

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, the legislation it is responsible for administering, its shared responsibilities and performance management framework.

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Director General's year in review



I am pleased to present the Department of Commerce's annual report for the financial year 2015–16. The report presents in detail the work of the agency over the last 12 months in what was a period that demonstrated a genuine cross-agency commitment to working collaboratively to get better outcomes. Despite an environment of diminished resources, collectively our people worked together to accomplish the many achievements, outlined in the pages that follow.

For Commerce to achieve its goal of enabling a competitive economy that also safeguards the community, we need to ensure the regulatory settings are appropriate. The department is genuinely appreciative of the constructive and considered engagement by both industry groups and employee and consumer stakeholders. These important relationships will continue to be necessary as technology and changing markets require new approaches.

An example of the commitment by industry to ensure the setting is right was evident in the State's first ever Building Summit held in February 2016. The Minister for Commerce initiated the meeting after hearing of the raft of issues confronting builders across both State agencies and local governments. The Summit, opened by the Premier and attended by the Ministers for Commerce, Planning and Local Government and Communities, sent a clear message that all parts of Government were committed to working across boundaries. Representatives of the Western Australian building industry and local and State Government agencies were able to hear issues from each other's perspectives and agree on priority areas to fix regulatory blockages. Already, a number of requested actions have been implemented, with a number of other major projects advancing well.

The cross-agency theme extended to a number of other initiatives to directly benefit the community.

In 2015–16, managing fatigue in the commercial vehicle sector continued as a focus with six joint roadblock operations undertaken by WorkSafe in association with Western Australia Police and Main Roads Western Australia.

The highly successful collaboration by Consumer Protection with the Western Australia Police Major Fraud Squad to reduce community harm through scams and fraud went from strength to strength with latest results indicating a 55 per cent reduction in overall losses to relationship and romance scams. At the same time, the form of scams continues to morph with increases in losses now observed from deceptions involving accommodation, rebate and refund and tax debt scams. The message that continues to be reinforced is that we all need to be vigilant to the possibilities that seemingly trustworthy communications may be an attempt to defraud.

The department worked to improve the mobile telephone and data coverage gaps in small communities and at strategic locations in regional Western Australia in collaboration with a number of agencies, including the Departments of Regional Development and Lands. Through the Regional Telecommunications Project, 22 mobile base stations were completed and turned on during the reporting period.

As the resource sector of the State's economy undergoes a period of adjustment from an investment phase to a production phase, the ongoing development of Western Australian industry is key to the continuing health of our State's economy. With the announcement in April 2016 by the Federal Government of an \$89 billion upgrade to Australia's naval maritime capability, the Industry Development Directorate is developing initiatives to profile the internationally competitive skills and infrastructure capabilities of Western Australia to the naval shipbuilding industry to maximise naval building and sustainment projects for Western Australia, creating jobs and economic growth for the State. To aid this, the Industry Facilitation and Support Program (IFSP) provided over \$350,000 in funding to businesses looking to modify their activities to be more competitive in the naval ship building sector. Since its inception

in 2011, the IFSP has assisted 257 Western Australian-based small and medium enterprises win contracts worth over \$313 million.

In 2015–16, the department continued its ongoing program of legislative reform and red tape reduction.

One of the most significant legislative changes implemented by the department during the financial year was the passage of legislation modernising the regulatory environment for the more than 18,000 community and sporting associations in Western Australia. In addition to preparing and managing the passage of this legislation and preparing online support material, the department assisted associations to prepare for the commencement of the new law on 1 July 2016 with a series of workshops and presentations attended by almost 4000 association members and committee members from across the metropolitan area and regional Western Australia.

The department also delivered on a 2012 commitment by Government to implement a nationally consistent law for co-operatives. Close consultation with the sector and its peak body, Co-operatives WA, ensured that amendment legislation passed in April 2016 took account of the special circumstances of local industry. The amendments will allow Western Australia's co-operatives to compete on equal terms with companies registered under the Corporations Act and will remove barriers to interstate trade.

More flexibility will be provided to retailers and shoppers as a result of the Retail Trading Hours Amendment Bill which was introduced into Parliament 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. The introduction of the Bill was another step in the incremental reform of the State's retail trading hours.

In August 2015, new Electricity (Network Safety) Regulations came into force which requires network operators to develop and implement a safety management system complying with

Australian Standard AS 5577-2013. Under the new regulations, transparency between the network operators, the department and the wider public is improved, with network operators now required to provide quarterly and annual statements of network safety performance and publish the statements on their respective web pages.

During the year, WorkSafe completed a review of the model Work Health and Safety Regulations to identify where they can be modified to minimise prescription and keep the burden of compliance at an acceptable level. A discussion paper was released in June 2016 to provide participants in Western Australian workplaces with an opportunity to have input into the new legal framework.

A report examining how well sheet metal-clad timber-frame roofs are being constructed in Western Australia was released in April 2016 by the Building Commission. The report specifically looked at the design of lighter weight metal roofing systems and their associated allowance to withstand high wind 'up-lift' forces and provided a number of recommendations to industry to improve the standard of construction which are now being worked on collaboratively.

The department remains committed to strengthening its organisational capacity and efficiency through improvements to business services and systems. New technology is a driver of change within the department as we strive to deliver more services online.

During the year, new online services were provided to customers of Consumer Protection, the Building Commission and WorkSafe Divisions, enabling them to lodge complaints and voice safety concerns at a time that is convenient to them.

The Bond eTransactions facility, for lodging, changing and disbursing residential tenancy bonds held by the Bond Administrator, is now available to all real estate agency property managers and their tenants, ensuring quick refunds of bonds and saving real estate agencies time and money. Additionally, EnergySafety will shortly release an online IT application to allow for the electronic submission of notification of gas

and electrical work, which will lead to significant productivity improvements for industry, network operators and the department.

The first stage of electronic lodgement of applications for building and demolition permits is also about to be released. The Building Commission, in consultation with selected local governments and the Australian Bureau of Statistics, has developed and implemented a Building Permit Database, which will allow local governments to report online on the building and demolition activity in their areas. This is the essential platform for what will be a fully integrated online application, tracking and document management system.

The department has also commenced a project to better allow its stakeholders to apply for and manage their occupational licences online. While improving the convenience to our customers in managing their licences, the new system will also deliver efficiency gains for the department. In progressing this project, the department is working closely alongside the Office of the Government Chief Information Officer to ensure it aligns with the Government Digital Services Portal which, when launched, will provide a single point to find Government digital services.

The Labour Relations and Industry Development Division enhanced its services to small business, private sector employers and employees by revising key award summary documents provided to clients online and through the Wageline service. The new contemporary award summaries provide a snapshot of pay rates and key employment conditions.

The department's organisational performance and accountability is underpinned by an effective governance framework. Increasingly, as we depend on technology, robust systems are paramount. Additionally, to empower and provide flexible and responsive work arrangements for our people, we need to place greater emphasis on some parts of our operations; information technology, enabling our people and risk management will have renewed focus. Implementation of changes arising from this

work, which will be carried out over the coming months and years, will set up a solid foundation for the department moving forward.

In conclusion, I would like to acknowledge and thank our Minister, the Hon. Michael Mischin MLC and his office for the leadership, guidance and support provided to our agency.

And finally, the achievements and outcomes described in this annual report, which ultimately result in lasting benefits for all Western Australians, are testament to the professionalism, hard work and commitment of the staff of the Department of Commerce and I sincerely thank them for their continued dedication and service to the community. I particularly thank my Executive Director colleagues who have transparently and fairly managed our drive for greater efficiency and constructively supported a more integrated future direction for Commerce.



Anne Driscoll
Director General
Department of Commerce

Our 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

- registers or licences builders, painters, building surveyors, plumbers and construction contracts adjudicators;
- audits and inspects registered building service providers, investigates breaches of legislation and provides a dispute resolution service;
- sets and monitors standards for building and plumbing services;
- develops and provides industry policy and legislation; and
- provides information and advice for industry and consumers.

Corporate Services

- provides financial and administrative services;
- provides information technology support services;
- delivers human resource management services;
- coordinates risk and business continuity management; and
- delivers corporate information services.

Consumer Protection

- provides information and advice to consumers and traders about their rights and responsibilities;
- helps consumers resolve disputes with traders;
- monitors compliance with consumer protection legislation;
- investigates complaints about unfair trading practices;
- prosecutes unscrupulous traders;
- regulates and licenses a range of business activities; and
- develops, reviews and prepares amendments to legislation that protects consumers.

EnergySafety

- administers electricity and gas technical and safety legislation, and provides policy and legislative advice to government;
- enforces safety and technical standards for electricity and gas networks;
- monitors reliability and quality of gas supplies and investigates consumer related complaints;
- sets and enforces safety standards for consumers' electrical and gas installations and appliances;
- licenses electrical contractors, electrical workers and gas fitters and carries out accident investigations; and
- promotes 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 implementation and application of the Public Sector Wages Policy Statement 2016;
- provides policy and legislative advice to government;
- provides information and education services to private sector employees and employers on their employment rights and obligations;
- investigates complaints from employees about breaches of State awards, agreements and industrial laws;
- assists government to grow industries and deliver and capitalise on strategic projects; and
- supports the Technology and Industry Advisory Council.

Office of the Director General

- provides corporate development services including policy development, performance evaluation and corporate reporting;
- provides internal audit services and undertakes and assists in some investigations as required;
- coordinates the department's Aboriginal Employment Strategy;
- coordinates ministerial services for the department; and
- provides administrative support to operational divisions.

WorkSafe

- administers occupational safety and health legislation and provides policy and legislative advice to government;
- provides education and information to employers and employees to assist in preventing work-related injury and disease and improving work safety and health performance; and
- enforces occupational safety and health law and assists with the resolution of issues in workplaces.

Our Corporate Executive for 2015–16

Anne Driscoll

Director General

Anne Driscoll commenced in her current 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 is currently a member of the WorkCover WA Board, the Deputy Chair of the Commission for Occupational Safety and Health and also chairs the Property Industry Advisory and the Motor Vehicle Industry Advisory Committees.

Gary Newcombe

A/Executive Director, Consumer Protection Division, Commissioner for Consumer Protection and Prices Commissioner (June 2015 – December 2015)

Gary Newcombe acted as the Executive Director of the Consumer Protection Division between July and December 2015. Gary has been a Director with Consumer Protection since 1996, with a primary focus on policy development and community education. Gary is currently responsible for Consumer Protection's community engagement and licensing functions and the Department of Commerce's online services.

Prior to joining Consumer Protection, Gary worked in a range of roles in the Commonwealth and WA Public Services, for the WA Parliament and as a Ministerial advisor.

David Hillyard

A/Executive Director, Consumer Protection Division, Commissioner for Consumer Protection and Prices Commissioner (December 2015 – current)

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, service 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 and 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 senior management roles in generation, networks and the supply of energy services to customers in metropolitan, rural and remote areas. He is an electrical engineer with post-graduate business qualifications. He has extensive regulatory, technical and managerial experience, ranging across planning, design, construction, operations and maintenance of power generation and transmission and distribution systems.

Kristin Berger

A/Executive Director, Labour Relations and Industry Development Division

Kristin Berger was appointed as the Acting Executive Director of the Labour Relations Division in January 2015 after leading 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.

Lex McCulloch

Executive Director, WorkSafe Division, WorkSafe Western Australia Commissioner

Lex McCulloch commenced as the Executive Director of the WorkSafe Division and Commissioner of WorkSafe Western Australia in February 2011. Lex 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 experience 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.

Alan Jackson

Executive Director, Corporate Services Division

1 July 2015 to 29 January 2016

Alan Jackson commenced in his role as Executive Director of the Corporate Services Division at the Department of Commerce in October 2004. Previously, he had worked in the public, private and tertiary education sectors. Alan's career included nine years as a former management and organisational development consultant working with large public and private sector organisations throughout Australia. Prior to joining the department, he was the Director, Corporate Services at the Department of Treasury and Finance for four years.

Alan resigned from the Department of Commerce in January 2016 to take up a role with the Construction Training Fund.

Ian Munns

Executive Director, Corporate Services Division

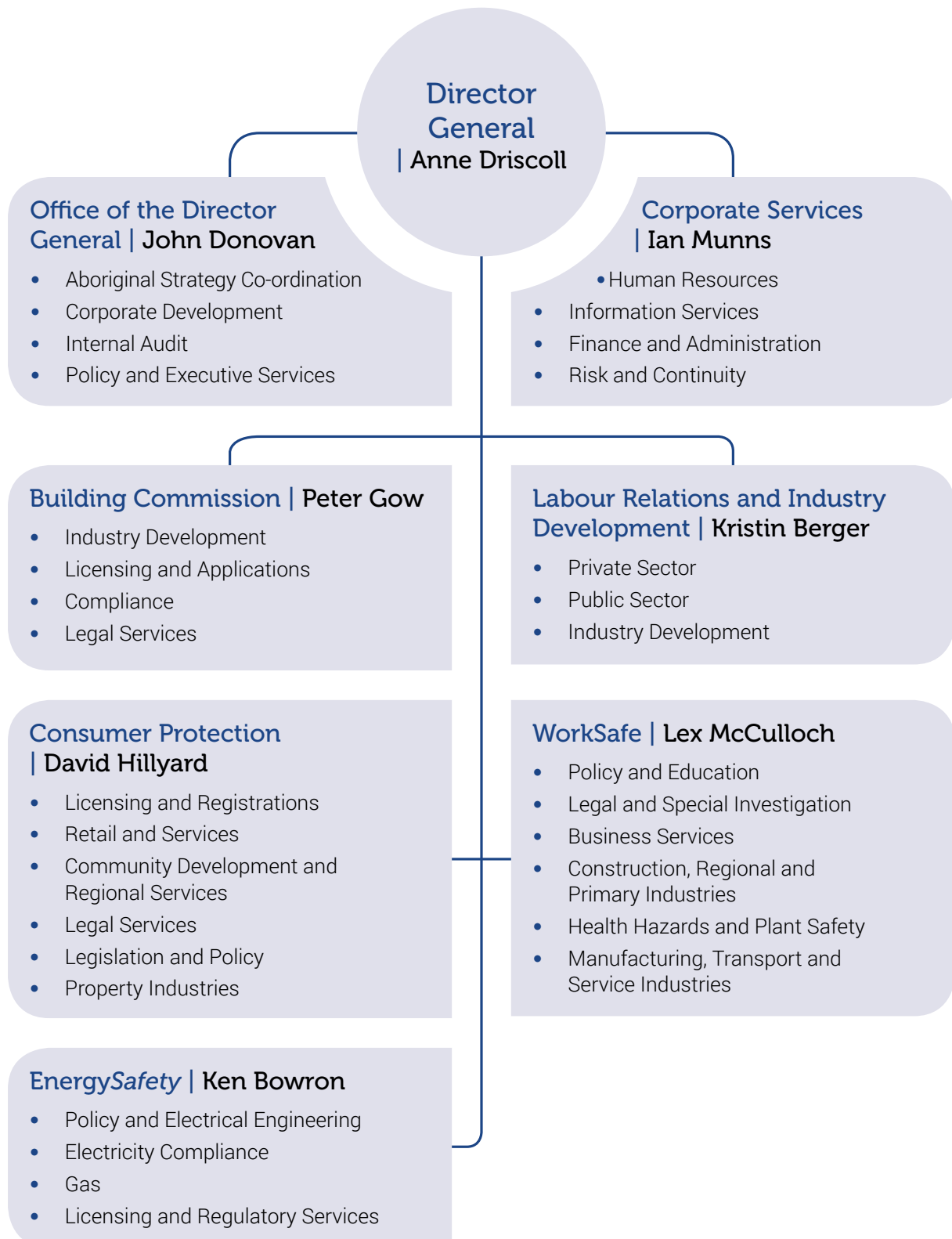
1 February 2016 - current

Ian Munns commenced in his current position in February 2016. He has previously worked for the Department of Commerce as the Director of Policy and Education in the WorkSafe Division for a period of five years. Ian had previously worked 24 years in a variety of roles in the Australian Public Sector.

Ian's career has involved 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, 2016



Our regional services

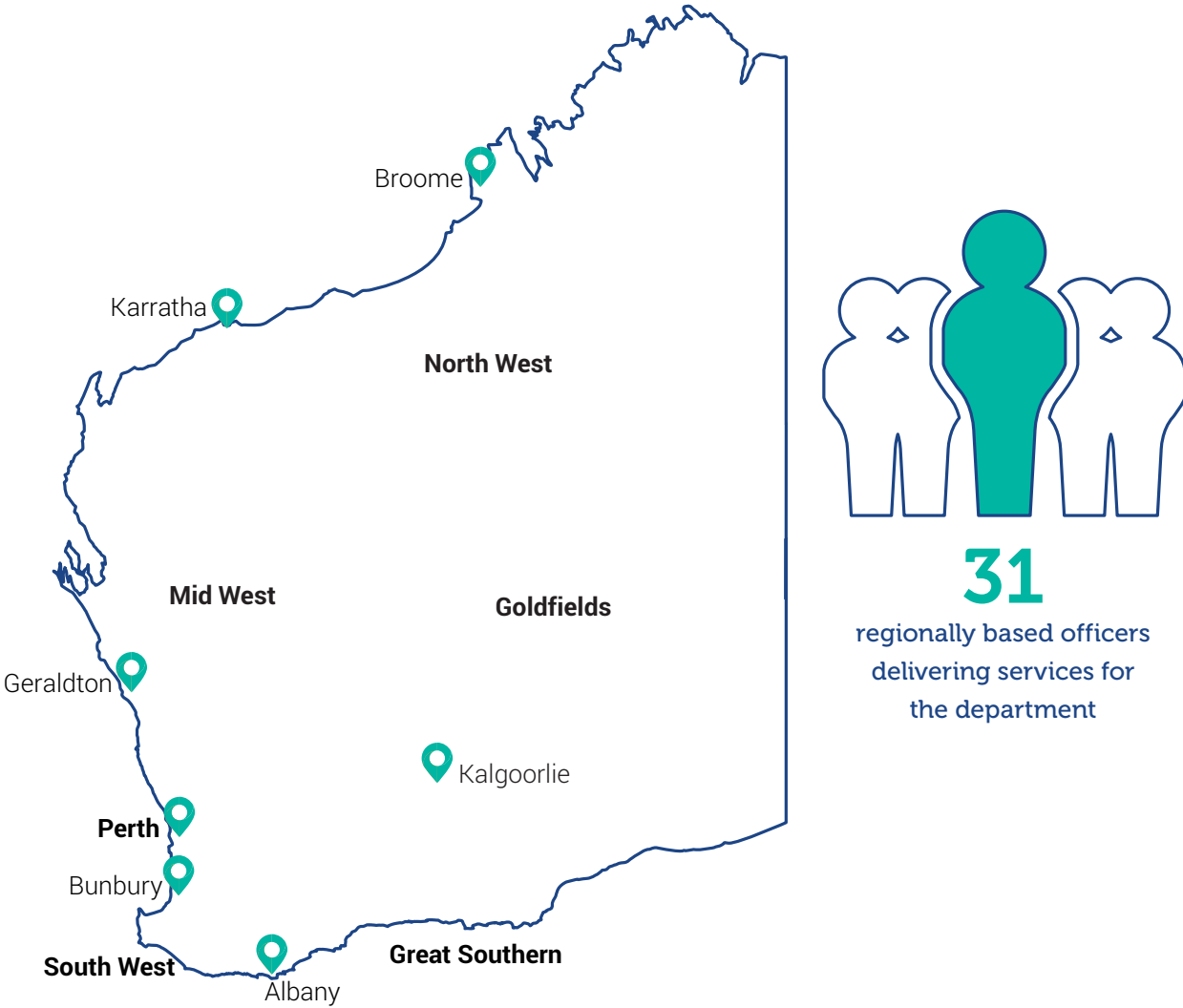


Figure 1: Location of regional offices

The department has offices located in Albany, Broome, Bunbury, Geraldton, Kalgoorlie, and Karratha that provide a range of services to regional Western Australians (Figure 1, Location of regional offices). There are currently 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 see additional specialist employees operate 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 Cocos (Keeling) Islands. These services to the Indian Ocean Territories are fully funded by and performed on behalf of the Commonwealth Government under enabling legislation.

Administered legislation

As at 30 June 2016, the department administered 78 Acts of Parliament, listed below. Reviews of legislation, regulations and codes of practice ensure the changing needs and expectations of the community are met, and that the regulatory framework is relevant. A full description of the scope and intent of these Acts is contained on the department's website at www.commerce.wa.gov.au

[*Architects Act 2004*](#)

[*Associations Incorporation Act 1987*](#)

[*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*](#)

[*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*](#)

[*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*](#)

[*Land Valuers Licensing Act 1978*](#)

[*Law Reform \(Common Employment\) Act 1951*](#)

[*Limited Partnerships Act 1909*](#)

[*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*](#)

[*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 between the department's services and desired outcomes and the Government's goals to which it contributes.

Table 1: Relationship to the Government's goals: 2015–16 outcome based management framework

Government's 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.
	Outcome 2: Western Australian industry is competitive in targeted priority and emerging sectors.	Service 2: Industry and Technology Contributes to the State's economy by promoting industry and technology. Services include: <ul style="list-style-type: none"> • supporting industry development through research and infrastructure; • promoting Western Australian industry opportunities and capabilities; and • providing policy development advice.
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 6: Buildings and plumbing installations that are safe, sustainable and respond to community needs.	Service 6: Building Commission The provision of reform, regulatory and dispute resolution services that enable the building and plumbing industries to efficiently deliver buildings that are safe, sustainable and respond to community needs.
	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.
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 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

Treasurer's instruction 904 requires disclosure of changes in agency level government desired outcomes, services and key performance indicators. A revised Outcome Based Management (OBM) structure was implemented as part of the 2015–16 Budget Papers process which was effective for 2015–16. The new OBM better aligns with operational divisional outcomes and services.

Shared responsibilities

The Department of Commerce contributes to the delivery and reporting of a number of whole of government and cross-agency initiatives. These initiatives have shared accountability for their successful implementation. The 2015–16 Resource Agreement established between the responsible Minister, Director General and Treasurer sets out shared responsibilities with other agencies. Further information regarding Resource Agreement reporting is available in the [Agency Performance](#) section of this report. The shared responsibilities with other agencies is detailed in Table 2 below.

Table 2: Shared responsibilities with other agencies in 2015–16

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 • Main Roads Western Australia • Department of Transport • Explosives and Dangerous Goods section of Resources Safety at the Department of Mines and Petroleum
Report against target	<p>Target: Participation in four joint AUSTRANS road block operations.</p> <p>No joint AUSTRANS roadblock operations were held in Western Australia this year.</p>
	<p>Result: In a separate initiative however, WorkSafe inspectors participated in six joint roadblock operations with Western Australia Police and Main Roads Western Australia. The operations looked at fatigue and isolated employees which resulted in 235 WorkSafe investigations and the issue of 44 notices.</p>
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	<p>Target: Educate consumers on emerging scams and issue warnings through ScamNet, community presentations, media releases, and intervention. Collaborate with relevant businesses and community organisations to reduce scam losses and provide support to victims. Maintain networks with relevant State, National and International agencies to strengthen effectiveness of fraud prevention measures.</p>
	<p>Result: From July 15 to June 16 the total number of first and second letters sent was 895 and 446 respectively. During the relevant evaluation period for 2015-16, 76 per cent of people who received a letter stopped sending funds to West Africa.</p>

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 (formerly the Department of Environment and Conservation) • Department of the Premier and Cabinet • St Johns Ambulance • 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 (ACMA) guidelines and staged financial transitional arrangements.</p>
	<p>Result: State agencies are currently completing the required transition and where impediments hamper this process they are developing plans to support further requests to the ACMA for extensions/exceptions. The majority of agencies were compliant with the 2015 deadline and where that hasn't yet happened ACMA has granted extensions. The focus is now on transitioning licences in the low density areas by the ACMA's prescribed milestones.</p>

Initiative	The Regional Telecommunications Project (RTP)
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 (formerly the Department of Environment and Conservation) • Department of Fire and Emergency Services • Western Australia Police • Department of Lands • Department of Finance • Regional Development Commissions
Report against target	<p>Target: Complete delivery of 23 sites contracted to Telstra under the RTP Phase 1. Conclude agreement with successful respondents to the national Mobile Black Spot Program for Western Australia co-contributions. Commence construction of site co-funded by the Commonwealth under RTP Phase 2.</p> <p>Twenty two mobile base stations were completed and switched on during this reporting period. The Peaceful Bay mobile base station has been pushed out due to a delay in securing land tenure approval. The tower is expected to be switched on during July/August 2016.</p> <p>Result: The Mobile Black Spot Program Funding Agreement for the delivery of 109 mobile base stations in Western Australia was agreed to and endorsed on 1 February 2016. Construction of the RTP Phase 2 mobile base stations commenced during February 2016.</p>

Additional information on jointly delivered services with other organisations is provided at [Appendix 1: Agreements](#) of this report.