











## Summary of results

A summary of KPI results is shown below. The summary reflects where KPIs contribute to the department's Strategic Intent approach and impact as a Regulator, Service Provider, and Policy Maker. The results show the status of the KPI in relation to where targets were met<sup>1</sup> (–), exceeded (👉) or not met (👈).

































Detailed explanations of the results for the KPI can be found on the corresponding page.







Table 17: Summary of 2017–18 performance compared to 2016–17 and target: Effectiveness indicators

	2016-17	2017–18	Target	± 2016-17	± Target		Page
<b>Outcome 1: A fair trading environment that protects consumers and traders in Western Australia.</b>							
 O1.1: The extent to which traders comply with regulatory requirements	95%	<b>96%</b>	95%	1%	1%	–	83
<b>Outcome 2: Community in which the use of electricity and gas is regulated and safe.</b>							
 O2.1: Number of electricity-related serious injuries and fatalities per million population.	7	<b>6</b>	0	-14%		👈	84
 O2.2: Number of gas-related serious injuries and fatalities per million population.	5	<b>3</b>	0	-40%		👈	85
<b>Outcome 3: A workplace operated in a safe and healthy manner.</b>							
 O3.1: The extent to which workplaces meet occupational safety and health criteria in priority areas.	72%	<b>76%</b>	75%	4%	1%	–	86
<b>Outcome 4: Buildings and plumbing installations that are safe, sustainable and respond to community needs.</b>							
 O4.1: The extent to which building service providers comply with regulatory requirements	77%	<b>78%</b>	85%	1%	-7%	–	87
<b>Outcome 5: Contribute to making Western Australia the destination of choice for responsible resource exploration development and operations.</b>							
 O5.1: Percentage of applications determined within agreed timelines.	98%	<b>95%</b>	95%	-3%	0%	–	89
 O5.2: Percentage of compliance with regulated resource exploration and development conditions.	96%	<b>95%</b>	95%	-1%	0%	–	90
 O5.3: Percentage of compliance activities completed as planned.	105%	<b>99%</b>	100%	-6%	-1%	–	91
 O5.4: Stakeholder satisfaction with effectiveness of DMIRS as a resource sector regulator	84%	<b>83%</b>	85%	-1%	-2%	–	92
<b>Outcome 6: Shape and influence industrial relations systems in Western Australia.</b>							
 O6.1: The extent to which employers comply with the requirements of labour relations laws	52%	<b>56%</b>	65%	4%	-9%	–	94

<sup>1</sup> Target is considered to be met if variance is within +/- 10 per cent.

Table 18: Summary of 2017–18 performance compared to 2016–17 and target: Efficiency indicators

	2016-17	2017–18	Target	± 2016-17	± Target		Page
<b>Service 1: Consumer Protection</b>							
 S1.1: Average cost per client contact to provide information and advice.	\$1.46	<b>\$1.14</b>	\$1.51	-22%	-25%		96
 S1.2: Average cost per policy project.	\$151,197	<b>\$129,639</b>	\$310,308	-14%	-58%		97
 S1.3: Average cost per inspection or investigation.	\$331.24	<b>\$390.77</b>	\$436.04	18%	-10%		99
 S1.4: Average cost per registration or licence.	\$11.47	<b>\$11.25</b>	\$12.66	-2%	-11%		100
<b>Service 2: Energy Safety</b>							
 S2.1: Average cost of regulatory services.	\$2,059	<b>\$2,763</b>	\$2,663	34%	4%		101
 S2.2: Average cost of provision of licensing services.	\$32.10	<b>\$32.14</b>	\$36.12	0%	-11%		102
<b>Service 3: WorkSafe</b>							
 S3.1: Average cost per client contact to provide information and advice.	\$3.04	<b>\$3.54</b>	\$3.05	16%	16%		103
 S3.2: Average cost per inspection or investigation.	\$2,111	<b>\$2,323</b>	\$1,929	10%	20%		105
 S3.3: Average cost per registration or licence	\$90.05	<b>\$63.38</b>	\$82.29	-30%	-23%		106
<b>Service 4: Building Commission</b>							
 S4.1: Average cost per inspection.	\$888.81	<b>\$1,348.84</b>	\$854.63	52%	58%		107
 S4.2: Average cost per registration or licence administered.	\$425.98	<b>\$370.47</b>	\$397.70	-13%	-7%		108
 S4.3: Average cost per building services and home building work contract dispute resolved.	\$6,652	<b>\$7,353</b>	\$7,071	11%	4%		109
 S4.4: Average cost per policy project managed	\$154,717	<b>\$268,195</b>	\$164,816	73%	63%		110
<b>Service 5: Providing Resource Sector Information and Advice to Industry, Community and Government</b>							
 S5.1: Average weighted cost of information and product services.	\$1,096	<b>\$893</b>	\$914	-19%	-2%		111
<b>Service 6: Managing Land Access for Resource-related Activity</b>							
 S6.1: Average weighted cost of application determination services.	\$1,092	<b>\$1,202</b>	\$1,057	10%	14%		112
<b>Service 7: Regulating Resource Sector Development for Health and Safety, Social Responsibility, Environment and Dangerous Goods</b>							
 S7.1: Average weighted cost of regulatory and compliance services.	\$1,158	<b>\$1,070</b>	\$1,295	-8%	-17%		114

	2016-17	2017-18	Target	± 2016-17	± Target		Page
<b>Service 8: Labour Relations</b>							
 S8.1: Average cost per hour of policy advice.	\$254.11	<b>\$248.86</b>	\$351.71	-2%	-29%		115
 S8.2: Average cost per client contact to provide information and advice.	\$2.61	<b>\$2.38</b>	\$2.71	-9%	-12%		116
 S8.3: Average cost per inspection or investigation	\$9,124	<b>\$3,036</b>	\$8,300	-67%	-63%		117

Key: — Target met     Target exceeded     Target not met

The diagram below illustrates the department’s performance against targets by the three approaches – regulator, service provider and policy maker. Overall, the majority of targets were met or exceeded for all three approaches.

### Summary of performance by approach

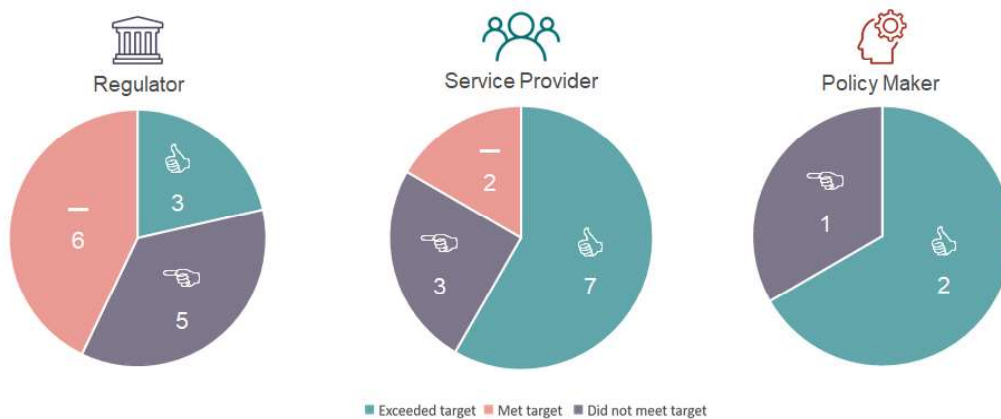


Figure 15: Summary of outcomes for each of the departments group