

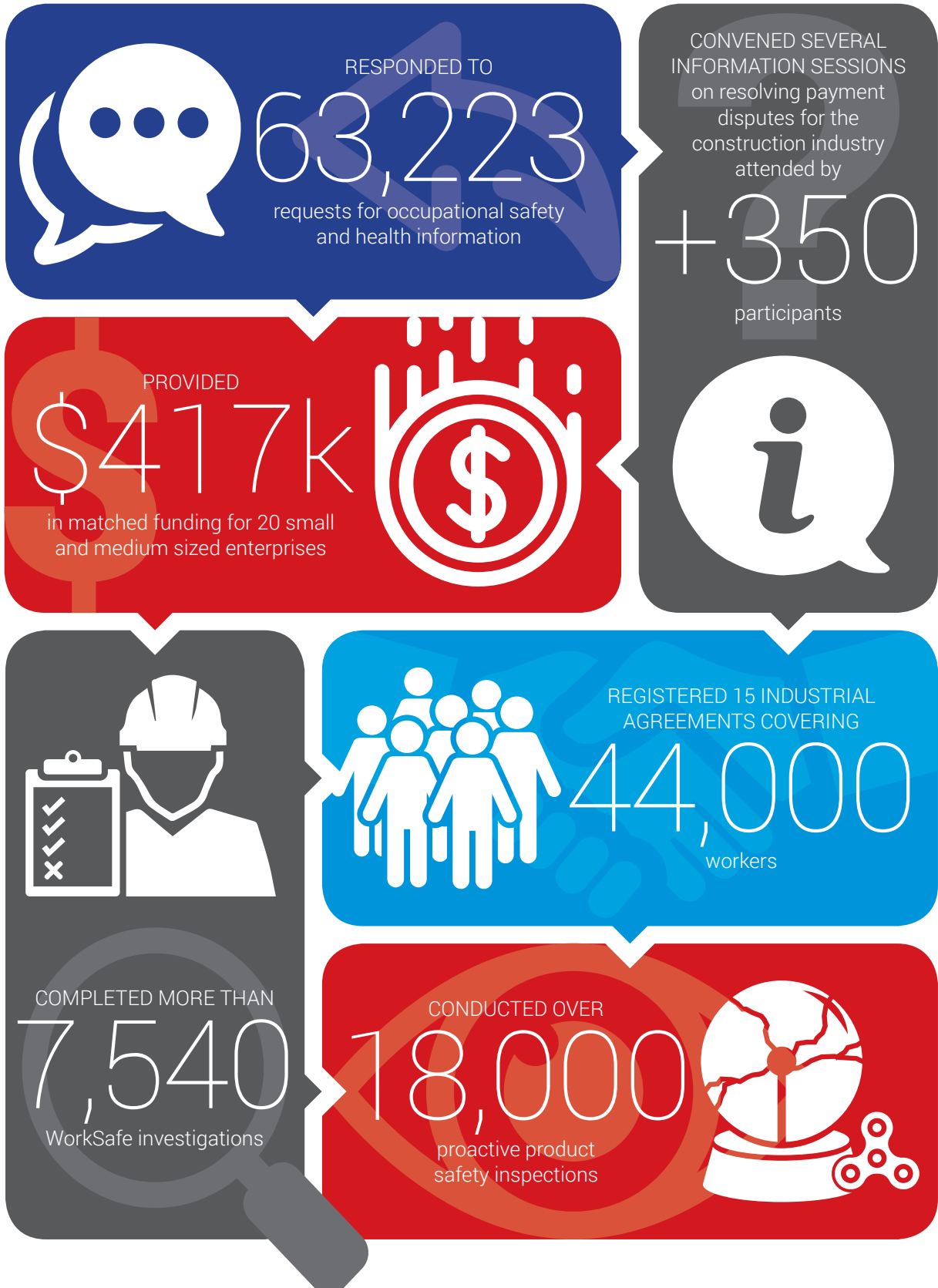
Overview

This section provides a review of the year, highlighting the Department of Commerce's broad strategic directions and priorities, key issues and achievements. The Overview section also details the services the department provides, its organisational structure during 2016–17, Ministerial arrangement, the legislation it was responsible for administering, its shared responsibilities and performance management framework.

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Year in numbers

In 2016–2017 we:



We won **3** AWARDS

2 eNotice wins the Most Effective Government Solution category

THE INCITE AWARDS
Inspiring ICT Innovation in Western Australia

promises annual productivity improvements of at least **\$1M** across industry

1 Winners at the 2016 Premiers Awards - Regional Mobile Communications Project (RMCP)

\$40M

RMCP was delivered through an innovative partnership with Telstra

113 deployed base stations

mobile voice and broadband coverage across **137,000 km²** of regional Western Australia

3 Platinum WorkSafe Plan Certificate of Achievement 2017

PLATINUM WorkSafe Plan Certificate of Achievement 2017

100%

- Management Commitment
- Consultation
- Training

99%

- Planning
- Hazard Management

Director General's Year in review



In its final 12 months of operation, the Department of Commerce (department) remained adaptive and flexible to suit the ever-changing environment in which it operates and meet

the many and varied needs of its customers.

Through its persistence towards achieving a productive, equitable and safe Western Australia, the vision in our new [Strategic Plan 2016–2020](#), the department accomplished a number of significant achievements during the year, even winning three awards, all of which is described in this report.

During 2016–17, a range of amendments to Acts administered by the department were made to remove unnecessary barriers to doing business and make life easier for the community and businesses. These changes to Consumer Protection legislation will reduce costs for licensed occupations, promote online licensing, and facilitate electronic communication for residential tenancy matters benefitting occupations including real estate agents, settlement agents, auctioneers and debt collectors.

By embracing technology and moving towards an online environment: EnergySafety produced eNotice, a web-based solution for the gas and electricity industry in Western Australia for lodging work notices; and WorkSafe launched a second stage for its new online reporting and injury notifications system. Both achievements have resulted in savings for both industry and Government, and I am delighted to report that in 2017 the department won an INCITE award at the WA Information Technology and Telecommunications Alliance for eNotice in the category of 'Most Effective Government Solution'.

Keeping the community informed about potential problems was another focus of the department during the year. Back in 2010–11, the Gas Appliance Rectification Programme survey was undertaken and approximately 900 poorly maintained gas installations in large blocks of

flats were identified. These were risk ranked and as at the end of June 2017, in conjunction with ATCO Gas Australia, 252 of these more serious multi-storey gas installations were completed and made safe. Intervening decisively and effectively when needed plays an important role in maintaining community trust. During the year, EnergySafety also continued to monitor energy network operators' asset management practices. This practice enabled the department to intervene if needed, to ensure energy network assets are maintained and refurbished in accordance with asset management strategies. Asset management strategies that are not adequate may lead to an upward trend in network incidents.

Another potential problem for the community on which the department maintained focus was the health and safety risks posed by non-conforming building products (NCBPs). A recent example of the risks that NCBPs can pose came to light in July 2016 with the detection of chrysotile asbestos in a roof panelling product at the new Perth Children's Hospital. Following this, the department commenced an independent audit on items of public concern relating in particular to asbestos, plumbing systems and fire safety. Additionally, Building Commission officers have been participating in a Senior Officer's Group which was set up by the Building Ministers Forum to focus on strategies for addressing NCBPs and report on ways to minimise the risks that are associated with the failure of building products to conform to relevant laws and regulations and at the point of import. Further to this, as part of the work of the Senior Officer's Group, the department is leading an independent research project to improve the evidence base relating to NCBPs to assist in determining the scale and prevalence of the problem. Work will continue in these areas into the next financial year.

The department's aspiration to deliver valuable solutions across Government was reflected in 2016–17 when: Labour Relations successfully implemented the then Government's Public Sector Wages Policy 2016 with 15 industrial agreements registered covering some 44,000 employees;

and the Regional Mobile Communications Project (RMCP), led by Industry Development, successfully provided reliable mobile voice and broadband coverage across 137,000 square kilometres of regional Western Australia for the first time. The RMCP, made possible by the State Government's Royalties for Regions, continued to change the way people live, learn, work and visit these regional areas by improving public safety and convenience, business productivity and social inclusion, and I am very pleased that the project won the Revitalising the Regions category at the 2016 Premier's Awards for Excellence in Public Sector Management.

Making it easier for community and industry to work with us has also been a focus throughout the year. An example of this is the department's licensing activities, formerly operating across four divisions across the department have been operating as a single team since February 2017. This interim structure allows the development of consistent service to licensees, particularly those holding multiple licenses from different licensing authorities.

The department has been working hard to foster a flexible, responsive and engaged workforce. By being progressive and innovative in our thinking, the department hoped to retain and attract high-calibre people. During 2016–17, the department: trialled a work-from-home initiative to increase employment satisfaction by enabling officers to manage their time and reduce travel impacts; recognised staff for continuous long service in Government with the Minister presenting them with a framed certificate and commemorative medallion; redesigned its performance development process to encourage a two-way conversation between managers and officers; and wherever possible removed, or at least minimised the requirement for experience in JDFs in order to reduce barriers for engaging a full range of diverse applicants.

So far in this section I have described some of the most significant achievements of the department, however on a personal level, I think the highlight of the year for me was the department obtaining the Platinum WorkSafe

Plan Certification of Achievement. This award was testament to the strong occupational safety and health culture within the department, so I congratulate the staff who worked so tirelessly to achieve this. Being recognised as the only Government agency with this level of certification is a true achievement and one of which we should be extremely proud.

Acknowledgements

Finally, I would like to recognise the hard work of Anne Driscoll, who led the department for several years until 12 May 2017. Many of the achievements described in this report are a testament to Anne's determination, leadership and focus. I thank her for the outstanding contribution she made during her tenure both as Director General and Commissioner for Consumer Protection and wish her all the best for the future.

I also want to commend the staff who were responsible for the many achievements and outcomes outlined in this Annual Report and who during the year, have continued to shine with their high levels of professionalism, integrity and desire to make a difference. Significantly, this report has been written at a time of major change within the Western Australian Public Sector and as such this is the final report of the department. I look forward to uniting and building strong relationships with our colleagues from the former Department of Mines and Petroleum with who we will be working together in the next financial year and beyond in the newly formed Department of Mines, Industry Regulation and Safety.

It gives me great pleasure to present to you the final annual report for the department, the Final Report 2016–17.

About the department

The department maintains a vital role in facilitating a business environment that is productive, innovative, fair and safe. It works to create a contemporary, diversified economy that provided for the growth, safety and protection of the Western Australian community. Developed in 2016, the department's Strategic Plan articulated the following vision, mission, success indicators and values.



Vision

A productive, equitable and safe Western Australia.



Mission

To be a trusted agency that enhances the wellbeing of our community and the growth of our State.

We are successful when

The Western Australian economy strengthens and diversifies

- Unnecessary barriers to doing business are removed
- The safety and protection of our community is maintained in an evolving environment

Commerce is a trusted go-to organisation

- We keep the community informed and people know about potential problems
- We deliver solutions Commerce-wide and across government
- We intervene decisively and effectively when needed

We are known for our engaged and progressive workforce

- Community and industry find us easy to work with
- People want to join us
- Our culture encourages our people to achieve their potential



We Value

- ✓ Putting our citizens first
- ✓ Taking responsibility
- ✓ Providing great service

- ✓ Trust and respect
- ✓ Innovative thinking
- ✓ Delivery with pride

Enabling legislation

The Department of Commerce was established as a department under section 35 of the [Public Sector Management Act 1994](#).

Responsible Minister

In 2016–17, prior to the State election held on 11 March 2017, the department was responsible to the Hon. Michael Mischin, MLC, Attorney General and Minister for Commerce. Following the State election the department was responsible to the Hon. William (Bill) Johnston, MLA, Minister for Mines and Petroleum; Commerce and Industrial Relations; Electoral Affairs; Asian Engagement, and in relation to defence issues, the Hon. Paul Papalia, CSC, MLC, Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests.

Services

The department delivers services through divisions that focus on particular areas of its responsibilities. The key functions of the department's seven divisions are as follows:

Building Commission

- register or licence builders, painters, building surveyors, plumbers and construction contracts adjudicators;
- audit and inspect registered building service providers, investigate breaches of legislation and provide a dispute resolution service;
- set and monitor standards for building and plumbing services;
- develop and provide industry policy and legislation; and
- provide information and advice for industry and consumers.

Consumer Protection

- provide information and advice to consumers and traders about their rights and responsibilities;
- help consumers resolve disputes with traders;
- monitor compliance with consumer protection legislation;
- investigate complaints about unfair trading practices;
- prosecute unscrupulous traders;
- regulate and licence a range of business activities; and
- develop, review and prepare amendments to legislation that protects consumers.

Corporate and Governance Services

- provide financial and administrative services;
- provide information technology support services;
- deliver human resource management services;
- coordinate risk and business continuity management;
- deliver corporate information services;
- provide corporate development services including policy development, performance evaluation and corporate reporting;
- provide internal audit services and undertake and assist in investigations as required; and
- coordinate the department's Aboriginal Employment Strategy.

EnergySafety

- administer electricity and gas technical safety legislation and provide policy and legislative advice to government;
- enforce safety and technical standards for electricity and gas networks;
- monitor reliability and quality of gas supplies and investigate consumer related complaints;
- set and enforce safety standards for consumers' electrical and gas installations and appliances;
- licence electrical contractors, electrical workers and gas fitters and carry out accident investigations; and
- promote electrical and gas safety in industry and the community.

Labour Relations and Industry Development

- responsible for the coordination, governance and management of public sector labour relations;
- lead agency in the development, implementation and application of Public Sector Wages Policy;
- provide policy and legislative advice to government;
- provide information and education services to private sector employees and employers on their employment rights and obligations;
- investigate complaints from employees about breaches of State awards, agreements and industrial laws;
- assist government to grow industries and deliver and capitalise on strategic projects;
- support the Technology and Industry Advisory Council;
- responsible for providing advice about the application of the Building Construction Industry (BCI) code to various government works agencies, building and construction industry participants, unions, employee representatives and others in the community; and
- undertake educative and compliance activities to monitor compliance and investigate alleged breaches of the BCI Code.

Office of the Director General

- support the Director General in managing the department's relationships with the Minister, the Executive Council, the Cabinet Office and Parliament;
- coordinate Ministerial services for the department; and
- provide support to the department's corporate governance committees, including the Corporate Executive Committee.

WorkSafe

- administer occupational safety and health legislation and provide policy and legislative advice to government;
- provide education and information to employers and employees to assist in preventing work-related injury and disease and improve work safety and health performance; and
- enforce occupational safety and health law and assist with the resolution of issues in workplaces.

Our Corporate Executive for 2016–17



Anne Driscoll
Director General (until 12 May 2017)

Anne Driscoll commenced in her role as Director General of the department in August 2015. Prior to this Anne was a member of the department's Corporate Executive as the Executive Director of the Consumer Protection Division for over seven years, where she also held the statutory position of Commissioner for Consumer Protection and Prices Commissioner.

Since graduating from The University of Western Australia with a Bachelor of Arts majoring in psychology and commerce, Anne has gained experience in numerous public sector roles. Before joining the department in 1999 as part of the Consumer Protection Division's executive management team, Anne worked in the employment and training sector for the Commonwealth Government for more than 20 years.

Anne was a member of the WorkCover WA Board, the Deputy Chair of the Commission for Occupational Safety and Health and also chaired the Property Industry Advisory and the Motor Vehicle Industry Advisory Committees.



Lex McCulloch
A/Director General (13 May 2017 – 30 June 2017)
Executive Director, WorkSafe Division, WorkSafe Western Australia
Commissioner

Following Anne Driscoll's departure from the department, Lex McCulloch acted in the Director General role from 13 May to 30 June 2017.

Lex commenced working at the department in February 2011 as the Executive Director of the WorkSafe Division and WorkSafe Western Australia Commissioner. He has a Social Work Degree from Curtin University and has been in the Western Australian public sector since 1978, when he joined the Department for Community Welfare in Moora.

Lex has worked in a variety of locations across the State including Derby, Kalgoorlie, Port Hedland and Perth. Lex's various roles in a number of government agencies have provided him with a range of experiences such as leading restructuring processes and delivering on significant projects, all of which have been aimed at improving the wellbeing of people in Western Australia.



David Hillyard

A/Executive Director, Consumer Protection Division, Commissioner for Consumer Protection

David Hillyard was appointed as Acting Executive Director of the Consumer Protection Division in December 2015; prior to this he was the Director of Consumer Protection's Retail and Services Directorate.

David has worked with Consumer Protection for over 35 years and has been in senior management roles where most recently he was responsible for the regulation of the retail and services industries, motor vehicle sales and repair industries, as well as the incorporated association and charity sectors. David was awarded the Public Service Medal for outstanding public service in the areas of consumer protection and fair trading in the 2011 Queen's Birthday Honour List announced by the Governor-General.



Peter Gow

Executive Director, Building Commission Division, Building Commissioner

Peter Gow was appointed as the Executive Director of the Building Commission Division in July 2009. Peter has degrees in Engineering and Arts from The University of Western Australia and has post graduate qualifications in management from Deakin University. He commenced his career as a structural engineer with the Public Works Department in Western Australia and has extensive experience in building design, construction and project management.

From project work, Peter specialised in construction contracts and dispute resolution. In 2003, Peter was appointed to head the Office of Policy and Planning in the Department of Housing and Works, where he was responsible for construction industry and housing policy, corporate development and strategic planning and building codes and regulation. Since July 2009, he has led the Building Commission Division to progress building regulation reform. Peter has served on the national Built Environment Industry Innovation Council, the board of the Australian Housing and Urban Research Institute and is the Western Australian Government representative on the Australian Building Codes Board.



Ken Bowron

Executive Director, EnergySafety Division, Director of Energy Safety

Ken Bowron is the Executive Director of the EnergySafety Division and holds the statutory position of Director of Energy Safety, which is responsible for all electricity and most gas-related technical safety regulation in the state. Ken has over 40 years' broad experience in the Western Australian energy industry.

His experience includes his tenure in the EnergySafety Division and executive roles in the supply of energy services to customers in metropolitan, rural and remote areas. He is an electrical engineer, with post-graduate business qualifications and is a professional coach. He has extensive regulatory, commercial, technical and managerial experience, ranging across the energy industry.



Kristin Berger

**Executive Director, Labour Relations and Industry Development Division
(until April 2017)**

Kristin Berger was appointed as the Executive Director of the Labour Relations and Industry Development Division in December 2016 after leading the Division in an acting capacity from January 2015, and the Public Sector Directorate of the Division since April 2012. Kristin holds a master's degree in Industrial Relations and Personnel Management from the University of London.

Kristin has more than 30 years' experience in the labour relations field working in industrial tribunals, unions, higher education and the public sector. Kristin has lectured at The University of Western Australia, Murdoch University and Edith Cowan University on Australian and international industrial relations, strategic human resource management and organisational behaviour and worked as a consultant providing industrial relations and human resource management services for various State and federal public sector agencies. She joined the department in 2002.



Sandy Newby

**A/Executive Director, Labour Relations and Industry Development Division
(from 18 April 2017)**

Sandy Newby was appointed as the Acting Executive Director of the Labour Relations Division in April 2017 after leading the Public Sector Directorate of the Division since 2014.

Sandy has more than 20 years' experience in the labour relations field, with experience in both the union and management environment, and in particular, management of public sector industrial and employee relations.



Ian Munns

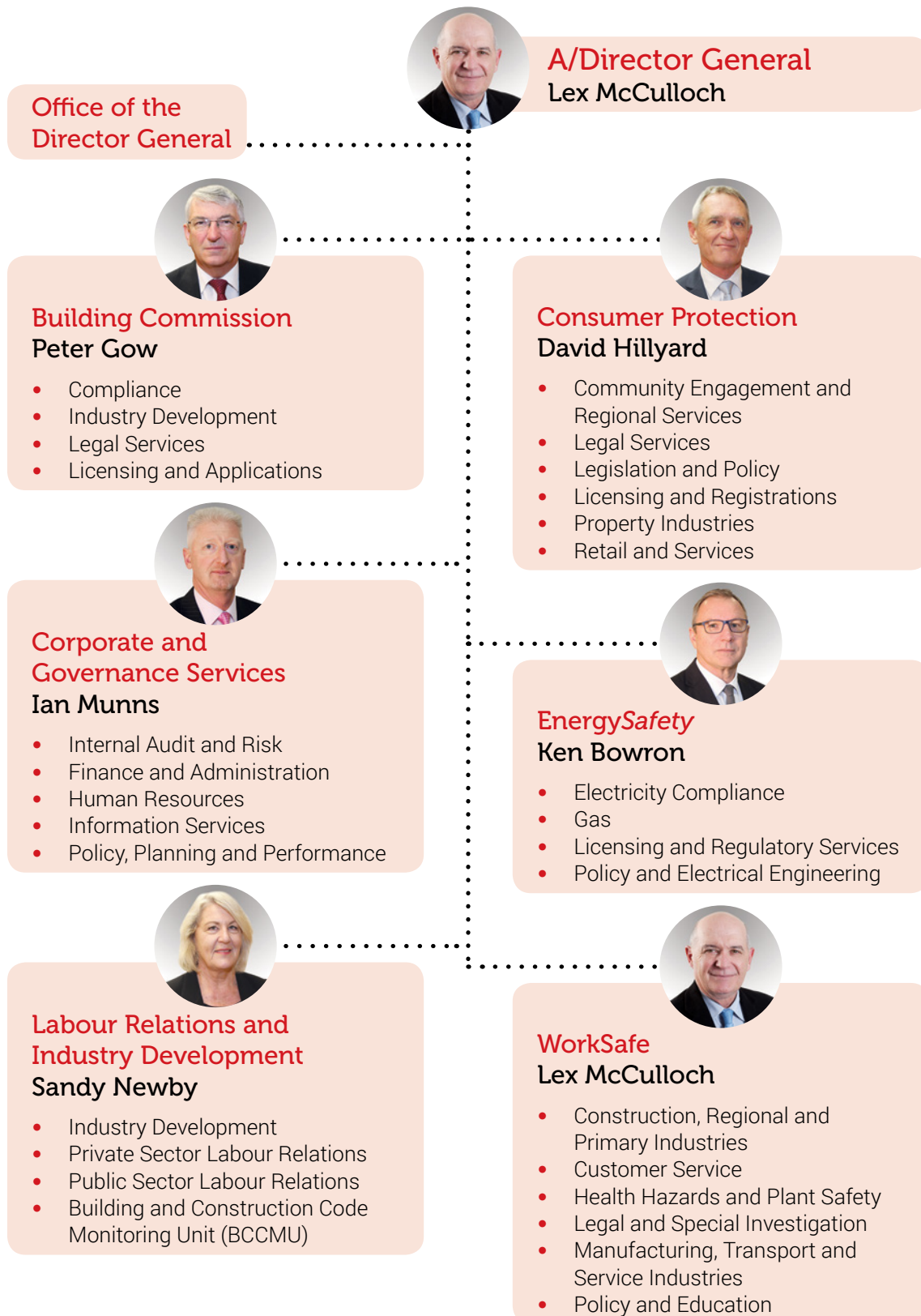
Executive Director, Corporate and Governance Services Division

Ian Munns commenced in his position as Executive Director, Corporate Services in February 2016. He has previously worked for the department as the Director of Policy and Education in the WorkSafe Division for a period of five years.

Ian has worked for 24 years in a variety of roles in the Australian Public Sector. Over his career, he has been involved in a diverse range of activities ranging from undertaking compliance activities through to several positions as a national manager for functions within a Commonwealth department.

Operational structure

As at 30 June 2017



Our regional services

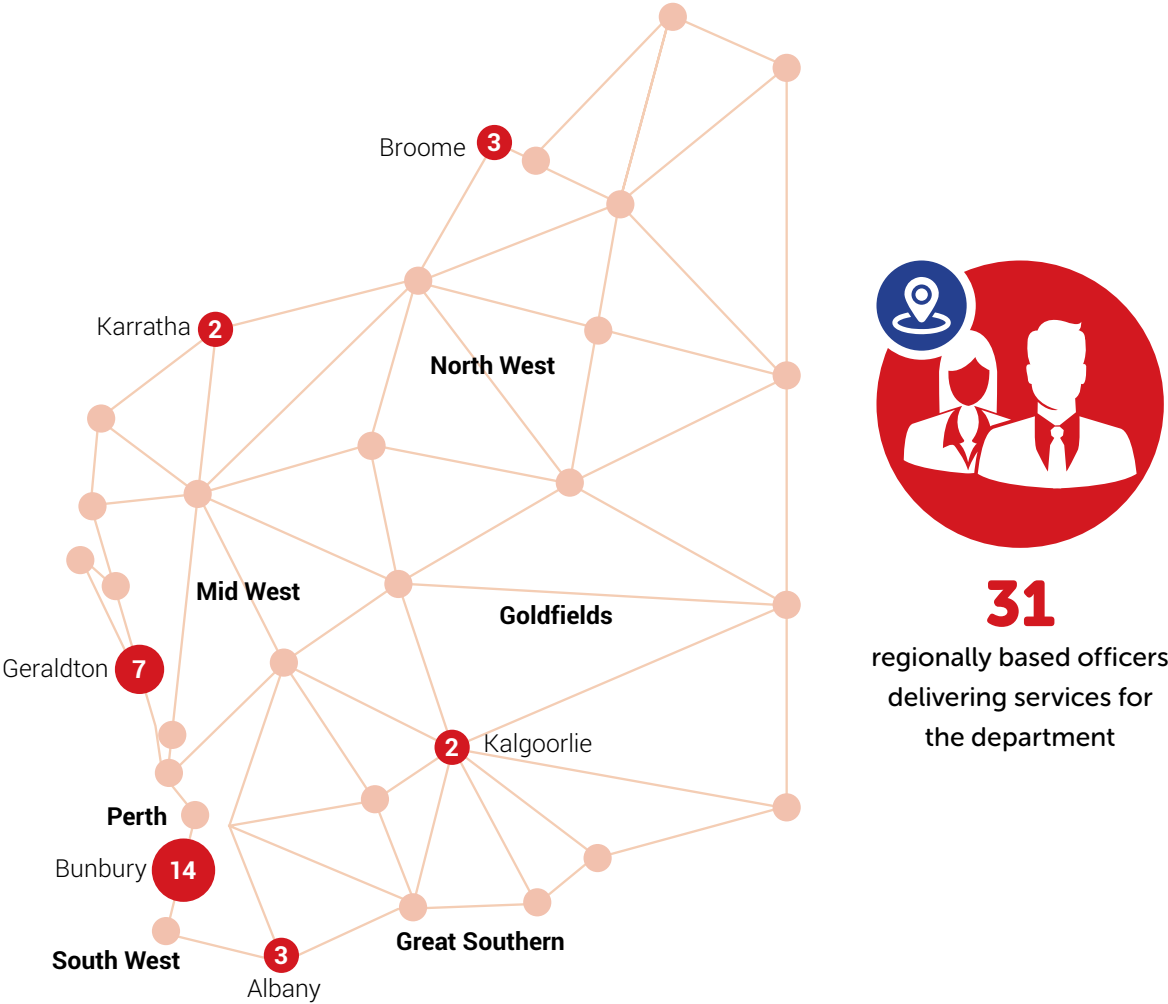


Figure 1: Location of regional offices

The department has offices located in Albany, Broome, Bunbury, Geraldton, Kalgoorlie, and Karratha that provides a range of services to regional Western Australians (Figure 1, Location of regional offices). As at 30 June 2017, there were 31 regionally based officers delivering services for the various divisions of the department. Services to regional areas and communities are supplemented by division specific initiatives to meet identified needs or to support core operational activities. These activities can result in specialist employees operating in the regions.

A service delivery arrangement exists between the State of Western Australia and the Commonwealth for the delivery of a range of services to Christmas Island and the Cocos (Keeling) Islands. These services to the Indian Ocean Territories were fully funded by and performed on behalf of the Commonwealth Government under enabling legislation.

During the reporting period the department undertook a program of co-locations with other agencies in three of our regional locations to achieve efficiencies in accommodation costs. In July the department co-located with the Department of Finance in Broome; in November the department co-located with ten other agencies into the purpose built facility known as 'The Quarter' in Karratha; and in December the Department of Agriculture and Food co-located in to the department's premises in Kalgoorlie.

Administered legislation

During the 2016–2017 financial year, the department administered 78 Acts of Parliament, listed below.

[Architects Act 2004](#)
[Associations Incorporation Act 2015](#)
[Auction Sales Act 1973](#)
[Building Act 2011](#)
[Building Services \(Complaint Resolution and Administration\) Act 2011](#)
[Building Services \(Registration\) Act 2011](#)
[Building Services Levy Act 2011](#)
[Business Names \(Commonwealth Powers\) Act 2012](#)
[Business Names Act 1962](#)
[Charitable Collections Act 1946](#)
[Chattel Securities Act 1987](#)
[Churches of Christ, Scientist, Incorporation Act 1961](#)
[Commercial Tenancy \(Retail Shops\) Agreements Act 1985](#)
[Competition Policy Reform \(Taxing\) Act 1996](#)
[Competition Policy Reform \(Western Australia\) Act 1996](#)
[Conspiracy and Protection of Property Act 1900](#)
[Construction Contracts Act 2004](#)
[Construction Industry Portable Paid Long Service Leave Act 1985](#)
[Consumer Affairs Act 1971](#) (expired 22/10/2016)
[Co-operatives Act 2009](#)
[Credit \(Administration\) Act 1984](#)
[Credit \(Commonwealth Powers\) Act 2010](#)
[Credit \(Commonwealth Powers\) \(Transitional and Consequential Provisions\) Act 2010](#)
[Credit Act 1984](#)
[Debt Collectors Licensing Act 1964](#)
[Decimal Currency Act 1965](#)
[Disposal of Uncollected Goods Act 1970](#)
[Distress for Rent Abolition Act 1936](#)
[Dividing Fences Act 1961](#)
[Electricity Act 1945](#)
[Employment Agents Act 1976](#)
[Employment Dispute Resolution Act 2008](#)
[Energy Coordination Act 1994 \(Part 2 and 3\)](#)
[Energy Safety Act 2006](#)
[Energy Safety Levy Act 2006](#)
[Fair Trading Act 1987](#) (expired 22/10/2016)
[Fair Trading Act 2010](#)
[Finance Brokers Control Act 1975](#)
[Fremantle Buffalo Club \(Incorporated\) Act 1964](#)
[Gas Standards Act 1972](#)
[Gas Supply \(Gas Quality Specifications\) Act 2009 \(Part 5, Division 2\)](#)
[Growers Charge Act 1940](#)
[Hire Purchase Act 1959](#)
[Home Building Contracts Act 1991](#)
[Industrial Relations Act 1979](#)
[Industry and Technology Development Act 1998](#)
[Labour Relations Reform Act 2002](#) (included in Statutes (Repeals) Bill 2016 for repeal, but not passed)
[Land Valuers Licensing Act 1978](#)
[Law Reform \(Common Employment\) Act 1951](#)
[Limited Partnership Act 2016](#)
[Long Service Leave Act 1958](#)
[Metric Conversion Act 1972](#)
[Minimum Conditions of Employment Act 1993](#)
[Motor Vehicle Dealers Act 1973](#)
[Motor Vehicle Repairers Act 2003](#)
[New Tax System Price Exploitation Code \(Taxing\) Act 1999](#)
[New Tax System Price Exploitation Code \(Western Australia\) Act 1999](#)
[Occupational Safety and Health Act 1984](#)
[Personal Property Securities \(Commonwealth Laws\) Act 2011](#)
[Petroleum Products Pricing Act 1983](#)
[Petroleum Retailers Rights and Liabilities Act 1982](#)
[Plumbers Licensing Act 1995](#)
[Public and Bank Holidays Act 1972](#)
[Real Estate and Business Agents Act 1978](#)
[Residential Parks \(Long-Stay Tenants\) Act 2006](#)
[Residential Tenancies Act 1987](#)
[Retail Trading Hours Act 1987](#)
[Retirement Villages Act 1992](#)
[Sale of Goods Act 1895](#)
[Sale of Goods \(Vienna Convention\) Act 1986](#)
[Settlement Agents Act 1981](#)
[Street Collections \(Regulation\) Act 1940](#)
[Sunday Entertainments Act 1979](#)
[Transfer of Incorporation \(HBF and HIF\) Act 2009](#)
[Travel Agents Act 1985](#) (expired 25/01/2017)
[Western Australian Aged Sailors, Soldiers and Airmen's Relief Fund Act 1932](#)
[Western Australian Products Symbol Act 1972](#)
[Workforce Reform Act 2014](#)

Performance management framework

Outcome based management framework

Table 1 below illustrates the relationship in 2016–17 between the department’s services and desired outcomes and the Government’s goals to which it contributed.

Table 1: Relationship to the Government’s goals: 2016–17 outcome based management framework

Government Goals	Agency Level Desired Outcomes	Services
Results-Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	Outcome 1: A fair trading environment that protects consumers and traders in Western Australia.	Service 1: Consumer Protection The provision of consumer protection advice, information, education and business regulation services to the Western Australian community.
	Outcome 3: Community in which the use of electricity and gas is regulated and safe.	Service 3: Energy Safety The provision of regulatory services to the Western Australian community through licensing and compliance activities in the area of energy safety.
Financial and Economic Responsibility: Responsibly managing the State’s finances through the efficient and effective delivery of services, encouraging economic activity and reducing regulatory burdens on the private sector.	Outcome 2: Western Australian industry is competitive in targeted priority and emerging sectors.	Service 2: Targeted Industry Development Contributes to the State’s economy by supporting industry development. Services include: <ul style="list-style-type: none"> • supporting industry development through research and infrastructure; • supporting Western Australian industry competitiveness, capacity and capabilities and access to market opportunities; and • providing policy development advice.
	Outcome 6: Buildings and plumbing installations that are safe, sustainable and respond to community needs.	Service 6: Building Commission The provision of government administration, licensing, regulatory and dispute resolution services that enable the building and plumbing industries to efficiently deliver building and plumbing installations that are safe, sustainable and respond to community needs.
Social and Environmental Responsibility: Ensuring that economic activity is managed in a socially and environmentally responsible manner for the long-term benefit of the State.	Outcome 4: Shape and influence industrial relations systems in Western Australia.	Service 4: Labour Relations To assist private and public sector workplaces to be economically sustainable and fair by providing our stakeholders and clients with expert labour relations advice, education and regulation.
	Outcome 5: A workplace operated in a safe and healthy manner.	Service 5: WorkSafe The provision of advice, information, education, licensing and enforcement services to the Western Australian community in the area of occupational safety and health.

Changes to the outcome based management framework

A review of the department’s OBM framework was undertaken during 2016–17 and as a result of this review amendments were made to the definitions and related efficiency indicators for Service 2 and Service 6. Additionally, the methodology used to determine the WorkSafe efficiency indicator *Average cost per inspection or investigation* was revised to more accurately reflect the costing of this indicator.

Shared responsibilities

The department contributed to the delivery of a number of whole of government and cross-agency initiatives. These initiatives had shared accountability for their successful implementation. The shared responsibilities with other agencies, detailed in Table 2, are reported against the 2016–17 Resource Agreement established between the responsible Minister, Director General and Treasurer.

Table 2: Shared responsibilities with other agencies in 2016–17

Initiative	Managing Fatigue in the Commercial Vehicle Sector	
Related outcome	A workplace operated in a safe and healthy manner.	
Contributing agencies	<ul style="list-style-type: none"> • Department of Commerce (WorkSafe Division) • Western Australia Police • Department of Transport • Explosives and Dangerous Goods section of Resources Safety at the Department of Mines and Petroleum. 	
Report against target	Target:	Participation in four joint AUSTRANS road block operations.
	Result:	Four AUSTRANS targeted roadblock operations were carried out on the border in regional areas. WorkSafe did not participate in these operations. Alternatively, a total of 240 proactive stops were planned for 2016–17 as part of a separate project for Fatigue and Isolated Drivers in the Commercial Vehicle Sector. This is a collaborative project involving the Department of Commerce (WorkSafe Division), Western Australia Police, and Main Roads Western Australia. This target was narrowly missed having completed 219 proactive stops/investigations including follow-ups.
Initiative	Project Sunbird	
Related outcome	Reduction of community harm through identification of scam victims; intervention to stop the flow of funds to cyber-crime; intelligence of emerging scams to warn Western Australians and assist in prosecution of offenders.	
Contributing agencies	<ul style="list-style-type: none"> • Department of Commerce (Consumer Protection Division) • Western Australia Police Major Fraud Squad 	
Report against target	Target:	The aim of Project Sunbird is to educate consumers on emerging scams and issue warnings through ScamNet, community presentations, media releases, and intervention. This is achieved through collaboration with relevant businesses and community organisations to reduce scam losses and provide support to victims. Networks are maintained with relevant State, National and International agencies to strengthen effectiveness of fraud prevention measures.
	Result:	In the 2016–17 financial year, the total number of first and second letters sent was 344 and 168 respectively.

Initiative	Harmonisation of Government Use of Radio in 400Mhz Band
Related outcome	As lead agency, agree with 70 contributing agencies to implement a plan to harmonise 10,000 radio licences, in accordance with the government use of radio communications.
Contributing agencies	<ul style="list-style-type: none"> • Department of Commerce (Labour Relations and Industry Development Division) • Western Australia Police • Department of Fire and Emergency Services • Department of Parks and Wildlife • Department of the Premier and Cabinet • St John Ambulance Western Australia • Western Power • Surf Life Saving • Water Corporation • Several Local Councils
Report against target	<p>Facilitate compliance by Western Australian Government users with 400Mhz Band Plan Transition.</p> <p>Target: Transition Plan for government users will be implemented in accordance with Australian Communications and Media Authority guidelines and staged financial transitional arrangements.</p>
	<p>Result: The majority of State Government agencies completed the milestone of transitioning to the harmonised government spectrum by the 31 December 2015 deadline. For those agencies that are still to comply, an extension or exception has been granted by the Australian Communications and Media Authority.</p>

Initiative	The Regional Telecommunications Project
Related outcome	As contracting agency, action the Regional Telecommunications Project obligations established with the Department of Regional Development
Contributing agencies	<ul style="list-style-type: none"> • Department of Commerce (Labour Relations and Industry Development Division) • Department of Regional Development • Department of Parks and Wildlife • Department of Fire and Emergency Services • Western Australia Police • Department of Lands • Department of Finance • Regional Development Commissions
Report against target	<p><i>Target:</i> Continue the delivery of 132 mobile phone towers co-funded by round 1 of the Commonwealth's Mobile Black Spot Program and the State's Regional Telecommunications Project. Nominations for additional Western Australia black spots to be considered under round 2 of the Mobile Black Spot Program with an additional \$60 million in funding announced for round 2 in June 2015.</p> <hr style="border-top: 1px dotted red;"/> <p><i>Result:</i> A total of 62 mobile phone towers out of the 132 have been switched on to date. A further 78 mobile phone towers will be invested in regional Western Australia under round 2 of the Commonwealth's Mobile Black Spot Program and the State Governments Regional Telecommunications Project. To be completed end of 2018.</p>