



Government of **Western Australia**
Department of **Commerce**

Your guide **About Commerce**



Here to support the development of a business environment that is productive, innovative, fair and safe.

Department of **Commerce** divisions

Building Commission

The Building Commission works to ensure a fair and efficient building industry by consolidating building policy, building standards and practitioner registration.

The Building Commission is:

- leading a process to modernise and streamline the building control system;
- managing standards to improve community confidence in the building industry;
- providing information and services for industry and consumers on building matters;
- registering building practitioners;
- enabling fair dispute management;
- setting building and plumbing standards; and
- developing industry policy and capacity.



Consumer Protection

Consumer Protection aims to give consumers and traders access to a fair and competitive marketplace by providing advice and assistance to the community by:

- providing advice and assistance to consumers and traders on their rights and responsibilities;
- helping consumers resolve disputes with traders;
- investigating complaints about unfair trading practices;
- prosecuting unscrupulous traders;
- regulating and licensing industries such as motor vehicle dealing and repairing, travel and employment agents, debt collecting and the property industries;
- registering and advising co-operatives, charities, incorporated associations and limited partnerships;
- monitoring the marketplace through initiatives like FuelWatch, ScamNet and price scanning; and
- developing legislation that protects consumers.



EnergySafety

EnergySafety carries out the technical and safety regulation of electricity production, electricity transmission and distribution, electricity utilisation (consumers' installations and appliances), gas distribution and gas utilisation (consumers' installations and appliances).

EnergySafety aims to ensure:

- the safety of the public, energy workers and consumers in respect of electricity and gas utility infrastructure;
- residential and business consumers receive electricity and gas supplies that are metered accurately and meet minimum standards of reliability and quality;
- consumers have safe electrical and gas installations at their premises;
- electrical and gas appliances are safe to use; and
- common household appliances and certain types of electrical equipment perform and are labelled to satisfy energy efficiency standards.



Labour Relations

Labour Relations aims to promote fair, flexible and productive employment practices in Western Australia that recognise the rights and obligations of both employees and employers by:

- providing strategic policy and legislative advice on labour relations matters to the State Government;
- providing a framework of labour relations laws that ensure employees receive their correct entitlements;
- ensuring compliance with State industrial awards and agreements;
- providing information and advice on a range of employment matters;
- coordinating public sector labour relations; and
- providing employment advice, consultancy and advocacy services.



Science, Innovation and Business

Science, Innovation and Business plays a key role in building science capability and capacity, promoting and supporting innovation and facilitating industry and business development by:

- assisting industry to minimise barriers to business growth, to be internationally competitive and to maximise potential;
- supporting excellence in science and research, building world-class capability and capacity and assisting with the transition to commercial application;
- working across government to promote a coordinated approach to innovation, its transfer, its adoption and its support; and
- managing public investment in industry, science, research and innovation to maximise the returns to Western Australia.



WorkSafe

WorkSafe promotes safe and healthy workplaces in Western Australia by:

- enforcing occupational safety and health laws;
- providing information about occupational safety and health matters to workers and employers; and
- aiming to achieve a workplace safety culture through industry and community awareness programs.



About the Department of Commerce

The Department of Commerce supports the development of a business environment that is productive, innovative, fair and safe and provides for the growth, well-being and protection of the community.

Commerce's key strategies will:

- build relationships and develop policies that encourage and support innovation and commercial enterprises to create investment opportunities and enhance potential for economic growth;
- provide relevant and accessible information so business owners, consumers, employers, employees and individuals can exercise their rights and responsibilities;
- review laws regulating the employment and business environment to ensure the regulations respond to the changing environment and meet community expectations;
- monitor and enforce compliance with laws governing consumer protection, energy safety, labour relations and occupational safety and health ensuring the laws are enforced efficiently and consistently;
- ensure Commerce staff have the skills, resources and commitment to deliver services to the community efficiently and with integrity.

The department has six operational divisions: Building Commission; Consumer Protection; Energy *Safety*; Labour Relations; WorkSafe and Science, Innovation and Business.

Regional offices

Goldfields Esperance

Suite 4, 37 Brookman Street
Kalgoorlie Western Australia 6433

PO Box 10154

Administration: 9026 3250

Facsimile: 9021 8648

Great Southern

Unit 2/129 Aberdeen Street
Albany Western Australia 6331

PO Box 832

Administration: 9842 8366

Facsimile: 9842 8377

Kimberley

Woodys Arcade
Office 7, 15 Dampier Terrace
Broome Western Australia 6725

PO Box 7403

Administration: 9191 8400

Facsimile: 9191 8410

Mid West

Post Office Plaza
50-52 Durlacher Street
Geraldton Western Australia 6531

PO Box 1447

Administration: 9920 9800

Facsimile: 9964 5678

North West

Unit 9, Karratha Village Shopping Centre
Sharpe Avenue
Karratha Western Australia 6714

PO Box 5

Administration: 9185 0900

Facsimile: 9185 1234

South West

8th Floor, 61 Victoria Street
Bunbury Western Australia 6231

PO Box 1747

Administration: 9722 2888

Facsimile: 9791 2263

Department of **Commerce**

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Department of **Commerce** divisions

Building Commission

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West Perth Western Australia 6005

Telephone: 1300 489 099

Facsimile: 9476 1333

Email: info@buildingcommission.wa.gov.au

Web: www.buildingcommission.wa.gov.au

Consumer Protection

Forrest Centre

219 St Georges Terrace

Perth Western Australia 6000

Advice line: 1300 30 40 54

Administration: 9282 0777

Facsimile: 9282 0850

Business names: 1300 30 40 14

REVS: 1300 30 40 24

FuelWatch prices: 1300 55 08 08

FuelWatch information: 1300 55 45 45

Email: consumer@commerce.wa.gov.au

Energy Safety

303 Sevenoaks Street

Cannington Western Australia 6107

Licensing: 9422 5282

Administration: 9422 5200

Facsimile: 9422 5244

Email: energysafety@commerce.wa.gov.au

Labour Relations

Dumas House

3rd Floor 2 Havelock Street

West Perth Western Australia 6005

Wageline: 1300 655 266

Administration: 9222 7700

Facsimile: 9222 7777

Building Industry and Special

Projects Inspectorate: 1800 306 002

Email: labourrelations@commerce.wa.gov.au

WorkSafe

WestCentre

5th Floor 1260 Hay Street

West Perth Western Australia 6005

Customer help centre: 1300 307 877

Administration: 9327 8777

Facsimile: 9321 8973

Email: safety@commerce.wa.gov.au

Science, Innovation and Business

Level 6, 1 Adelaide Terrace

East Perth WA 6004

Administration: 1300 136 237

Facsimile: 9263 8100

Email: sib@commerce.wa.gov.au

This publication is available on request in other formats to assist people with special needs.