

Agency performance

This section reports on the department's performance during 2015–16 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.

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Resource Agreement

The Resource Agreement 2015–16 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. 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 2015–16 financial year is provided in the [Disclosures and Legal Compliance](#) section of this report. A summary of the department’s performance against whole-of-government and cross-agency initiatives, as contained in the 2015–16 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 2015–16 financial year is outlined in the below table.

Table 3: Actual Results versus Budget Targets

Financial Targets	2015–16 Target ⁽¹⁾ \$'000	2015–16 Actual ⁽²⁾ \$'000	Variation \$'000	Explanation of variance
Total cost of services (expense limit) (<i>sourced from Statement of Comprehensive Income</i>)	156,366	141,432	(14,934)	This variation is due a number of factors, including: staff departures through voluntary severances; Public Sector Workforce Renewal Budget reductions; public sector recruitment freeze for the last six months of the financial year; savings achieved in reduction of supplies and services costs following the Agency Expenditure Review; and delays in the completion of milestones in the Royalties for Regions Program and the consequent progress payments.
Net cost of services (<i>sourced from Statement of Comprehensive Income</i>)	73,354	63,022	(10,332)	This variation is mainly due to cost of services being under target as identified above partly offset by a shortfall against target for revenues from the agent trust accounts held under the Real Estate and Settlement Agent Acts, and lower than expected revenues from the Building Services Levy.
Total equity (<i>sourced from Statement of Financial Position</i>)	238,542	248,552	10,010	The improved equity position arises mainly from the achievement of reduced cost of services as outlined above.

Financial Targets	2015–16 Target ⁽¹⁾ \$'000	2015–16 Actual ⁽²⁾ \$'000	Variation \$'000	Explanation of variance
Net increase/ (decrease) in cash held (<i>sourced from Statement of Cash Flows</i>)	(31,092)	(19,640)	11,452	This variation is due a number of factors, including: staff departures through voluntary severances; Public Sector Workforce Renewal Budget reductions; public sector recruitment freeze for the last six months of the financial year; savings achieved in reduction of supplies and services costs following the Agency Expenditure Review (AER); and delays in the completion of milestones in the Royalties for Regions Program and the consequent progress payments.
Approved salary expense level	82,621	75,183	(7,438)	This variation is mainly due to combined impacts of the staff departures through voluntary severances, the Public Sector Workforce Renewal Budget reductions and the public sector recruitment freeze for the last six months of the financial year.

(1) The financial parameters were updated to reflect the impact of decisions after the 2015–16 Mid-year Review.

(2) As specified in the [Financial Statements](#) section of this report.

Working Cash Targets	2015–16 Agreed Limit \$'000	2015–16 Target ⁽¹⁾ Actual ⁽²⁾ \$'000	Variation \$'000
Agreed Working Cash Limit (at Budget)	8,094	7,761	N/A
Agreed Working Cash Limit (at Actuals)	7,761	7,048	(713)

(1) Target reflects the agency's anticipated working cash for the relevant financial year.

(2) Actual reflects the actual working cash held at the close of the financial year.

Summary of Key Performance Indicators

The department's non-financial performance against the key effectiveness and efficiency indicators, as detailed in the 2015–16 Resource Agreement, is summarised below.

Table 4: Results for the 2015–16 key effectiveness indicators

Effectiveness Indicator	Target ⁽¹⁾	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.	95%	95%	-	
Outcome 2: Western Australian industry is competitive in targeted priority and emerging sectors.				
Extent to which clients and key stakeholders consider that the division's services contribute to innovative industry development.	75%	88%	13%	When setting the target there was the expectation that lower staff levels would result in lower stakeholder satisfaction levels. Whilst staff numbers were reduced, new operating models evolved and the anticipated reduction in satisfaction levels did not eventuate.
Outcome 3: Community in which the use of electricity and gas is regulated and safe.				
The number of electricity-related serious injuries and fatalities per million population.	Nil	3.05		Refer to Key Performance Indicator in Disclosures and legal compliance section (page 130).
The number of gas-related serious injuries and fatalities per million population.	Nil	4.57		
Outcome 4: Shape and influence industrial relations systems in Western Australia.				
The extent to which employers comply with the requirements of labour relations laws.	67%	58%	9%	
Outcome 5: A workplace operated in a safe and healthy manner.				
The extent to which workplaces meet occupational safety and health criteria in priority areas (to indicate that workplaces are operated in a safe and healthy manner).	72%	73%	1%	
Outcome 6: The extent to which building service providers comply with regulatory requirements.				
The extent to which building service providers comply with regulatory requirements.	N/A ⁽²⁾	78%	-	

(1) The Target figures were derived from the 2016–17 Budget Papers as these reflect the outcomes of the AER and refinement of the costing allocation model.

(2) This is a new indicator implemented as part of the 2016–17 Budget Papers process and as such there is no '2015–16 Target' figure.

Table 5: Results for the 2015–16 key efficiency indicators

Efficiency Indicator	Target ⁽¹⁾	Actual	Variation	Explanation of variance
Service 1: Consumer Protection				
Average cost per client contact to provide information and advice	\$2.90	\$1.62	\$1.28	This variance is due to client contacts increasing significantly primarily as a result of an unexpected change in the weekly price cycle of Perth's petrol prices in June 2015. Visitors to the FuelWatch website have increased significantly since that time.
Average cost per policy project	\$274,621	\$244,789	\$29,832	Refer to Key Performance Indicator in Disclosures and legal compliance section (page 126).
Average cost per inspection or investigation	\$632.79	\$365.47	\$267.32	Since setting the target a decision was made to specifically focus on product safety and bait advertising, which led to the number for both product safety and bait advertising inspections increasing significantly. There were also minor increases in some other inspection areas which contributed to the overall variance.
Average cost per registration or licence	\$17.17	\$11.88	\$5.29	This variance is due to a significant reduction in expenditure linked to decreasing costs realised from bonds online and continuing efficiencies in licensing processes and impacts from reduced staffing capacity in the 2015–16 year.
Service 2: Industry and Technology				
Average cost per industry and technology project managed	\$255,382	\$246,296	\$9,086	
Service 3: Energy Safety				
Average cost of regulatory services	\$6,393	\$3,887	\$2,507	Since setting the target there were less major investigations on hand which saw a subsequent increased focus in the area of compliance inspections.
Average cost of provision of licensing services	\$33.01	\$30.30	\$2.71	
Service 4: Labour Relations				
Average cost per hour of policy advice	\$153.50	\$177.63	\$24.13	Refer to Key Performance Indicator in Disclosures and legal compliance section (page 133).
Average cost per client contact to provide information and advice	\$2.56	\$2.70	\$0.14	

Efficiency Indicator	Target ⁽¹⁾	Actual	Variation	Explanation of variance
Average cost per inspection or Investigation	\$7,052	\$7,524	\$471.82	
Service 5: WorkSafe				
Average cost per client contact to provide information and advice	\$3.61	\$3.34	\$0.27	
Average cost per inspection or investigation	\$551.99	\$539.20	\$12.79	
Average cost per registration or licence	\$77.89	\$86.47	\$8.58	Although there was a reduction in expenditure there was a greater reduction in licences issued, as the number of licences issued during the year was impacted by the construction phase of major infrastructure projects drawing to a close and the slowing building construction activity.
Service 6: Building Commission				
Average cost per audit, inspection or investigation	\$2,000	\$2,432	\$432	Due to the introduction of the proactive audit program which increased the number of audits undertaken (each proactive audit is more complex and longer to complete than simple inspections) which led to an overall decrease of the total number of audit, inspections or investigations undertaken during 2015–16.
Average cost per registration or licence issued	\$783.50	\$660.65	\$122.85	This variance is mainly due to the increase in registrations and licences issued during 2015–16. When setting the target it was anticipated that there would be fewer applications for registration and licences, which was not the case.
Average time to resolve a complaint	20 weeks	27.2 weeks	7.2 weeks	The department set a stretch target of 20 weeks. During 2015–16 caseloads increased and staff availability decreased and a focused effort was made to deal with aged matters, resulting in a higher number of aged matters being closed some of which are more complex in nature and took longer in duration, this has a significant impact on the overall timeliness.

(1) The Target figures were derived from the 2016–17 Budget Papers as these reflect the outcomes of the AER and refinement of the costing allocation model.

Report on performance/operational highlights

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.

Review of Consumer Protection laws

Consumer Protection continued its comprehensive program of legislative review and reform during 2015–16. A consultation paper is being finalised outlining possible options for reforming the [Residential Tenancies Act 1987](#) (the RT Act) to address interaction between the requirements of the RT Act and family violence orders, in line with recommendations of the Law Reform Commission.

Following wide ranging consultation with stakeholders regarding the need for specific laws to regulate boarding and lodging a draft Consultation Regulatory Impact Statement was prepared and will be released for broad public consultation early in the 2016–17 financial year.

A comprehensive consultation process regarding proposed changes to the [Residential Parks \(Long-stay Tenants\) Act 2006](#) (the RP Act) was undertaken, which will provide the basis for recommendations for amendments to the RP Act.

A Bill to repeal and replace the [Limited Partnerships Act 1909](#) was drafted and released for stakeholder comment, in preparation for introduction into Parliament later in 2016.

The extensive review of the [Motor Vehicle Dealers Act 1973](#) and the [Motor Vehicle Repairers Act 2003](#) reached its second stage during 2015–16 with release of a Consultation Regulatory Impact Statement for stakeholder feedback, which will shape the recommendations for reform of the legislation.

Responses to a discussion paper released during 2015–16 confirmed stakeholder support for reform of the [Employment Agents Act 1976](#) leading to Cabinet approval for drafting of an amendment Bill.

Case Study

Consumer compensation for rent-to-buy

Three groups of consumers who agreed to take part in rent-to-buy deals in order to purchase property will receive a total of \$70,000 in compensation. The promoter of the deals, Presto Property Solutions Pty Ltd, admitted making false and misleading representations to the three prospective buyers/tenants that the promoter owned the properties and no bank loan would be required for the purchase. Such misrepresentations breach the Australian Consumer Law.



\$70,000

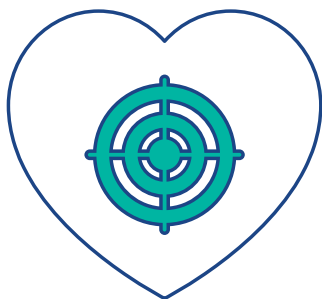
consumer compensation for rent-to-buy

Rent-to-buy schemes target people who do not qualify for home loans through traditional means. Buyers agree to pay rent to the seller in return for being able to purchase the property at a later date. The deal usually involves paying a substantial deposit as well as additional regular payments above the rent, which is intended to go towards eventual purchase of the property.

Continued focus on scams

A 55 per cent reduction in losses during 2015, compared with 2014, from romance and relationship scams may be evidence that people are becoming more 'scam smart'. Fewer people are falling victim and smaller amounts of money are being lost. Project Sunbird, a joint initiative of Consumer Protection and the Western Australia Police Major Fraud Squad, along with other government authorities, continues to fight the scourge of scams and consumer fraud. One of the strategies of Project Sunbird to reduce scam losses has been the sending of letters to people who are transferring money to countries which are known hotspots for fraud activity, and warning them that they may be a victim of a scam. Data obtained for Project Sunbird showed that 72 per cent of scam victims who received the first letter from Project Sunbird in 2015 stopped sending more money immediately, while a further 50 per cent of victims who received a second letter also stopped sending money to scammers – a rise compared to 2014.

Every reduction in losses denies scammers financial gain from their criminal activities. Despite an overall reduction in losses, some categories of scams increased during 2015. These were accommodation scams, rebate and refund scams and tax debt scams.



55 per cent

reduction in losses during 2015, compared with 2014, from romance and relationship scams

Case Study

Stopping investment fraud

In 2015 the Consumer Protection Division issued a warning to the Western Australian public not to deal with Gerardus (Gerry) Jorissen, who had been responsible for sending at least \$200,000 of other people's money to overseas fraudsters under the guise of an investment scheme. The Commissioner for Consumer Protection initiated action to prevent Mr Jorissen, a victim of fraud, presenting a financial risk to other members of the community. A legally enforceable undertaking stopped Mr Jorissen from taking other peoples' money and sending it to West African criminals who were pretending to run a legitimate business. Since 2007, Mr Jorissen has sent millions of dollars to Togo and Ghana for what he believes is a silver and gold company. However, the name of the company and supposed investment certificates supplied were found to be false. Further, police in Ghana reportedly arrested nine people who allegedly devised the scam. Mr Jorissen ignored repeated attempts by authorities to convince him that he was being defrauded. The court enforceable undertaking was necessary to prevent him soliciting or accepting funds for the purposes of any investment or to assist with fees for the purposes of releasing funds from a bank account in Ghana.

Retail trading hours reform

The incremental reform of retail trading hours over recent years continued with the Retail Trading Hours Amendment Bill introduced into Parliament during Repeal Week 2015 as part of the Government's Red Tape Reduction initiatives. The Bill makes several amendments to reduce red tape for stallholders in temporary markets and filling stations and was another step in the incremental reform of the State's retail trading hours legislation.

Deregulation of settlement agent and land valuer fees

From February 2016 fees charged by settlement agents and land valuers were no longer capped by the State Government. In practice, the competitive marketplace had resulted in fees charged by settlement agents and land valuers being reasonable and well below the maximum amounts set by regulation. Removal of the cap on fees provides greater flexibility to settlement agents and land valuers, allowing them to charge for their services based on the nature and complexity of the work involved and to better adapt to changes in the market.

Review of property industries Codes of Conduct

The extensive review of Codes of Conduct for property industries is reaching fruition. Revised draft Codes for settlement agents, land valuers, real estate agents and sale representatives were released for comment during May 2016. The comment period has closed and, following any changes arising from the comments, the new Codes will come into operation early in the 2016–17 financial year.

The Codes have been updated so they are easier to read and comprehensible for both consumers and industry participants. Key reforms include strengthening of the disclosure requirements to increase transparency in property transactions, updating supervision requirements for licensees to reflect technological advancements, and ensuring consistency with other property industry codes of conduct and the Australian Consumer Law.

GEMS inspections of electrical appliances

Consumer Protection has entered into a Deed for Service with the Commonwealth Department of Industry and Science, to undertake proactive Greenhouse and Energy Minimum Standards (GEMS) inspections on their behalf. Under the Deed, Consumer Protection officers are appointed as GEMS inspectors to carry out audits of electrical appliances sold or used at metropolitan and regional retail premises.

GEMS inspectors assess domestic electrical appliances, electric motors, electric lamps and refrigerated display cabinets, for compliance with prescribed energy rating labelling (star rating) and minimum energy performance standards.

Case Study

Landlord fined for breaches of tenancy laws

Carl Raymond Olsen of Meekatharra, who spent tenants' security bond money, harassed a tenant and took too much rent money up front, was fined \$24,000 in October 2015. Mr Olsen was found guilty of 13 contraventions of the [Residential Tenancies Act 1987](#). As an example of these contraventions, Mr Olsen would constantly turn up unannounced and uninvited when one tenant was renting his property, and he harassed her with phone calls and text messages. A landlord must respect a tenant's right to privacy, peace and comfort. Notice of no less than seven days and no more than 14 days must be given for any routine inspections, which have to be at a reasonable and convenient time and can only be carried out four times a year.



Landlord fined
\$24,000
for breaches of
tenancy laws

Case Study

Fires from Samsung washing machines

A house fire in Parmelia prompted Consumer Protection to join forces with EnergySafety and the Department of Fire and Emergency Services to warn consumers about Samsung washing machines that posed a serious fire hazard. The affected washing machines have an internal fault allowing condensation to penetrate an electrical connector leading to deterioration that may cause a fire. The fire risk posed by these washing machines was considered to be a major failure of the product, in which case the Australian Consumer Law gives owners the right to a refund. In addition, consumers are entitled to recover damages from the manufacturer for consequential loss or damage suffered as a result of the faulty product. Reports indicated that there have been cases of house fires allegedly caused by washing machines that had already been repaired by Samsung. As such, Consumer Protection strongly recommended that use of any of the affected models be discontinued and the washing machine be removed from the house.



Case Study

Button battery campaign

In the lead up to Christmas 2015, consumer product safety officers inspected 105 items operated by button batteries at 44 different retailers. The battery was not secured appropriately in 20 of the items so they failed a 'drop test'. The deadly lithium battery was exposed after the item hit the floor. In each case, when the problem was brought to the attention of the retailer, the store manager acted quickly to remove the items from sale. One of the items was LED Lava Drops; proactive action resulted in LED Lava Drops being removed from 57 retailers, including all Target stores, and refunds being offered to anyone who had purchased the product.



Button lithium batteries are bright and could look like sweets to a young child. If swallowed, the button battery can become stuck in their throat and can burn through the oesophagus in less than two hours. Children who survive ingestion of a lithium battery can require feeding and breathing tubes and repeated surgery.

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.

Western Australia Building Summit

The Premier opened the State's first ever Building Summit on 2 February 2016, providing an opportunity for the Ministers for Commerce, Planning and Local Government and Communities to hear from more than 60 representatives of the Western Australian building industry and local and State Government agencies.

The Summit was focused on identifying new red tape reductions and ways to streamline regulatory requirements for the construction of new homes, residential renovations and commercial construction. Some key priorities discussed included looking at a single online system for building and planning approvals, reviewing health legislation in areas where it duplicates or impacts on current building laws or standards, improving the consistency of local government processes, engineering and technical standards using best practice and a commitment to map Western Australia's building delivery process as part of the State Government's Regulatory Reform Policy.



60+

representatives of the Western Australian building industry and local and State Government agencies attended the Summit

Bush fire resistant construction

A State-wide map (the map) of bush fire prone areas prepared by the Fire and Emergency Services Commissioner was published in December 2015, providing a consistent trigger to apply the bush fire resistant construction requirements in the National Construction Code. The Building Commission prepared amendments to the Building Regulations 2012 that provided for a four month transition period, to 8 April 2016, to provide builders with additional time to take account of the bush fire construction requirements and the effect of the map on areas that were newly declared as bush fire prone.

Management of drainage plumbing diagrams

Significant work was undertaken during the year so that on 1 July 2016, under an agreement with the Water Corporation, the Building Commission (in supporting the Plumbers Licensing Board) could commence the management of drainage plumbing diagrams (otherwise known as 'flimsies' or 'as constructed diagrams'). This is the first step in the Building Commission enabling the electronic lodgement of plumbing notices and benefits the plumbing industry by:

- reducing the administrative burden on licensed plumbing contractors complying with the requirements of the [Plumbers Act 1995](#);
- enabling licensed plumbing contractors to submit plumbing notices and related drainage plumbing diagrams simultaneously; and
- greater capability to ensure that high quality drainage plumbing diagrams are submitted where they are required.

General Inspection Report – Roof Construction

On 22 April 2016, the Building Commission published 'General Inspection Report No1', the first comprehensive investigation into an important aspect of building construction in Western Australia since the introduction of the Building Service Acts in 2011. The report examined how well sheet metal-clad timber-frame roofs were being constructed in Western Australia, specifically, design and construction of lighter-weight metal roofing systems allowance to withstand high wind 'up-lift' forces. The report identified the following four recommendations:

1. prescribe minimum standards of documentation for framed roof construction;
2. prescribe mandatory inspections of completed roof framing and tie downs;
3. require consistent compliance monitoring and enforcement by permit authorities; and
4. include Western Australian construction practice in the National Construction Code in cases where alternative systems meet performance requirements.

The Building Commission has established working groups with the building industry, local government, training bodies and individual contractors to address the findings and recommendations.

Case Study

Elizabeth Quay

Due to concerns raised regarding the quality of the water supply at the Elizabeth Quay Water Park the Building Commission's plumbing inspectors conducted an initial inspection of the regulated plumbing work at the site in early 2016. The inspections identified concerns regarding the:

- compliance with the Plumbing Code of Australia;
- compliance with the certification requirements for regulated plumbing work conducted at the site; and
- compliance with the licensing requirements of persons who conducted regulated plumbing work on site.

This led to a series of rectification notices being issued and further inspections being carried out on the jetting/cleaning of sanitary drains and camera inspections of sanitary drains. The Metropolitan Redevelopment Authority has continued to work with the Building Commission to ensure all plumbing work is compliant to the Plumbing Code of Australia and ongoing inspections continue to be carried out by the Building Commission plumbing inspectors as remedial work is carried out.



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.

Electricity (Network Safety) Regulations 2015

New Electricity (Network Safety) Regulations 2015 came into force on 6 August 2015. They replaced the existing Electricity (Supply Standards and System Safety) Regulations 2001. The new regulations deleted all references to metering as this is not a safety matter. Regulations about optional 'safety cases' were also deleted.

The new regulations require network operators to develop and implement a safety management system complying with *Australian Standard AS 5577-2013 Electricity network safety management systems*. The safety systems must pay due regard to risks, including the need for risk abatement through proper maintenance procedures. All Australian State Governments have agreed to incorporate this standard in legislation dealing with the safe design, construction, maintenance, operation, and decommissioning of their electricity networks.

Transparency is improved considerably under the new regulations. Network operators must provide the Director of Energy Safety with quarterly and annual statements of network safety performance and publish the statements on their respective websites. Network operators must explain publicly how they develop their safety performance targets and the underlying reasoning supporting them.

Wood Pole Order

EnergySafety issued an Inspector's Order in September 2009 requiring Western Power to address the urgent safety risks associated with its aging distribution wood poles. The Order directed Western Power to take specific actions to address critical public safety risks by 31 December 2015.

During 2015–16, EnergySafety completed a review of Western Power's compliance with the Order, to satisfy itself that the requirements had been met. It comprised detailed checking of Western Power's Asset Management Plan, policy documents, interim reports, relevant correspondence and field inspections of rural system poles. Western Power's pole inspectors were also interviewed to confirm the inspection practices now in force complied with the Order. A report summarising the findings of the review was published.

EnergySafety's review found that Western Power has met its obligations under the Order, thereby improving public safety and reducing the risk of bushfires ignited by falling poles in the State's extensive rural distribution network.



Inspection system plans

Network operators are required, under the [Electricity Regulations 1947](#), to establish and maintain an effective system of inspection for the purpose of ensuring safety of consumers' installations connected to their respective networks.

In June 2013, the Director of Energy Safety issued guidelines setting out the technical, investigative, reporting, administrative and other requirements for network operators' inspection system plans.

EnergySafety worked closely with all network operators throughout 2014 and 2015 to ensure the requirements in the guidelines were understood and properly addressed by network operators in their respective plans. Regular meetings were held to monitor their progress towards developing complying plans.

Western Power's, Horizon Power's and Rio Tinto Iron Ore's plans were approved by the Director in the second quarter of 2015–16 and came into effect from 1 January 2016. BHP Billiton's plan is at an advanced development stage and should be finalised early in 2016–17. It is anticipated that these new plans will lead to significant qualitative and quantitative improvements to electricity safety compliance.

Labour Relations and Industry Development Division

The Labour Relations and Industry Development (LRID) Division promotes and encourages a diversified Western Australian economy with sustainable and productive workplaces. It does this by partnering with key stakeholders, maintaining legislative and other frameworks for labour relations and industry development and representing government as an employer.

Implementation of the Public Sector Wages Policy Statement 2016

The LRID Division implemented the *Public Sector Wages Policy Statement 2016* (Wages Policy) following a decision of Cabinet in February 2016. Wages Policy applies to all public sector industrial agreements expiring after 1 June 2016, and requires that all increases in wages and associated conditions be limited to 1.5 per cent per annum.

Public sector reform

The LRID Division assisted public sector agencies throughout 2015–16 in meeting their industrial relations obligations when implementing significant structural reform as required by various State Budget initiatives.

Enhancing information for private sector clients

The LRID Division has enhanced its services to small business private sector employers and employees by revising key award summary documents provided to clients online and through our Wageline service. The new contemporary award summaries provide a snapshot of pay rates and key employment conditions in the relevant State award, as well as critical information for employers on obligations on other State employment laws such as long service leave and employment of children.

Recovery of underpayments

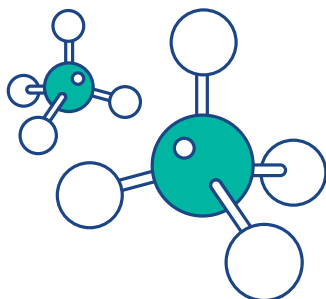
The LRID Division has recovered over \$470,000 in unpaid employee entitlements through its conciliation, investigation and prosecution functions, after investigating complaints from individual employees alleging their employer had failed to pay appropriate entitlements under industrial laws, awards or agreements.



recovered
\$470,000
in unpaid employee entitlements

Bio-discovery legislation

Globally molecules, chemicals and enzymes that derive from native flora, fauna and microbes are used to identify new pharmaceutical products, industrial chemicals or advanced materials. Significant work was undertaken by the LRID Division during 2015–16 to progress bio-discovery legislation to enable discovery and commercialisation of new biologically derived products. Once progressed through Parliament, the legislation will play an important role in creating the business environment for this industry to grow, while continuing to protect the environment.



Defence Industry, future naval shipbuilding and the AMC

The 2016 Defence White Paper, released in April 2016, announced an \$89 billion upgrade to the naval maritime capability over the next 20 years: \$20 billion for Future Frigates; \$19 billion for Offshore Patrol Vessels or Corvettes; and \$50 billion for Submarines. Following this release the Commonwealth has made a number of announcements in April and May 2016 that include the recognition that Henderson in Western Australia is to be one of two shipyards to implement the Federal Government's commitment to a continuous build of naval surface ships in Australia. The LRID Division is currently planning and developing initiatives to profile the internationally competitive skills and infrastructure capabilities of Western Australia to the naval shipbuilding industry and to maximise naval build and sustainment projects for Western Australia.



\$89 billion
upgrade to the naval maritime capability
over the next 20 years

Local industry participation

As the resource sector of the State's economy undergoes a period of adjustment from an investment phase to a production phase, the LRID Division continues to adapt and implement the Local Industry Participation Framework. The Division continues to play an active role in chairing both the Chevron Wheatstone and Woodside Browse Local Content Steering Committees and Co-Chairs with Shell the Prelude Local Content Roundtable. LRID officers also attend the Chevron Gorgon Local Content Steering Committee to ensure local content activity remains high on the agenda with major project proponents. The LRID Division also continues to implement a range of programs to build the capacity of small and medium sized enterprises (SMEs) throughout the State to increase their national and international competitiveness. The State Government's Buy Local and Building Local Industry Policies are both undergoing reviews to ensure they continue to provide local businesses with full, fair and reasonable opportunity to supply goods and services to the State Government.

Regional Telecommunications Project

Following on from the successful Regional Mobile Communications Project, under which 113 mobile base stations were constructed in regional Western Australia, Royalties for Regions funding was allocated to the Regional Telecommunications Project through the State's 2014–15 budget to further expand regional mobile coverage. In partnership with mobile network operators and the Commonwealth Government's Mobile Black Spot Program (MBSP) a further 153 sites are being targeted for completion by 30 June 2019. Additional Royalties for Regions funding of \$20 million was secured in June 2016 to enable the State's participation in round two of the MBSP, the outcome of which will be announced in the second half of 2016.



153

sites are being targeted for completion by 30 June 2019



\$20 million

was secured in June 2016 to enable the State's participation in round two of the MBSP

Case Study

Facilitating a competitive WA defence supply sector

Metropolitan and regional businesses across Western Australia shared in more than \$350,000 in 2015–16, as part of the defence-specific round of the State Government's Industry Facilitation and Support Program (IFSP).

The assistance provided through the IFSP enabled 16 small and medium-sized businesses to improve their competitiveness to secure work related to the Australian Government's multi-billion dollar defence programs. The recipients used the funding to up-skill and diversify their business base, including purchasing new equipment, upgrading facilities, and contracting finance and marketing expertise.

Since its inception in 2011 the IFSP has supported 257 Western Australian-based SMEs to win 539 major contracts valued at \$313 million and assisted in the creation of 565 new jobs, including 66 apprenticeships.



Metropolitan and regional businesses across Western Australia shared in more than

\$350,000

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 8,736 investigations, issued 279 prohibition notices and 11,897 improvement notices, and signed 12 prosecution notices.



8,736
investigations



11,897
improvement notices

Safe Work October

During Safe Work October 2015, 30 businesses registered a related workplace event with WorkSafe. In addition, 478 participants attended workshops held at Technology Park, Bentley to gain useful tools, techniques and strategies to take back to their workplace.



Education and information sessions

As part of a continuing educational program, the WorkSafe Division presented 218 information sessions to 4,403 participants. These sessions were held at various locations and covered a range of occupational safety and health topics. Participants received information on workplace safety issues and had the opportunity to discuss solutions to the issues. These sessions also included 14 presentations to over 300 Registered High Risk Work Licence Assessors (Assessors). At the presentations, WorkSafe reiterated the obligations on Assessors when conducting their assessments.

The division also conducted more than 16 information sessions at individual workplaces, attended by over 453 participants, to support workplace risk management processes; and provided over 192 information sessions, attended by 3,540 participants, to safety and health representative training courses, industry associations, schools, TAFEs and other customers. In addition, there were 10 industry presentations attended by 295 participants concerning the Work Health and Safety Regulations for Western Australia Discussion Paper.

Business service centre

During 2015–2016 the WorkSafe Division responded to 69,853 requests for occupational safety and health information, received 1,718 notifications of injury and disease and answered 15,415 emails sent to the Customer Help Centre. Over 67,000 licences and registrations were processed in 2015–16 including the issue of 36,206 new classes of high-risk work licences and 25,499 high-risk work licence renewals.

A new online service for clients was launched in June 2016. This new service enables clients to contact WorkSafe and voice their safety concerns online at a time that is convenient to them, 24 hours a day, seven days a week. With the first stage of the project completed, development of the second stage is underway which will enable clients to also submit injury notifications electronically. The second stage of the project is expected to be launched in the first quarter of 2016–2017.

Proactive campaigns

The WorkSafe Division completed a number of key proactive team projects aligning with the *Australian Work Health and Safety Strategy 2012–2022* and targeting hazards in industry sectors of concern which include: workplaces with a high risk of communicable diseases such as child care centres, funeral parlours and laundry services; support facilities in healthcare and educational workplaces; social assistance services workplaces and healthcare facilities to address a range of hazards including violence and aggression; maintenance and inspection of amusement structures for the Royal Show 2015; the safeguarding of machinery and plant; manual tasks in the residential construction sector; lead hazards in assay laboratories; musculoskeletal disorders; slips, trips and falls; mental disorders arising from psychological strain/organisational issues, particularly related to work-related stress, violence, aggression and bullying; noise in the workplace; safe movement of vehicles; road freight transport; vehicle hoists; fatigue/isolated commercial vehicle drivers; and water slides.

In addition, the following industry sectors were targeted for high levels of workplace injuries and illness or considered at risk: supermarkets and grocery stores; waste remediation and recycling; property managers – shopping centres; gardening services; regional local government; restaurants; labour supply services; cleaning services; recreational diving; powdercoating and abrasive blasting; wholesaling; agriculture; and construction.

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 2015–2016 there were 16 workplaces awarded with platinum certification - the highest number of platinum certificates awarded in a year on record. The 16 workplaces were: Transdev WA Pty Ltd – Fremantle contract; Transdev Pty Ltd – CATS contract; Transdev WA Pty Ltd – Rockingham/Mandurah contract; Airlite Group; RACWA Holdings Pty Ltd; Broad Construction Services (WA) Pty Ltd; Bethesda Health Care; Uniting Church Homes T/A Juniper; Charles Service Company; Electrical Group Training Limited; Western Australian Treasury Corporation; DM Civil; Laing O'Rourke Australia Construction Pty Ltd; Arup; AQWEST; and the City of Belmont.

Gold certification was attained by nine workplaces: LandCorp; Transdev WA Pty Ltd - Joondalup/Wangara contract; St John of God, Social Outreach; West Coast Institute of Training; Adams Facility Services; Statewide Turf Services; CADDs Group; Process Chemicals; and Busselton Water.



25

workplaces were awarded
platinum and gold WorkSafe
Plan certification in 2015–2016

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 2015 winners were: Gateway WA Perth Airport and Freight Access Project for the best workplace safety and health management system; DM Civil for the best solution to an identified workplace safety and health issue; Excel Robotics for the best safety practices in small business; Brett Chisholm, Submarine Maintenance Technician, Raytheon Australia for the best individual contribution to safety and health by an employee with no formal OSH responsibilities; and Lloyd Needham, Kalgoorlie Branch Manager, COR Cooling Pty Ltd for the best individual contribution to safety and health by an OSH Manager or person with formal OSH responsibilities.

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 4.7 per cent increase in frequency rate, from 8.24 LTI/Ds per one million hours worked in 2013–14 to 8.63 in 2014–15 (preliminary). The five-year trend (2010–11 to 2014–15) shows a 7.0 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 27 years ago in 1988–89 is 75.6 per cent. Please note, LTI/D 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 traumatic injury fatality incidence rate for the five year period from 2011–12 to 2015–16 is 14.5 work-related traumatic injury fatalities per one million workers. This is a 1.4 per cent reduction from a fatality incidence rate of 14.7 for the five year period of 2010–11 to 2014–15. Figures have been rounded up to one decimal place.

Figure 2: Work-related traumatic injury fatalities between 2011–12 and 2015–16⁽¹⁾



Note:

- (1) Annual data is subject to revision as more information becomes available. As such current data may not match data reported in previous annual reports.

Case Study

An engine repair company fined \$80,000 over burns to apprentice

Staff at an engine repair company had finished work early to participate in a celebration at the company's premises for Remembrance Day and a staff member's birthday. During the social event some of the apprentices decided they would attempt to seize an engine by over-revving the engine until it failed.

To facilitate the process, the throttle of the engine was fixed in a fully open position and the apprentices went about trying to seize the engine by introducing different products into the turbo air intake. The products put into the air intake included brake cleaner, water, compressed air, thinners, methanol and ultimately petrol. The attempts to seize the engine continued into the evening.

At around 7 pm, one of the apprentice electricians was standing in front of the running engine and pouring petrol into the turbo air intake when the petrol ignited. It is believed a spark came off the flywheel and caused the ignition. The apprentice suffered superficial and full-thickness burns to 61 per cent of his body, resulting in impaired function in his arms, severe scarring and pain, the need to wear pressure garments and ongoing treatment to his damaged elbows. He has had at least eight rounds of surgery, continues to see a plastic surgeon and would have died from his injuries without medical intervention. The company pleaded guilty to failing to provide and maintain a safe workplace and, by that failure, causing serious harm to an employee. The company was fined \$80,000 and ordered to pay \$6,000 in costs.

Case Study

Warning on vehicle movement after multiple incidents

WorkSafe issued a reminder to ensure safe systems of work are in place in workplaces where vehicles and pedestrians are present. The reminder was prompted by a number of recent incidents involving people being injured or killed by vehicles or parts of vehicles such as ramps.

Wherever vehicles and people interact, strict rules need to be in place to ensure the work environment is kept as safe as possible, and the number of recent incidents indicated that more attention needs to be given to this crucial workplace issue.

There is a number of contributing factors to these incidents, but is essentially due to a lack of management of the movement and speed of vehicles and a lack of segregation of pedestrians and vehicles.

Employers are urged to ensure the movement and speed of vehicles is managed to minimise the risk of injury and that workplaces are designed and maintained to ensure the safety of operators and others.

In addition, safe systems of work, communication systems and signage need to be in place, and everyone at the workplace needs to be adequately trained in these safe systems. Lastly, operators and others should not be permitted to work in the fall zone of ramps or underneath vehicles or mobile plant equipment that is not adequately supported.

WorkSafe has published a Safety and Health Alert on its website that contains more detailed information on the factors that contributed to recent incidents, along with advice on the actions required in workplaces. There is also a Guidance Note on safe movement of vehicles at workplaces, and all relevant workplaces should ensure they are familiar with the contents of this publication.

Corporate Services

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

Relocation project – phase two

During 2015–16, significant work was undertaken to complete phase two of the department's relocation project to consolidate the department's workforce from seven sites down to two.

On 20 November 2013, the Economic and Expenditure Reform Committee approved the relocation of the department to the Mason Bird Building in Cannington and Gordon Stephenson House in Perth, and the termination of high cost leases in the Perth CBD and CBD fringe.

Phase one of the relocation project, completed in 2014, saw the department's workforce move from the seven sites that it was spread across to three - the Mason Bird Building in Cannington, Gordon Stephenson House in Perth and the WestCentre in West Perth.

In the latter half of 2015, phase two of the process was commenced to relocate staff that were accommodated in West Perth to either Gordon Stephenson House or the Mason Bird Building with the planned move occurring in August 2016.

While significantly reducing office accommodation costs the relocation has also created opportunities for the department to capitalise on work site proximity by improving its work processes and systems through increased cross-divisional collaboration and cooperation.



Online licensing

The department has commenced a wide ranging project to provide its customers with the ability to be able to apply for and manage their occupational licences online and from their mobile devices. This project will provide efficiency gains for the department while also improving the ease and convenience of how our customers manage their occupational licences. The multi-disciplinary project team has procured the online platform and is currently part way through the implementation of the first licence type.

The project team is also working closely with the Government Chief Information Officer (GCIO) to ensure that the work associated with this project will align with the Government Digital Services Portal initiative outlined within the Digital WA Strategy released by the GCIO.



Office of the Director General

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

Code of Conduct

The department's Code of Conduct articulates the conduct and ethical behaviour expected of our employees. During the year the existing Code of Conduct was revised against the Public Sector Commission's Conduct Guide to update its content and to better articulate who the Code applies to, how it is to be applied and to reinforce expected standards of behaviour in our day-to-day duties.

The Code of Conduct builds on the Public Sector Commission's Commissioner's Instruction No. 7: *Code of Ethics*, which provides a broad reference point for the standards of behaviour expected from all government workers, and is a practical statement of appropriate behaviour and culture and a means for the department to clearly put its values into actions.

Communication services

During the year, changes were made to the corporate communications functions to alter responsibilities, reduce resources and focus the communications services provided. Corporate communications now resides in the Online Services Branch. The transition was successfully managed with minimal disruption to the department. Additionally, operational improvements were implemented to streamline processes and maximise the use of reduced resources.

A wide range of online and offline communications services were provided to all areas of the department in support of most divisional initiatives. Communication services included internal and external communications; campaign management and development; media liaison; graphic design; digital media creation; website maintenance and development; online surveys; and eNewsletter services.

Assistance was also provided to deliver a range of events including the Safety and Health Workshops, the Work Safety Awards and

Executive Perspective breakfast for Safe Work October 2015; the Industry and Export Awards 2015; the Innovator of the Year Awards 2015; the Western Australian Consumer Protection Awards 2016; the Building Commission's first Building Summit; as well as WorkSafe Plan presentations to businesses and enterprises.

This year, Online Services continued to focus on bringing services online, reducing manual handling by departmental staff and providing an alternative method for customers to access departmental services. An online consumer complaint form was developed for Consumer Protection, allowing customers to report problems with purchased goods or services. The ability to make payments online was extended with the development of an online complaint form for the Building Commission. Additionally WorkSafe launched an online notification service for its clients in June 2016.

To improve staff efficiency in a shrinking workforce, Online Services commenced a project to refresh, redesign and redevelop the departmental intranet and has made significant headway. The new intranet will improve productivity and internal communications within the department and is expected to be completed next financial year.

The branch made important incremental improvements to the department's primary communication tool, commerce.wa.gov.au, while continuing to support and maintain a number of departmental web sites and web services.

Recognising the need to adapt and embrace changes in how the department communicates to customers, Online Services began implementing a departmental wide social media strategy.

Public Sector Safety, Health and Injury Management Network

During 2015-16 the department facilitated three Public Sector Safety, Health and Injury Network events which were attended by a wide cross section of the public sector, including managers, human resource practitioners, occupational safety, health and injury management professionals and safety and health representatives.

Over 250 participants attended the three events, which covered a broad range of topical safety, health and injury management issues including mental health in the workplace, the ergonomics of new technologies and the safety and health implications of an aging workforce.

The network is an initiative of the Public Sector Safety Health and Injury Management Steering Committee, an across government body established to promote improved safety, health and injury management practices and outcomes across the Western Australian public sector.



250+

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which covered a broad range of topical safety,
health and injury management issues**

Our people

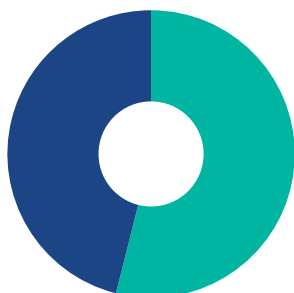
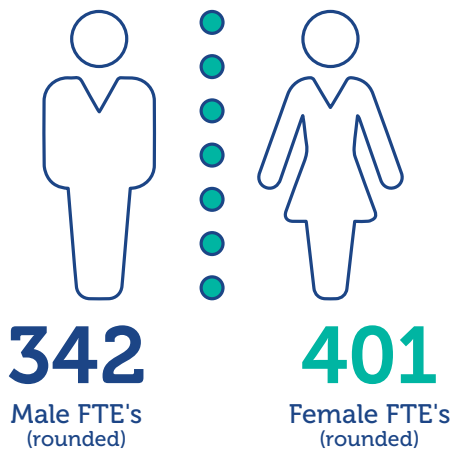
The department employs a diverse range of talented people who work together to deliver its broad assortment of services to the Western Australian public.

As at 30 June 2016 the Department of Commerce employed 813 employees which equated to 743.3 full time equivalent (FTE) positions. Table 6 provides a summary of the department's profile for 2015–16.

Table 6: Department's comparative employment profile as at 30 June 2016

Year	2015–16		
	Female	Male	Total
Permanent full time	288.6	306.3	594.9
Permanent part time	62.4	6.1	68.5
Fixed term full time	45.6	30.0	75.6
Fixed term part time	4.3	Nil	4.3
Total FTEs	400.9	342.4	743.3

2015–2016



Workforce planning

Key workforce planning activities during the year included:

- the continued production of the monthly CEO Dashboard which monitors the department's performance over a range of key areas, with a focus on leave (usage, balances and liability), FTE, new starters and separations; and
- the updating of a number of demographic reports which are detailed below.

The following reports were completed for the department's divisions:

- demographic workforce profiles and snapshots; and
- dashboard reports containing leave usage, balances and liability data.

The following departmental focus demographic reports were completed:

- the maternity leave profile examined the return and retention of staff using maternity leave since 2010–11;
- 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 department's demographic profile including a review of equal employment opportunity outcomes and average salaries for the department and divisions;
- the youth employment snapshot reviewed employment of youth in the department since 2009 with employment projections to 2016–17;
- the age retirement snapshot reviewed age retirements since 2005–06 and the department's age profile; and
- the cultural diversity snapshot reviewed the employment of employees from culturally diverse backgrounds in the department and divisions.

The findings of Exit Surveys which were completed between July 2013 and December 2015 were analysed and finalised.

The various workforce planning 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 tenured 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 Western Australian 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 show that no assumptions can be made by managers about the likely retirement age of employees.

The age profile of the department has been affected by the retraction in the public sector's operating budget, the public sector recruitment freeze and a lowering natural attrition rate. These factors 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)

The department's rate of youth employment has been decreasing for a number of years, which is consistent with the Western Australian 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 year age category. For this reason, stabilising or increasing youth employment will be a goal for the department in the coming years.

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 popular 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 11 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.

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 and study assistance.

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.

Equal employment opportunity

The department has a culturally diverse workforce with employees identifying 38 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).



38

separate countries as their
respective places of birth

The percentage of employees with a disability has been higher than the Western Australian public sector average since 2012–13 and is higher than the level in the Western Australian community (based on the 2011 census).

The key equity and diversity activities undertaken during the year included hosting a number of migrant work placements and providing career development kits to employees who used maternity leave.

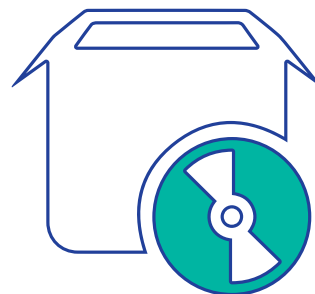
Migrant work placements

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, additional placements were offered during 2013–14 and 2014–15. There were three placements during 2015–16, with students from the program placed in EnergySafety and the Corporate Services Division. The department's continued support of the SLPET program has been acknowledged by the Central Institute of Technology.

My Mentor, parental leave program

The My Mentor, parental leave program is a career development program designed for women who will be taking maternity leave. The self-directed program contains two CDs, a DVD and workbook. The program provides practical strategies for women to keep their careers on track and to successfully transition back to work. Programs were provided to 11 employees who used maternity leave during 2015–16.



My Mentor, parental leave
programs were provided to

11 employees



98 per cent

of all departmental staff have completed the AEDM training and assessment

Learning and development

Accountable and ethical decision making

The online Accountable and Ethical Decision Making (AEDM) training forms a key part of the induction process for all new staff to the department. As at 30 June 2016, 98 per cent of all departmental staff have completed the AEDM training and assessment, while an additional 1.7 per cent are due to commence 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
- recordkeeping and use of information.

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. The department also has an Occupational Safety and Health Committee, Disability Access and Inclusion Committee, Reconciliation Action Plan Sub-Committee and Substantive Equality Committee. Details of these committees' activities are provided in the Disclosures and Legal Compliance (Government policy requirements) 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, \$11,610.90 was raised and donated to 11 charities: the Cancer Council, Oxfam Australia, Swags for the Homeless, Leukaemia Foundation WA, Ronald McDonald House, St Vincent de Paul Society, the Lord Mayor's Distress Relief Fund for the Waroona and District Fire Appeal, Edmund Rice Camps WA, Manna Inc, Zonta House Refuge Association and Breast Cancer Care.



\$11,610.90

was raised and donated to 11 charities

In addition, individual employees also supported various community groups and charities such as St Vincent De Paul Society by donating goods and food for their Annual Christmas Appeal and Zonta House Refuge Association by donating items of necessity. A team of staff also donated 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 the provision at a personal level of solution-focused professional assistance, which can include short term counselling, the employee assistance providers are also a resource for managers and team leaders to assist them in effectively addressing challenging workplace issues.

Workplace wellbeing

The department is committed to maintaining its employee's health, mental and social wellbeing as well as their physical safety. To support this commitment the department has a comprehensive Wellbeing Program 'Work Safe, Work Well'. The program offers a variety of healthy lifestyle initiatives and 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 2015–16 included (but were not limited to):

- financial wellbeing and money coaching sessions;
- health assessments (bone density scans, flu vaccinations, posture checks etc);
- interactive workshops (grow your own superfoods, rawesome cooking demonstration, goal setting, get a better night's sleep etc);

- mental health training for managers and leaders in the workplace;
- take the stairs campaign;
- step challenge;
- mini meditation sessions; and
- employee assistance program briefing session and onsite appointments.

