



Transparency Statement

Our purpose is to support a safe, fair and responsible future for the Western Australian community, industry, energy and resources sector.

Whether it is enabling the next big discovery in the mining sector, protecting workers' health and safety, protecting tenants and consumers, transforming energy supply and emissions or rolling out new technology to provide better customer service, DEMIRS is committed to delivering excellent service and achieving its purpose.

As demonstrated in our [Strategic Plan: Towards 2026](#) we are committed to meaningful and purposeful engagement with our customers and other stakeholders, along with open, consistent, transparent, and accountable decision making.

This commitment is underpinned by our shared corporate values of being respectful, responsive, forward thinking, transparent, fair, and ethical and our dedication to lead with integrity, deliver on our commitments, strive for excellence and look for better ways of doing things.

We will ensure our regulatory, decision-making and policy-making processes, together with the technical information and data supporting them are where possible made publicly available for the benefit of the Western Australian community, unless there are specific legislative provisions, legal barriers or exemptions consistent with the *Freedom of Information Act 1992 (WA)* (FOI Act) that limits access to the information.

In line with this commitment, this Transparency Statement outlines the principles we embrace and are guided by, to provide consistency in transparency across our business areas:

- We have effective governance arrangements and practices that contribute to strong, sustainable and accountable performance.
- We treat information as an asset that is accessible for the community to use, or we give clear reasons for not disclosing (e.g. legislative provisions, legal obligations or exemptions consistent with the FOI Act).
- We apply a presumption of openness and adopt a proactive publication stance.
- Where possible, we share information and data about our department's operations and financial performance.
- We help you understand our policies, processes and provide reasons for our decisions.
- We act with honesty and integrity and are open about our mistakes or setbacks.
- We engage and consult with our customers and other stakeholders to better plan and inform our policies, projects, services and decision making.
- We welcome feedback and suggestions for improvement.

Our Customer Service Charter sets out our service commitments to our customers, so you know what you can expect from us with regards to staff interactions, information, services, privacy and security, confidentiality and providing feedback.

Reference links

[dataWA](#)

[DEMIRS - About us](#)

[DEMIRS Annual Report](#)

[DEMIRS Customer Service Charter](#)

[DEMIRS Freedom of Information Statement](#)

[DEMIRS Privacy Statement](#)

[DEMIRS Statement of Business Ethics](#)

[DEMIRS Strategic Plan: Towards 2026](#)

[Freedom of Information Act 1992](#)

[Information Management Framework for Western Australia](#)