

# Key Performance Indicators

The linkage between the government goal, agency outcome and service to the community is demonstrated in Table 1:

Table 16: Relationship to the Government's goals for 2017–18

Government Goals	Outcomes	Services
<i>Strong Communities: Safe communities and supported families</i>	<p><b>O.1</b> A fair trading environment that protects consumers and traders in Western Australia.</p> <ul style="list-style-type: none"> <li>O1.1: The extent to which traders comply with regulatory requirements.</li> </ul>	<p><b>S.1</b> The provision of consumer protection advice, information, education and business regulation services to the Western Australian community. (Consumer Protection)</p> <ul style="list-style-type: none"> <li>S1.1: Average cost per client contact to provide information and advice.</li> <li>S1.2: Average cost per policy project.</li> <li>S1.3: Average cost per inspection or investigation.</li> <li>S1.4: Average cost per registration or licence.</li> </ul>
	<p><b>O.2</b> Community in which the use of electricity and gas is regulated and safe.</p> <ul style="list-style-type: none"> <li>O2.1: Number of electricity-related serious injuries and fatalities per million population.</li> <li>O2.2: Number of gas-related serious injuries and fatalities per million population.</li> </ul>	<p><b>S.2</b> The provision of regulatory services to the Western Australian community through licensing and compliance activities in the area of energy safety. (Energy Safety)</p> <ul style="list-style-type: none"> <li>S2.1: Average cost of regulatory services.</li> <li>S2.2: Average cost or provision of licensing services.</li> </ul>
	<p><b>O.3</b> A workplace operated in a safe and healthy manner.</p> <ul style="list-style-type: none"> <li>O3.1: The extent to which workplaces meet occupational safety and health criteria in priority areas.</li> </ul>	<p><b>S.3</b> The provision of advice, information, education, licensing and enforcement services to the Western Australian community in the area of occupational safety and health. (WorkSafe)</p> <ul style="list-style-type: none"> <li>S3.1: Average cost per client contact to provide information and advice.</li> <li>S3.2: Average cost per inspection or investigation.</li> <li>S3.3: Average cost per registration or licence.</li> </ul>

Government Goals	Outcomes	Services
<b>Better Places:</b> <i>A quality environment with liveable and affordable communities and vibrant regions.</i>	<b>O.4</b> Buildings and plumbing installations that are safe, sustainable and respond to community needs. <ul style="list-style-type: none"> <li>O4.1: The extent to which building service providers comply with regulatory requirements.</li> </ul>	<b>S.4</b> The provision of government administration, licensing, regulatory and dispute resolution services that enable the building and plumbing industries, to efficiently deliver buildings and plumbing installations, that are safe, sustainable and respond to community needs. (Building Commission) <ul style="list-style-type: none"> <li>S4.1: Average cost per inspection.</li> <li>S4.2: Average cost per registration or licence administered.</li> <li>S4.3: Average cost per building services and home building work contract dispute resolved.</li> <li>S4.4: Average cost per policy project managed</li> </ul>
	<b>O.5</b> Contribute to making WA the destination of choice for responsible resource exploration, development and operations. <ul style="list-style-type: none"> <li>O5.1: Percentage of applications determined within agreed timelines.</li> <li>O5.2: Percentage of compliance with regulated resource exploration and development conditions.</li> <li>O5.3: Percentage of compliance activities completed as planned.</li> <li>O5.4: Stakeholder satisfaction with the effectiveness of the department as regulator of the resource sector.</li> </ul>	<b>S.5</b> Providing resource sector information and advice to industry, community and government. (Resources) <ul style="list-style-type: none"> <li>S5.1: Average weighted cost of information and product services.</li> </ul>
		<b>S.6</b> Managing land access for resource related activity. (Resources) <ul style="list-style-type: none"> <li>S6.1: Average weighted cost of application determination services.</li> </ul>
<b>Future Jobs and Skills:</b> <i>Grow and diversify the economy, create jobs and support skills development.</i>	<b>O.6</b> Shape and influence industrial relations systems in Western Australia. <ul style="list-style-type: none"> <li>O6.1: The extent to which employers comply with the requirements of labour relations laws.</li> </ul>	<b>S.7</b> Regulating resource sector development for health and safety, social responsibility, environment and dangerous goods. (Resources) <ul style="list-style-type: none"> <li>S7.1: Average weighted cost of regulatory and compliance services.</li> </ul>
		<b>S.8</b> 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. (Private Sector Labour Relations and Public Sector Labour Relations) <ul style="list-style-type: none"> <li>S8.1: Average cost per hour of policy advice.</li> <li>S8.2: Average cost per client contact to provide information and advice.</li> <li>S8.3: Average cost per inspection or investigation</li> </ul>

Table key: O=Outcome, S=Service