

Agency performance

This section reports on the department's performance during 2014–15 and includes a report against our Resource Agreement, a report on divisional activities and information about the people who make up the department's workforce.

Resource Agreement	20
Report on performance/operational highlights	23
Our people	40

Resource Agreement

The Resource Agreement 2014–15 between the department’s Director General, responsible Minister and State Treasurer, drafted in accordance with section 41 of the [Financial Management Act 2006](#), articulates the services to be delivered by the department, its financial and non-financial performance targets and the government’s desired outcomes in the delivery of those services. The 2014–15 Resource Agreement was prepared using the Outcome Based Management framework as set out in the 2014–15 Budget Papers. A summary of the department’s financial and non-financial performance is provided below.

Further detailed information regarding the department’s non-financial performance for the 2014–15 financial year is provided in the [Disclosures and Legal Compliance](#) (Key Performance Indicators) section of this report. A summary of the department’s performance against whole of government and cross-agency initiatives, as contained in the 2014–15 Resource Agreement, is presented in Table 2 of the [Overview](#) (Shared responsibilities) section of this report.

Financial performance – actual results against budget targets

The department’s performance against the financial targets set for the 2014–15 financial year is outlined in the below table. The targets were derived from the 2014–15 Budget Papers.

Table 3: Summary of financial performance for 2014–15

Indicator	Target \$'000	Actual \$'000	Variation \$'000	Explanation of variance
Total cost of services (expense limit)(details from <i>Statement of Comprehensive Income</i>)	163,092	145,475	(17,617)	This variation is mainly due to the deferring of recruitment for vacant positions, offering voluntary severances and budgetary restraints imposed on non-essential administration, communication and related expenditure.
Net cost of services (details from <i>Statement of Comprehensive Income</i>)	80,483	70,991	(9,492)	This variation is mainly due to cost of services being under target as identified above partly offset by shortfall against target for revenues for trust income from accounts held under the Real Estate and Business Agents Act 1978 and Settlement Agents Act 1981 , lower than expected Building Services Levy revenues and less revenue from interest due to the lower interest rates.
Total equity (details from <i>Statement of Financial Position</i>)	233,999	258,207	24,208	This variation is mainly due to a greater than expected recurrent surplus, increase in the asset revaluation reserves and an increase of the property industry accounts as costs were less than anticipated.
Net increase/ (decrease) in cash held (details from <i>Statement of Cash Flows</i>)	6,045	19,539	13,494	This variation is mainly due to the deferring of recruitment for vacant positions, offering voluntary severances and budgetary restraints imposed on non-essential administration, communication and related expenditure.
Approved full-time equivalent (FTE) staff level	816	778.1	(38)	

Non-financial performance

The department's non-financial performance against the key effectiveness and efficiency indicators, as detailed in the 2014–15 Resource Agreement, is summarised below. The targets were derived from the 2014–15 Budget Papers.

Key effectiveness indicators

Table 4: Results for the 2014–15 key effectiveness indicators

Indicator	Target	Actual	Variation	Explanation of variance
Outcome 1: A fair trading environment that protects consumers and traders in Western Australia.				
The extent to which traders comply with regulatory requirements	93%	96%	3%	
The extent of consumer confidence in Western Australia's trading environment	75%	74%	(1%)	
Outcome 2: A community with workplaces operated in a safe and fair manner and where buildings are safe and efficient.				
The extent of compliance with safety and employment protection regulatory requirements and construction	95%	95%	0%	
Outcome 3: Western Australia industry is competitive in targeted priority and emerging sectors				
The extent to which clients and key stakeholders consider that the division's services contribute to innovative industry development	75%	92%	17%	The result was higher than the target of 75 per cent as target was set in line with satisfaction results from surveys undertaken in the past and other department satisfaction surveys. In addition, there was the expectation that lower staff levels would see the return of the measure to the historic satisfaction levels. Whilst staff numbers were reduced new operating models evolved and the anticipated reduction in satisfaction levels did not eventuate.

Key efficiency indicators

Table 5: Results for the 2014–15 key efficiency indicators

Indicator	Target	Actual	Variation	Explanation of variance
Service 1: Consumer Protection				
Average cost per client contact to provide information and advice	\$2.91	\$2.20	(\$0.71)	Variance attributed to expenditure being lower than anticipated as a result of delays in filling vacant positions, lower professional services costs and the cost effective use of the department's website to provide information and advice to stakeholders electronically. This has been compounded by a higher volume of service activity provided during the year.
Average cost per policy project	\$344,692	\$166,889	(\$177,803)	Variance due to the unanticipated increase in minor legislative and other policy projects in 2014–15, coupled with lower than expected expenditure. The expenditure was less as a result of budget management efforts to meet government budget savings targets for 2014–15, as well as constraining costs in preparation for 2015–16 budget reductions.
Average cost per inspection or investigation	\$749.19	\$415.26	(\$333.93)	Variance due to the significant increase in relatively low cost inspection visits undertaken.
Average cost per registration or licence	\$20.64	\$15.27	(\$5.37)	Variance due to a significant reduction in expenditure linked to delays in filling vacant positions.
Service 2: Safety and Employment Protection and Construction Standards				
Average cost per client contact to provide information and advice	\$5.89	\$4.76	(\$1.13)	Variance due to significantly lower than expected expenditure as a result of budget management efforts to meet government budget savings targets for 2014–15, as well as constraining costs in preparation for 2015–16 budget reductions.
Average cost per hour of policy advice	\$183.92	\$181.69	(\$2.23)	
Average cost per inspection or investigation	\$1,129.01	\$1,073.68	(\$55.33)	
Average cost per registration or licence	\$104.48	\$91.04	(\$13.44)	Variance due to significantly lower than expected expenditure as a result of budget management efforts to meet government budget savings targets for 2014–15, as well as constraining costs in preparation for 2015–16 budget reductions.
Service 3: Industry and Technology				
Average cost per industry and technology project managed	\$223,667	\$226,307	\$2,640	

Report on performance/operational highlights

Consumer Protection Service

Desired agency level outcome: A fair trading environment that protects consumers and traders in Western Australia.

Consumer Protection Division

The Consumer Protection Division provides consumers and traders with access to a fair and competitive marketplace by providing advice and assistance to the community.

Consumer Protection Legislation Amendment Act 2014 introduced important reforms

The [Consumer Protection Legislation Amendment Act 2014](#) commenced in November 2014, implementing a range of important reforms to reduce red tape for businesses by streamlining administrative processes and removing redundant provisions. Industries that have benefited include: motor vehicle dealers; motor vehicle repairers; real estate agents; settlement agents; land valuers; employment agents and fuel wholesalers.

iRentWA smartphone app launched to help Western Australian tenants

In September 2014 the department launched the iRentWA smartphone app which provides renters and property managers in Western Australia with information about their rights and responsibilities under residential tenancy laws, as well as tools to help throughout the tenancy. Tenants can use iRentWA to calculate the maximum amount they might have to pay a landlord before moving in or to save photos of mandatory property condition reports, rental receipts and items that need maintenance or repair. Its reminders can help tenants keep track of rent payment deadlines, routine inspections and proper notice periods.



In September
2014
the department
launched the iRentWA
smartphone app

Bonds eTransactions – fast, easy and secure

The Consumer Protection Division, working in conjunction with the department's Corporate Services Division, has recently developed eTransactions, an online system that enables real estate agents to electronically complete bond transactions with the department. Bond lodgement functionality has been available since May 2015 and the bond disposal module is scheduled to be launched in August 2015. eTransactions uses online and mobile security checks to verify users and will significantly reduce turnaround times for lodgements and disposals. The system is being developed in consultation with stakeholders such as the Real Estate Institute of WA, Tenancy WA, and landlord and home owner associations to ensure it is functional, robust and meets the needs of the community.



Online bond

lodgement functionality has been
available since May 2015

Reviews of consumer protection laws in progress

The review of the [Co-operatives Act 2009](#) was completed and drafting of amendments has commenced, with introduction of a Bill into Parliament expected in the Spring 2015 session. Submissions to a discussion paper on the regulation of motor vehicle dealers and motor vehicle repairers were analysed and policy options developed for further consultation. These will be included in a Consultation Regulatory Impact Statement to be released early in 2015–16. The statutory review of the [Residential Parks \(Long-Stay Tenants\) Act 2006](#) was also completed and recommendations for amendments to the Act have been presented to the State Government.

Scam mail intercepted

More than 500,000 letters promoting known scams were intercepted before reaching Western Australian households this year as part of a joint initiative between the Consumer Protection Division and Australia Post. Scams involving clairvoyant predictions, phony prizes and lotteries accounted for the majority of items. A further 1,100 letters being sent to known overseas fraudsters by Western Australia victims were intercepted since that project began in January 2015.



500,000

letters promoting known scams
have been intercepted before reaching
Western Australian households



1,100

letters being sent to known overseas
fraudsters by Western Australia victims
have been intercepted

Timely intervention to safeguard moneys held in trust

The Commissioner for Consumer Protection facilitated the appointment of a supervisor to a real estate or settlement agency seven times during the year. This represents a significant increase in the appointment of supervisors, with only four supervisors appointed across the previous three years. The Commissioner takes this action when serious concerns exist over the security and protection of trust account moneys. Actions are taken as a last resort in order to secure the money and to preserve the agency's records so a forensic examination can be performed.

National property spruiker working party completes objectives

A national working party combatting misleading behaviour by property investment spruikers concluded in May 2015. The Consumer Protection Division chaired the collaboration of national regulators which resulted in legal action being taken against traders providing misleading statements on the financial benefits of their services. The division also led the development of pro forma educational and compliance materials to be used by state and national regulators, such as a warning letter to property spruikers and a media release to educate the public on their rights. The working party achieved its objectives of combatting misleading behaviour by property spruikers, ongoing enforcement action, and educating members of the broader industry.

Travel agent industry deregulated

The licensing system for travel agents in Western Australia ended in October 2014 with the commencement of provisions in the [Travel Agents Amendment and Expiry Act 2014](#) and the passage of a Bill to deregulate the travel industry. These changes bring Western Australia into line with the nationwide deregulation of the travel industry.

Crackdown on unapproved USB chargers

Retail outlets selling 240V USB chargers were targeted as part of a joint operation with the department's Consumer Protection and EnergySafety divisions. The action was taken following the death of a woman in New South Wales, and an unrelated incident involving a Western Australian woman, both caused by the use of unapproved USB chargers. Proactive inspections were carried out at 144 retail locations throughout the wider metropolitan area and major regional centres with over 30 products being referred to the EnergySafety Division for review.



Proactive inspections
were carried out at
144
retail locations
selling USB chargers

Retirement village reforms implemented

New provisions of the [Retirement Villages Amendment Regulations 2015](#) and the [Fair Trading \(Retirement Villages Code\) Regulations 2015](#) commenced on 1 April 2015. The reforms included mandating matters that must or must not be included in retirement village residence contracts, as well as measures to increase transparency and consistency in the financial information given to residents. The financial reporting changes take effect from 2016–17. Planning for the next series of retirement village reforms has been commenced.

Property codes reviewed

Codes of conduct for real estate and business agents, settlement agents and land valuers were reviewed in consultation with industry groups and the drafting of new codes commenced. The new codes are expected to be introduced in 2015–16. At this time, fees will also be deregulated for settlement agents and land valuers. The codes for these industries include a requirement for up-front fee disclosure which is an important consumer safeguard.

Case study

Permanent ban and \$20,000 fine for raiding trust account

In March 2015, Ms Jenelle Lee Maslin was banned permanently from working in the real estate industry and fined \$20,000 for making illegal withdrawals from a trust account operated by her former employers, a Shenton Park real estate agency. Ms Maslin, who was a registered real estate sales representative at the time of the transgressions, acted unfairly and dishonestly by transferring money directly to her personal bank account, misappropriating a total of \$29,998.86 from clients of the real estate agency. This was a significant conviction as it was the first time anyone other than the licensed agent had been found guilty of trust account offences. The successful conviction creates a precedent that anyone unlawfully removing real estate trust account money can be held accountable, not just the licensee. The seriousness of Ms Maslin's actions also resulted in the first permanent ban in the industry since 2008.



Case studies

Training provider sales tactics

In May and June 2015 the Consumer Protection Division received numerous reports of door-knockers operating in regional areas offering laptops for signing up to 'free' Vocational Education Training (VET) courses with a Melbourne-based company. In many cases low income consumers were targeted and led to believe the marketers were working for, or associated with, the Australian Government. In April 2015, the Commonwealth Government released new guidelines for VET providers prohibiting the offer of inducements when recruiting students to these types of courses; however the behaviour of these marketers appeared to contravene these guidelines.

Following contact by the Consumer Protection Division the trader withdrew its marketing teams from Western Australia and, with the assistance of Northern Territory Consumer Affairs committed to a range of corrective actions.

Joint work against travelling conmen

In January 2015 the Consumer Protection Division worked with the Western Australia Police and officers from the federal Department of Immigration and Border Protection to take action against itinerant traders operating across Perth. All three agencies coordinated their efforts, resulting in four travelling conmen being charged with criminal offences and breaches of unsolicited selling provisions found within the Australian Consumer Law.

Safety and Employment Protection and Construction Standards Service

Desired agency level outcome: A community with workplaces operated in a safe and fair manner and where buildings are safe and efficient.

Building Commission Division

The Building Commission Division works to ensure fair and efficient building and plumbing industries by consolidating policy, standards and registration of practitioners and contractors.

Adoption of the Plumbing Code of Australia

Western Australia adopted the Plumbing Code of Australia from 1 May 2015, bringing the state's plumbing standards into alignment with those of other states and territories. The Plumbing Code of Australia forms Volume three of the National Construction Code (NCC), which provides the minimum necessary requirements for safety, health, amenity and sustainability in the design and construction of new buildings (and new building work in existing buildings) throughout Australia. The Building Code of Australia forms Volumes one and two of the NCC. Adopting the Plumbing Code of Australia removes overlap and inconsistency between plumbing and building standards, and, for the first time, allows plumbing installations in Western Australia to be based on performance measures, and not just on traditional prescriptive solutions. Concurrent amendments to the Plumbers Licensing and Plumbing Standards Regulations allow the Plumbers Licensing Board to waive compliance with a standard if it is in the public interest and does not adversely affect public health and safety. These changes provide Western Australian plumbers with greater flexibility for innovation and efficiency.

Free National Construction Code (NCC)

By agreement with other states and territories and the Commonwealth, the Building Commission has committed additional funding to allow the NCC to be provided free and online from February 2015. This is the first step in a series of reforms leading to a three-yearly amendment cycle from 2016, and a completely updated NCC from 2019. Greater accessibility to the NCC coupled with less frequent amendments and greater emphasis on performance are key drivers of industry efficiency, as well as key tools to ensure buildings and plumbing installations meet the required standards and ensure the safety of the Western Australian community.

Audit program commenced

In April 2015 the Building Commission commenced a formal risk-based audit program for registered builders to complement its other inspection and audit services. The audits examine the administrative and technical aspects of the building process undertaken by registered builders. During 2014–15 the Building Commission worked with the building industry to fine tune the new audit tool, including undertaking live testing to ensure its effectiveness. Builders are notified about three weeks before an audit is to be conducted and told what information they will need to provide to the Building Commission's auditors. Generally, three building projects managed by a builder are audited to assess compliance with the building legislation, including that registration obligations are met. Records of building work, such as contracts and any other document deemed relevant for compliance purposes, are examined. Upon the conclusion of the audit, the builder is notified of the outcome in writing. When necessary, actions for non-compliance may include prosecutions seeking the imposition of penalties, the use of a warning to protect the public from serious non-compliance and the commencement of disciplinary action.

Home Indemnity Insurance

In October 2014 the State Government approved the extension of home indemnity insurance arrangements managed by the Building Commission to help homebuyers deal with the risks of builder insolvency. New arrangements include the establishment of a special purpose account to hold reinsurance premiums owed to the State and to fund any payments of reinsurance claims, as well as actuarial reviews and monitoring of insurer performance. These arrangements were put to the test in April and May 2015 by the insolvency of two medium-sized builders. Significant research into alternative insurance and financing models to identify potential changes to home indemnity insurance and the funding necessary to attract private sector insurers into the market is ongoing.

Case study

Responding to concern about aluminium cladding

A fire in a Melbourne apartment building in November 2014 has prompted a national response to possible incorrect use of aluminium composite cladding in high-rise buildings. In Western Australia, the Building Commission partnered with the City of Perth to review 70 high-rise apartment buildings while keeping the public informed through a series of media articles and both the Minister for Commerce and the Building Commissioner discussing the issue on talk-back radio. While the auditing and examination of risk continues, the rapid and informed response to media enquiries on a complex and high profile issue has kept Western Australians aware of measures to assess any risk.

Improved responses to building services complaints

During 2014–15 the Building Commission received a record 964 building service and home building contract complaints. In the same period, the Building Commission closed 922 complaints or transferred them to the State Administrative Tribunal. Since the commencement of the current complaints process in August 2011, the Building Commission has reduced the average time for it to resolve a complaint to 20 weeks, down from over 75 weeks under the previous process. In 2014–15 the Building Commission finalised 80 per cent of the complaints lodged with it, with only 193 complex or contested disputes proceeding to the State Administrative Tribunal for formal hearings.



964

**building service and home
building contract complaints**

EnergySafety Division

The EnergySafety Division carries out the technical and safety regulation of electricity transmission, electricity distribution, electricity and gas utilisation (consumers' installations and appliances) and gas distribution. The division is industry funded.

Multi-storey building project – gas compliance

The EnergySafety Division continues to liaise with ATCO Gas Australia, the owner of the natural gas distribution network in the metropolitan area, to improve the compliance of multi-storey building gas installations.

Many of these installations had instantaneous gas hot water systems connected to multiple flued systems, frequently of old asbestos flue construction. Over time, replacement water heaters have been fitted with higher gas input than the flue system capacity, disturbing the integrity of the existing asbestos flues. Many other legacy issues have been identified which pose a serious safety risk for these multi-storey gas installations.

Approximately 900 of these multi-storey installations have been identified and risk ranked so that the installations that pose the highest risk are addressed first. To the end of June 2015, in conjunction with ATCO Gas Australia, 134 of these more serious multi-storey gas installations have now been improved and made safe. The EnergySafety Division will continue to work with ATCO Gas Australia to make these improvements a priority in the coming year.

Compliance Management System

In the latter part of the year EnergySafety commenced using a new computerised compliance management system (CMS). CMS replaces its existing and out dated systems which were built in the 1990s and no longer meet the needs of the business.

This system now provides a basic platform for managing all of EnergySafety's compliance functions. During the next financial year it is intended to enhance this basic platform and introduce improved functionality that is expected to further increase work efficiency.

Labour Relations Division

The Labour Relations Division promotes and encourages flexible, fair and productive employment practices in Western Australian workplaces that recognise the rights and obligations of both employees and employers.

Agreements registered under the Public Sector Wages Policy Statement 2014

There were 27 industrial agreements covering more than 77,000 employees registered within Wages Policy parameters since 1 July 2014. Notable industrial agreements registered during the reporting period include those applicable to teachers, TAFE lecturers, and salaried staff at Main Roads. These outcomes have been achieved with no industrial action, disputation or disruption to agency services.



27

industrial agreements covering over
77,000 employees registered within
Wages Policy parameters

Unpaid wages recovered

The Labour Relations Division has recovered \$519,501 in unpaid employee entitlements through its First Step, Conciliation, Investigation and Prosecution functions, after investigating complaints from individual employees alleging their employer had failed to pay appropriate entitlements under state industrial laws, awards or agreements.

Prepared submissions on behalf of the Western Australian Government

The Labour Relations Division prepared submissions on behalf of the Western Australian Government to the Productivity Commission Inquiry into the Workplace Relations Framework, the 2015 State Wage Case and the 2015 Location Allowance General Order before the Western Australian Industrial Relations Commission, the Fair Work Commission's 2015 Annual Wage Review and the 2015 Salaries and Allowances Tribunal remuneration inquiries.

Case study

Successful prosecution of a supermarket unlawfully employing an 11 year old

Based on information received from a concerned member of the public, the Labour Relations Division conducted an investigation into allegations that an 11 year old child was unlawfully employed in a supermarket in the Midwest coastal town of Jurien Bay. Following the investigation the proprietor of the supermarket was prosecuted in the Industrial Magistrates Court and fined \$2,250 for contravening the [Children and Community Services Act 2004](#).



\$519,501

recovered in unpaid employee entitlements
through First Step, Conciliation, Investigation
and Prosecution functions

WorkSafe Division

The WorkSafe Division promotes safe and healthy workplaces in Western Australia by enforcing occupational safety and health laws, providing education and information about occupational safety and health matters to workers and employers, and improving workplace safety culture through industry and community awareness programs.

WorkSafe Division compliance activities

During the year, the WorkSafe Division focused its occupational safety and health compliance and proactive educational programs on nationally agreed priority industries and state priority areas. In implementing the priority approach, the division completed more than 8,029 investigations, issued 427 prohibition notices and more than 12,044 improvement notices, and signed 16 prosecution notices.



issued
427
prohibition notices and more than
12,044
improvement notices



1,931
unique views to the
Toolbox and essential
information pages

1,379
views to the Four
steps for small
business safety pages



1,138
views to the Quick
safety quiz

Safety for small business online

WorkSafe launched the Small Business Safety web page in February 2015 to help small businesses comply with their workplace safety and health obligations. The webpage contains a short test including web links that provide small businesses with safety information and a tailored checklist of the work safety issues in their workplace. This is a useful tool to assist small businesses establish and maintain a safe work environment. Since its launch there have been 1,931 unique views to the Toolbox and essential information pages; 1,379 to the Four steps for small business safety pages; 1,138 to the Quick safety quiz; and 933 unique views to the frequently asked questions pages.

Safe Work October

During WorkSafe's Safe Work October 2014 a number of Safety and Health workshops were delivered as a series of half-day workshop sessions as part of WorkSafe's stakeholder engagement strategy. Fifteen workshops with 624 participants registered to attend were held between 2–30 October 2014 at Technology Park Function Centre, Bentley and Australian High Risk Training, Belmont. Feedback from attendees of the sessions who were asked to complete a survey was extremely positive with 97 per cent either agreeing or strongly agreeing that the information presented at the workshops was relevant and informative.



15
workshops with
624
participants registered

Education and information sessions

As part of a continuing educational program approach, the WorkSafe Division presented 35 free lunchtime information sessions to over 941 participants. These '4thought lunchtime sessions', were held at various locations and covered a range of occupational safety and health topics, giving participants information on workplace safety issues and providing an opportunity to discuss solutions. The division also conducted more than 16 information sessions at individual workplaces, which were attended by over 414 participants, to support workplace risk management processes; and provided over 162 information sessions, attended by 2,265 participants, to safety and health representative training courses, industry associations, schools, TAFEs and other customers. In addition, there were 19 industry presentations attended by 647 participants concerning the proposed harmonised work health and safety laws.

Business service centre

During the year the WorkSafe Division responded to 80,919 requests for occupational safety and health information, received 1,665 notifications of injury and disease, answered 10,927 emails sent to the Customer Help Centre and issued over 43,294 classes of high-risk work licences.

Proactive campaigns

The WorkSafe Division completed a number of key proactive team projects targeting hazards in industry sectors of concern. The aim of these projects was to raise awareness and provide information on how to make workplaces safe. The industry sectors of concern that were targeted included electrical safety in health, education and community services sectors; manual tasks in the residential construction sector; dust hazards in assay laboratories involving air monitoring of dust and lead; safe operation, maintenance and inspection of amusement structures for the Royal Show 2014; AUSTRANS nationals road blocks; tilt-tray trucks/freight containers; and labour supply services.

The following industry sectors were targeted for high risks of musculoskeletal injuries and high levels of workplace injuries and illness in general: Bakeries, Bread, Biscuits, Pastries, Cakes Manufacturing; Wooden Structural Fitting and Component Manufacturing; Glass and Glass Product Manufacturing; Mining and Construction Machinery Manufacturing; Vegetable Growing industries; Waste Remediation and Recycling; Gardening Services with a particular focus on tree loppers; Public Order, Safety and Regulatory Services – Corrective Centres; Local Government Regional; Restaurants; Catering; Electronic; Electrical and Gas Appliance Retailing; Clothing and Footwear Retailing; Road Freight Transport; Car Retailing; Other Automotive Repair and Maintenance; and broad acre farming.

Awards

The WorkSafe Plan is an assessment process that rates safety management systems and directs attention to areas that can be improved. The WorkSafe Plan is promoted by the WorkSafe Division to help workplaces introduce occupational safety and health management systems that support the practices required to establish and maintain safe systems of work.

In 2014–15 there were four workplaces awarded with platinum certification: Brierty Ltd, Envar Group of Companies, Albany Chip Terminal, and Cable Beach Club Resort and Spa. Gold certification was attained by eight workplaces, including this department. The seven other workplaces who achieved gold certification were: Mission Impossible Cleaning, Department of Mines and Petroleum, South Metropolitan Regional Council, D M Civil, AES Equipment Solutions, IPC Industrial Maintenance and WPH Pty Ltd. Silver certification was awarded to nine workplaces: City of Gosnells, Brookfield Rail – Train Control, Landcorp, Disability Services Commission, Industrial Foundation for Accident Protection (IFAP), Venues West, Axis packaging, City of Wanneroo, and State Wide Turf Services.

The Work Safety Awards Western Australia recognises outstanding occupational safety and health management, solutions and innovation in Western Australian workplaces that reduce the risk of work-related injury and disease. The 2014 winners were St John of God Murdoch Hospital for Best safety and health management system in the private sector; St John of God Subiaco Hospital for Best solution to an identified workplace safety and health issue; Peter Minchin of Pentagon Freight Services for Best individual contribution to safety and health by a person with no formal responsibilities for occupational safety and health; and Brian Pugsley of Broad for Best individual contribution to safety and health by a person with formal responsibility for occupational safety and health.

Case study

WorkSafe Division's approach to delivering workplace safety compliance

The WorkSafe Division provides a full range of advice, education and enforcement using a collaborative approach with industry, employers and the workforce. A big part of this approach involves proactive enforcement, where sections of industry with a statistically poor safety performance are targeted. A good example of this is the motor vehicle hoists proactive inspection program, initiated in response to a high number of injuries and two work-related deaths in the motor vehicle repair industry.

An initial inspection program, conducted across the 2014–15 financial year, resulted in the issue of more than 1,300 notices and revealed serious concerns with motor vehicle hoists and traffic management. Inspectors visited 174 workplaces, working with the aid of a checklist to ensure consistency.

The number of notices issued during the 2014–15 inspection program indicated the need for an expanded follow-up program. The 2015–16 program will expand the reach of workplaces visited, taking in a wider range of businesses that contain motor vehicle hoists and visiting even more workplaces than the previous program.



more than
1,300
notices issued

Work-related injury and disease rates

According to the most recent preliminary workers' compensation claims data, work-related lost time injuries and diseases (LTI/Ds) in Western Australia recorded a 7.8 per cent reduction in frequency rate, from 8.48 LTI/Ds per one million hours worked in 2012–13 to 7.82 in 2013–14 (preliminary). The five-year trend (2009–10 to 2013–14) shows a 4.2 per cent reduction. The total rate of improvement for all work-related injuries and diseases since the [Occupational Safety and Health Act 1984](#) came into effect 26 years ago in 1988–89 is 77.9 per cent.

Note: Figures have been rounded up to two decimal places.

Due to the volatility of work-related traumatic injury fatalities, averages over five years are used to provide clear trend data. The most recent data shows the average work-related fatality incidence rate for the five year period from 2010–11 to 2014–15 is 14.7 work-related traumatic injury fatalities per one million workers. This is a 12.8 per cent increase from a fatality incidence rate of 13.0 for the five year period of 2009–10 to 2013–14. It should be noted that 2009–10 was the lowest year on record for work-related traumatic injury fatalities in WA, thus lowering the five-year average rate by comparison.

Note: Figures have been rounded up to one decimal place.



work-related lost time injuries and diseases (LTI/Ds) in Western Australia recorded a **7.8 per cent** reduction in frequency rate

Figure 2: Work-related traumatic fatalities between 2010–11 and 2014–15



Note:

(1) Data revisions have occurred and the figures for 2013–14 vary to the figures reported in the department's *Annual Report 2013–14*. Annual data is subject to revision as more information becomes available.

Industry and Technology Service

Desired agency level outcome: Western Australia industry is competitive in targeted priority and emerging sectors.

Industry and Innovation Division

The Industry and Innovation Division enhances the state's prosperity by facilitating strategic investment to advance industry innovation and capacity.

Regional Mobile Communications Project and Regional Telecommunications Program

The Industry and Innovation Division completed the Regional Mobile Communications Project (RMCP) in September 2014, on time and below budget. The \$106 million project has delivered 113 mobile base stations in communities and along major transport corridors, particularly in the north of the State, with Royalties for Regions funding of \$40 million plus \$66 million from industry partner Telstra.

A key innovative feature of the RMCP is the provision of free access to all publicly funded base stations for authorised emergency services organisations including the WA Police, St John Ambulance, the Department of Fire and Emergency Services and the Department of Parks and Wildlife.

Overall the project has established an extra 8,650 kilometres of highway coverage in regional areas and increased Telstra's Western Australian mobile footprint by 31 per cent. In its initial proposal, Telstra predicted that in-car coverage along the State's major road corridors would increase to 8,300 kilometres. At the completion of the RMCP highway coverage was found to have increased to 8,650 kilometres, 350 kilometres more than the 2011 prediction.

In December 2014, Cabinet approved a further allocation from Royalties for Regions of \$45 million for a new Regional Telecommunications Project (RTP), aimed at addressing mobile coverage gaps in small communities and at strategic locations, primarily in the southern half of the State.

The first of 23 sites under the RTP were announced in February 2015. Through an alignment with the Federal Government's Mobile Black Spot Program, a further 109 sites are expected to be established by June 2018 with co-funding from the Commonwealth and Telstra, increasing the total project value to over \$200 million.



delivered
113

mobile base stations in communities
and along major transport corridors



established an extra
8,650

kilometres of highway coverage
in regional areas

Australian Marine Complex

The Australian Marine Complex (AMC) continued to play an important role in the defence, marine and oil and gas sectors.

During 2014–15 the Premier submitted Western Australia's response to the Federal Government's 2015 Defence White Paper which highlighted the strengths of the State's naval shipbuilding, sustainment and training capabilities as well as physical infrastructure, including the AMC.

The Minister submitted the State's response to the Federal Senate Economics References Committee Inquiry into the Future Naval Shipbuilding Industry in Australia. Again this response strongly articulated the State's marine industries capabilities, including the State owned infrastructure at the AMC which supports naval ship maintenance and repair capability in Western Australia.

Chevron continued to base its logistical support for the development of its Gorgon and Wheatstone Projects at the AMC, creating opportunities for local companies.

Industry Facilitation and Support Program (IFSP)

To assist Western Australian small and medium-sized enterprises (SMEs) improve their capability and capacity to supply resource projects and major markets, the department continued to provide support through the Industry Facilitation and Support Program (IFSP) during 2014–15. Since the IFSP was launched in 2011 the department has assisted over 227 local suppliers, including 152 regional businesses, to undertake a range of business improvement activities.

Outcomes achieved since 2011 include \$208 million in contracts won, the creation of 353 jobs, including 35 apprenticeship opportunities, and related outcomes such as productivity improvements; and a leveraged rate of \$1 to \$85.

During 2014–15, the State Government launched further regional, metro and Chevron IFSP rounds to continue its support of SMEs.

Funding of \$1.4 million was committed to 79 companies throughout WA, with outcomes to be reported during the second half of 2015. With Chevron seeing the benefits of improving local company capability a range of other resources companies are likewise investigating the value of supporting IFSP company improvement initiatives through sponsorships.

Local Content

The department continued leading the implementation of the Western Australian Government Local Industry Participation Framework during 2014–15. Since the introduction of the Framework in July 2011, more than \$62.9 billion in publicly announced contracts has been awarded to local suppliers. It is estimated that these contracts have resulted in the maintenance or creation of nearly 223,924 employment positions, both directly and indirectly, within the State.

There are several elements to the Framework, including establishing formal dialogue with project proponents to better understand their procurement methodology and the strengths and weaknesses of local suppliers. This information has been essential in order to develop initiatives to assist local suppliers compete in an increasingly complex market.



\$62.9 billion

in publicly announced contracts has been awarded to local suppliers

creation of nearly
223,924
employment positions



WA Innovator of the Year

The WA Innovator of the Year program has showcased innovative and entrepreneurial individuals, businesses and creative minds since 2006. The program has benefited many of those who have participated as well as the broader community of Western Australia.

The program continues to promote a community that embraces and values innovation. At the heart of this success is the program's vision to support industry development by providing award winners with both a financial return and business skills training.

The Industry and Innovation Division successfully delivered the State's flagship program in 2014. The standing of the program amongst the business community is such that it continued to attract major private sponsorship.

Improving the diagnosis and management of patients with fatty liver conditions was the motivation for the 2014 WA Innovator of the Year Overall Winner, Resonance Health Ltd. The Claremont-based company was presented with the top prize for HepaFat-Scan® - a non-invasive technology that enables magnetic resonance imaging (MRI) scanners to measure the percentage of fat in the human liver.

The program continues in 2015 and was officially launched on 29 April 2015, supported by sponsors including Mitsubishi Corporation (Principal Sponsor); Woodside (Oil and Gas Encouragement Award sponsor); Perth Convention Bureau (Gold sponsor); and Business News, the federal Department of Industry and Science, Murfett Legal, Watermark Intellectual Asset Management and Wrays (Silver sponsors).

Case study

Industry Facilitation and Support Program

The Industry Facilitation and Support Program (IFSP) provides businesses with up to \$25,000 in matched funding to increase their competitiveness and productivity in major projects in Australia and overseas. IFSP funds have enabled businesses to undertake valuable operational improvements with the aim of equipping businesses to grow in an environment of increasing market pressures.

Launched in 2011 as an initiative of the State Government's Local Industry Participation Framework, the IFSP has resulted in more than \$208 million in contracts and 353 new employment opportunities, including 35 apprenticeships.

To date, six rounds have been facilitated by the Department of Commerce in conjunction with the Department of Regional Development, through the State Government's Royalties for Regions program, and Chevron Australia.



the IFSP has resulted in more than
\$208 million
in contracts

Corporate highlights

Corporate Services Division

The Corporate Services Division supports the department's outcomes by providing effective governance and policies and procedures for a range of activities.

Digitisation Project

The Commerce Digitisation Strategy is part of the department's Corporate Plan 2013–16, and a key initiative of the "Redefine Commerce" areas of focus for 2014–15. The aim of this project is to assist the Corporate Information branch to reduce the volume of paper associated with managing corporate records in the most efficient, practical and sustainable manner including:

- reducing paper source documents and where appropriate, use an electronic version;
- reducing operational costs associated with paper handling;
- reducing the accommodation cost for the storage of physical files within the department and off-site storage; and
- ensuring digitisation implementation complies with the [State Records Act 2000](#), the [Freedom of Information Act 1992](#), ISO and the State records standards, where required or appropriate.

Online complaints Lodgement

The department continues to make it easier for our stakeholders to register complaints with the department by bringing more of the divisions into an online lodgement framework. Most recently, the Building Commission implemented a new form available through the department's website to allow for the online lodgement of complaints.

EnergySafety Compliance Management

EnergySafety completed another phase of the project to develop an integrated Compliance Management System (CMS). During 2014–15 Stage One of the new CMS went live for both the Electrical and Gas directorates of the division, significantly reducing manual handling of a traditionally paper intensive process whilst at the same time incorporating tighter controls and improvements in management and reporting functions. Further integrations are planned during 2015–16 that create digital links with providers to simplify and streamline the processing still further.

Information and Communications Technology Relocation

Within the Corporate Services Division a significant proportion of 2014–15 was spent on appropriately planning and implementing the relocation of the department's divisions to three new office locations in Cannington, the Perth CBD and West Perth. The move also required the relocation of significant Information and Communications Technology (ICT) infrastructure including both the Production and Disaster Recovery data centres. This major undertaking was completed smoothly, without incident and no negative impact on the ICT services and support delivered to the department and its stakeholders.

Online Licence Renewals

The department continued to enable divisions to service their constituents by reducing red tape and allowing licences to be renewed online. WorkSafe Division's High Risk Work Licence renewals was the first system to go online and has been very successful to date with more than 15,000 renewals processed online for licence holders. EnergySafety and Building Commission are the most recent divisions to have enabled online renewals for some of their licence types with more than 6,500 renewals processed online since going live during 2014–15.

Office of the Director General

The Office of the Director General provides strategic and executive support to the Director General and the Corporate Executive.

Aboriginal and Torres Strait Islander employment

In 2014–15 the department continued in its commitment to the goals of its Aboriginal Employment Strategy 2013–15, which aims to create and sustain career opportunities and pathways for Aboriginal and Torres Strait Islander people within the department. In 2014–15 the department employed five Aboriginal trainees through the Public Sector Commission's Aboriginal Traineeship Program, four of whom successfully completed their traineeships. Two of the trainees have now secured a permanent position within the department with the remaining trainees obtaining employment elsewhere within the public sector or choosing to undertake further studies.

Internal Audit

The Internal Audit branch, located within the Office of the Director General, continued to assist the department evaluate and improve the effectiveness of its risk management, control and governance processes, thereby improving its overall operations. The Internal Audit branch provides independent analysis, appraisal and advice concerning a range of the department's functions, services and systems. Some of the activities undertaken by Internal Audit include

audits of the department's management information systems; assessment of compliance with legislative requirements and regulations and assessment of controls over accounting and financial records.

Key audits undertaken during 2014–15 included: several occupational licensing audits (high risk work licences, travel agents wind up audit, gas licensing, building surveyor renewals and demolition licensing); a property management audit; an audit of the department's payment controls (including procurement and the use of corporate credit cards); a comprehensive receipting controls audit at all locations; and an audit of the department's gifts, benefits and hospitality policies and processes.

Internal Audit was also involved in providing advice on the Consumer Protection Division's residential bonds reconciliation processes, the new Bonds Electronic Lodgements process and the Fraud Management framework.

Ministerial liaison

In 2014–15 the Office of the Director General's Ministerial Liaison Unit (MLU) processed 1,719 pieces of correspondence from the Minister's office, and coordinated answers to 78 Parliamentary questions. Additionally, analysis of the process improvements introduced in 2013–14 identified a number of areas where further efficiencies existed. The development of a central information source to assist the department with standardisation and ensure consistency in terms of both content and quality control of all Ministerial correspondence has commenced, and updated system email protocols have led to real time improvements in deadline management. A focus on continued improvement and process rationalisation has allowed the MLU to adapt to increasing demand in a challenging environment.

Connecting with customers

During the year, the Online Services and Publications and Campaigns branches of the division assisted in many enterprising Commerce projects, with highlights listed below.

To reduce manual processes within Commerce a focus was given to bringing more services online including enquiries to Labour Relations Wageline service; Labour Relation Knowledge Portal; complaints to the Building Commission about a regulated building service or a home building contract; disciplinary complaints to the Building Commission about a registered building service provider; consumer complaints to Consumer Protection about goods or services; and allowing Associations to enrol online to register with Commerce's Associations Online database. Work is also underway to integrate an eCommerce gateway for particular online processes.

Recognising the need to adapt and embrace changes in how the department communicates to clients, a departmental wide social media strategy was developed that is to be fully rolled out in the 2015–16 financial year. A number of websites were redeveloped and refreshed to improve their usability for our clients and to streamline their management, including 'Public Sector Safety' and 'INC a Guide for Incorporated Associations in Western Australia'.

Improvements were also made to commerce.wa.gov.au ensuring the department's primary communications tool continues to meet the expectations of all users for faster and more convenient interactions with the department. Work is also underway to refresh, redesign and redevelop the department's Intranet site to improve productivity and internal communications within the department. This project is expected to be completed next financial year.

The Publications and Campaigns branch developed and managed two EnergySafety community awareness campaigns; 'For Safety Sake' and 'Private power poles and lines on your property are your responsibility'. For Safety Sake was a two-week press and digital advertising

campaign in July 2014 that alerted the general community on the dangers associated with carbon monoxide, which can be produced by faulty, un-serviced gas heaters and other gas appliances. The campaign was launched to raise awareness following the deaths of two young children in Victoria from carbon monoxide poisoning. In October 2014, the four-week private power poles press and digital advertising campaign informed the public that the maintenance of private power poles is the owner's responsibility to inspect and remedy. The power pole campaign was in response to the Stoneville/Parkerville bushfires in January 2014 that were caused by the structural failure of a privately-owned power pole.

The branch also assisted in the department's delivery of a range of events including the Safety and Health Workshops, the Work Safety Awards and Executive Perspective breakfast for Safe Work October 2014; the Western Australian Industry and Export Awards 2014 and the Western Australian Consumer Protection Awards 2015 as well as 36 WorkSafe Plan presentations to businesses and enterprises.

During the year the division facilitated the distribution of more than 210,000 hard copy publications to the public and industry explaining relevant legislation, promoting safe practice at the home and workplace and providing information to both consumers and traders on their rights and obligations.



distribution of more than
210,000
hard copy publications to
the public and industry

Our people

The department employs a diverse range of talented people who work together to deliver its broad assortment of services to the Western Australian public.

As at 30 June 2015 the Department of Commerce employed 853 employees, which equated to 778 full time equivalent positions. Table 6 provides a summary of the department's profile for 2014–15.

Table 6: Department's comparative employment profile (FTEs) for 2013–14 (figures as at 30 June 2014) and 2014–15 (figures as at 30 June 2015)

Year	2013–14		
	Female	Male	Total
Category			
Permanent full time	340	345	685
Permanent part time	53	3	56
Fixed term full time	33	11	44
Fixed term part time	2	1	3
Total FTEs	428	360	788
Year	2014–15		
	Female	Male	Total
Category			
Permanent full time	305.6	323.5	629.1
Permanent part time	66.8	4.6	71.4
Fixed term full time	45.5	28	73.5
Fixed term part time	4.1	0	4.1
Total FTEs	422	356.1	778.1

2014–2015



356

Male employees



422

Female employees

Safe, Happy and Healthy Workplaces event

During 2014–15 the Office of the Director General delivered an event to over 60 attendees recognising Disability Awareness Week 2014. The event ‘Safe, Happy and Healthy Workplaces’ supported the department’s commitment to its Disability Access and Inclusion plan and the department’s goal of creating an inclusive and accessible environment for staff and customers with disability.

The department was awarded a grant from the Disability Services Commission for its event proposal and the event was a collaborative approach between the department, the Equal Opportunity Commission and the WA Association for Mental Health.

Workforce planning

Key workforce planning activities during the year included:

- the development of the department’s workforce and diversity plan for 2015–18;
- the continued production of the monthly CEO Dashboard which monitors the department’s performance over a range of key areas;
- the development of a quarterly Divisional Dashboard for the department’s divisions, which has been designed to assist the divisions to manage leave usage;
- a focus on leave management including a comprehensive six month review of leave usage and balances which assisted the department to reduce its leave liability; and
- the development of a number of new focus demographic profiles and the updating of a number of existing demographic profiles which are detailed below.

The following new focus demographic reports were developed:

- the turnover and tenure profile reviewed the department’s turnover and the demographics of separating employees since 2012–13, as well as the tenure of the department’s workforce;
- the classification profile compared changes to the department’s classification structure between 2011 and 2014;
- the flexible working arrangements profile examined the use of part time work, purchased leave, the deferred salary scheme, leave without pay and working from home; and
- the youth employment profile examined the employment and retention of staff aged under 25 years, including youth employment programs.

The following focus demographic reports which were developed during 2012–13 were updated with 2013–14 data:

- the age retirement and age profile reviewed age retirements and the demographics of retirees since 2005–06 and included age projections;
- the maternity leave profile examined the return and retention of staff using maternity leave since 2010–11;
- the cultural diversity profile considered the department’s employment of people from culturally diverse backgrounds from 2001–02, as well as examining the cultural diversity of Western Australia; and
- the equal employment opportunity (EEO) profile analysed the employment of people from EEO groups since 2001–02, including a comparison with the sector.

The various demographic reports highlighted a range of issues for the department. Some of the more pertinent findings and their potential impact upon the department are detailed below:

Tenure of the department's workforce

The average tenure of the department's workforce has been increasing. A longer tenure workforce has considerable advantages for an organisation as its employees have significant knowledge of organisational practices, history and culture. However, a higher tenured workforce highlights the importance of ensuring that employees remain current in their knowledge and skills, as well as valuing the fresh ideas and perspectives of new employees in order to support innovation.

Ageing workforce and age retirements

The department has an ageing workforce which is consistent with the trend across the WA public sector. The percentage of employees who have reached the minimum retirement age of 55 years has been gradually increasing. Furthermore, employees aged 55 years and older work at every classification level. While the average retirement age has increased, some employees have retired soon after reaching minimum retirement age and others have retired considerably later. These findings highlight the need for succession planning and show that no assumptions can be made by managers about the likely retirement age of individual employees.

The retraction in the public sector's operating budget, which has led to reduced opportunity for external recruitment, coupled with a lowering natural attrition rate, is also having an effect on the age profile of the department. This is predicted to present several challenges in the future with the need for the department to implement strategies to incorporate effective succession planning and to also minimise the potential loss of corporate knowledge as older employees retire from the workforce.

Employment of youth (under 25 years)

More than 40 per cent of youth employees have worked in the department for three years or longer. However, the department's rate of youth employment has been decreasing for a number of years, which is consistent with the WA public sector overall. Youth, even if they remain with the department, will in time move out of their age cohort into the 25 to 34 age category. For this reason, stabilising or increasing youth employment will be a challenge for the department in the coming years, with limited recruitment opportunities in a downsizing environment.



40 per cent

of youth employees have worked in the department for three years or longer

Flexible working arrangements

Research consistently shows that workplace flexibility is a significant benefit which is valued by both the current and available workforce. Two of the most commonly used flexible working arrangements used by the department's employees are part time work and purchased leave, with approximately 15 per cent of employees working part time and 13 per cent purchasing additional leave. Employees from all age categories and from Levels 1 to 9 used these flexible working arrangements. In an environment of change and budget pressures, flexible working arrangements are benefits that remain available to employees.

Equal employment opportunity

The department has a culturally diverse workforce with employees identifying 44 separate countries as their respective places of birth. The percentage of employees from culturally diverse backgrounds within the department has been higher than the Western Australian public sector average since 2012–13 and is close to the level in the Western Australian community (based on the 2011 census).

The percentage of employees with a disability has been higher within the department than the Western Australian public sector average since 2012–13 and is currently higher than the level in the Western Australian community (based on the 2011 census). Employees from culturally diverse backgrounds and employees with a disability have a lower turnover rate than the department's overall workforce.

Attraction and retention

The department aims to recruit, develop and retain high calibre, skilled and motivated people. Improved employment options have been developed to ensure that the needs of our talented employees are met while fulfilling our business needs. To attract and retain the best possible people, the department offers a range of employee benefits which include flexible working arrangements, work-life balance initiatives, a comprehensive health and wellness program, learning and development opportunities, and study assistance.

A revised Exit Survey and an Entry Survey were implemented during 2014–15, with reporting on the findings of the surveys to be undertaken in early 2015–16.

During June 2015, the department participated in the Public Sector Commission's employee perception survey. The findings of the survey will be used to develop human resource initiatives.

Valuing equity and diversity

The department acknowledges differences in the workforce and adapts work practices to create an inclusive environment in which diverse skills, perspectives and backgrounds are valued. The department aims to achieve an equitable and diverse workforce that is representative of the community at all levels of employment, and which enables employees to combine work and other responsibilities.

The key equity and diversity activities undertaken during the year included hosting a number of migrant work placements, promoting significant days and events and associated resources, and promoting the online cultural diversity training course (Diverse WA) which was developed by the Office of Multicultural Affairs.

Migrant work placements

For the first time in 2012–13 the department partnered with the Central Institute of Technology and provided three work placements to highly skilled recently arrived migrants who were participating in the Settlement Language Pathways to Employment and Training (SLPET) program. SLPET is an employment focused course designed to help students with their transition to work in Australia by providing the opportunity to undertake a work placement.

Due to the high calibre of the students and the success of the placements, three further placements were offered during 2014–15, with students from the program placed in the Office of the Director General, WorkSafe and the Building Commission divisions. The department's continued support of the SLPET program has been acknowledged by the Central Institute of Technology.

Aboriginal employment strategy

It is the department's commitment to empower, support and develop its people by respecting individuality and diversity, both internal and external to the organisation, as stated in the department's [Aboriginal Employment Strategy 2013–2015](#) (Aboriginal Employment Strategy). The department's approach is to create real work and career opportunities by guiding, mentoring and supporting Aboriginal and Torres Strait Islanders working in the department so that they can fully realise and achieve their abilities and goals. The Aboriginal Employment Strategy contains three key action areas: workplace environment; attraction and recruitment; and retention and career development.

Table 7: Summary of the key activities undertaken during 2014–15 in support of the department's Aboriginal Employment Strategy

Key action area: Workplace environment

- Employees have been encouraged to complete the Public Sector Commission's online cultural confidence training module Sharing Culture. This module is now a mandatory training requirement for new starters as part of the department's induction process.
- A flag stand containing the Australian Aboriginal and Torres Strait Islander flags was purchased and displayed in the Director General's meeting room.

Key action area: Attraction and recruitment

- Entry-level positions (level 1 and 2) within the department are advertised through the Aboriginal Workforce Development Centre to broaden the scope for attracting Aboriginal and Torres Strait Islander employees.
- The department is in the initial stages of reviewing a School Based Traineeship program to complement our current entry program. The program will recruit students from year 11 and they will complete a two-year traineeship with the department with the possibility of employment at successful completion of the traineeship.

Key action area: Retention and career development

- In 2014–15, the department had five Aboriginal trainees through the Public Sector Commission's Aboriginal Traineeship Program. Four of these trainees successfully completed their traineeships.
- An Aboriginal Employee Support Network and an Aboriginal Trainee Support Network have been established to provide an avenue for Aboriginal employees to provide support to each other and discuss the key issues around Aboriginal employment within the department.
- The department commenced an informal pilot mentoring program for Aboriginal and Torres Strait Islander employees.
- The department is currently collaborating with TAFE's and Universities to implement a career development program for current employees to increase our retention rate.

Department of Commerce Years of Service Awards

The department organised and facilitated Years of Service award ceremonies in late 2014 to acknowledge employees for their many years dedicated to serving the public. Employees with 20, 25, 30, 40 and 45 years in the public service were recognised and provided framed certificates acknowledging their dedication and loyalty to public service by the Hon Michael Mischin MLC, Attorney General and Minister for Commerce.



Employees

with 20, 25, 30, 40 and 45 years
in the public service were recognised
and provided framed certificates

Learning and development

Accountable and ethical decision making

First introduced to the department in the 2011–12 financial year, the online Accountable and Ethical Decision Making (AEDM) training course now forms a key part of the induction process for all new staff to the agency. As at June 30 2015, 98 per cent of all departmental staff have completed the AEDM training and assessment, while an additional 0.5 per cent of staff have commenced their training. The online training course covers six categories where public sector employees are required to display the most appropriate behaviour and comply with the accountability framework established by legislation and by Government.

The six categories are:

- personal behaviour;
- use of public resources;
- conflicts of interest;
- communication and official information;
- fraudulent and corrupt behaviour; and
- record keeping and use of information.

As the public sector workplace continues to grow in complexity and the roles and tasks being carried out within it become increasingly more diverse and challenging, the AEDM training supports staff in fulfilling their responsibilities as public sector employees.



98 per cent

of all departmental staff have completed the
AEDM training and assessment

Communicating with our employees

Employee committees

Effective workplace consultation relies on information sharing, access to facilities and training for all participants, and a commitment from both management and employee representatives to achieve workable and acceptable solutions to workplace issues. A joint consultative forum exists between workplace union delegates and the Director General, which meets every six weeks. During 2014–15 the department also had an Occupational Safety and Health Committee, Disability Access and Inclusion Committee, Reconciliation Action Plan Committee, Reconciliation Action Plan Sub-Committee and Substantive Equality Committee. Details of these disparate committees' activities during 2014–15 are provided in the [Disclosures and Legal Compliance](#) section of this report.

Support for charities and community groups

The department continued to provide ongoing support to local charities and community groups through a range of fundraising activities including casual dress days. During the past year, \$10,955.75 was raised and donated to the following 13 charities: the Wunun Foundation, Wanslea Foundation, Lifeline, Edmund Rice Camps WA, Heart Foundation WA, St Vincent de Paul Society, Rotary Team Challenge for the MS Society of WA, Domestic Violence Crisis Service via Bridging Communities on behalf of victim Tara Costigan, Soldier On Foundation, Legacy, Australian Red Cross for the Nepal Region Earthquake Appeal, Australian Indigenous Education Foundation and the Telethon Adventurers. In addition, individual employees also supported various community groups and charities such as St Vincent De Paul by donating goods and food for their Annual Christmas Appeal and also donating their time to the Telethon phone room over the Telethon weekend.

Employee services

Employee assistance

The department's Employee Assistance Program provides a range of personal and professional support services for all employees and their immediate families. This includes programs for the whole organisation as well as for specific situations such as traumatic workplace incidents.

In addition to providing personal, solution-focused professional assistance, which can include short term counselling, the employee assistance providers are also a resource for managers and team leaders and can assist them in effectively addressing challenging workplace issues.

Workplace Wellbeing

The department is committed to maintaining its employees' health, mental and social wellbeing, as well as their physical safety. To support this commitment the department has a comprehensive Wellbeing Program titled 'Work Safe, Work Well'. The program offers a variety of fun, cost-effective and holistic health and wellness initiatives which aim to encourage all staff to maintain a healthy and active lifestyle. The department's Wellbeing program supports work life balance to assist employees in dealing effectively with the stresses of everyday work and life problems.

Key initiatives conducted through the Wellbeing Program in 2014–15 included:

- body composition scans;
- R U OK pop up café;
- mini meditation sessions;
- Employee Assistance Program briefing sessions and onsite appointments;
- presentations (superwoman syndrome, brain fit);
- Wellbeing Expo;
- flu vaccinations;
- skin cancer checks;
- men's health BBQ;
- laughter yoga; and
- onsite exercise classes (ie pilates, yoga).