



DEMIRS Occupational Licensing Performance Report

March Quarter 2024

The Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) is committed to transparency in its licensing performance, which helps drive continuous improvement and assist industry planning.

DEMIRS administers more than 100 diverse and complex licence types. These cover the majority of Western Australia's occupational licensing and include building, painting, plumbing, electrical, gas, high risk work, dangerous goods, motor vehicle, property and other Consumer Protection licensing.

During the quarter the ability to upload bulk applications via the online system, streamlining the application process, was implemented for high risk work and electrical licences. This functionality will be rolled out to gas licenses in the June 2024 quarter. Expansion of the Online Licence Renewal system to additional licence categories is also scheduled to occur in the June 2024 quarter which will make renewal simpler for licence holders.

A summary of this quarter's performance can be found below.

David Hughes
Director Licensing Services

Performance summary

The DEMIRS licensing performance target is to finalise at least 80 per cent of applications within the target timeline. For example, DEMIRS aims to finalise 80 per cent of Electrician Licence applications within 10 business days. Target timelines are shown in the centre of each 'speedo' figure. Also shown and referenced below are the average business day targets to complete applications and Licensing Services' performance against these.

For the March 2024 quarter DEMIRS finalised 36,603 applications, an increase of 11.7 per cent from the December 2023 quarter and an increase of 13.3 per cent compared with the 2022 –23 average.

Three licence categories (Registered Building Contractor and Practitioner, Property Industries and Motor Vehicle Industries) finalised the highest number of applications in the eight reported quarters. Consequentially on time performance in some of these categories decreased slightly as backlogs were cleared.

Building contractor and practitioner on time performance remained low with increases in incoming application volumes for new licences continuing to challenge service delivery targets. Notably there was a 50 per cent increase in licences finalised in this quarter compared to last, with over 1,500 applications finalised, the highest ever in a single quarter. This increase, which substantially decreased backlogs, will result in improvements to on time performance in the June 2024 quarter. Additional resources continue to be allocated to this high priority category.

On time performance in painting contractor and practitioner improved for the second successive quarter, with 90 per cent of applications determined within target timeframes and a 55 per cent decrease in average processing times.

Building Surveying and Owner Builder performance remained above target levels with 86 per cent of applications determined with target timeframes.

Plumbing performance improved with 85 per cent of applications determined within target timeframes and an average processing time of nine business days, less than the target timeframe.

Electrical and gas performance dropped slightly with 74 and 68 per cent of applications determined within target timeframes although an average processing time of eight business days for both categories was better than the target timeframe.

Dangerous Goods Driver and Shotfiring performance features in this report for the first time, with on time performance at 98 per cent and an average of eight business days, well under the target of 20.

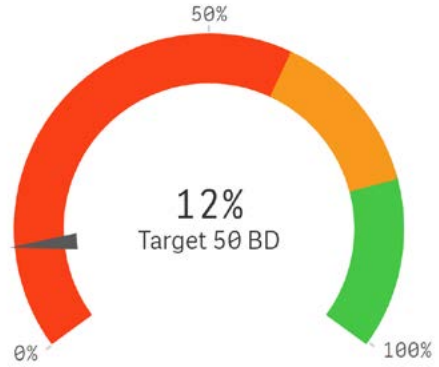
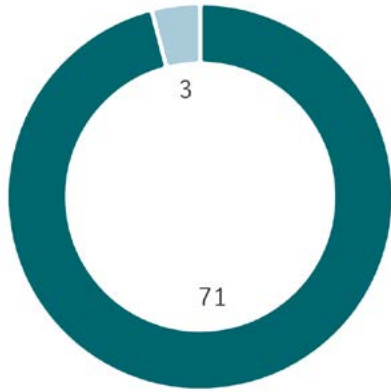
High risk work licence performance improved with 42 per cent of applications determined within target timeframes compared to 38 per cent last quarter. Average processing time increased from 19 to 22 business days. Increases in incoming application volumes continue to challenge achievement of service delivery targets despite a significant increase in the volume of applications being finalised compared to 2022–23. Additional resources also continue to be allocated to this licence category.

Motor vehicle and property industries licensing made significant inroads into their backlogs with large increases in the number of applications determined in both categories. Motor vehicle achieved 67 per cent on time performance while property achieved 52 per cent. Average processing times were nine and 12 business days respectively.

Registered Building Contractor and Practitioner

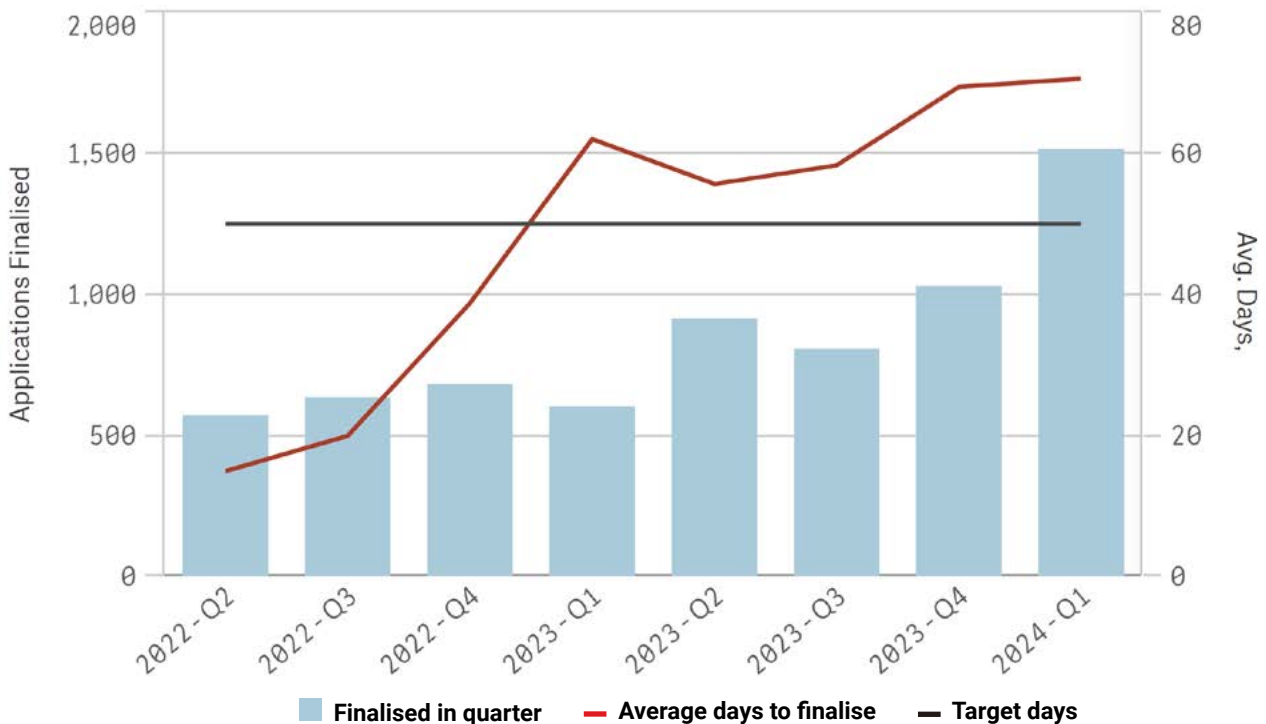
Average **74** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

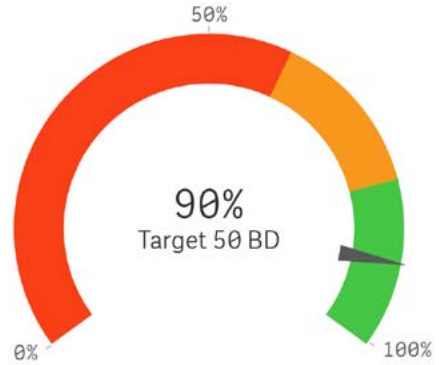
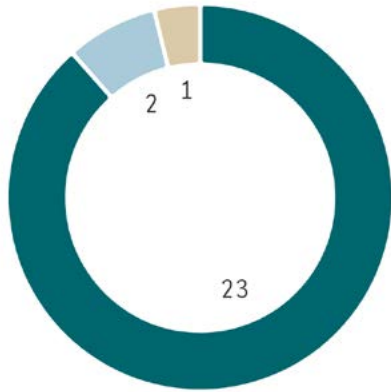
Trends for finalised applications and average business days to finalise



Registered Painting Contractor and Practitioner

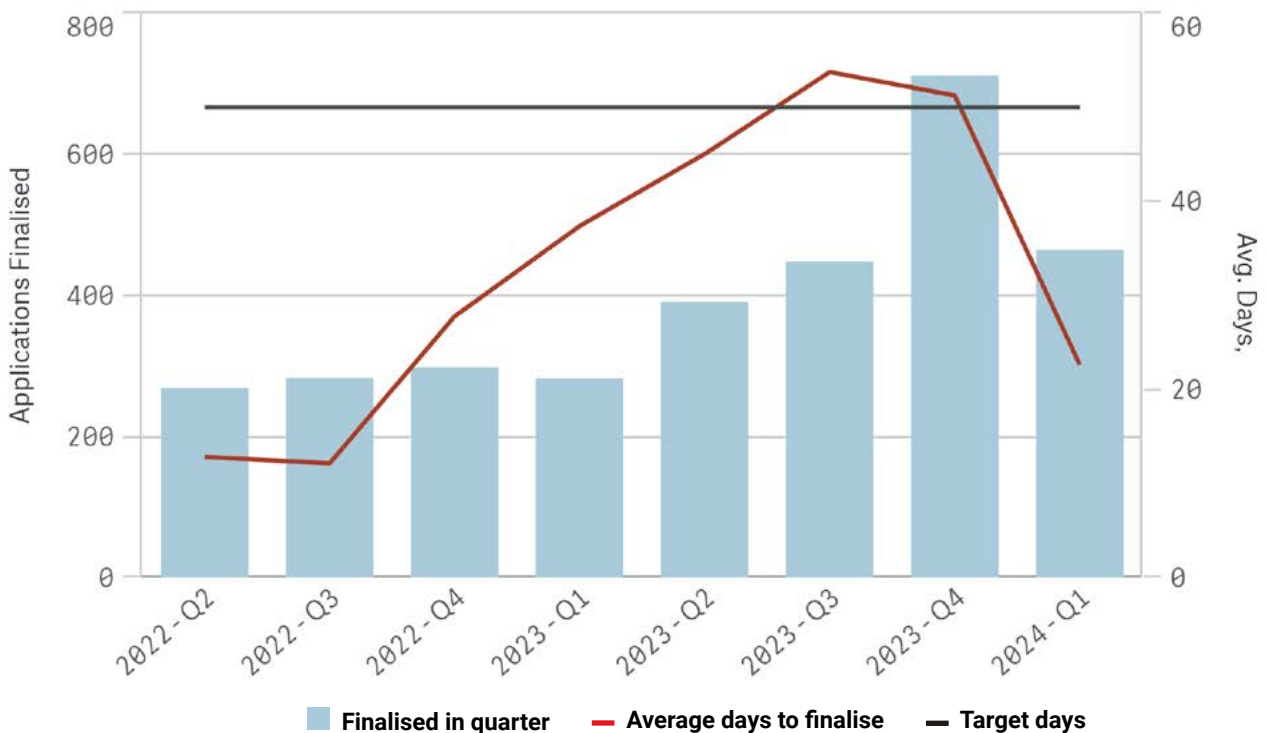
Average **26** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant
■ DEMIRS Legal / Compliance / Other

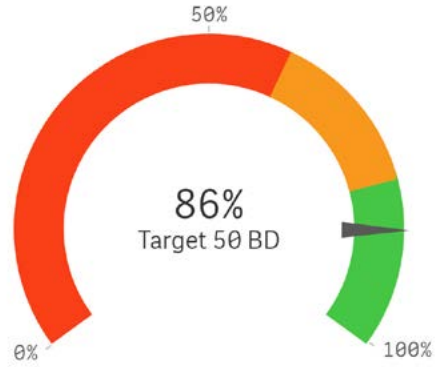
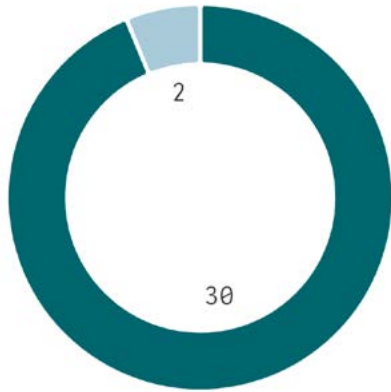
Trends for finalised applications and average business days to finalise



Registered Building Surveyor and Owner Builder

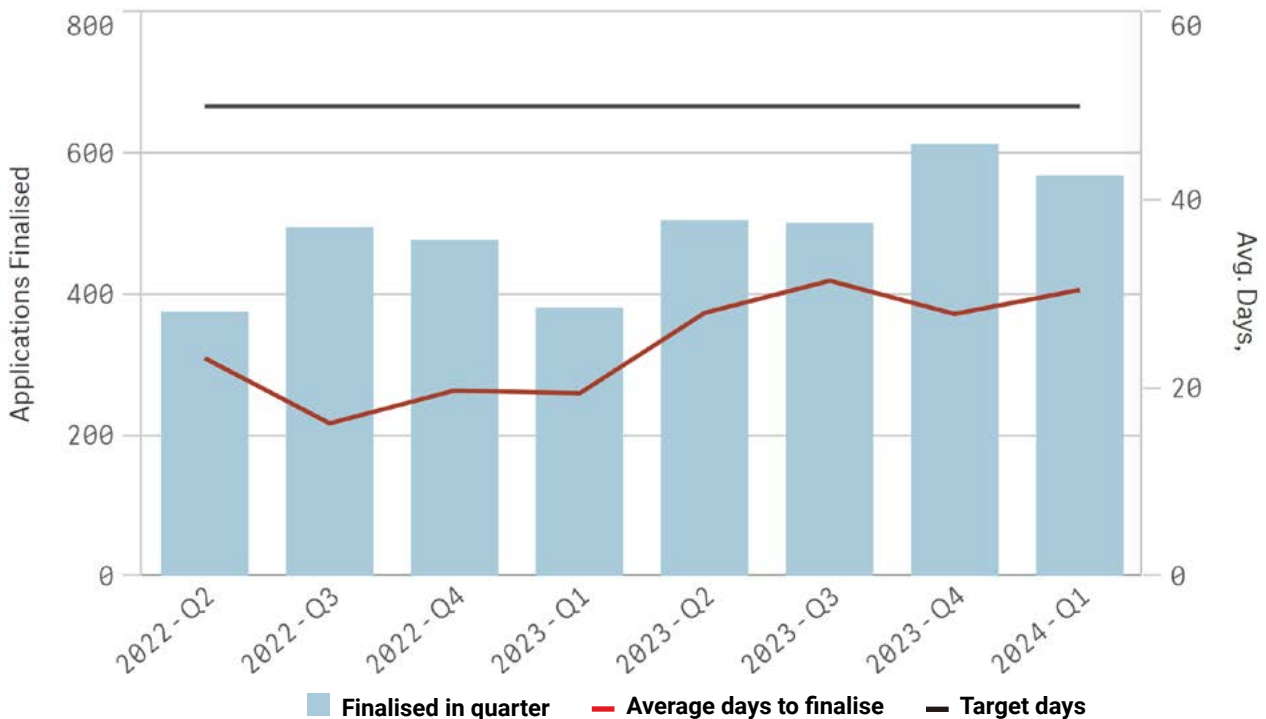
Average **32** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

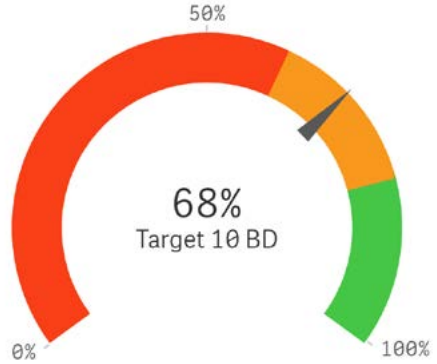
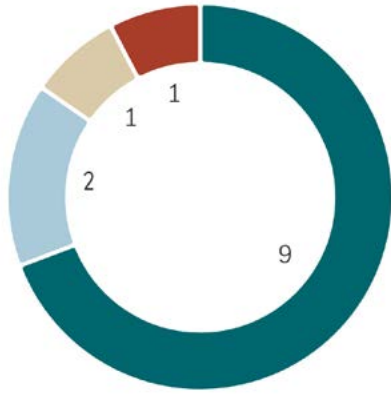
Trends for finalised applications and average business days to finalise



Plumbing

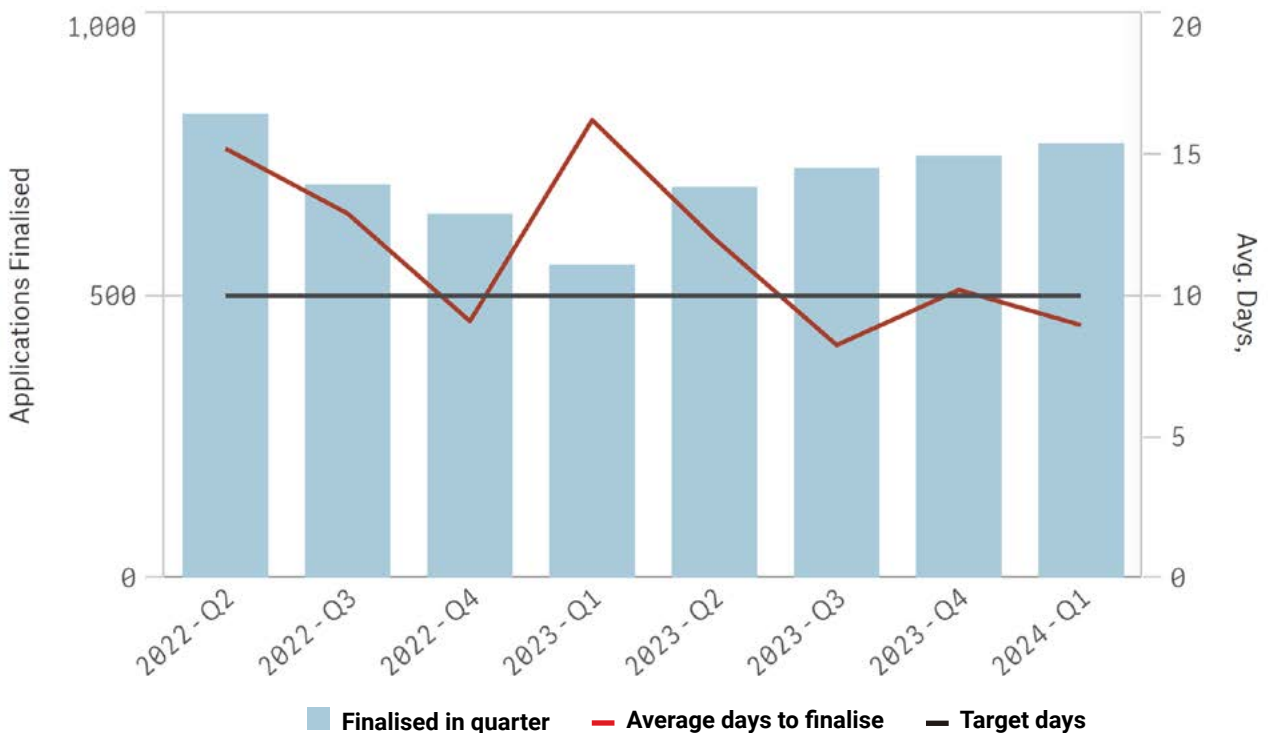
Average **13** business days total

% Finalised within target timeline



- DEMIRS Licensing
- Applicant
- DEMIRS Legal / Compliance / Other
- Board / Statutory Decision Maker

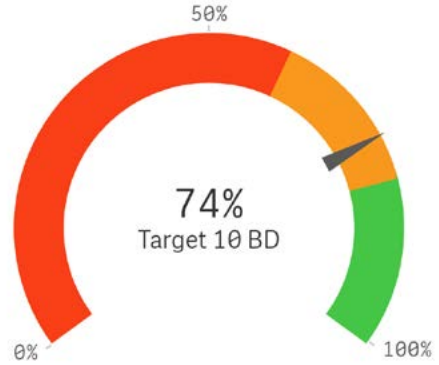
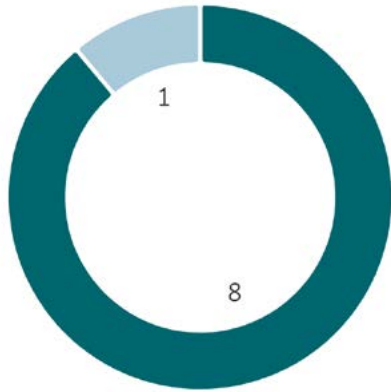
Trends for finalised applications and average business days to finalise



Electrical

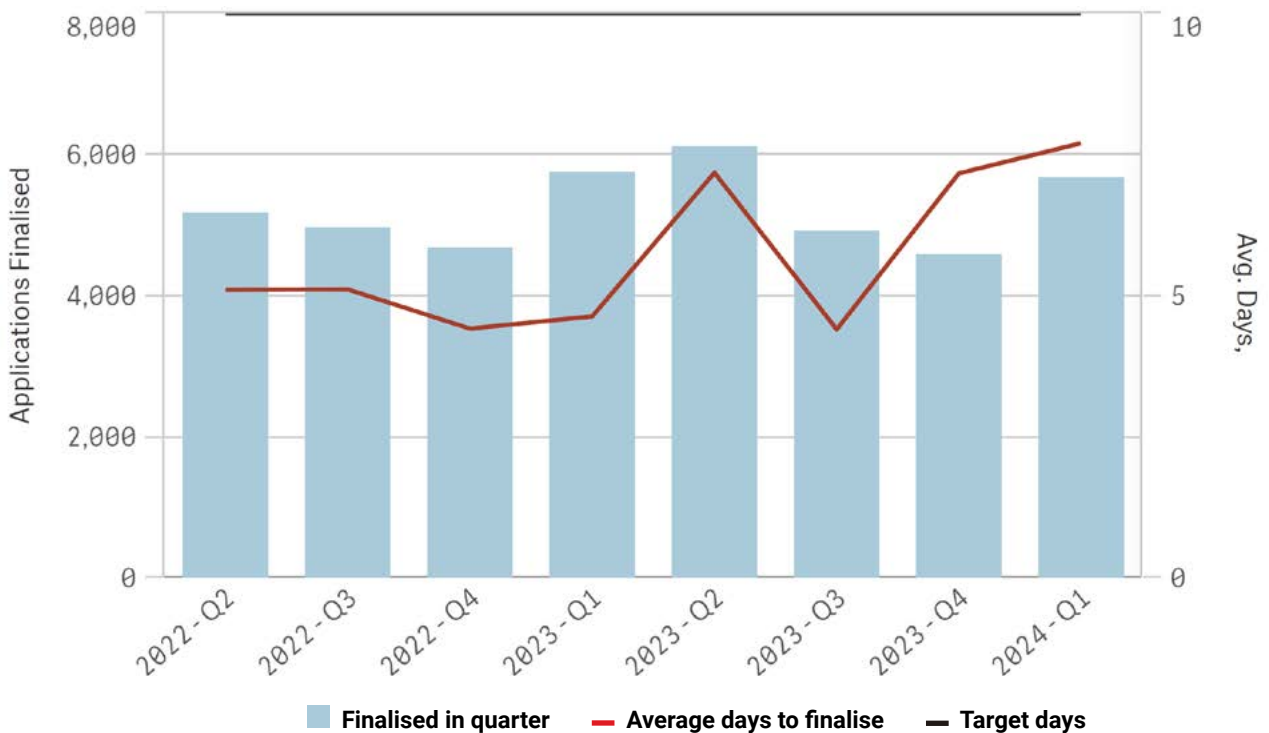
Average 9 business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

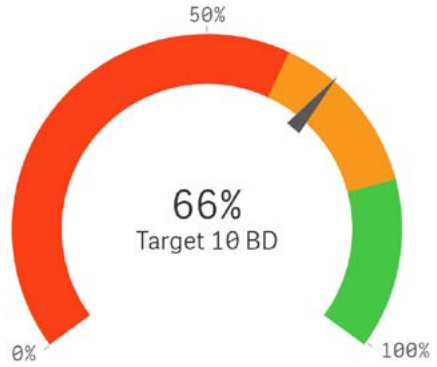
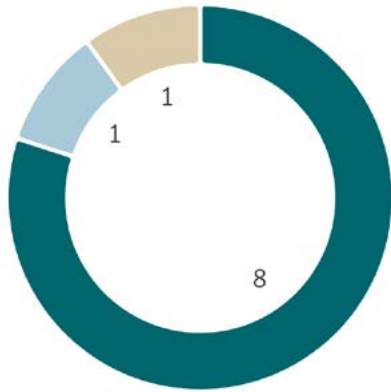
Trends for finalised applications and average business days to finalise



Gas

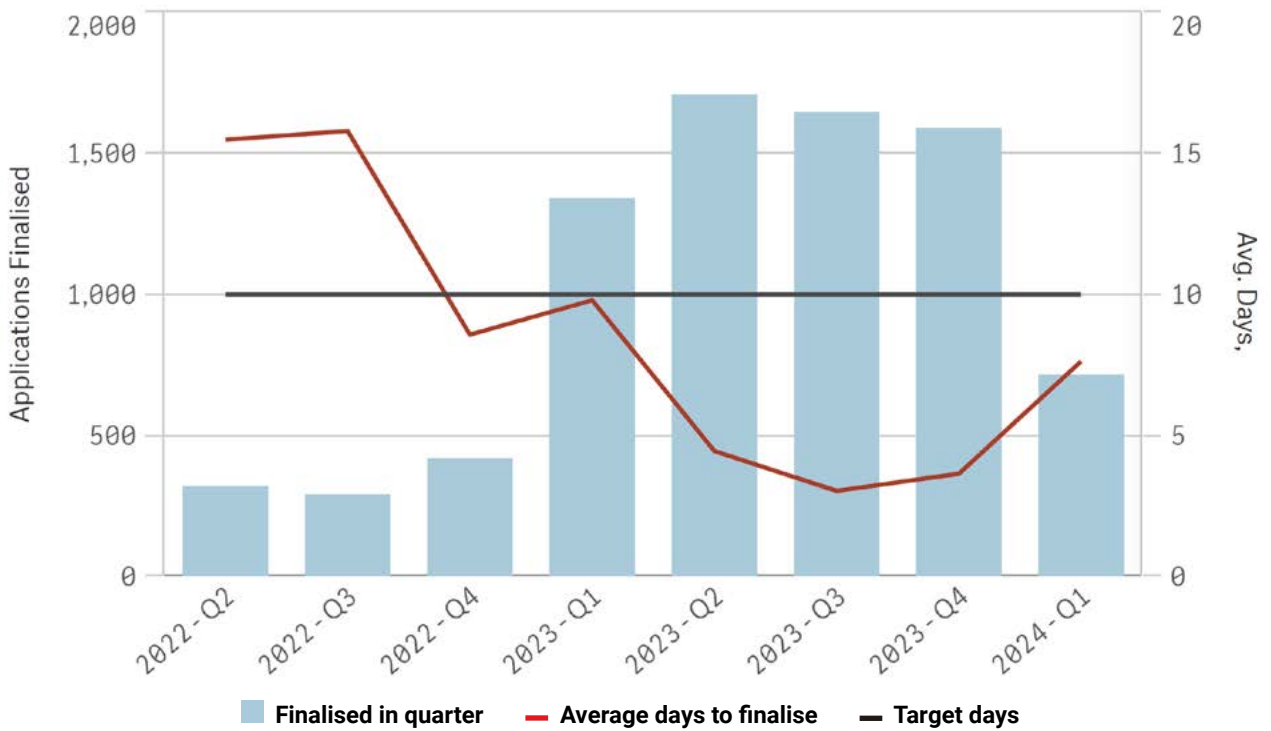
Average 10 business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant
■ DEMIRS Legal / Compliance / Other

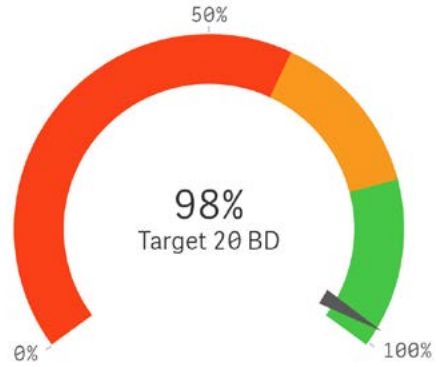
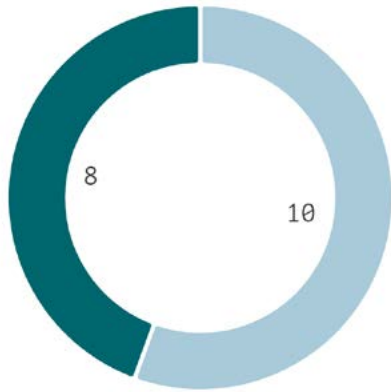
Trends for finalised applications and average business days to finalise



Dangerous Goods Driver and Shotfiring Licences

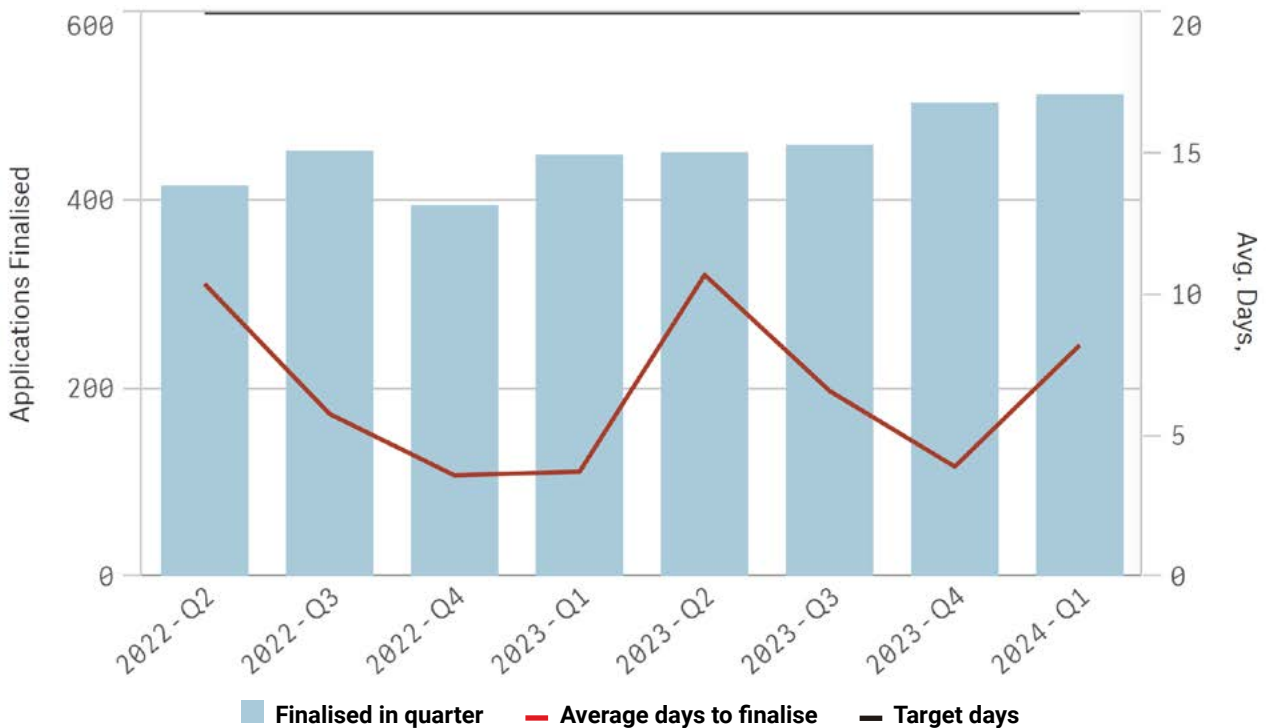
Average **18** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

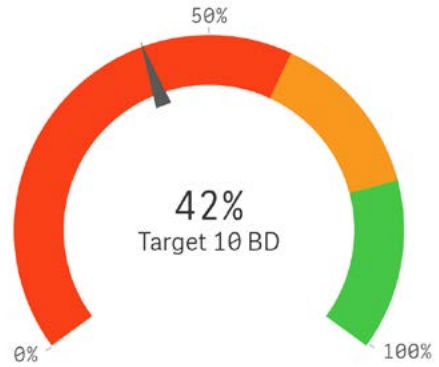
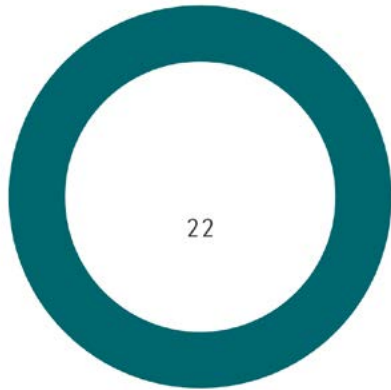
Trends for finalised applications and average business days to finalise



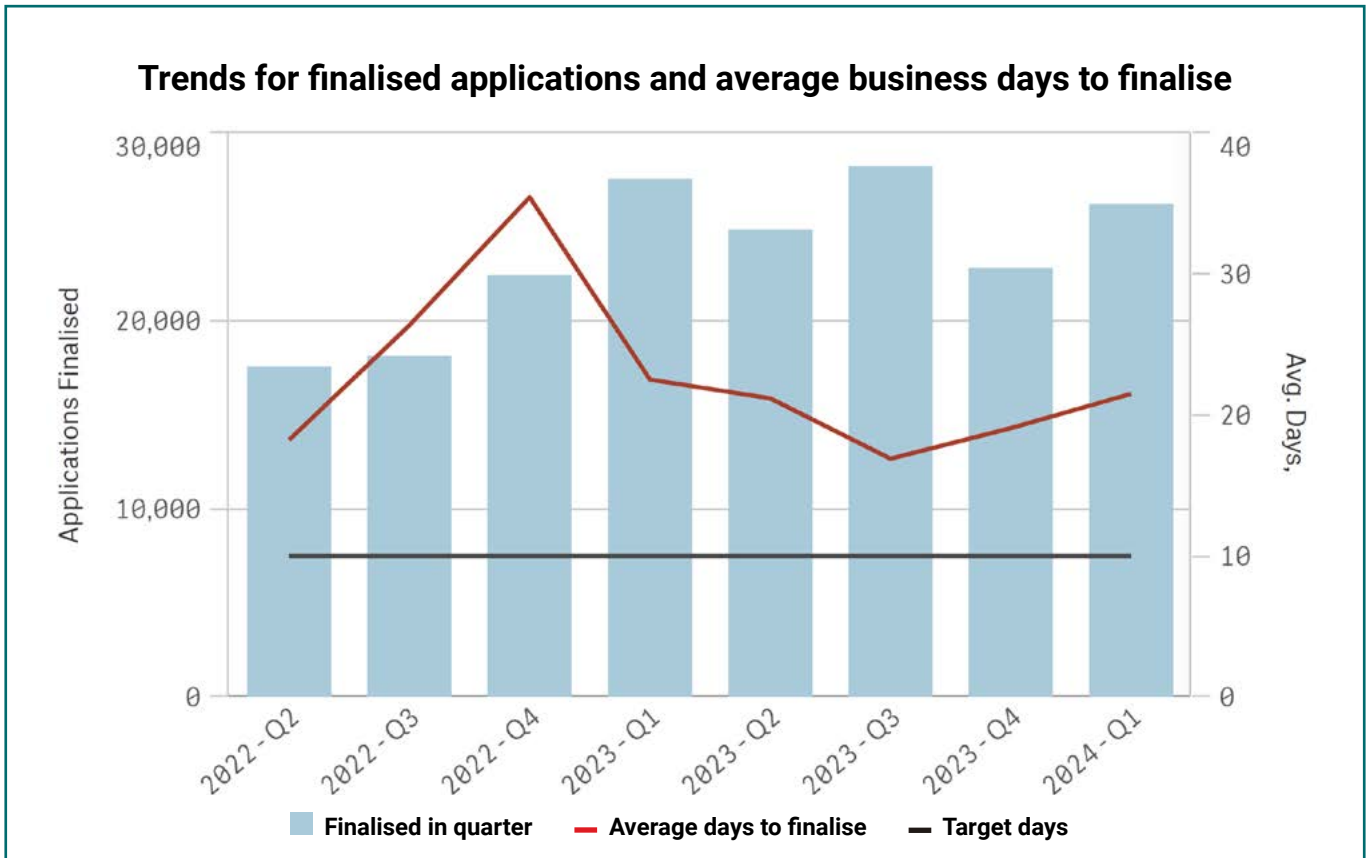
High Risk Work Licence

Average **22** business days total

% Finalised within target timeline



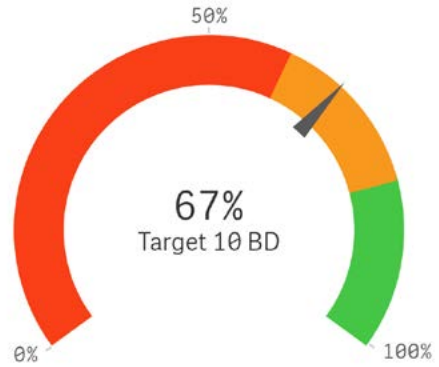
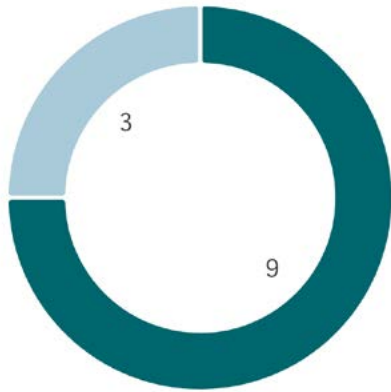
■ DEMIRS Licensing



Motor Vehicle Industries

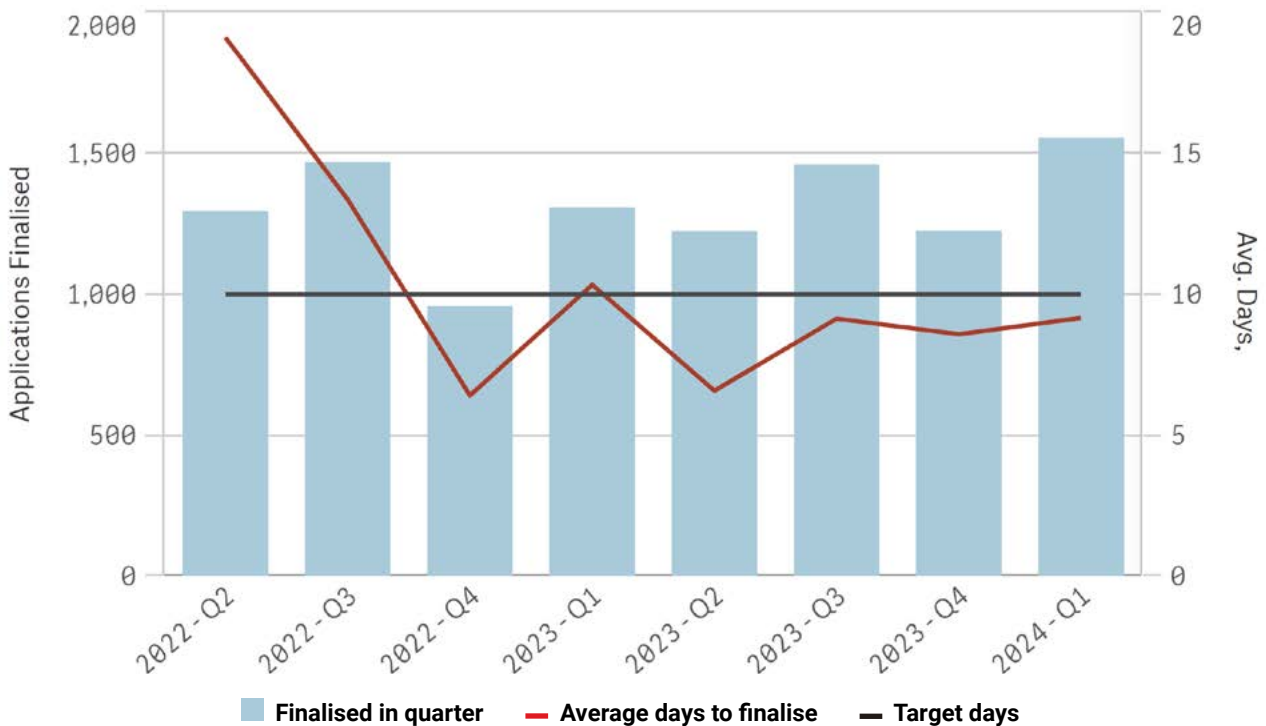
Average **12** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant

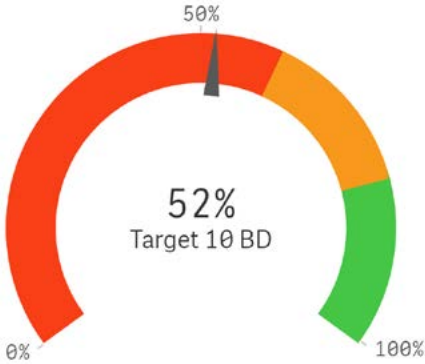
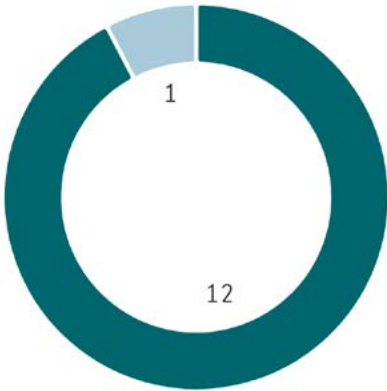
Trends for finalised applications and average business days to finalise



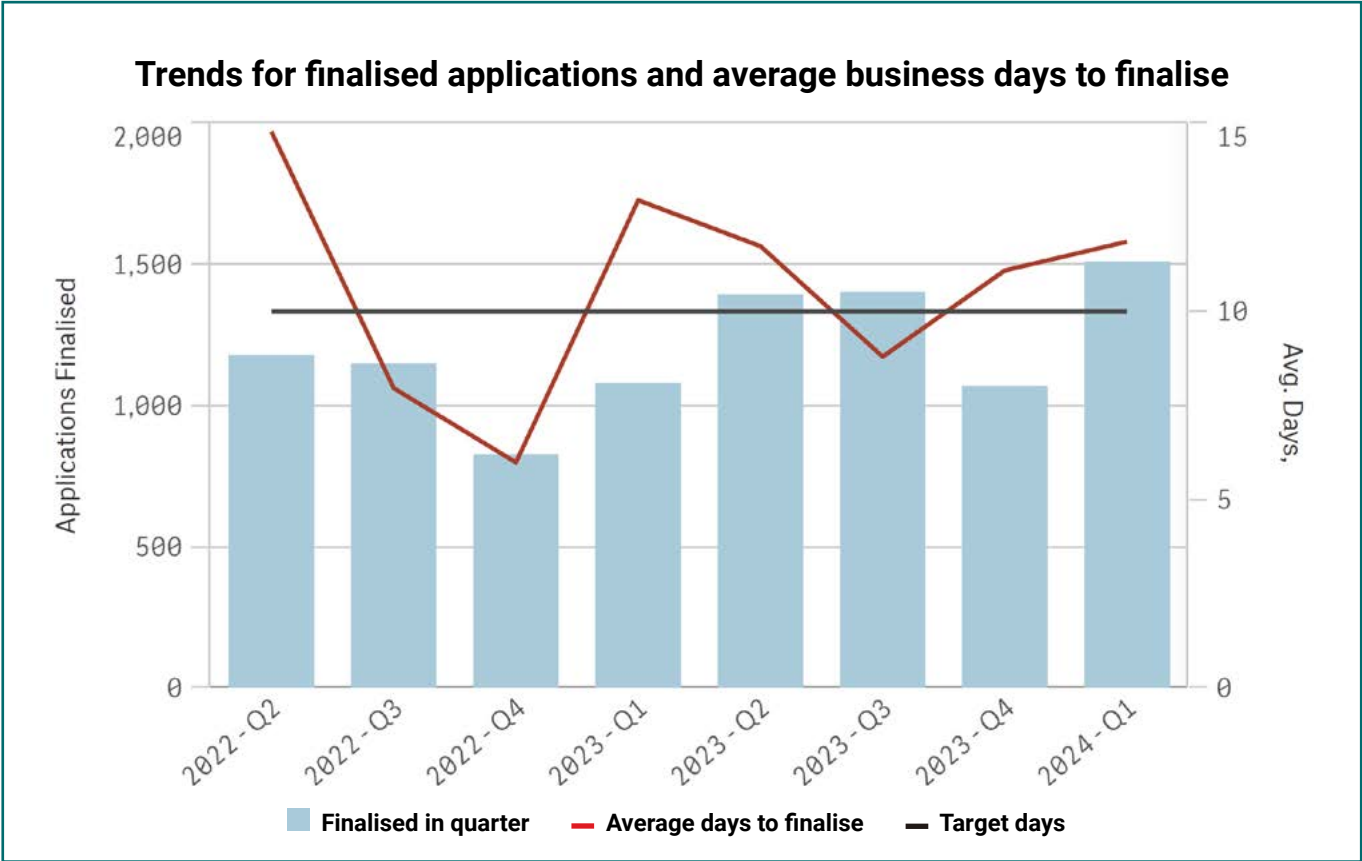
Property Industries

Average **13** business days total

% Finalised within target timeline



■ DEMIRS Licensing ■ Applicant



Licence holders as at 31 March 2024

Registered Building Contractor and Practitioner

• Registered Building Contractor	4,704
• Registered Building Practitioner	5,328

Registered Painting Contractor and Practitioner

• Registered Painting Contractor	2,283
• Registered Painting Practitioner	2,324

Registered Building Surveying and Owner Builder

• Building Surveying Contractor	73
• Building Surveying Practitioner	605
• Owner Builder Approval	8,380

Plumbing

• Plumbing Contractor	3,866
• Provisional Tradesperson's Licence	21
• Restricted Plumbers Permit	85
• Tradesperson Plumber	3,600

Electrical

• Electrical Contractor	6,196
• Electrical Worker's Permit	268
• Electrician	37,149
• Electrician's Training Licence	5,785
• In-House Electrical Installing Work Licence	287
• Provisional Electrician's Licence	209
• Restricted Electrical Licence	4,275
• Restricted Logbook Request	90

Gas

• Authorisation - Gasfitting	172
• Certificate of Competency - Gasfitting	220
• Gasfitting Permit	7,103
• Gasfitting Training Permit	1,192

Dangerous Goods

• Dangerous Goods Driver Licence	5,565
• Shotfiring Licence	3,223

High Risk Work Licence

• WS High Risk Work Licence	301,103
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Motor Vehicle Industries

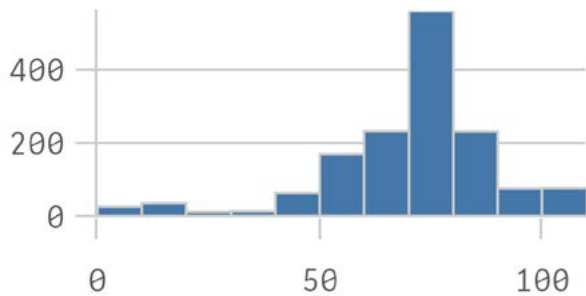
• Motor Vehicle Auctioneer Exemption	1
• Motor Vehicle Car Hire Exemption	98
• Motor Vehicle Dealer	1,354
• Motor Vehicle Financier Exemption	9
• Motor Vehicle Repair Business	4,809
• Motor Vehicle Repairer	19,123
• Motor Vehicle Salesperson	1,430
• Motor Vehicle Yard Manager	1,383

Property Industries

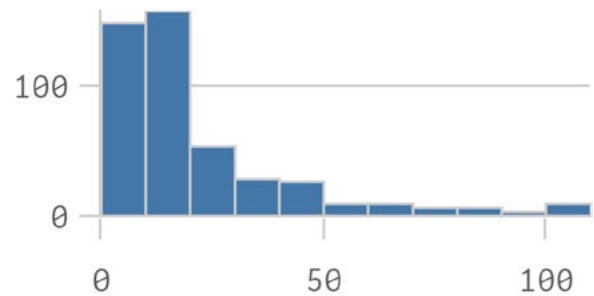
• Business Settlement Agent Licence	23
• Land Valuer	866
• Real Estate and Business Agent Licence	4,871
• Real Estate Developer Registration	738
• Real Estate Sales Representative Registration	7,375
• Real Estate Settlement Agent Licence	700

Distribution of business days to finalise application – 2024 Q1

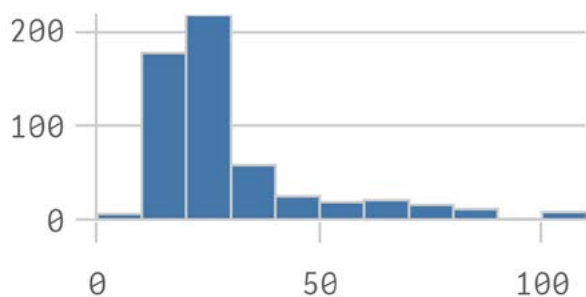
Registered Building Contractor and Practitioner



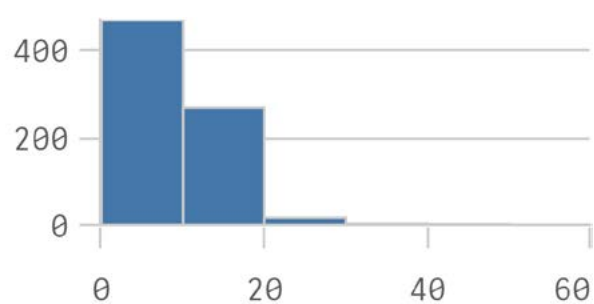
Registered Painting Contractor and Practitioner



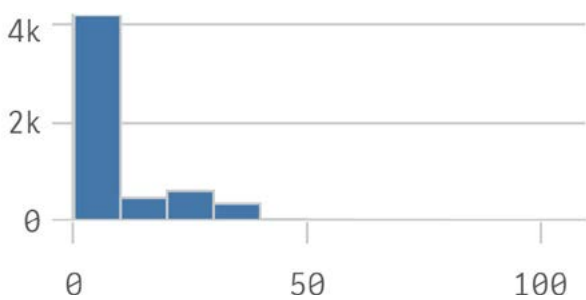
Registered Building Surveying and Owner Builder



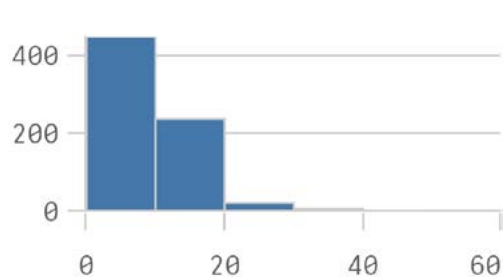
Plumbing



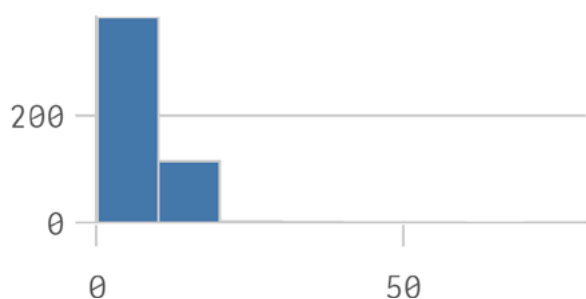
Electrical



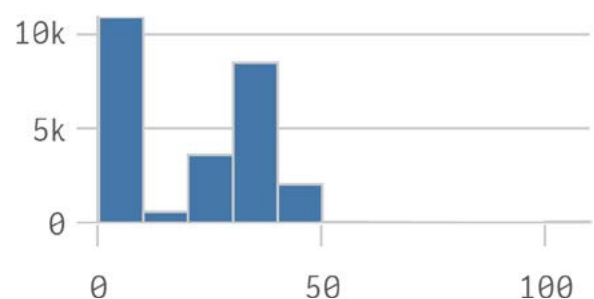
Gas



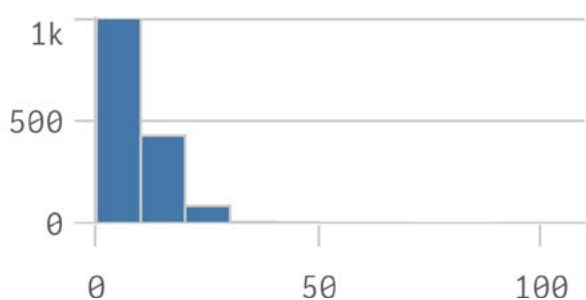
Dangerous Goods Driver and Shotfiring Licences



High Risk Work Licence



Motor Vehicle Industries



Property Industries

