

REGIONAL SERVICES REVIEW

FEEDBACK FORM | SEPTEMBER 2019



Government of Western Australia
Department of Mines, Industry Regulation and Safety

Have your say – DMIRS Regional Services Review

Please provide your feedback to the DMIRS Regional Services Review proposals using the Feedback Template below.

Email: customerservice@dmirs.wa.gov.au

Postal address: Department of Mines, Industry Regulation and Safety
Regional Services Review – Public Consultation Submission
Customer Information Directorate
Locked Bag 100
EAST PERTH WA 6892

Name:

Organisation:

Submission responses may be made available to the public on the DMIRS website. If you do not wish your submission responses to be made public, please tick the “IN CONFIDENCE” button. **In Confidence**

Please note: The page numbers noted in this Feedback Template refer to pages in the Consultation Paper.

Proposal 1: Tiered approach for regional service delivery

Do you support the proposed tiered approach for service delivery at DMIRS regional offices? (Customer Service Hubs, Customer Service Centres, Resource Tenure Offices, Mines Safety Office – see page 4)

Yes **No** **No Comment**

If 'no', please provide supporting comments (500 character limit):

Proposal 2: Norseman

Do you support the proposal for DMIRS Norseman office to remain closed, with the DMIRS owned facility being transferred to the Department of Justice for its ongoing court functions? (See page 18)

Yes **No** **No Comment**

If 'no', please provide supporting comments (500 character limit):

Proposal 3: Resource Tenure Mining Registrars

Do you support improved efficiency and reduced risk of delays in processing mining tenement applications by co-locating Mining Registrars from less busy regional offices with Mining Registrars in busier offices? (See page 20)

Yes **No** **No Comment**

If 'no', please provide supporting comments (500 character limit):

Proposal 4: Staff attraction and retention

Do you support the proposal of DMIRS working with local government authorities, regional development commissions and other State Government agencies to address staff attraction and retention issues in the regions? (See page 21)

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

Proposal 5: Stakeholder engagement

Do you support the proposal of DMIRS establishing regular stakeholder liaison with regional development commissions, local shires, industries and communities? (See page 21)

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

Proposal 6: Digital Service Delivery

Do you support the proposals (see page 23) that DMIRS:

- a) establish 'Customer Service Kiosks' computers and phones at regional offices?;

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

- b) offer more DMIRS services online?;

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

- c) investigate expanding current service delivery to include licensed agents providing services on behalf of DMIRS?;

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

- d) engage with customers to co-design DMIRS service delivery functions and systems?

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

Proposal 7: Government regional services and agency co-location initiatives

Do you support the proposal that DMIRS should explore opportunities for co-locating Government agencies in regional locations and similar Government regional service initiatives, such as ServiceWA? (See page 23)

Yes No No Comment

If 'no', please provide supporting comments (500 character limit):

Other comments (optional)

Do you wish to provide any additional comments for consideration as part of this Review (500 character limit)?

(500 character limit):

Government of Western Australia

**Department of Mines, Industry Regulation
and Safety**

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