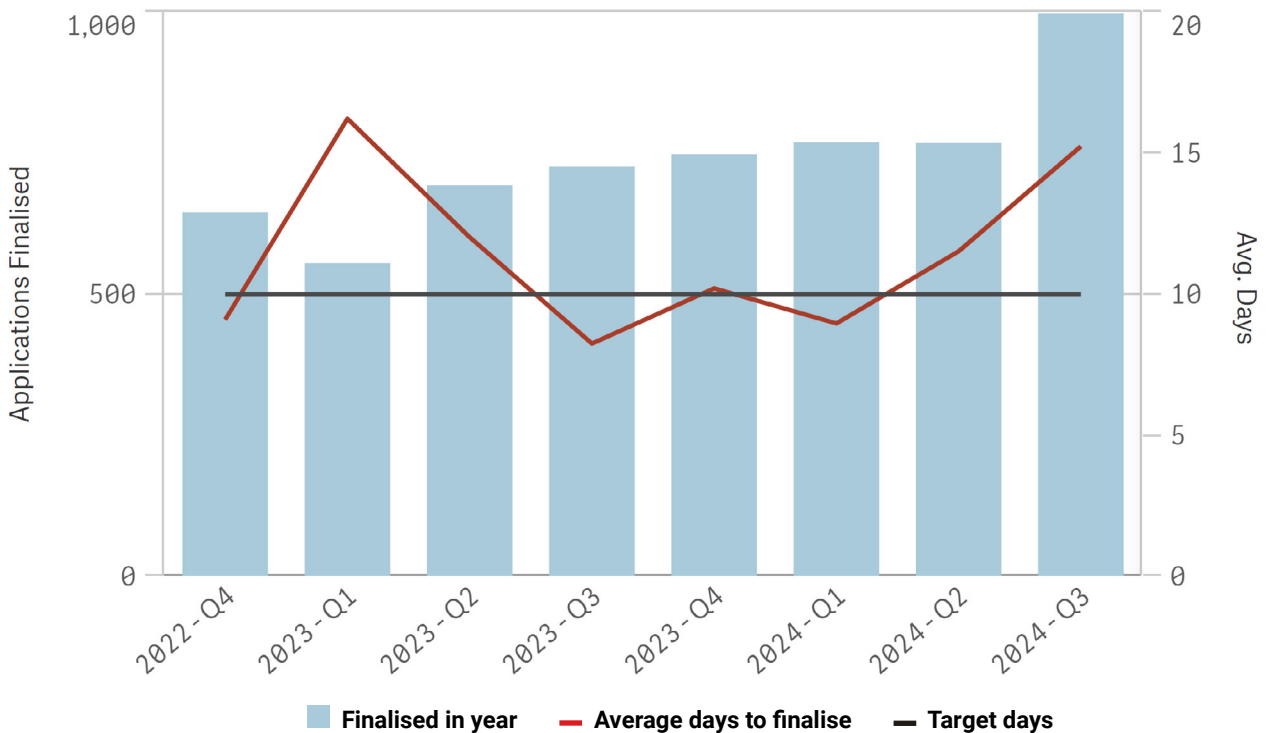
Average 20 business days total

% Finalised within target timeline



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

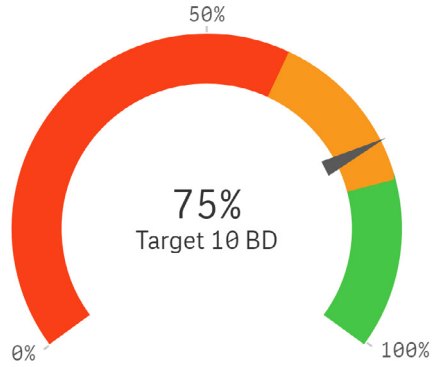
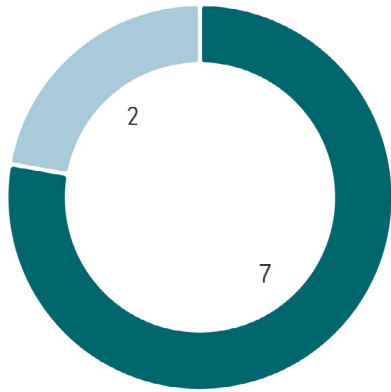
Trends for finalised applications and average business days to finalise



Electrical

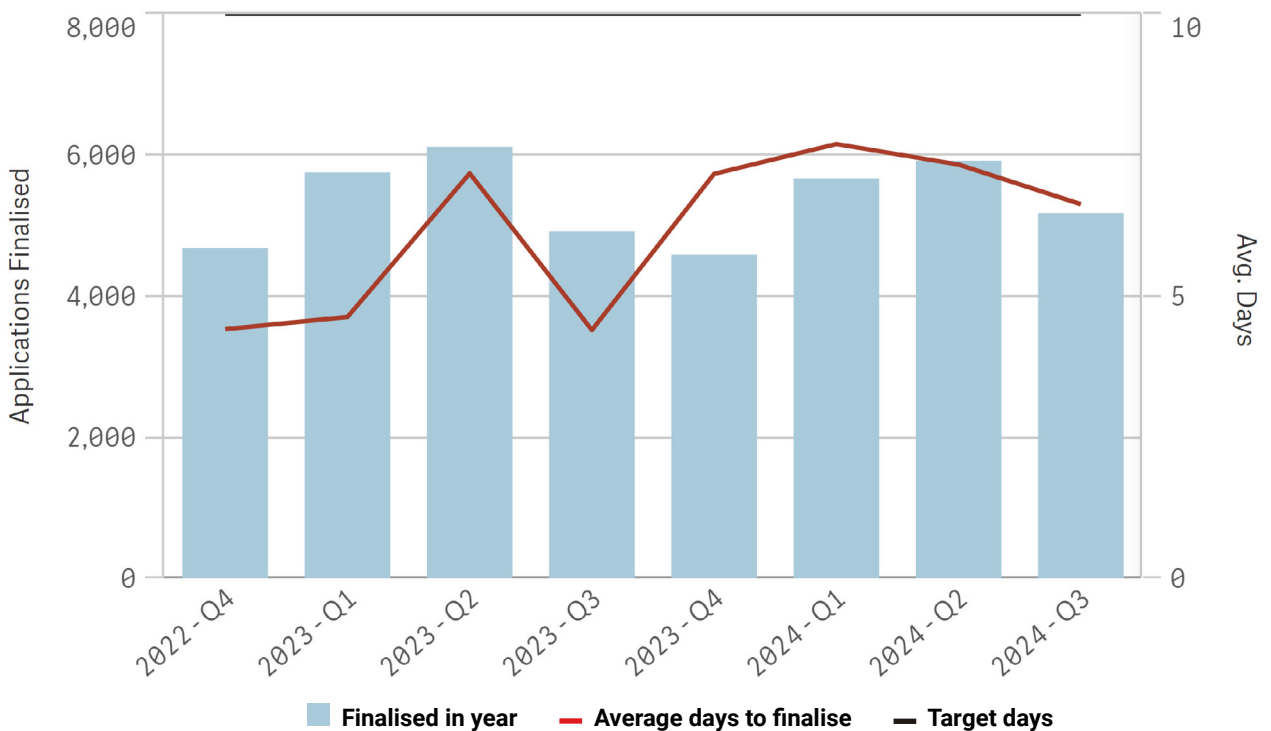
Average 9 business days total

% Finalised within target timeline



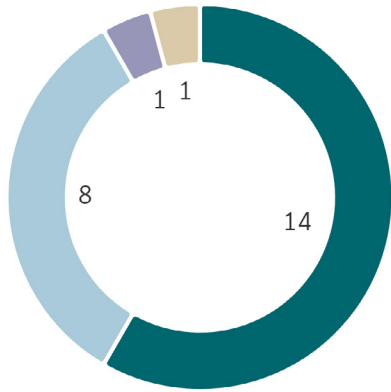
■ DEMIRS Licensing ■ Applicant

Trends for finalised applications and average business days to finalise

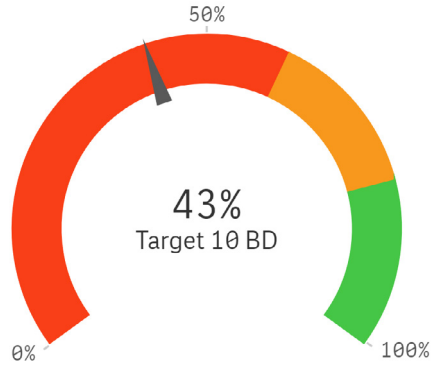


Gas

Average 24 business days total

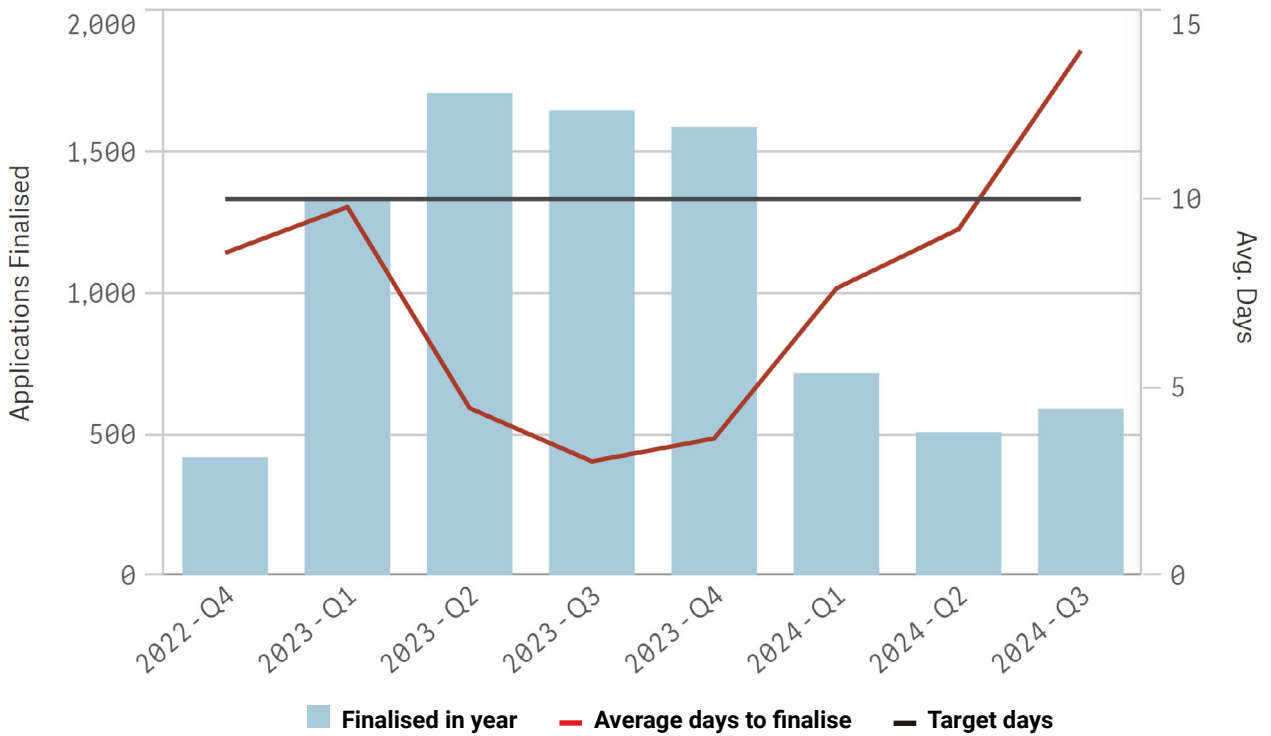


% Finalised within target timeline



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

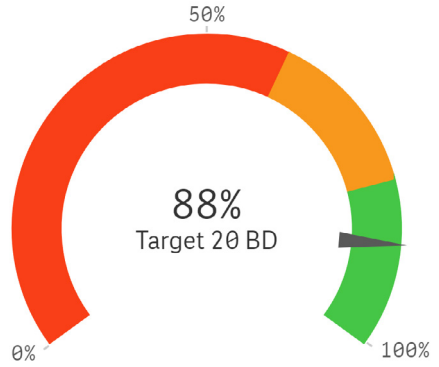
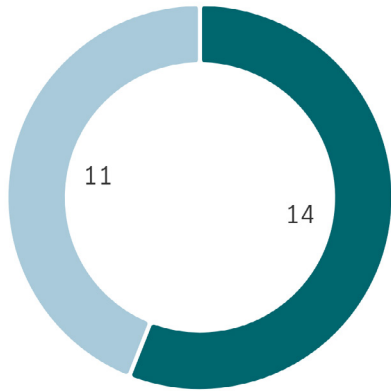
Trends for finalised applications and average business days to finalise



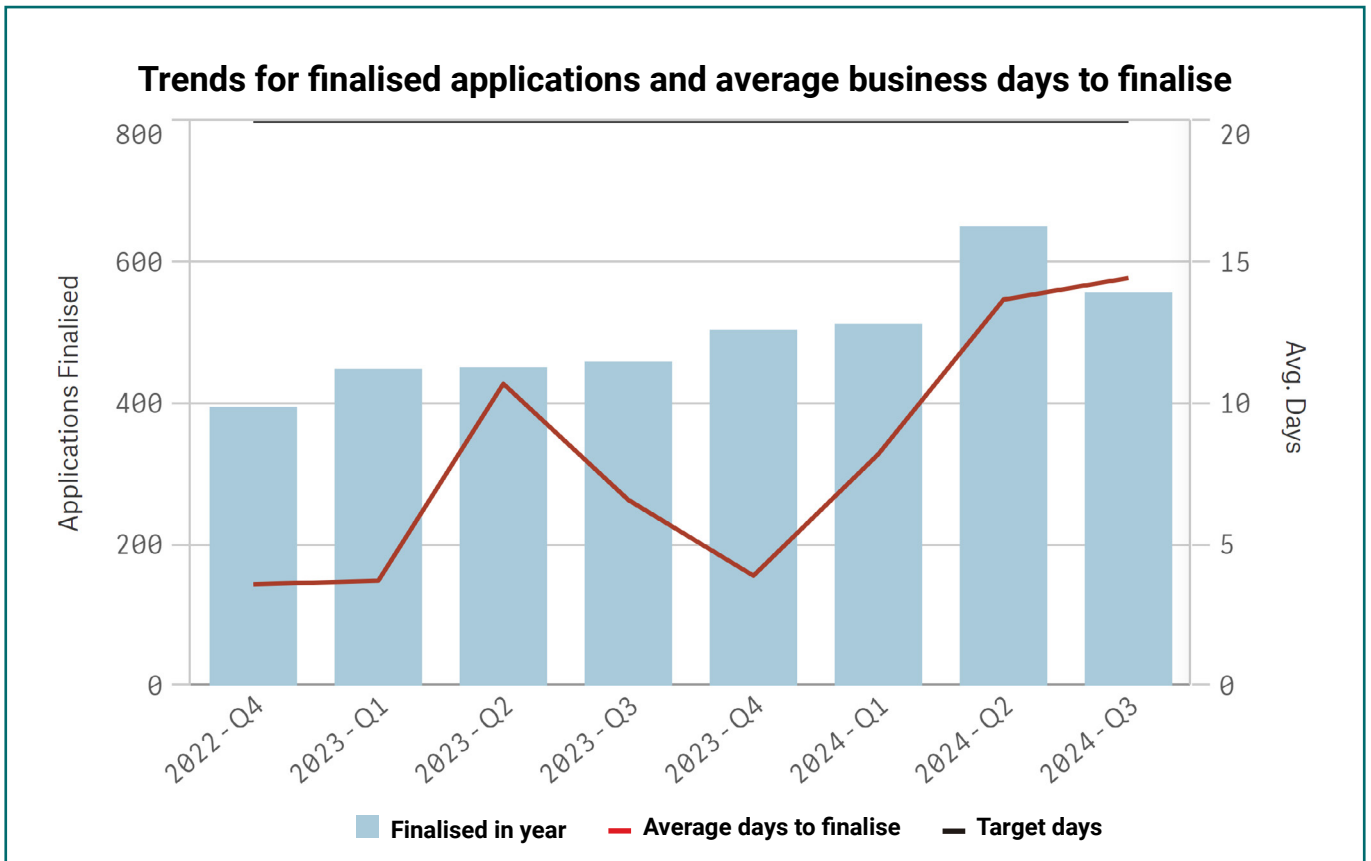
Dangerous Goods

Average 26 business days total

% Finalised within target timeline



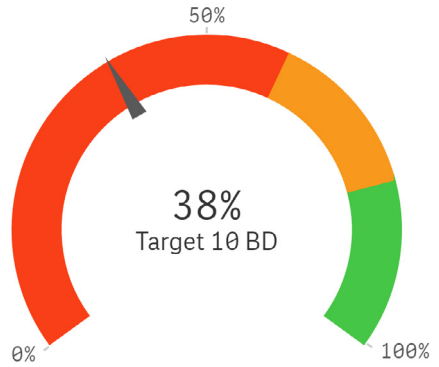
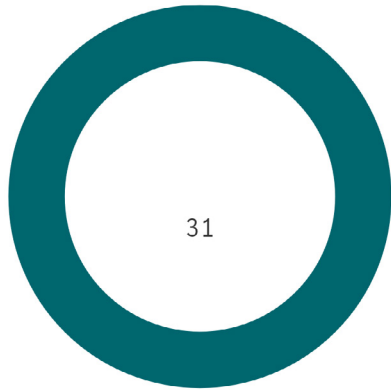
■ DEMIRS Licensing ■ Applicant



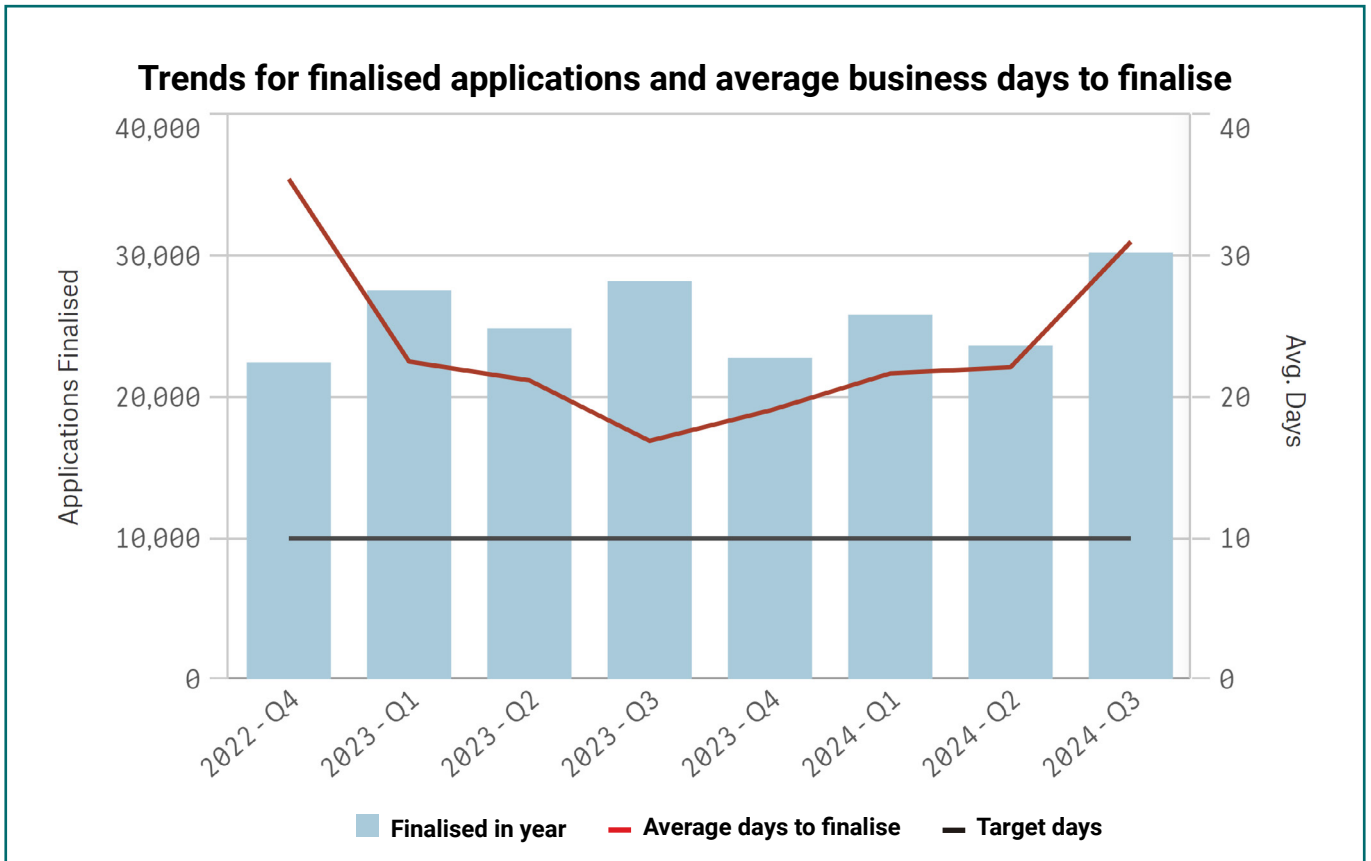
High Risk Work Licence

Average **31** business days total

% Finalised within target timeline



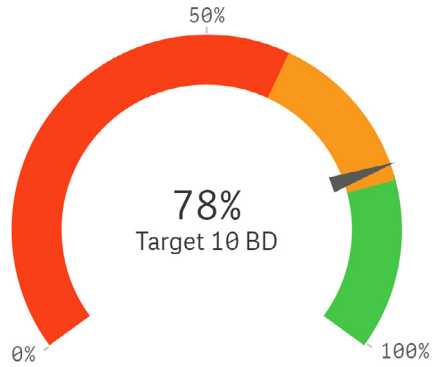
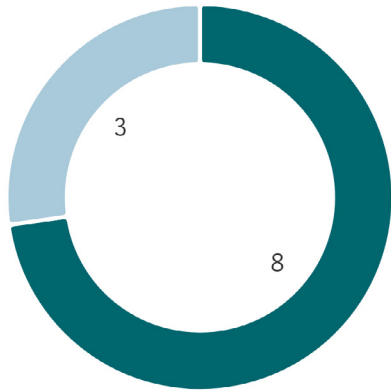
■ DEMIRS Licensing



Motor Vehicle Industries

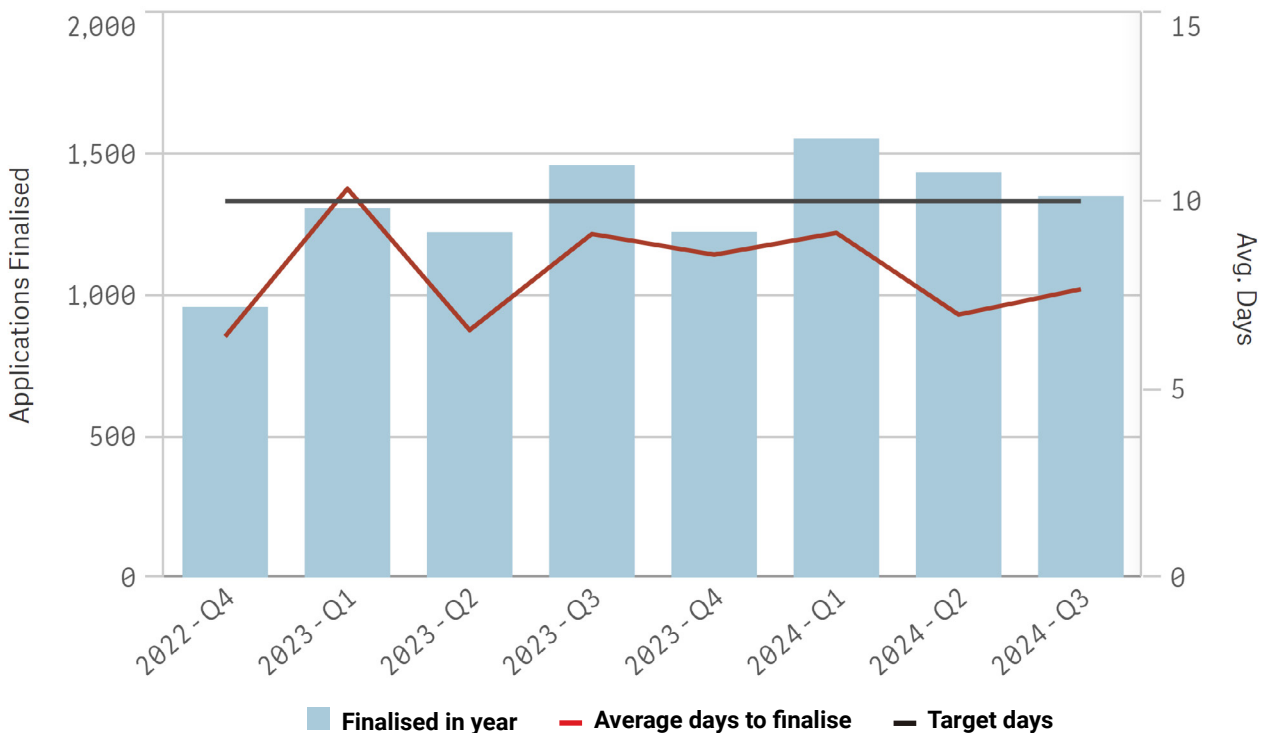
Average **11** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

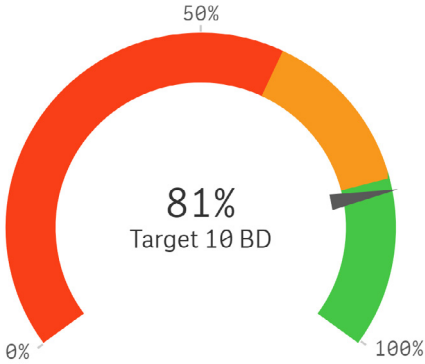
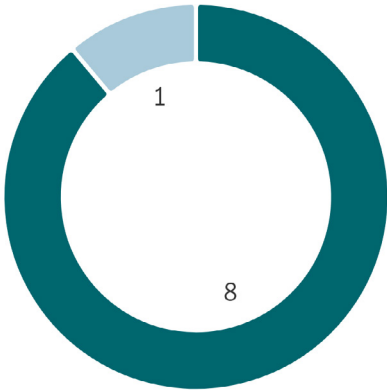
Trends for finalised applications and average business days to finalise



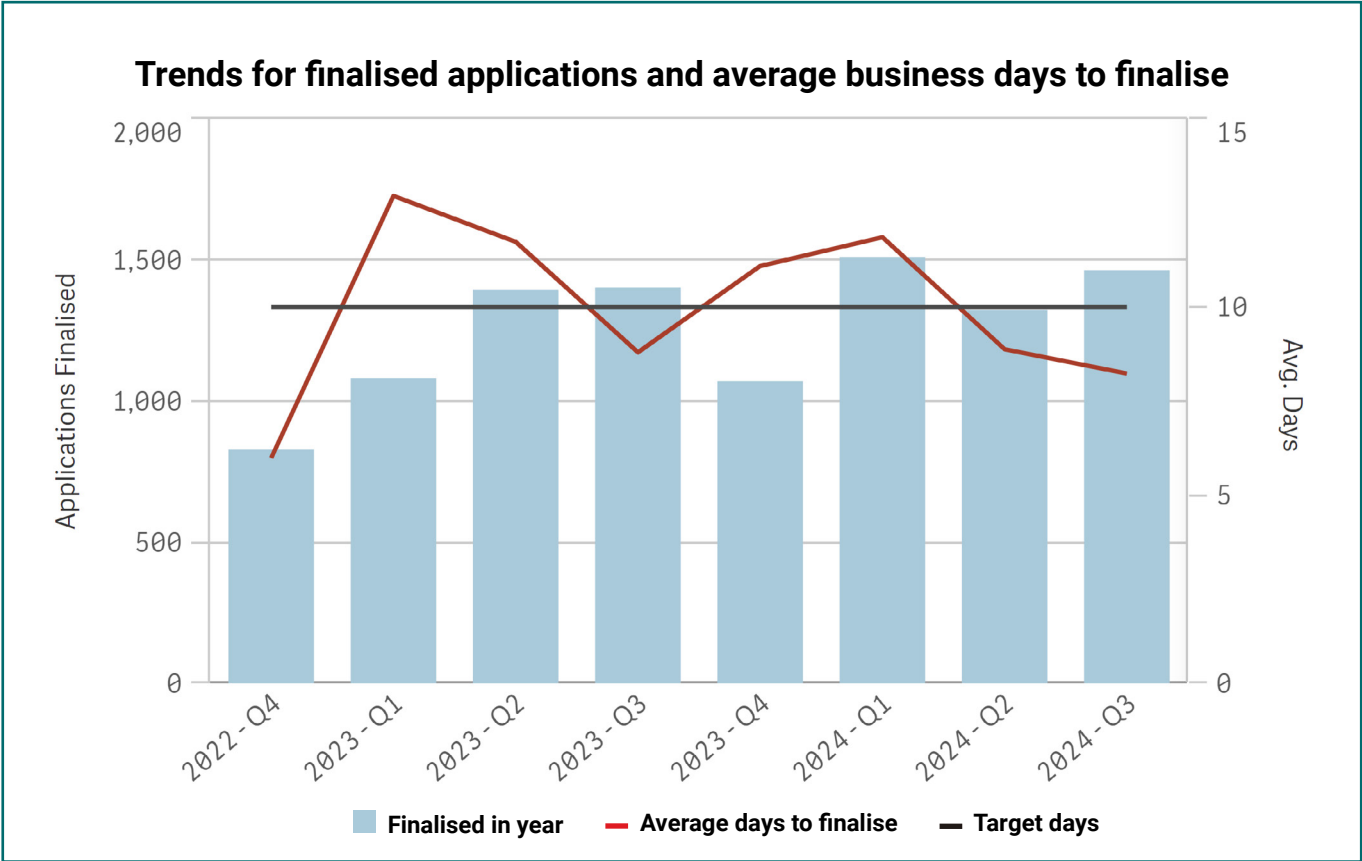
Property Industries

Average 9 business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant



Licence Holders as at 30 September 2024

Registered Building Contractor and Practitioner

• Registered Building Contractor	5,115
• Registered Building Practitioner	5,770

Registered Painting Contractor and Practitioner

• Registered Painting Contractor	2,215
• Registered Painting Practitioner	2,266

Building Surveying Contractor and Practitioner

• Building Surveying Contractor	78
• Building Surveying Practitioner	664

Owner Builder

• Owner Builder Approval	8,766
--------------------------	-------

Plumbing

• Plumbing Contractor	3,913
• Provisional Tradesperson's Licence	31
• Restricted Plumbers Permit	78
• Tradesperson Plumber	3,669

Electrical

• Electrical Contractor	6,324
• Electrical Worker's Permit	265
• Electrician	37,802
• Electrician's Training Licence	6,217
• In-House Electrical Installing Work Licence	286
• Provisional Electrician's Licence	287
• Restricted Electrical Licence	4,382
• Restricted Logbook Request	79

Gas

• Authorisation - Gasfitting	163
• Certificate of Competency - Gasfitting	220
• Gasfitting Permit	7,254
• Gasfitting Training Permit	1,297

Dangerous Goods

• Dangerous Goods Driver Licence	5,703
• Shotfiring Licence	3,112

High Risk Work Licence

• WS High Risk Work Licence	308,723
-----------------------------	---------

Motor Vehicle Industries

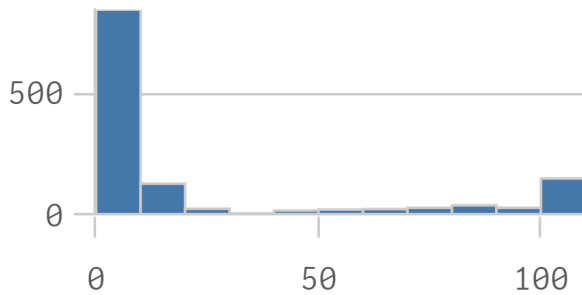
• Motor Vehicle Auctioneer Exemption	1
• Motor Vehicle Car Hire Exemption	103
• Motor Vehicle Dealer	1,385
• Motor Vehicle Financier Exemption	9
• Motor Vehicle Repair Business	4,847
• Motor Vehicle Repairer	19,656
• Motor Vehicle Salesperson	1,465
• Motor Vehicle Yard Manager	1,384

Property Industries

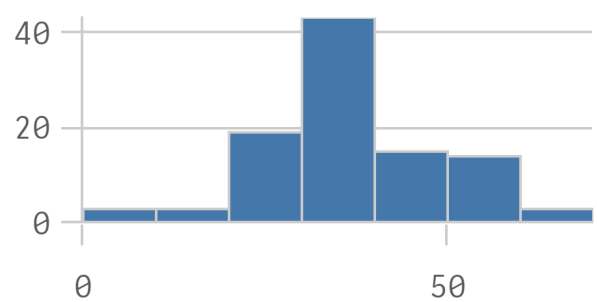
• Business Settlement Agent Licence	24
• Land Valuer	890
• Real Estate & Business Agent Licence	4,936
• Real Estate Developer Registration	732
• Real Estate Sales Representative Registration	7,154
• Real Estate Settlement Agent Licence	701

Distribution of business days to finalise applications – 2024 Q3

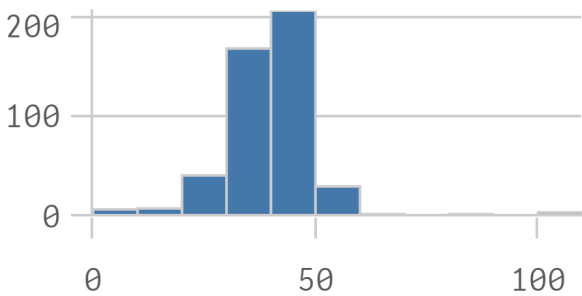
Registered Building Contractor and Practitioner



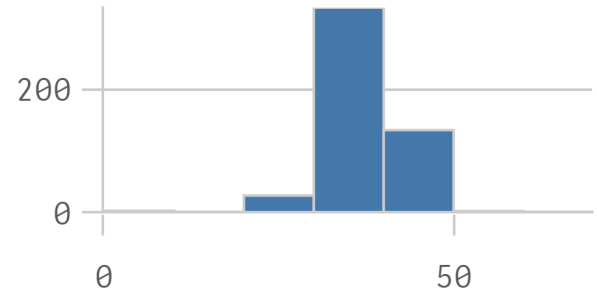
Registered Building Surveying and Practitioner



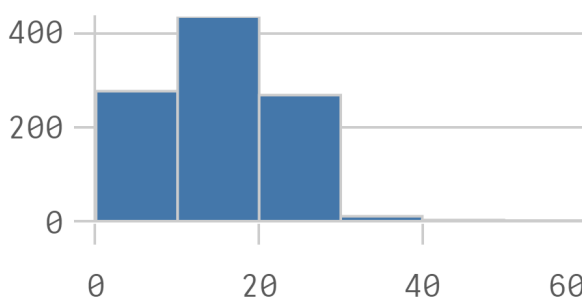
Owner Builder



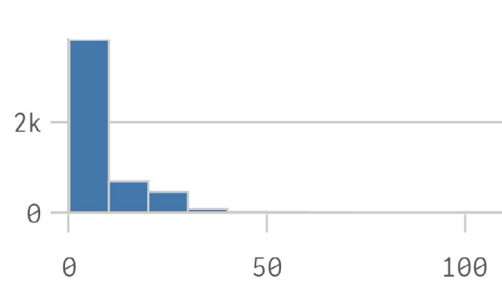
Owner Builder



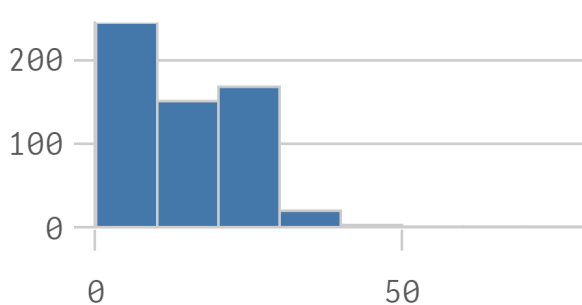
Plumbing



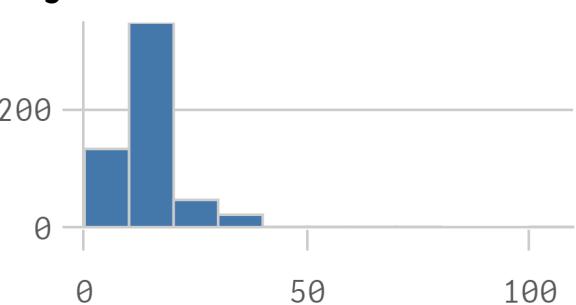
Electrical



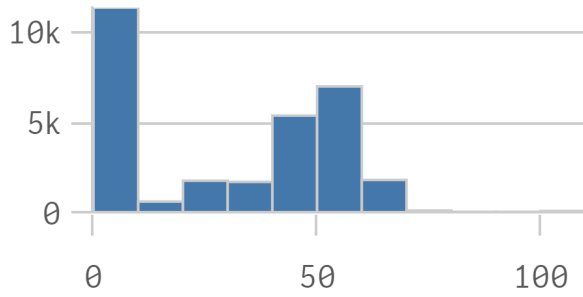
Gas



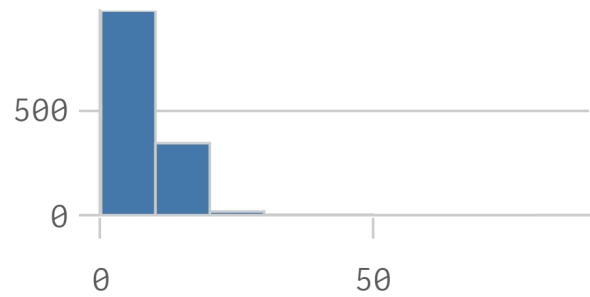
Dangerous Goods



High Risk Work Licence



Motor Vehicle Industries



Property Industries

