



Government Strategic Goal

Better Places – A quality environment with liveable and affordable communities and vibrant regions.

Strong Communities – Safe communities and supported families.

Our purpose

Supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector.

Outcome Based Management Framework



SERVICE 1

Resource Advice and Regulation

Ensuring that the State's natural resources are developed and managed responsibly through the provision of resource advice and regulatory services to the Western Australian community.



SERVICE 2

Safety and Labour Relations Advice and Regulation

The provision of advice and regulatory services to the Western Australian community in the area of workplace safety and labour relations.



SERVICE 3

Industry Advice and Regulation

The provision of advice and regulatory services to the Western Australian community in the areas of consumer protection, building and energy services.

Our strategic themes

Our department's priorities

Aligned to government priorities and building on our *Strategic Intent*

Regulatory practice and reform

A regulatory approach that is outcomes focused and risk based.

- SP1.1 Deliver a regulatory environment that protects the community in a COVID-19 environment and beyond.
- SP1.2 Intervene decisively to avert and minimise harm, commensurate with the circumstances.
- SP1.3 Forward thinking in our approach to regulatory and other reforms, which support economic recovery and protect the community.
- SP1.4 Implement a work, health and safety regime to improve occupational health and safety across all industry sectors.
- SP1.5 Encourage safe and responsible exploration and development of mineral and petroleum resources.

Customer centric service

An outward-facing department that is open, accountable and committed to improving longer-term outcomes for the community.

- SP2.1 Improve approval pathways to reduce time frames, streamline processes and improve transparency.
- SP2.2 Develop processes, systems and services focused on improving the customer experience.
- SP2.3 Improve collaboration within DMIRS and with other agencies to deliver better social and economic outcomes.
- SP2.4 Develop strong, respectful community partnerships to improve customer satisfaction with our metropolitan, regional and remote services.
- SP2.5 Improve the use of data and information to deliver better outcomes.

Skilled, diverse and flexible workforce

A capable, high performing workforce that can adapt to deliver on Government and community priorities.

- SP3.1 Build talent and leadership capacity.
- SP3.2 Build and strengthen an inclusive and diverse workplace culture with a strong focus on our values, safety, health and wellness.
- SP3.3 Implement employment practices that enable an inclusive, mobile and flexible workforce.
- SP3.4 Improve opportunities for women in leadership.

Our values

We lead with integrity, deliver on commitments, strive for excellence, and look for better ways of doing things.

Respectful	Responsive	Forward thinking	Transparent	Fair	Ethical
We are always courteous and considerate to others, regardless of beliefs, backgrounds or abilities	We adapt to change, act on concerns, and provide information in a timely manner	We foster innovative thinking to plan for the future and actively embrace change	We are open and accountable in what we do	We treat people equitably and act without judgement or bias	We act with honesty and integrity

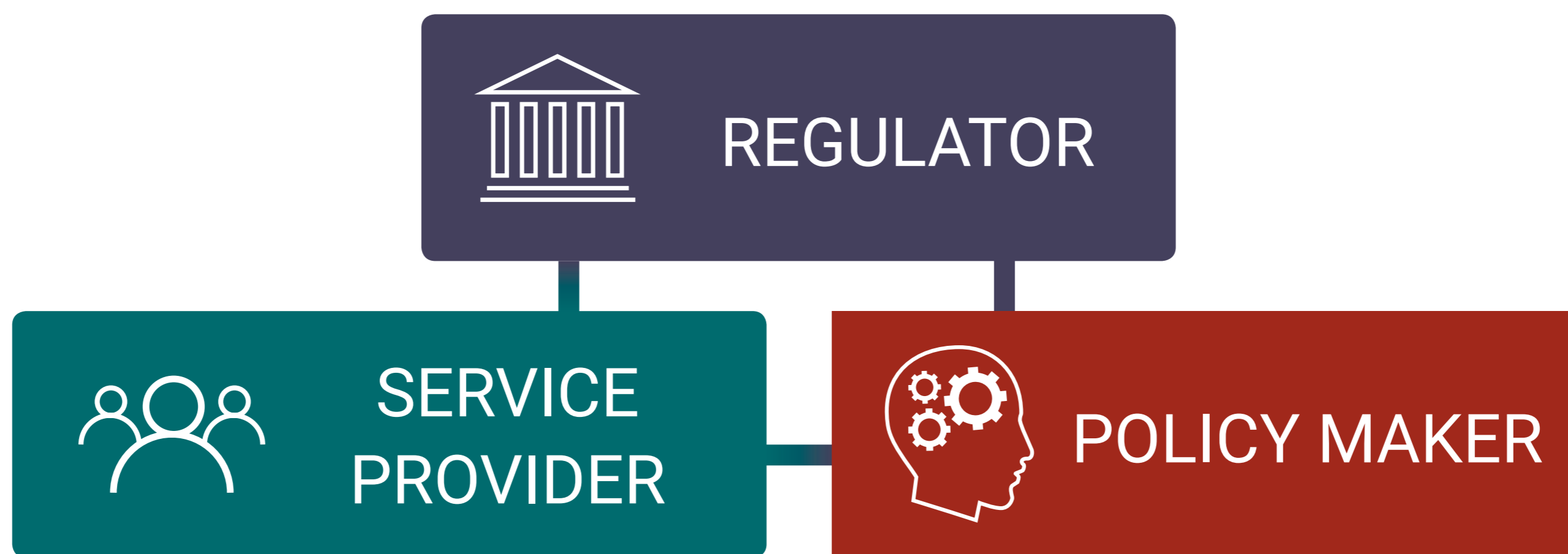


Our purpose

Supporting a safe, fair and responsible future for the Western Australian community, industry and resources sector.

Our approach

Our Strategic Plan - *Towards 2024*, seeks to build on our Strategic Intent approach, by maximising our impact as regulator, service provider and policy maker.



- Maintain regulation that is clear, relevant and enforced
- Behave consistently and transparently
- Create relationships that encourage compliance
- Foster public trust and confidence



IMPACT

- Regulated entities know and play by the rules
- Individuals and businesses have the confidence to operate in Western Australia
- Better regulatory outcomes at a lower cost to the community
- Public confidence is high in our areas of responsibility



- Deliver quality services at the lowest cost possible
- Reduce the complexity of the customer journey through government
- Use digital technologies to improve the customer and staff experience
- Respond to customer feedback



IMPACT

- We know and monitor our costs and keep them lean
- Customers have fewer touchpoints when doing business with us
- Customers and staff find it easier to do business
- Customers are satisfied with their treatment



- Manage our policy environment to drive behaviours that are in the public interest
- Predict then address emerging policy challenges
- Gather the latest intelligence on the operating environment
- Explore new approaches to achieving regulatory intent



IMPACT

- Business, community and industry behaviour supports policy intent
- Disruptors are identified early enough for pre-emptive policy action
- Intelligence is regularly shared and used for public benefit
- New ideas on how to address regulatory challenges are on the policy agenda